



SCOTT CAUFIELD, MANAGER
 RESOURCE CONSERVATION AND SOLID WASTE PROGRAM

DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT

DEVELOPMENT SERVICES BUILDING
 150 BEAVERCREEK ROAD | OREGON CITY, OR 97045

October 20, 2016

Board of Commissioners
 Clackamas County

Members of the Board:

Approval of Intergovernmental Agreement with Metro to Implement the
 FYs 16-18 (Year 27&28) Annual Waste Reduction and Recycle at Work Program

Purpose/Outcomes	This IGA provides funding to implement the County's solid waste management plan, developed collaboratively each year with Metro.
Dollar Amount and Fiscal Impact	The IGA value for FY 16-17 is \$415,347. The funds, dispersed by Metro, partially offset the costs of implementing a state-required Solid Waste Management Plan.
Funding Source	Metro-Regional System Fee and County Solid Waste Collection Franchise Fees
Duration	July 1, 2016-June 30, 2018.
Previous Board Action/Review	BCC has approved the County's Solid Waste Management Plan and supplemental funding from Metro since 1991.
Contact Person	Eben Polk – Resource Conservation & Solid Waste 503-742-4470

BACKGROUND:

Annually Metro and local governments within the tri-county area collaborate to update and refine a plan for waste reduction and recycling. This IGA covers two fiscal years (FY17 and FY18). The annual reporting and plan requirements remain and the funding reported here is only for FY17. FY18 funding and planning will be considered as an amendment to this IGA next year.

The annual plans are designed to meet the goals and objectives of our Regional Solid Waste Management Plan (RSWMP) which itself implements state policies for the provision of opportunities to recycle, and waste reduction. In its role as the lead agency for RSWMP implementation, Metro has approved the County's Waste Reduction Plan for FYs16-18. This is a continuing program—the prior IGA was approved on November 5, 2015. The plans have two main components: the 'Annual Plan', which maintains county-wide waste reduction programs and opportunities for citizens to participate, and the 'Recycle at Work' program. Additionally, this plan includes funding for work with food-related businesses.

In support of these annual plans, Metro redistributes funds earned from disposal of garbage at Metro's owned and franchised facilities. The regional funding calculation is based on population (for the Annual Plan funds) and the number of employees (for Recycle at Work funds) in each jurisdiction. Cities within the County are eligible recipients. In addition to carrying out responsibilities for the unincorporated county, County staff, through a series of agreements, performs the annual responsibilities of the RSWMP as outlined in the Waste Reduction Plan for the Cities of Barlow, Canby, Damascus, Estacada, Gladstone, Happy Valley, Lake Oswego, Milwaukie, Molalla, Oregon City, Sandy, West Linn, and Wilsonville, in exchange for the funds allocated for those jurisdictions by Metro.

These local agreements ensure that programs and customer service as experienced by residents and businesses are consistent, efficient, and cost-effective, as well as communication with private collectors who provide service across jurisdictions.

The annual report offers details of the work accomplished using the funds distributed via this IGA. Highlights from the past year include:

- Continued outreach to residents and businesses at events and through Citizen News.
- Enhancing the collection of recyclables at 59 schools, providing 82 presentations and school-wide assemblies reaching thousands of K-12 students.
- Providing containers for recycling at 96 events including youth sporting events, community concerts, the County Fair and the Pick-a-Thon.
- Providing personal consultations to 848 small and large businesses along with more than 2,000 resources such as containers and boxes to handle materials.
- Increasing 'in-depth' evaluations at businesses by 21% compared to the previous fiscal year, helping businesses save money and identify new opportunities to reduce waste.
- Staff certified 24 Leaders in Sustainability this fiscal year. Another 35 are in the process of becoming certified.

These efforts closely align with the crucial services provided by our solid waste collection franchisees. Convenient access to recycling opportunities for all County citizens allows the materials collected to be returned to the stream of commerce, providing significant economic and environmental benefits. In 2014, the most recent year with recovery numbers available, our region reached a 59.8% recovery rate, down from the 2013 rate of 64.2%.

This year the County's funding allocation increased by \$31,585 to \$335,347 for the 'Annual Plan' work and the Recycle at Work Program. 'Annual Plan' work (\$203,200) maintains county-wide waste reduction programs and seeks to increase opportunities for citizens to participate. Recycle at Work (\$132,147) provides technical assistance to businesses. Finally, \$80,000 in new funding is included for work with businesses generating food scraps.

A signed Intergovernmental Agreement (IGA) with Metro is required in order to receive funds. The IGA Attachments A, B, C and D describe, respectively, the Scope of Work for Annual Waste Reduction Plan, the Scope of Work for the Recycle at Work program, the Scope of Work for Targeted Business Sector Grant and the detailed implementation plan. Also attached for reference are our agreements with Cities and the year-end FY 15-16 (Year 26) Annual Waste Reduction and Recycle at Work Reports.

This IGA with Metro has been reviewed and approved by County Counsel.

RECOMMENDATION

Staff respectfully recommends the Board of County Commissioners approve the FY 16-18 Plan and sign the Intergovernmental Agreement with Metro (No. 934313) to fund the programs.

Sincerely,



Eben Polk, Supervisor
DTD-Resource Conservation & Solid Waste

Intergovernmental Agreement

Metro Contract No. 934313

THIS AGREEMENT, entered into and under the provisions of ORS Chapter 190, is between Metro, a metropolitan service district organized under the laws of the State of Oregon and the Metro Charter, located at 600 NE Grand Avenue, Portland, OR 97232-2736, and CLACKAMAS COUNTY, hereinafter referred to as “County”, whose address is 2051 Kaen Road, Oregon City, OR 97045.

In exchange for the promises and other valuable consideration set forth below, the parties agree as follows:

1. The purpose of this Agreement is to establish the responsibilities of the parties in implementing the FY 2016-17 & FY 2017-18 Metro and Local Government Annual Waste Reduction Plan and the Recycle at Work Program. The scope of work for FY2016-17 is included in this Agreement as Attachments A, B, C and D. The scope of work for FY2017-18 will be added to this Agreement via amendment when Metro approves County’s FY2017-18 work plan.

2. Term. This Agreement shall be effective July 1, 2016, and shall remain in effect through June 30, 2018 unless earlier terminated in conformance with this Agreement, or extended by written amendment signed by both parties. Costs for this project may be incurred from date of last contract signature.

3. Services Provided and Deliverables. County and Metro shall perform the services described in the attached Scope of Work, which is made part of this Agreement by reference, and otherwise fully comply with the provisions in the attached Scope of Work (Attachments A, B, C and D).

4. Payment for Services. For fiscal year 2016-17, Metro shall pay County for Annual Waste Reduction services performed and materials delivered in the maximum sum of TWO HUNDRED THREE THOUSAND, TWO HUNDRED AND NO/100THS DOLLARS (\$203,200.00) and for Recycle at Work maintenance and Targeted Business Sector Grant services performed and materials delivered in the maximum sum of TWO HUNDRED TWELVE THOUSAND, ONE HUNDRED FORTY-SEVEN

Intergovernmental Agreement

AND NO/100THS DOLLARS (\$212,147.00) in the manner and at the time designated in the Scope of Work. Funding for subsequent fiscal years will be determined annually.

5. Insurance. County agrees to maintain insurance levels, or self-insurance in accordance with ORS 30.282, for the duration of this Agreement to levels necessary to protect against public body liability as specified in ORS 30.272. County also agrees to maintain for the duration of this Agreement, Workers' Compensation Insurance coverage for all its employees as a self-insured employer, as provided by ORS Chapter 656, or disability coverage under its Disability, Retirement and Death Benefits Plan.

6. Indemnification. Subject to the provisions of the Oregon Constitution and Oregon Tort Claims Act, County shall indemnify, defend, and hold Metro and Metro's agents, employees, and elected officials harmless from any and all claims, demands, damages, actions, losses, and expenses, including attorney fees, arising out of or in any way connected with, County's performance under this Agreement.

Subject to the provisions of the Oregon Constitution and Oregon Tort Claims Act, Metro shall indemnify, defend, and hold County and County's agents, employees, and elected officials harmless from any and all claims, demands, damages, actions, losses, and expenses, including attorney fees, arising out of or in any way connected with, Metro's performance under this Agreement.

7. Termination. This Agreement may be terminated by either party without cause upon giving 90 days written notice of intent to terminate. This Agreement may be terminated with less than 90 days notice if a party is in default of the terms of this Agreement. In the case of a default, the party alleging the default shall give the other party at least 30 days written notice of the alleged default, with opportunity to cure within the 30-day period. Termination shall be without prejudice to any obligations or liabilities of either party already accrued prior to such termination.

8. State Law Constraints. Both parties shall comply with the public contracting provisions of ORS Chapter 279A, B & C and to the extent those provisions apply, they are incorporated

Intergovernmental Agreement

into this Agreement by reference. Specifically, it is a condition of this Contract that all employers working under this Agreement are subject employers that will comply with ORS 656.017.

9. Notices. Legal notice provided under this Agreement shall be delivered personally or by certified mail to the following individuals:

For County:
Eben Polk
Clackamas County
150 Beaver Creek Road
Oregon City, OR 97045

For Metro:
Office of Metro Attorney
Metro
600 NE Grand Avenue
Portland, OR 97232-2736

Informal coordination of this Agreement will be conducted by the following designated Project Managers:

For County:
Eben Polk
Clackamas County
150 Beaver Creek Road
Oregon City, OR 97045

For Metro:
Jennifer Erickson
Metro
600 NE Grand Ave.
Portland, OR 97232

County may change the above-designated Project Manager by written notice to Metro. Metro may change the above-designated Project Manager by written notice to County.

10. Assignment. This Agreement is binding on each party, its successors, assigns, and legal representatives and may not, under any condition, be assigned or transferred by either party without prior written approval by the other party.

11. Integration. This writing and Attachments A through D attached hereto, incorporated herein by this reference, contain the entire Agreement between the parties, and may only be amended by written instrument, signed by both parties.



600 NE Grand Ave.
Portland, OR 97232-2736
(503) 797-1700

Intergovernmental Agreement

12. Severability. If any portion of this Agreement is found to be illegal or unenforceable, this Agreement nevertheless shall remain in full force and effect and the offending provision shall be stricken.

This Agreement is dated as of the last signature date below.

CLACKAMAS COUNTY

METRO

By: _____

By: _____

Print name and title

Print name and title

Date

Date

Intergovernmental Agreement

Attachment A

SCOPE OF WORK: Annual Waste Reduction Plan

- a) Term: July 1, 2016 to June 30, 2017
- b) County's responsibilities. County shall:
 - 1. Provide to Metro a copy of County's Resolution or Ordinance approving this Intergovernmental Agreement including all of its attachments.
 - 2. Provide to Metro a copy of the Letters of Understanding authorizing County to act on Cities' behalf in developing and implementing a joint annual waste reduction program.
 - 3. Ensure that by June 30, 2017, the activities specified in Attachment A and Attachment C have been completed.
 - 4. On or before August 1, 2017, submit the following:
 - A) A completed reporting worksheet.
 - B) Demonstrated compliance with OAR 340-090-0040 and the Regional Solid Waste Management Plan.
- c) Metro Responsibilities. Metro shall:
 - 1. Provide technical assistance to County as necessary to develop, execute, monitor, and evaluate the project.
 - 2. Provide assistance to County on promotional and educational activities.
 - 3. Monitor the general project progress and review as necessary, County's accounting records relating to project expenditures.
- d) Budget and Terms of Payment:
 - 1. Upon completion of section (b)(1) and (b)(2) of this Scope of Work, Metro shall pay County \$203,200.00 in one lump sum. County's billing invoices shall include the Metro contract number, County name, remittance address, invoice date, invoice number, and invoice amount. County's billing invoices shall be sent to Metro Accounts Payable, 600 NE Grand Avenue, Portland, OR 97232-2736 or metroaccountspayable@oregonmetro.gov. The Metro contract number shall be referenced in the email subject line. County's billing invoices for goods and services through June 30 shall be submitted to Metro by July 15. Payment shall be made by Metro on a Net 30 day basis upon approval of County invoice.
 - 2. County shall provide services described in Attachment D in exchange for the following funding allocations:

Intergovernmental Agreement

<u>Funding allocation</u>	
Barlow	\$69
Canby	\$8,158
Damascus	\$5,414
Estacada	\$1,572
Gladstone	\$5,862
Happy Valley	\$8,922
Johnson City	\$288
Lake Oswego	\$19,014
Milwaukie	\$10,449
Molalla	\$4,555
Oregon City	\$17,294
Rivergrove	\$252
Sandy	\$5,297
West Linn	\$13,047
Wilsonville	\$11,654
<u>Unincorporated Clackamas County</u>	<u>\$91,351</u>
TOTAL	\$203,200

3. County and Metro recognize that the Metro and Local Government Annual Waste Reduction Plan is a multi-year program and that future rounds of funding will depend in part on County's performance in implementing program activities during the term of this contract.

Intergovernmental Agreement

Scope of Work – Exhibit A

Attachment B

SCOPE OF WORK: Recycle at Work Maintenance Funding

- a) Term: July 1, 2016 to June 30, 2017
- b) County's responsibilities. County shall:
 - 1. Hire and train individuals as staff or contractors who work in the County's offices or external contractors whose primary responsibilities and duties are to provide technical assistance and business recycling requirement compliance services to businesses.
 - 2. Develop a Work Plan that identifies the County's strategy for targeting and recruiting businesses for assistance and compliance with Business Recycling Requirements.
 - 3. On or before August 1, 2017, submit a completed Work Plan reporting worksheet.
 - 4. Make resources available to businesses as appropriate for the County.
 - 5. Collect data for each business assisted that summarizes contact information and type of assistance provided. Data will be submitted in the Excel worksheet provided by Metro.
 - 6. Prepare an annual progress report on the accomplishments of the business assistance including completed spreadsheet provided by Metro, staffing and expenditures and successes and challenges of commercial program and assistance.
 - 7. Establish a compliance program for the Business Recycling Requirement consistent with Section 2.6 of the administrative procedures for Metro Code Chapter 5.10 and provide written description to Metro

Successes and Challenges

Provide narrative on successes and challenges in achieving desired outcomes.

Administrative Information—Expenditures and Staffing

Provide overall commercial expenditures to date and Metro grant funds spent for the current program year (July 1 through June 30). List staff working on business assistance, FTE, and source of funding for staff (Metro or local government).

- c) Metro Responsibilities. Metro shall:
 - 1. Provide resources and staff time to County to develop, execute, monitor, and evaluate the Recycle at Work maintenance program.
 - 2. Monitor the general program progress and review as necessary, County's accounting records relating to Recycle at Work program expenditures.
 - 3. Notify the County of Metro business assistance or pilots and any other business recruitment scheduled for the term of the IGA.
 - 4. Provide the County with standardized reporting forms for annual progress reports. The reporting forms will be used to record quantitative data generated from the information system and qualitative information.

Intergovernmental Agreement

Scope of Work – Exhibit A

5. Review and revise the program goals and budget as needed in conjunction with the Solid Waste Directors.
6. Conduct an evaluation of the program as needed, which may include on-site visits to businesses by Metro staff or independent third-party contractors.

d) Budget and Terms of Payment:

1. Upon completion of section (b)(2) of this Scope of Work, Metro shall pay County \$132,147.00 in one lump sum. County’s billing invoices shall include the Metro contract number, County name, remittance address, invoice date, invoice number, and invoice amount. County’s billing invoices shall be sent to Metro Accounts Payable, 600 NE Grand Avenue, Portland, OR 97232-2736 or metroaccountspayable@oregonmetro.gov. The Metro contract number shall be referenced in the email subject line. County’s billing invoices for goods and services through June 30 shall be submitted to Metro by July 15. Payment shall be made by Metro on a Net 30 day basis upon approval of County invoice.
2. County shall provide services described in section (b) in exchange for the following funding allocations:

Funding allocation

Barlow	\$25
Canby	\$5,096
Estacada	\$0*
Gladstone	\$2,433
Happy Valley	\$2,575
Johnson City	\$7
Lake Oswego	\$17,464
Milwaukie	\$11,501
Molalla	\$2,021
Oregon City	\$12,705
Rivergrove	\$7
Sandy	\$3,027
West Linn	\$4,092
Wilsonville	\$16,666
<u>Unincorporated Clackamas Co.</u>	<u>\$54,528</u>

TOTAL \$132,147

*Funding withheld due to non-compliance with the Business Recycling Requirement

Intergovernmental Agreement

Scope of Work – Exhibit A

Attachment C

SCOPE OF WORK: Targeted Business Sector Grant--Food Scraps

- a) Term: July 1, 2016 to June 30, 2017
- b) County's responsibilities. County shall:
1. Hire and train individuals as staff or contractors who work in the County's offices or external contractors whose primary responsibilities and duties are to provide technical assistance for composting, food waste prevention and donation with food-generating businesses.
 2. Participate in the Commercial Work Group (CWG) for the purpose of collaborating on multijurisdictional food-generating business assistance.
 3. Provide Metro with list of businesses jurisdiction intends to add or delete from list provided by Metro. The focus should be on large food waste generators, businesses that help in building routes or multi-tenant facilities.
 4. Provide quarterly reports of assistance provided that will be included on the spreadsheet provided by Metro and any other success or challenges in a narrative form.
- c) Metro Responsibilities. Metro shall:
1. Provide resources and staff time to County to develop, execute, monitor, and evaluate the grant.
 2. Monitor the general grant progress and review as necessary.
 3. Convene and facilitate the quarterly CWG.
 4. Provide the County with standardized reporting forms for annual progress reports. The report forms will be used to record quantitative data generated from the information system and qualitative information.
 5. Review and revise as needed the program goals and budget in conjunction with the Solid Waste Directors.
 6. Conduct follow up survey of businesses engaged by the program, which may include on-site visits to businesses or phone calls by Metro staff or independent third-party contractors.
- d) Budget and Terms of Payment:
1. Metro shall pay County \$80,000 in one lump sum. County's billing invoices shall include the Metro contract number, County name, remittance address, invoice date, invoice number, and invoice amount. County's billing invoices shall be sent to Metro Accounts Payable, 600 NE Grand Avenue, Portland, OR 97232-2736 or metroaccountspayable@oregonmetro.gov. The Metro contract number shall be referenced in the email subject line. County's billing invoices for goods and services through June 30 shall be submitted to Metro by July 15. Payment shall be made by Metro on a Net 30 day basis upon approval of County invoice.

Intergovernmental Agreement

Scope of Work – Exhibit A

Attachment D

FISCAL YEAR 2016-17

LOCAL GOVERNMENT ANNUAL WASTE REDUCTION WORK PLAN

Jurisdiction: Clackamas County

Contact: Eben Polk

1. Program Overview Narrative

Metro Instructions:

“Provide a narrative overview of programs, services and focus areas for FY 2016-17 and describe your jurisdiction’s waste prevention and recycling activities separately. Include participation with regional planning efforts and demonstration of compliance with state law. In addition, the following elements are **required** as part of the Annual Plan and may be addressed in the narrative portion of your plan *or* in the tasks table:

- a) Demonstrate compliance with the Regional Service Standard by completing the **Regional Service Standard: Level and Frequency of Service** table for your jurisdiction. Cooperatives should report on behalf of member jurisdictions. (The table may be left blank if there have been no changes to any elements in your jurisdiction or to those of cooperative members. Please confirm by checking “no changes” as indicated.)
- b) Implement waste prevention activities for each area of the residential and commercial sector (single-family, multi-family, business, construction & demolition, commercial organics, toxicity reduction).
- c) Identify and undertake a specific curbside recycling outreach activity for an existing local government program.
- d) Participate in at least one regional waste reduction planning group.
- e) Maintain or increase curbside recovery levels (total tons and per capita tons recovered and disposed).”

Program Overview Narrative

Clackamas County provides waste prevention, recycling and reuse education for the unincorporated areas of the County, and by agreement for the cities of: Barlow, Canby, Damascus, Estacada, Gladstone, Happy Valley, Lake Oswego, Milwaukie, Molalla, Oregon City, Sandy, West Linn and Wilsonville. The same services are provided informally to residents and businesses in Rivergrove and Johnson City.

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Scope of Work – Exhibit A

Clackamas County’s program serves approximately 397,000 residents, as detailed in the table below
 (Source: Portland State University 2015 Oregon Population Report).

Jurisdiction	2015 Estimated Population in Clackamas County
Barlow	135
Canby	16,010
Damascus	10,625
Estacada	3,085
Gladstone	11,505
Happy Valley	17,510
Johnson City	565
Lake Oswego (part)*	34,730
Milwaukie	20,505
Molalla	8,940
Oregon City	33,940
Portland (part)*	762
Rivergrove (part)*	458
Sandy	10,395
Tualatin (part)*	2,864
West Linn	25,605
Wilsonville (part)*	20,476
Unincorporated Clackamas County	179,275
TOTAL	397,385

*City is located and has population in more than one county. This table was not used to generate the funding allocation table on page 8.

Entering FY 16-17, Clackamas County’s Resource Conservation & Solid Waste (RC&SW) program has 8.3 FTE and 11 staff.¹ It is part of the County’s Department of Transportation & Development (DTD). The RC&SW program, in addition to overseeing activities that promote recycling, waste reduction and reuse, and fulfill obligations under the Regional Solid Waste Management Plan and Opportunity to Recycle Act, administers the County’s integrated solid waste collection system in the unincorporated areas of the County and for the Cities of Barlow and Happy Valley. This includes regulatory oversight and solid waste collection planning for the nine franchised garbage and recycling collection companies operating twenty-two (22) franchises, including one County-owned transfer station. The RC&SW program oversees the County’s solid waste code, licenses independent recyclers, conducts annual reviews of solid waste fees, participates in regional solid waste planning activities, and represents the County in matters involving materials management policy and facilities, with DEQ and Metro. It also funds solid waste-related code enforcement, staffed by the Public Safety & Compliance program in DTD.

¹ The Clackamas County Refuse & Recycling Association contracts with one RC&SW staff member for 0.6 FTE of additional schools outreach.

Intergovernmental Agreement

Scope of Work – Exhibit A

Staff specialists in waste prevention and recycling education and technical assistance implement the Annual Waste Reduction Plan, reaching residents in single- and multi-family housing, businesses, government agencies, schools and other organizations. Other staff members focus on franchise administration, solid waste planning, program management, administrative assistance, and other activities directed by DTD or the County, such as intermittent efforts in sustainable county operations.

Staff responsibilities are generally partitioned as follows:

- 1 Analyst: Residential and community outreach, volunteer coordination (1 FTE) [Currently Vacant]
- 1 Analyst: School education (0.25 FTE County-funded + 0.6 FTE Hauler-funded)
- 1 Seasonal Event Recycling Assistant (0.3 FTE)
- 1 Analyst: Multifamily assistance (0.4 FTE), Recycle at Work (0.4 FTE), (0.2 other)
- 2 Part-time Analysts: Recycle at Work (0.96 FTE) [One Currently Vacant]
- 1 Limited Term Analyst: Commercial food scrap collection program development (0.75 FTE)
- 1 Sr. Analyst: Recycle at Work (0.8 FTE), disaster debris planning and other (0.2 FTE) [Currently Vacant]
- 1 Sr. Analyst: Solid waste planning and franchise administration (1 FTE)
- 1 Administrative Assistant: Fee collection, customer service, program support (1 FTE)
- 1 Supervisor

Customer Service

Residents, employees, and the public have access to customer service and resources through a dedicated phone line (503-557-6363), email (wasteinfo@clackamas.us), and website (www.clackamas.us/recycling). This information is included in phone directories, on educational materials, newsletters and other publications, in chamber directories and on our webpage. With Metro's shift away from the use of the RAWIS Salesforce database, one goal in the upcoming year will be to identify the appropriate customer service tool(s) for tracking our technical assistance and inquiries from the public. Web pages are provided for residential, business, and multifamily audiences, with local information and resources, as well as links to relevant regional and state resources. These pages will continue to be updated. Staff and funding permitting, we will also explore expanded use of mobile technology to promote waste prevention and to direct residents to regional and local resources.

Customer Diversity

Geographically and culturally, Clackamas County is a microcosm of Oregon: rural, suburban, and urban communities, farmland, and significant public and privately owned forestland. Demographically, Clackamas County has a slightly higher percentage of residents over age 65 (16%) compared to the rest of the Metro region. Cultural and ethnic diversity in the county is growing gradually. This plan includes continued steps to promote access to services and reach under-served residents and businesses in multiple languages and culturally appropriate ways. Our most frequently-provided printed item, our guide for recycling at home and work, is available in Spanish, Russian, Chinese [Mandarin], . One part time staff person is fluent in Spanish language and Latino culture.

Service Standard

The County and the cities all comply with the Regional Service Standard.

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Scope of Work – Exhibit A

Program Requirements

Clackamas County's programs comply with the requirements of the Regional Solid Waste Management Plan and state program elements for waste prevention and recycling programs contained in OAR 340-090-0030-45 and ORS 459A.

Programmatic Highlights by Customer Segment

Residents

The RC&SW program publishes pages focused on waste reduction and recycling in the quarterly county newsletter, Citizen News. In FY16-17, ten (10) pages are planned to be published in three issues. It is delivered to all residential and business mail recipients in the county, approximately 175,000 addresses. In FY 16-17, we will again pursue a complementary a paper and electronic 'insert' in garbage bills to reach customers in a second format.

Recycling guides (now available in English, Spanish, Chinese [Mandarin], Vietnamese, and Russian) are made available to collection companies to distribute to customers where collectors identify improper recycling.

We host an education and outreach tent at the six-day Clackamas County Fair in August. Topics typically include food waste reduction, reusing materials rather than buying new and continuing to educate about curbside and non-curbside recycling.

We will partner with Metro to include the Healthy Home display and Clackamas River Water Providers to provide water conservation information.

Throughout the year, we will provide similar education and customized displays at other community events, such as the Spring Garden Fair, farmers markets and wellness fairs and at presentations, upon request. Some events will be supported by Master Recyclers. Popular topics include Recycling Yes and No's, green cleaners, backyard composting and natural gardening.

Work with Master Recyclers, and event-based outreach, will take greater advantage of the increased resources and messaging for food waste prevention including closer alignment to the Eat Smart Waste Less resources and outreach shared with Gresham, Beaverton, and Washington County.

Staff will continue to explore options to focusing messaging on increasing material quality, including messaging responsive to the most recent residential waste and contamination study.

In this fiscal year, the staff position focused on residential outreach and education, Master Recyclers, and volunteer coordination made significant improvements in support for Master Recyclers and in updating web pages and published materials, but was also vacant for several months. In the upcoming fiscal year we anticipate re-invigorating outreach and education in this area.

Construction & Demolition

In addition to the ongoing outreach and materials we provide to promote deconstruction, waste reduction and reuse of construction materials, we intend to hold at least one workshop that will reconnect with partners in the region, learn the processes currently used by local jurisdictions for building removal and encouraging the use of salvaged building supplies, and to discuss and draft proposed code changes in advance of a 2016 code update.

Intergovernmental Agreement

Scope of Work – Exhibit A

Toxics Reduction

In addition to ongoing, standard outreach for toxics reduction, we will develop a presentation to accompany our green cleaner outreach kit, for use by staff and Master Recyclers.

Other

Clackamas County will continue its robust engagement with schools for waste reduction and recycling, offering services including but not limited to waste reduction packets, presentations, technical assistance, mini-grants, and Oregon Green Schools certification among others.

Event recycling technical assistance will also continue. In 14-15, the program was refocused and revised.

Other waste prevention and recycling outreach activities are detailed in the Maintenance and Expansion of Existing Program tables.

2. Budget Information

- a) Metro Instructions: Provide overall solid waste and recycling budget.

Proposed 16-17 Budget - Resource Conservation & Solid Waste Program*

	Budget Summary					
	FY 13-14 Actual	FY 14-15 Actual	FY 15-16 Amended Budget	FY 16-17 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	-	-	655,068	605,715	(49,353)	-8%
Licenses & Permits	-	-	1,313,350	1,296,300	(17,050)	-1%
Local Government & Other Agencies	-	-	331,500	354,500	23,000	7%
Fines & Penalties	-	-	2,000	10,000	8,000	400%
Miscellaneous Revenue	-	-	30,500	30,750	250	1%
Operating Revenue	-	-	1,677,350	1,691,550	14,200	1%
Total Rev - Including Beginning Bal	-	-	2,332,418	2,297,265	(35,153)	-2%
Personnel Services	-	-	914,064	893,238	(20,826)	-2%
Materials & Services	-	-	537,537	583,907	46,370	9%
Indirect Costs	-	-	76,519	37,376	(39,143)	-51%
Cost Allocation Charges	-	-	120,959	122,941	1,982	2%
Operating Expenditure	-	-	1,649,079	1,637,462	(11,617)	-1%
Special Payments	-	-	37,500	-	(37,500)	-100%
Capital Outlay	-	-	25,000	40,000	15,000	60%
Contingency	-	-	620,839	619,803	(1,036)	0%
Total Exp - Including Special Categories	-	-	2,332,418	2,297,265	(35,153)	-2%

*Neither revenues nor expenditures include recently revised regional funding estimates from Metro for technical assistance to businesses including commercial food waste reduction.

Intergovernmental Agreement

Scope of Work – Exhibit A

Maintenance & Expansion of Existing Programs

ACTIVITY	KEY	STATUS
<u>Description of Activity:</u> What is the activity you are planning to implement?	(O) Ongoing--minor administrative updates and changes only.	
<u>Goals:</u> Why is the activity important and what do you expect to achieve?	(R) Revised--major program policy or implementation adjustments (provide details).	
<u>Strategy and Indicator of Success:</u> How will you implement and how will you measure success?	(N) New--brand new program, or substantially revised or reconstituted (provide details)	

Single-family Residential (Include home composting programs)	
Waste Prevention	Status
Description of Activity: Food Waste Prevention – Raise awareness around the issue of wasted food.	
Goal: Residents gain awareness of the issue of wasted food and learn behaviors and actions that result in less food wasted.	
Strategy: 1. Partner with other local jurisdictions on the Eat Smart, Waste Less Challenge (ESWLC). Focus on three of the ESWLC strategies to encourage households to reduce wasted food: <ul style="list-style-type: none"> • Get smart –measuring how much food is wasted • Smart storage – keeping fruits and vegetables fresh • Smart saving – eating what is bought 	R
2. Recruit an AmeriCorps member to help deliver these activities and develop relationships with stakeholders.	N
Indicators of Success: <ul style="list-style-type: none"> • One article about preventing wasted food at home and the ESWLC will be featured in Citizen News. • Reduce Wasted Food kit will be updated to include Eat Smart Waste Less Challenge pledge form and other ESWLC materials. • 4 Community events will include the updated Reduce Wasted Food kit with ESWLC Challenge materials at County-sponsored tables or checked out by Master Recyclers. • 150 pledges will be received to reduce wasted food at home through the Eat Smart, Waste Less Challenge campaign. 	
3. One continuing education training for Master Recyclers to learn more about preventing wasted food at home and using Eat Smart, Waste Less Challenge resources.	R
Indicator of Success: <ul style="list-style-type: none"> • 15 Master Recyclers will attend a training to learn about preventing wasted food and Eat Smart, Waste Less Challenge resources available in Clackamas County. 	

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Strategy: 4. Continue to make available other local resources that focus on reducing wasted food, such as Oregon State Extension Service’s food preservation classes and hotline.	R
Indicator of Success: <ul style="list-style-type: none"> At least two links to food preservation resources will be provided on our web site and provided in relevant flyers. 	
Description of Activity: Reduce & Reuse – Promote opportunities and resources to reduce waste and encourage reuse.	
Goal: Residents engage in actions that generate less waste and use existing resources.	
Strategy: 5. Continue to update Reuse flyer which lists local and regional reuse-centered businesses. Emphasize donation and purchasing used materials that results in waste reduction, reuse and helping people in need.	O
Indicator of Success: <ul style="list-style-type: none"> 100 Reuse flyers will be distributed at community events 	
Strategy: 6. Continue to promote alternatives to buying new and local reuse businesses such as thrift stores, consignment shops and used building material stores.	O
Indicator of Success: <ul style="list-style-type: none"> One feature article about alternatives to buying new and reuse businesses will be in Citizen News or other outreach channels. 	
Strategy: 7. Encourage waste reduction and reuse by organizing or supporting Repair Fairs in Clackamas County.	N
Indicator of Success: <ul style="list-style-type: none"> Two Repair Fairs are held in Clackamas County. 	
Description of Activity: Supporting the regional Master Recycler program and Master Recycler volunteers.	
Goals: Citizens learn from Master Recyclers to engage in actions that result in less waste and greater awareness of waste systems in the metro and tri-county regions.	
Strategy: 8. Host and support one course in Clackamas County each fiscal year. (April & May)	O
Indicator of Success: <ul style="list-style-type: none"> Provide enhanced support for Master Recyclers to conduct outreach and fulfill payback hours at a minimum of 4 community events. (County staff will organize and back-fill MR volunteers.) At least 3 kits made available for use by Master Recyclers when tabling at additional events in the community. At least 4 staff presentation given during the MR course. 	

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Single-family Residential (Include home composting programs)	
Recycling	Status
Required: Curbside recycling outreach activity for an existing program. Description of Activity: Curbside Recycling – Outreach to residents about recycling at home.	
Goal: Residents engage in actions that result in more recycling and a better understanding of which materials are recyclable and where to recycle them.	
Strategy: 9. Continue messaging about contamination in recycling and recyclables mistakenly put in the garbage, with a focus on materials identified in the most recent regional waste composition study.	O
Indicator of Success: <ul style="list-style-type: none"> • Feature at least one article in Citizen News and provide content for city newsletters or solid waste bill inserts about current recycling topics such as recyclables going into the garbage or garbage going into recycling. 	
Strategy: 10. At community events, tangibly model correct recycling with Recycling Yes/No displays. Continue to provide the Garbage & Recycling guide in 5 languages at events, online and upon request.	O
Indicator of Success: <ul style="list-style-type: none"> • 500 Garbage & Recycling guides will be distributed at community events and upon request. 	
Description of Activity: Alternative Recycling Options – Promote recycling at depots and other non-curbside locations.	
Goal: Residents engage in actions that result in further recycling efforts and a better understanding of which materials are recyclable and where they can be recycled.	
Strategy: 11. Continue to maintain the county area Recycling Depot list that features recycling locations for paper, metal, plastics, appliances, electronics, batteries, paint, deposit containers, yard debris and other materials. Promote Paint Care, Call2Recycle and Oregon E-Cycles.	O
Indicator of Success: <ul style="list-style-type: none"> • Recycling Depot list will be featured in at least one issue of Citizen News. 	
Strategy: 12. Have an ad or article in one issue of Citizen News that encourages redemption of deposit containers and indicates why it's a preferable method of recycling.	O
Indicator of Success: <ul style="list-style-type: none"> • Feature one ad on redemption of deposit containers in Citizen News. 	

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<ul style="list-style-type: none"> Event recycling program will continue to promote Bottle Drop locations and returning deposit containers for fundraising. 	
Description of Activity: Home and Backyard Composting	
Goal: Residents engage in actions that result in managing organic waste at home and gain a better understanding of how and what to compost.	
Strategies: 13. Continue to encourage residents to grasscycle and compost fruit/vegetable scraps and yard debris at home. Provide publications and display materials at community events and upon request. 14. Continue to provide composting resources on our website, DIY instructions and provide links to external resources (OSU Extension and Metro). 15. Continue to encourage using finished compost as a soil amendment and mulch in yards and gardens.	O O R
Indicator of Success: <ul style="list-style-type: none"> One article on composting options and resources will be in Citizen News or other outreach channel. Compost at home publications & compost display materials will be provided at local farmers markets, County Fair and other community events. One article or ad on the benefits of using finished compost will be Citizen News. 	

Multi-family Residential	
Waste Prevention	Status
Description of Activity: Promote waste prevention to property managers and residents at multifamily communities.	
Goals: Residents gain awareness of and learn behaviors and actions that result in less waste.	
Strategy: <ol style="list-style-type: none"> Educate property managers through direct outreach, newsletter, events and our website about waste prevention. Distribute information on junk mail and food waste reduction. Partner with other local jurisdictions on the Eat Smart, Waste Less Challenge (ESWLC) See <i>Single-family Residential Strategy 1 for more details</i>. Develop a strategy for multifamily audience. Offer presentations and displays regarding waste prevention, recycling and other waste reduction messages upon request. 	O R O
Indicator of Success: <ul style="list-style-type: none"> 50 communities receive waste prevention information. 12 multifamily communities receive presentations or tabling on waste prevention. 	

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Description of Activity: Promote reuse to property managers and residents at multifamily communities.	
Goals: Residents reuse, swap or donate usable household items.	
Strategy:	
4. Distribute materials that promote reuse such as Reduce, Reuse, Recycle Guide, Reuse flyer, Community Warehouse door hanger and/or Metro magnet.	O
5. Continue identifying opportunities to coordinate with a social service reuse organization such as Community Warehouse or similar non-profit to collect reusable items either on on-going basis or after an on-site collection event.	O
Indicator of Success:	
<ul style="list-style-type: none"> • 100 communities receive information about reuse. • 3 communities implements a reuse activity – event or ongoing storage. 	
Description of Activity: Promote technical assistance program to property managers.	
Goals: Property managers are aware of our program and request tools to educate tenants.	
Strategy:	
6. Develop and distribute an electronic property manager’s newsletter that will be delivered quarterly that contains information about waste reduction and recycling topics to keep property managers current and informed about our services. Include reminders about available resources.	R
7. Maintain updated information on the website: www.clackamas.us/recycling and www.clackamas.us/recycling/multifamily	O
8. Highlight program assistance in one issue of Trash Talk.	O
Indicators of Success:	
<ul style="list-style-type: none"> • Newsletter is distributed to roughly 250 property managers for whom we have email addresses. • PMs request materials and assistance. 	

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Multi-family Residential	
Recycling	Status
Description of Activity: Provide technical assistance to communities.	
Goals: Residents recycle often and right.	
Strategy:	
9. Offer assistance to an estimated 50 communities that have not received assistance in the past 2 years.	R
10. Audit 10% of the service level data received from the collectors in May 2016, using site visits.	N
11. Distribute reusable recycling bags for the collection and transport of recyclable materials to common recycling areas.	O
12. Educate communities about plastic film recycling options at the grocery store to help reduce the amount in mixed recycling.	N
13. Provide on-site assistance as requested.	O
Indicator of Success:	
<ul style="list-style-type: none"> • 30 additional PMs know about our services. • 70 communities have their service levels verified and adjustments to service needed if identified. • 500 recycling bags are distributed to property managers for residents. • 5 communities set up a source separated film collection to be taken back to grocery stores. • 100 communities receive resources, information and assistance. 	
Description of Activity: Recruit and train an AmeriCorps member to help deliver multi-family pilot project to the 30 communities in Wilsonville and other communities as available.	
Goals:	
<ul style="list-style-type: none"> • Ensure access to recycling services for Wilsonville multifamily residents. • Increase the amount of recyclable materials recovered. • Ensure the recyclable materials collected are high quality. 	
Strategy:	
14. Analyze existing service data to identify communities that could benefit from increased service.	N
15. Identify communities that would better be served by adjustments to enclosure.	N
16. Provide outreach to communities with adequate access—meet with PM and develop strategy.	N
Indicator of Success:	
<ul style="list-style-type: none"> • The 30 communities in Wilsonville pilot program will receive targeted technical assistance including service level adjustments and interviews with PMs to develop targeted outreach to communities. • A replicable model is identified to repeat in other areas throughout the county. 	

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Description of Activity: Begin tracking assistance to low income communities as defined by Section 8 status and explore possibilities to use other variables to measure assistance to under-served populations.	
Goal: To provide equitable service throughout the county.	
Strategy: 1. If a lower percentage of Section 8 communities request service, target outreach to those communities through partnerships, cold calls and mailings.	N
Indicator of Success: <ul style="list-style-type: none"> An equitable amount of service to Section 8 communities. An assessment of other opportunities / data sources, if any, to track equity in multifamily assistance 	

Construction & Demolition	
Waste Prevention	Status
Description of Activity: Provide information about businesses accepting C&D materials to be reused or repurposed.	
Goal: Encourage residents, businesses and organizations to engage in actions that result in greater supply and use of reusable C&D materials.	
Strategy: 1. Continue to promote local businesses that accept and/or sell salvaged construction and demolition materials, building materials.	O
Indicators of Success: <ul style="list-style-type: none"> Feature one ad about local reuse stores and/or one ad about Metro Paint in Citizen News. Supply 50 each of Metro Healthy Home Improvement cards, Metro Paint, Canby Habitat ReStore and Rebuilding Center brochures in the DTD lobby, and at relevant events. 	
Description of Activity: Asbestos awareness	
Goal: Promote greater awareness of requirements for asbestos testing and documentation among contractors and homeowners.	
Strategy: 2. Work with Building Codes staff issuing permits to provide information about asbestos and Metro and DEQ requirements.	N
Indicator of Success: <ul style="list-style-type: none"> Permit customers are provided information about these requirements through our website and the DTD lobby 	
Clackamas County will work with haulers and solid waste facility operators to prevent asbestos-containing materials (ACM) from being accepted at neighborhood and community clean-up events where waste is collected. If a waste load from a clean-up event arrives at a Metro transfer station with	

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suspected ACM, the load may be turned away from the transfer station and or the clean-up event organizers may be held liable for costs associated with testing or abatement if ACM is found after the load is dumped.	
Description of Activity: Continue to identify opportunities to modify how Clackamas County and statewide Residential Construction code address deconstruction and salvage.	
Goals: Encourage increased use of deconstruction and salvage techniques.	
Strategy:	
3. Draft and propose building code amendments that allow deconstructed materials, to be submitted for inclusion in 2017 Residential Construction interim code update.	R
4. Learn the processes and policies used by jurisdictions for building removal to explore potential for more consistent use of deconstruction and recovery of materials	R
5. Collaborate with Metro on a forum to share deconstruction policy with a wider regional audience including building code officials	R
Indicators of Success:	
<ul style="list-style-type: none"> Inclusion of potential code amendments for consideration in interim code update. More building code officials in the region are exposed to deconstruction policy alternatives Summary document is available to building code officials that identifies policy and administrative options that facilitate or encourage deconstruction 	
Strategy:	
6. Inventory residential properties potentially subject to removal in buildout of the County’s transportation capital improvement plan to identify opportunities for deconstruction	N
Indicator of Success:	
<ul style="list-style-type: none"> A summary is developed of any such properties. 	
Recycling	Status
Description of Activity: Distribute Metro Salvage and Recycling Toolkit to appropriate high traffic areas.	
Goal: Provide residents, businesses and organizations with a tool allowing them to quickly locate a site that will recycle or reuse their C&D materials.	
Strategy:	
7. Distribute toolkits at DTD lobby counter, local libraries, jurisdictions and relevant community events.	O
Indicators of Success:	
<ul style="list-style-type: none"> Supply 400 toolkits and carpenter’s pencils in DTD lobby resource area. Regularly stock. Supply local libraries and local jurisdictions within Clackamas County with 150 Toolkits, restock at request. 	

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Toxicity Reduction	
Waste Prevention	Status
Description of Activity: Safe Alternatives – Promote alternatives to toxics	
Goal: Residents, businesses and organizations engage in actions that result in using less toxics.	
Strategy: 1. Continue outreach to residents about using less toxics at home, including using green cleaners.	O
Indicator of Success: <ul style="list-style-type: none"> Alternatives to toxics and using green cleaners will be featured in at least one issue of Citizen News or as an insert in solid waste bills. Feature the Green Cleaners display and activity at 3 community events. Distribute 300 Green Cleaner booklets at Wellness Fairs and other community events. 	
Strategy: 2. Green Cleaner presentation will be developed to accompany the Green Cleaner display and activity for use by county staff and Master Recyclers.	N
Indicator of Success: <ul style="list-style-type: none"> 3 Green Cleaner presentations at community groups or multifamily communities by staff or Master Recyclers. 15 Master Recyclers will attend a training about the Green Cleaner presentation, kit and activities. 	
Strategy: 3. Continue to promote Grow Smart, Grow Safe tools and app, including the healthy lawn and garden pledge.	O
Indicator of Success: <ul style="list-style-type: none"> Distribute 300 Healthy & Safe Metro coupon booklets and Household Hazardous Waste flyer at community events. 	
Recycling	Status
Description of Activity: Promote locations, including the Metro Hazardous Waste Facilities, for safe disposal of toxic household materials.	
Goal: Residents engage in actions that result in a better understanding of which materials are potentially toxic and their safe disposal options.	
Strategy: 4. Continue to promote the Metro Hazardous Waste Facilities for safe disposal of unwanted toxic hazardous materials. <ul style="list-style-type: none"> One or more ads or articles will be featured in Citizen News. 	O
Strategy: 5. Continue to encourage safe disposal of unwanted medication and medical sharps. Provide brochures at community events, links on our website and information upon request.	O

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Indicator of Success: <ul style="list-style-type: none"> Distribute 50 brochures - Clackamas River Water Providers “How to properly dispose of unwanted medication” at community events. Distribute 50 brochures – Metro “Safe disposal of medical syringes” at community events. 	
Strategy: <ol style="list-style-type: none"> Continue to encourage electronics recycling at Oregon E-Cycles and other electronics recycling locations. Continue to provide links on our website and include it on our Recycling Depot list. 	O
Indicator of Success: <ul style="list-style-type: none"> At least one article or ad on Oregon E-Cycles will be featured in Citizen News. 	

Other	
<i>Required Elements (may be addressed here or in narrative portion of the plan)</i>	Status
1. Demonstrate compliance with the Regional Service Standard (including individual jurisdictions within cooperatives) by completing RSS: Frequency of Service Table. See below.	
2. Maintain or increase curbside recovery levels (total tons and per capita tons recovered and disposed). Anecdotal information on recovery from local collection is available through the inspection of containers and recycling practices during technical assistance to businesses, and during regular communication with franchised collectors. We will review quarterly recycling and solid waste tonnage data from our franchises. We will continue to provide outreach, education and troubleshooting as described in the strategies and narratives outlined in the residential and business programs above.	
3. Participate in at least one regional waste reduction planning group. Clackamas County will continue to actively participate in regional waste reduction work groups that address commercial technical assistance (formerly Business Recycling Work Group), residential/community waste reduction (Local Government Waste Reduction Coordinators), the Multifamily project team, as well as the Solid Waste Directors’ group. Time permitting, Clackamas County may also participate in other materials management related work groups or initiatives including those around disaster debris planning, data collection, and SWAAC.	

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Waste Prevention	Status
Description of Activity: Oregon Green Schools - Support the OGS program within schools.	
Goal: Provide information about how to reduce solid waste generated by schools and build momentum and excitement around issues of sustainability in schools.	
Strategies: <ol style="list-style-type: none"> 2. Reach out to known contacts within schools, school and district-level administrators, school boards and others to invite participation in the Oregon Green Schools program. 3. Support schools through the process of becoming OGS certified 4. Conduct waste audits in schools and assist with waste reduction goals within schools 5. Celebrate green school certification within schools at assemblies. 	 O O O O
Indicators of Success: <ul style="list-style-type: none"> • Minimum of 25% OGS certification of Clackamas County schools. • Student participation in audits 	
Description of Activity: Schools Mini-Grants - Provide waste reduction mini-grants to schools after successful completion of an application.	
Goal: Support waste reduction in schools throughout Clackamas County.	
Strategy: <ol style="list-style-type: none"> 6. Review grant applications to make sure they support projects that are likely to reduce waste in schools. 	O
Indicator of Success: <ul style="list-style-type: none"> • Proven cost savings or waste reduction in schools after project implementation. 	
Description of Activity: School Waste Reduction Packet - Prepare and distribute annual waste reduction packet to all schools in Clackamas County.	
Goal: Provide information about how to reduce solid waste generated by schools.	
Strategies: <ol style="list-style-type: none"> 7. Identify waste reduction opportunities for schools. 8. Continue to refine list of best contact at each school to receive the annual packet. 	 O O
Indicator of Success: <ul style="list-style-type: none"> • All schools in the County will receive the annual waste reduction packet. The number of contacts (calls and emails) we receive for waste reduction assistance in schools will be tracked. 	

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Description of Activity: School Presentations - Deliver classroom waste reduction presentations as requested.		
Goal: Provide information about how to reduce amount of solid waste generated by schools and students, engage and educate students.		
Strategy:		
9. Present different actions for students to take to practice waste reduction in their daily lives.		O
10. Offer a presentation on food waste prevention geared toward a high school audience		N
Indicator of success:		
<ul style="list-style-type: none"> Students commit to one waste reduction action by the end of each presentation. 		
Description of Activity: Track assistance to low income schools as defined by Title 1 status.		
Goal: To provide equitable service throughout the county		
Strategy:		
11. If a lower percentage of Title 1 schools request service, target outreach to those schools through cold calls and mailings.		N
Indicator of Success:		
<ul style="list-style-type: none"> An equitable amount of service to title 1 schools 		
Description of Activity: Language Accessibility – Translate messaging and publications		
Strategy:		
16. Explore translating the Recycling Depot List into the same 5 languages as the Garbage & Recycling Guide.		N
Indicator of Success:		
<ul style="list-style-type: none"> Recycling Depot list is available in at least 2 additional languages. 		
Recycling		Status
Description of Activity: School Assistance- Provide recycling and composting (where available) technical assistance to schools throughout Clackamas County		
Goal: Increase recycling and /or composting awareness and capability among students, school staff and faculty.		
Strategies:		
12. Reach out to schools to make them aware of the recycling assistance available. Methods for reaching schools include the quarterly “Trash Talk” publication, cold calls and e-newsletters.		O
13. Provide recycling containers and signage on request		O
14. Provide annual yes/no recycling information to schools		O
Indicator of success:		
<ul style="list-style-type: none"> Track requests for recycling and composting technical assistance Provide technical assistance to a minimum of 50 schools 		

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Description of Activity: School Recycling Audits - Conduct an audit of material found in recycling bins with interested schools	
Goal: Reduce contamination in recycling, identify waste reduction opportunities	
Strategies:	
15. Spot-check, document and correct recycling for contamination through education	O
16. Identify opportunities for waste reduction (example: make sure paper is used on both sides before being placed in recycling bin).	O
Indicator of success: Improvement over time, as seen by spot checks and follow-up audits. This is a baseline year, as we have not tracked this in the past. We will generate interest through the Oregon Green Schools certification process and we will offer this service when we are providing technical assistance to schools.	
Description of Activity: Event Recycling Assistance	
Goals: Provide free event recycling assistance for community events in Clackamas County	
Strategy:	
17. Continue to provide event recycling containers and resources for collecting cans and plastic bottles.	O
Indicator of Success: At least 50 events will be served with event recycling containers and materials	
Description of Activity: Neighborhood Cleanup Events	
Goals: Support cleanup events where proposed	
Strategy:	
1. For cities with historically earmarked cleanup funds, continue to provide funding support consistent with those funds in the next fiscal year.	O
2. Where the County is asked to support a city cleanup, either as collection event or a curbside bulky waste collection week, provide information through the city prohibiting the placement or collection of asbestos containing materials (ACM), and direct participants to information from DEQ and Metro on responsible handling of ACM.	
Indicator of Success: Cities requesting support for their cleanup events that include recycling and reuse will receive up to their historically earmarked funding. Public is informed of regulations pertaining to ACM.	

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Recycle at Work

Complete the following table listing specific efforts planned for completion during this fiscal year. For additional goals, strategies and indicators copy and repeat the table format. For final report, include a narrative of successes, challenges and enforcement actions taken on Business Recycling Requirements.

Status Key:

- (O) Ongoing
- (R) Revised
- (N) New
- (C) Complete

Annual Outreach Plan	
Target audience, goals, and outreach strategy	Status
Government Facilities (required)	
Goals: Clackamas County, our cities and local school districts will be strong leaders in actively modeling sustainable business operations.	
Strategy: <ol style="list-style-type: none"> 1. Ensure internal BRR compliance, updating signage at waste stations and recycling centers, as needed. <ul style="list-style-type: none"> o Offer recycling refresher trainings at staff meetings o Continue assistance to County Parks to improve in-park recycling (this may include improved recycling at Metzler and Eagle Fern, and Carver Boat Ramp). 2. Tour county buildings with Facilities staff to review and discuss recycling access options, including for new construction and renovation. 3. Continue educating County employees about recycling, toxics reduction, and waste prevention through the Wellness, Safety and Sustainability Fair, communication, and intranet content. 4. Continue developing stronger relationships with our cities. <ul style="list-style-type: none"> o Work with cities to keep their education materials on the web current. o Encourage co-messaging with fee or other related notifications. o Reestablish contact to receive new business lists. o Encourage cities to participate in Leaders in Sustainability (LiS). 	1. O R N 2. O 3. O 4. R
Indicator of success: <ul style="list-style-type: none"> • Confirm all county departments and buildings are in compliance with BRR, including update signage. • Reach 300 county employees at our Wellness Fair table. • City staff has a better understanding of the services we provide businesses in their community and support promoting our services. • 2 cities become LiS certified. 	

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New Businesses (required)	
Goals: Establish and grow our working relationships with new businesses.	
Strategy:	5. O
5. Utilize mailings, advertising, Chamber of Commerce events, cold calling and newsletter content to draw new businesses into requesting our technical assistance.	6. R
6. Identify a list of businesses who are candidates for cold calls that we haven't visited within the past year, to inform of our services.	7. O
7. Work with collectors to continue receiving new commercial account information in order for specialist to provide information to the new businesses. Continue distributing new account letter and resource order form that includes recycling and waste prevention information and direction on how to contact us for in-depth evaluations.	8. N
8. Partner with our Health Department to receive account information about permits for food service businesses that are new or in process of a large remodel.	9. O
9. Work with our permitting department to inform our program when a new business has received final occupancy so we can follow up with business at store opening.	10. O
10. Continue partnering with Chambers of Commerce by attending events and providing information for electronic distribution to their members.	11. R
11. Reestablish contact with our Cities to receive new business list.	
Indicator of success:	
<ul style="list-style-type: none"> Engage 12 new businesses in LiS Certification or recertification. Collectors and Health Department provide us with quarterly new account information. New business customers receive information about requirements and our services that lead to requests for technical assistance and possibly food waste reduction assistance. Maintain an ongoing relationship with Chambers. 	

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Target Businesses that are Underserved or Underrepresented (optional)	
Goals: Ensure our services are equitably delivered, reaching underserved and underrepresented businesses and employees.	
Strategy:	
12. Form partnerships with Hispanic Chamber, Clackamas Community College ESL program, School District Migrant Liaisons/Recruiters, OAME.	12. N
13. Attend Latino Resource Fairs and other events to make our services known in the community	13. O
14. Continue expanding the number of resources available in other languages (examples include materials, phone messaging system, and translation card) Candidate languages for materials include Spanish, Russian, Simple Chinese, Vietnamese, Thai and Korean.	14. R
15. Targeted outreach to Mexican and Asian restaurants (with translated resources and interpreting services).	15. N
16. Create a record of businesses where English is not the primary language used with some or all staff.	16. N
Indicator of success:	
<ul style="list-style-type: none"> • Translate 2-3 resources into candidate languages. • Attendance and engagement at 4 events. • Increased interaction with previously underserved (due to language barrier) businesses. • Analyze information gathered from the record of businesses. 	
Target Business Sectors, Institutions or Materials (optional)	
Goals: Expand the recovery of film plastic in the county.	
Strategy:	
<ul style="list-style-type: none"> • Research current practices of film plastic disposal and recycling among businesses. 	N
Indicator of success:	
<ul style="list-style-type: none"> • Business are informed about how to handle plastic bags and film • Develop a profile of what large generators are currently doing with film plastic to inform options for improved film recovery. 	

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Other commercial waste prevention, or waste reduction activities (optional)	
Goals: Enhance the Leaders in Sustainability Program.	
Strategy: <ul style="list-style-type: none"> Evaluate the LiS program and consider making improvements to better align with waste reduction and sustainability outreach provided through the program. Evaluate resources and incentives offered to participating business (such as containers, durable dishes etc.). 	R N
Indicator of success: <ul style="list-style-type: none"> Update key program materials such as the evaluations, leave behind, website and other outreach materials to align with adjustments. 	

Supplemental Narrative:

Recycle at Work is implemented through Clackamas County’s Resource Conservation & Solid Waste program within the Department of Transportation and Development. The program, supported in part through regional RAW funding, provides technical assistance to businesses on waste prevention, recycling and toxics reduction with a heavier focus on food waste reduction over the next two year cycle. In FY16-17 the program is budgeted to be staffed at 2.1 FTE.

Staff will continue providing onsite technical assistance in the adoption of waste reduction and sustainability practices and Business Recycling Requirement compliance services to businesses.

Clackamas County’s Sustainability Analysts will support regional outreach campaigns and utilize the tools and resources developed by the regional CWG work group. Staff will attend specialist roundtables and participate in any training activities developed.

The County has implemented an internal performance measurement program called Performance Clackamas. Completed follow-ups and the number of businesses agreeing to implement a key practice has become a main performance measurement that was originally created to support prior Metro performance goals.

Business Recycling Requirement

Compliance with Business Recycling Requirements (BRR) ultimately rests with the local jurisdiction in which a business’s address falls. Clackamas County Resource Conservation & Solid Waste supports business compliance in unincorporated Clackamas and participating incorporated cities by providing technical assistance and notification to businesses we encounter that do not meet the requirement. Businesses that are not recycling according to a local government’s requirement and do not accept assistance may be referred to the city or county’s code compliance program. For unincorporated Clackamas County, the county code Title 10, 10.03.145 Business Recycling Requirement allows for enforcement actions as a Priority 1 Violation.

**Metro and Local Government
Annual Waste Reduction Work Plan**

FY 2015-16 End-of-Year Report for Annual Program Tasks

July 2016

The report is due to Metro by August 1, 2016.

Instructions: Please list all tasks from your jurisdiction’s approved FY 2015-16 plan, the current status of each and notes regarding the implementation of the task including any changes from the original plan. Include quantitative data when possible and practical.

Status Key:

C = Complete (task has been completed as planned)

O= Ongoing (task continues into next Plan Year)

R = Revised (explain program, policy or implementation adjustments made)

I = Incomplete (indicate why the task is incomplete, delayed or will not be implemented)

N = New (new program added that was not in your FY 2015-16 plan)

Recycle at Work

Recycle at Work Outreach Strategy	
Target audience, goals, and outreach strategy	Status and Implementation Notes
Government Facilities (required)	
Goals: Clackamas County, our cities and local school districts will be strong leaders in actively modeling sustainable business operations around our 14 key practices.	
Clackamas County Facilities	
Strategy: <ol style="list-style-type: none"> 1. Ensure BRR compliance, updating signage at waste stations and recycling centers, as needed. 2. Explore touring county buildings with Facilities staff to review and discuss recycling access options, including for new construction and renovation. 	<ul style="list-style-type: none"> • 1 and 2. Ongoing (Aug. 2015) Staff assisted with access issues in county buildings, where the glass was not being picked up due to the gate access and irregular pickup <ul style="list-style-type: none"> - Abernethy complex, glass bin across from motor pool not serviced regularly, needed to notify hauler - Public Health, 1425 Beaver Creek, 998 Library Court, on the corner of Beaver Creek and Warner, blue glass container not emptied regularly, notified hauler - Sheriff’s Office boat house received a ClearStream container for deposit containers • (Sept 2015) Staff conducted a walk-through with facilities staff at the

	<p>LINCC and Passport offices in the Silver Oak Building on the Red Soils Campus. Staff followed up with special signage and provided contact info for future questions or needs.</p> <ul style="list-style-type: none"> • (Dec 2015) Staff provided recycling containers to the Gladstone Clinic and relayed building issues to facilities regarding custodial cleaning issues not being addressed • (Jan 2016) Staff provided 4 desk side bins for mixed recycling and signage for employee break and lunch areas to the District Attorney's office in downtown Oregon City. 3 desk side bins for mixed recycling, 1 glass container and one RAW box were provided to the county Jail staff, along with posters and decals in employee and public areas of the jail. • (March 2016) Staff provided 2 large recycling containers to the McBrod Community Correction Facilities and set them up with composting service.
<p>Indicators of success:</p> <ul style="list-style-type: none"> • New posters are posted and employees are updated on recycling. • Confirm all county departments and buildings are in compliance with BRR. 	<ul style="list-style-type: none"> • Staff ordered more supplies of garbage & recycle posters and decals used at internal built-in containers. • Staff conducted site visits of new or remodeled along with Facilities staff (Sheryl Hall) when requested. New posters and bins were provided to remodeled County buildings, including work groups – LINCC, Passport Services, Gladstone Clinic, District Attorney's Office and County Jail.
<p>Strategy:</p> <p>3. Continue educating County employees about recycling, toxics reduction, and waste prevention through the Wellness, Safety and Sustainability Fair, communication, and intranet content.</p>	<ul style="list-style-type: none"> • 3. Ongoing (December 2015) Staff teamed up with internal departments to plan the upcoming theme and key messages for Clackamas County's Employee Health, Wellness and Sustainability fair. The focus of this year's fair was – 'Be your own hero'. Our booth distributed information on toxics reduction, natural gardening and collected batteries for recycling. Questions about recycling and paper reduction were also answered.
<p>Indicator of success:</p> <ul style="list-style-type: none"> • Reach 300 county employees at our Wellness Fair table. 	<ul style="list-style-type: none"> • Over 330 interactions were counted during the Fair. Employees took lots of our printed materials as well as over 300 ant bait samples.
<p>Other Government Facilities</p>	

<p>Strategy:</p> <p>4. Staff will conduct a city “tour” to introduce our new Leaders in Sustainability (LIS) program and offer in-depth evaluations to move them towards certification.</p>	<ul style="list-style-type: none"> • 4. Ongoing Staff connected with mayors in West Linn and Milwaukie, and city staff in Canby, Happy Valley, Lake Oswego and Wilsonville to introduce our LIS program and find ways to partner on waste reduction and recycling.
<p>Indicators of success:</p> <ul style="list-style-type: none"> • 2 cities request in-depth evaluations and apply to become LIS certified. • City staff has a better understanding of the services we provide businesses in their community and support promoting our services. 	<ul style="list-style-type: none"> • The City of Happy Valley was certified, Wilsonville, Canby and Lake Oswego are working on it. • West Linn Public Works partnered with staff on educational outreach to address nuisance businesses. Relationships were enhanced with the Cities listed above and ongoing relationship building will continue next year.
<p>New and Medium-Sized Businesses (required)</p>	
<p>Goals: Establish and grow our working relationships with new and medium-sized businesses by offering in-depth evaluations focused on the 14 key practices.</p>	
<p>Strategy:</p> <p>5. Increase partnerships with property managers of multi-tenant buildings and business parks to provide information to all new tenants.</p> <p>Indicator of success:</p> <ul style="list-style-type: none"> • 3 new property management companies become partners with RAW and they agree to include our information in tenant welcome packets. <p>Strategy:</p> <p>6. Discuss providing information to new businesses with haulers. A new business account flyer will provide businesses with recycling and waste prevention information and direction on how to contact us for in-depth evaluations.</p> <p>Indicator of success:</p> <ul style="list-style-type: none"> • New business customers receive materials from hauling companies and 10 new businesses request technical assistance. 	<ul style="list-style-type: none"> • 5. Ongoing Staff created a letter directly for PMs detailing Business Recycling Requirements, our resources and assistance for property managers to use with their tenants. Mailed to 164 businesses identified under state Naics codes data (53112, 53113, 53121, 531312). Followed up with PMs we already have good relationships with and 5, that we are aware of, are including information in move-in information for new tenants. • Staff established new relationships with ROIC, Deering, Danielsons, Doug Bean and American Property Management • 6. Ongoing A letter directed at new accounts was created and distributed when new businesses are identified. Staff started receiving new account information from some of our collectors after Q1 to follow-up with. • To date we have connected with the 13 new businesses we received from 2 of our collectors.

<p>Strategy:</p> <p>7. Work with our permitting department to inform RAW staff when a new business has received final occupancy so we can follow up with business at store opening.</p> <p>Indicator of success:</p> <ul style="list-style-type: none"> • Permitting department agrees to notify staff of new businesses in Unincorporated Clackamas which has no business license list. <p>Strategy:</p> <p>8. Continue Chamber e-blasts and attending meetings when feasible.</p> <p>Indicator of success:</p> <ul style="list-style-type: none"> • 5 new businesses contact us to become LIS certified. 	<ul style="list-style-type: none"> • 7. Ongoing A formal process was not created, however we did receive a few COO notices from our permitting department. We hope to formalize a process next year in addition to information we are now receiving from our Health Department about new and remodel permits for food generating businesses. • 8. Ongoing Ads were placed in e-blasts and print in Lake Oswego, West Linn, Oregon City, North Clackamas and possibly in Molalla. Staff attended 8 Chamber meetings/events in Happy Valley Lake Oswego, North Clackamas, Oregon City, and West Linn and hosted 1 event in Oregon City that had over 75 attendees. • It is unclear how many businesses came to us through connections with the Chambers.
<p>Moving More Businesses to In-depth Status (required)</p>	
<p>Goals: Engage businesses with in-depth assistance using our new Leaders in Sustainability program offerings</p>	
<p>Strategy:</p> <p>9. Conduct direct outreach to property managers offering LIS certification and support tenant outreach campaigns to encourage requests for an evaluation.</p> <p>Indicator of success:</p> <ul style="list-style-type: none"> • 10 tenants request an evaluation to become LIS certified. • 3 property managers agree to partner with us and promote our services. <p>Strategy:</p> <p>10. Continue our success in working with retirement facilities and showcase our work to other facilities we have not worked with.</p>	<ul style="list-style-type: none"> • 9. Ongoing See details under #5. Additionally, we continued to support efforts with Norris, Beggs and Simpson brown bag lunch and lobby events and Danielson Properties. • Staff established new relationships with ROIC, Deering, Danielsons, Doug Bean and American Property Management. 1 tenant at a Danielson property became LIS certified • 10. Ongoing We worked closely with 7 retirement communities throughout the fiscal year providing staff trainings, completing a waste audit, accessing composting services, identifying other opportunities for sharing between the industry and other ongoing technical assistance. 3 retirement communities participated in our LIS event in May

Indicator of success:

- 1 new retirement facility requests assistance or compost service

Strategy:

11. Continue to work with BRWG on Multi-jurisdictional outreach opportunities. Staff will support the Albertson/Safeway project and partner with the Oregon Food Bank to increase food donation.

Indicator of success:

- BRWG supports a new regional project that supports waste reduction and recycling goals.
- Regional grocery group kicks off a regional recycling/composting program for Albertsons/Safeway.

Strategy:

12. Create new outreach materials to conduct direct in person outreach to businesses promoting LIS certification and offering an in-depth evaluation.

Indicator of success:

- Our new LIS outreach materials help Specialists more effectively generate leads and develop new relationships.

Strategy:

13. Conduct direct outreach to previous BRAG members letting them know their certification has expired and encourage an in-depth evaluation to support recertification through LIS.

Indicator of success:

- BRAG members apply for LIS certification.

Strategy:

14. Drive traffic to our new webpage that showcases our services around in-depth assessments and LIS certification.

where we had a break out table top discussion by sector and they were able to learn from each other.

- Town Center Village, Rose Villa and Willamette View tried out composting service and we intend to organize an event for this sector to learn more from each other.

- **11. Incomplete** With all the changes announced regarding BRWG and the RAW program, along with Albertson/Safeway having some reorganization and our partner their moving into a new role it is my understanding that a regional project did not come to fruition this past year.

- **12. Complete** A new flyer was produced in support of our Leader in Sustainability program and is our primary leave behind while doing outreach. We've also enhanced our website for businesses to request a consultation, download the application, and download other resources needed through the process.

- **13. Complete** A letter was sent to all existing BRAG members and direct outreach was completed sharing information about the new program. Several BRAG members were part of the focus group held while redesigning the program.

- 3 previous BRAG members are now LIS certified and 5 more are in the process.

- **14. Complete/Ongoing** We highlighted our website in several ads including in Citizen News-Trash Talk, The Green Living Journal, Chamber e-blasts and several spots light articles in Pamplin Media newspapers.

<p>Indicator of success:</p> <ul style="list-style-type: none"> Website completion and Green Business Directory is populated with certified businesses. 	<ul style="list-style-type: none"> Phase 2 updates were published on the website just before our event in May. There are still additions that need to be made.
<p>Target Businesses that are Underserved or Underrepresented</p>	
<p>Goals: Deliver services equitably and reduce barriers to participation faced by underserved and underrepresented businesses.</p>	
<p>Strategy:</p> <p>15. Evaluate RAWIS data and compare our time in each jurisdiction to our allocated funding to ensure all communities are served.</p> <p>Indicator of success:</p> <ul style="list-style-type: none"> All jurisdictions receive a proportional level of assistance in their community from RAW Specialists. <p>Strategy:</p> <p>16. Evaluate resources that need to be translated and in what languages.</p> <p>Indicator of success:</p> <ul style="list-style-type: none"> Recycling information is translated into three languages and offered in person and website. <p>Strategy:</p> <p>17. Assess geographic locations to provide direct outreach to Spanish speaking workers. Hire a part-time staff person who speaks fluent Spanish to conduct this work.</p> <p>Indicators of success:</p> <ul style="list-style-type: none"> 2 businesses request employee training in Spanish. 	<ul style="list-style-type: none"> 15. Complete/Ongoing We reviewed time spent in each jurisdiction twice during the past fiscal year and refocused efforts to ensure more equitable service across the County. 16. Complete/Ongoing In July, 2016 we evaluated our RAW resources and prioritized them for translation. We added Spanish to our Recycling/Landfill posters (available as primary education tool and to download online) and have English/Russian available to print on demand. Additionally, our Recycle Guide was translated into 4 of the most widely spoken languages in Clackamas County and also available on our website. 17. Complete/ Ongoing We determined that Sandy, Molalla, Canby, Oregon City, and Clackamas have the largest number of Spanish-speaking employees. Certain sectors, such as hospitality and restaurants, landscaping, construction, have many Spanish-speaking workers who could benefit with training in Spanish. Employees were trained in Spanish at 5 restaurants (Mazatlan, Don Chico's, San Blas Mexican Restaurant, El Charrito and Taco Del Mar), one small grocery (La Espiga) and a bakery (Las Delicias)

<ul style="list-style-type: none"> County hires a part-time employee who speaks Spanish. 	<ul style="list-style-type: none"> Lisa started in June 2015 and was able to offer assistance to a variety of businesses in Spanish.
<p>Target Business Sectors, Institutions or Materials (such as organics)</p>	
<p>Goals: Increase in-depth evaluations and meet movement to change goals within our priority sectors. Increase commercial food scrap program participation.</p>	
<p>Strategy:</p> <p>18. Institutions Staff will reach out to our Community Colleges, Universities and Trade Schools to engage them in LiS certification and encourage student green teams to take on projects that can help their school become certified.</p> <p>19. Hospitality Conduct direct outreach to the hospitality sector (hotels, restaurants, retirement facilities, resorts) and encourage an in-depth evaluation, apply for LIS and engage food waste prevention discussions where possible. Staff will support Metro’s outreach campaign to restaurants.</p> <p>20. Organics In cities that already offer commercial food scrap collection, continue to reach out to restaurants offering food scrap collection service and offer any food waste reduction resources developed out of the Metro outreach campaign.</p>	<p>18. Ongoing Staff reached out to 4 Colleges/Trade Schools in Clackamas Co. Of those, we worked closely with Marylhurst University doing a waste audit, participating in Green Team Earth Week events and getting them Gold certified in our recognition program and CCC Harmony Rd Campus – Small Business Development Center (SBDC). At SBDC we shared information about LiS, our services and began building a relationship with an Instructor/Business Counselor that teaches Building Contractor courses in Spanish. An ongoing partnership was initiated. All others were informed of our service and LiS.</p> <p>19. Complete/Ongoing A hotel version of the checklist was created in preparation for this effort and staff conducted direct outreach to all hotels listed in state data in March/April 2016 using the EPA Sustainable Lodging Workshop as a lure.</p> <p>20. Ongoing Compost- Currently we have approximately 55 participants in urban Clackamas County, we will continue to use in-depth analysis, cold calls and messaging/education to support program implementation.</p> <p>Food Donation- A county-wide assessment of emergency and supplemental food sites has been done to understand infrastructure needs to inform future work any potential support we may offer. A large gap that has been identified as a result of this assessment is the inability to capture prepared foods from restaurants and</p>

<p>21. Grocery Staff will reach out to all new Haggen stores to encourage in-depth evaluations, compost set up and employee training. We will continue our partnership with the regional grocery group and the Oregon Food Bank. Supporting food donation with Safeway will be tracked and offer assistance where needed.</p> <p>22. Office Staff may choose a specific key practice or material to help develop relationships. Geographic outreach will help us reach offices that are in each jurisdiction.</p> <p>Staff will continue to offer fluorescent light boxes to businesses and encourage lamp recycling.</p> <p>Indicators of success:</p> <ul style="list-style-type: none"> • We see an increase in businesses assisted in priority sectors. • Participation in food scrap collection increases in cities with the service. 	<p>grocery stores, due to its time sensitive nature, need for refrigeration and lack of packaging.</p> <p>21. Incomplete/Ongoing All Haggen stores in Clackamas County are now closed following their bankruptcy. For the rest of the major grocers in Clackamas County, approximately 10 locations are participating in the compost program. We will continue to work with grocers using in-depth evaluations to identify opportunities and support program implementation of compost. For food donation, all of the major grocers participate on some level, we will partner with OFB and work with grocers 1:1 to determine if these stores are donating all food that is viable and useful and help devise tools and processes to fulfill donation potential.</p> <p>22. Ongoing Staff identified businesses sustainability interests and let their prioritized guide which practices we assisted with— green cleaners and paper reduction were two common practices that emerged as needing the most technical assistance on or common interest.</p> <p>(14) 4-foot boxes were distributed along with educational materials about proper disposal to businesses.</p>
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Recycle at Work Annual Report Narrative

Recycling and Waste Prevention

As is typical, this year staff sought out and encountered businesses that were not set up with recycling or meeting BRR requirements. For example, staff worked with Securus Contact Systems to set up recycling at their call center and also worked with Microsoft Surface HUB and Dave’s Killer Bread to set up proper recycling and plastic film collection.

Focusing on plastic film during outreach in light industrial areas has helped us get our foot in the door. We have offered large clear bags for businesses to collect film, helping set the standard for proper preparation of the material. The challenge staff have been experiencing, which we believe

Metro and local governments can address through new policy, is the inconsistent message from MRFs and some haulers. While some accept the material, others are not or are willing to accept the material on a case by case basis.

Leaders in Sustainability Recognition Program

The Leaders in Sustainability recognition program provided us with an opportunity to work in-depth with a variety of businesses in Clackamas County and track movement-to-change. The program focuses on actions around material management, water and energy conservation, transportation and employee and community engagement. Of the 30 Leaders in Sustainability businesses, staff certified 24 this fiscal year. Another 35 are in the process of becoming certified.

Many businesses found it challenging to implement required actions. After working with staff, 16 certified businesses like Zana Construction and Marylhurst University switched to using recycled-content paper. Likewise, 15 businesses including West Linn Paper Company and Menchie's Yogurt began using third-party certified green cleaners.

In addition, businesses reviewed their practices and approved and implemented sustainability policies, particularly around environmentally preferable purchasing and energy conservation. Marylhurst and Lake Oswego United Church of Christ

Businesses such as Rockwell Collins and Sandy Action center began composting food scraps. Waste reduction was achieved through the use of durable dishes at 11 certified businesses including the Sandy Action Center and LUSH Cosmetics.

Enhanced recycling and waste reduction is a focus for the majority of the LiS businesses with some highlights being: washable towels at 18/8 Men's Salon, extra recycling of hard plastics at New Seasons and Marylhurst University, tire, tube and plastics recycling at Bike Gallery, plastic bags and batteries at City of Happy Valley, and restricted use of hazardous materials from suppliers at Microsoft.

Successes and Challenges

Property Managers

In effort to establish relationships with property managers, staff created a letter detailing Business Recycling Requirements and our resources and assistance that property managers could use for their tenants. The letter was mailed to 164 property managers and 30 were returned as undeliverable. County staff has good relationships and contacts with 2-3 large property managers and had success in establishing 2 more relationships. Overall, the letter is useful, but property managers are still busy and challenging partners.

Hospitality

Staff focused outreach to hotels using the Portland EPA Sustainable Hospitality Workshop and the Leaders in Sustainability hospitality application as conversation starters to detail our services and garner interest in enhanced materials management. Few attended the workshop, and there was limited interest and response in this sector.

Administrative Information—Expenditures and Staffing

In FY 15-16 two full time regular staff resigned for other opportunities, resulting in extended vacancies and reduced FTE in a number of areas, including Recycle at Work. Julie Gilbertson resigned in January 2016 and Shannon Martin resigned in February 2016. While Sherri Dow

returned part-time to fill in for some of Julie's duties, both positions remained vacant and will be filled in August 2016.

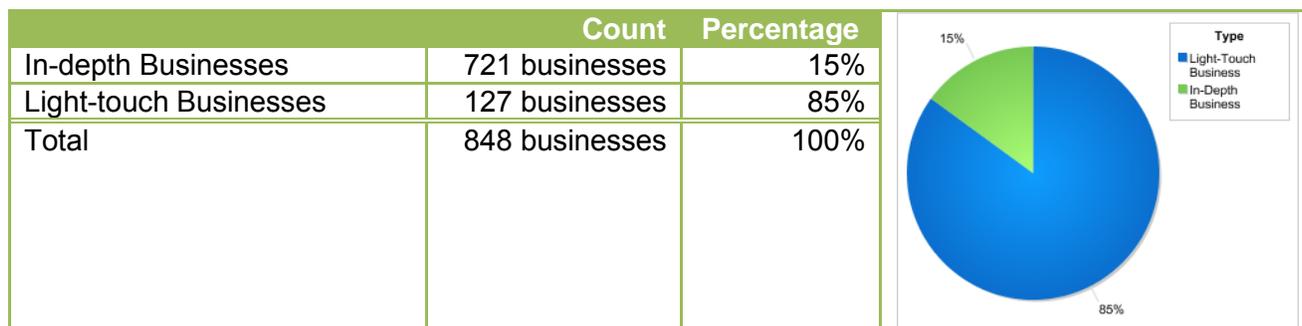
\$266,547	Value of Budgeted RAW Salaries & Benefits for FY 15-16	
\$235,510	FY 15-16 Salaries & Benefits Costs Apportioned to RAW, Based on Actual Staffing	
\$118,662	Metro Funds	50.4% of actual
\$116,848	County Funded	49.6% of actual

Program Staff	Title	RAW FTE	Months	Value (FTE x Fraction of Year x Annual Salary & Benefits)	Funding Source
Eben Polk	Supervisor	0.10	12	\$15,799	County
Sherri Dow	Sustainability Analyst	0.10	8.5	\$1,862	County
Julie Gilbertson	Sustainability Analyst	0.10	7	\$6,019	County
Kelly Stewart	Sustainability Analyst	0.5	12	\$56,178	County
Shannon Martin	Sr. Sustainability Analyst	0.90	8	\$80,215	RAW/ County
Julane Potter	Part Time Exempt	0.48	12	\$30,329	Recycle At Work
Lisa Clifton	Part Time Exempt	0.48	12	\$28,952	Recycle At Work
Laurel Bates	Part Time Exempt	0.25	12	\$16,156	County
		Total Adjusted FTE: 2.49 (FTE x Fraction of Year, Summed)		\$235,510	
Overhead Costs Associated with RAW Labor				\$162,501	
Fleet (est.)				\$4,000	
Publications, marketing, decals, schools mini-grants, and materials				\$55,900	
Mileage				\$300	
Total RAW Expense				\$458,211	

Activity Measures

Numbers of Businesses Assisted

Provide the number and percentage of in-depth and light-touch businesses assisted in the current program year (July 1 through June 30).



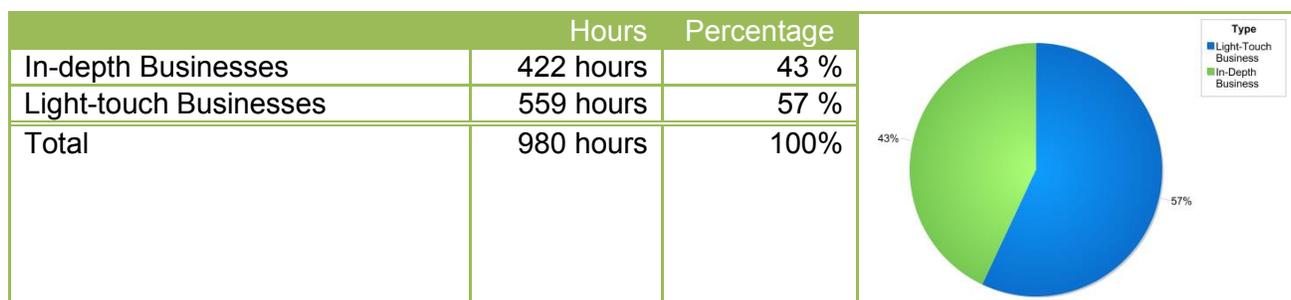
Note: when comparing number of in-depth businesses assisted, differences in jurisdictions such as staffing levels, average business size, industry sectors, geographic distribution, employee and manager receptiveness to changing practices, and other factors should be considered.

Provide the numbers of in-depth businesses assisted in each of the size and sector categories for the current program year (July 1 through June 30).

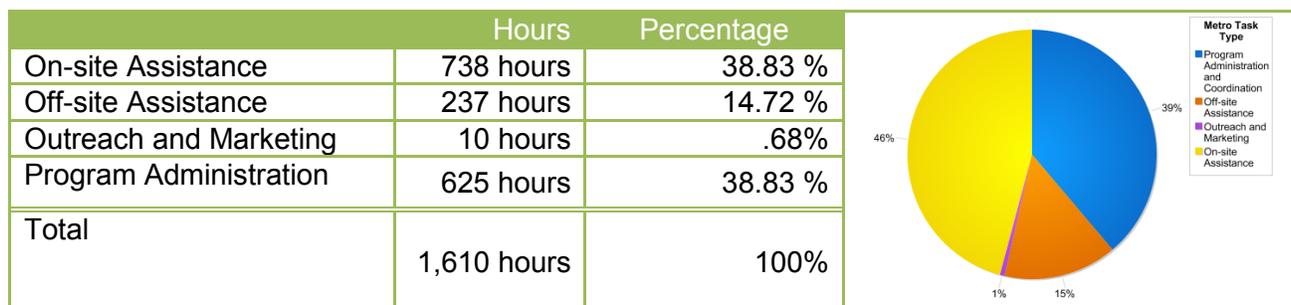
	In a priority sector	Not in a priority sector
Fewer than 20 employees	7 businesses	54 businesses
20 to 99 employees	12 businesses	35 businesses
100 to 250 employees	4 businesses	7 businesses
More than 250 employees	2 businesses	5 businesses

Time Spent Assisting Businesses

Provide the percentage of time spent assisting in-depth businesses compared to the time spent assisting light-touch businesses in the current program year (July 1 through June 30). This includes only time logged to business accounts, not task accounts.

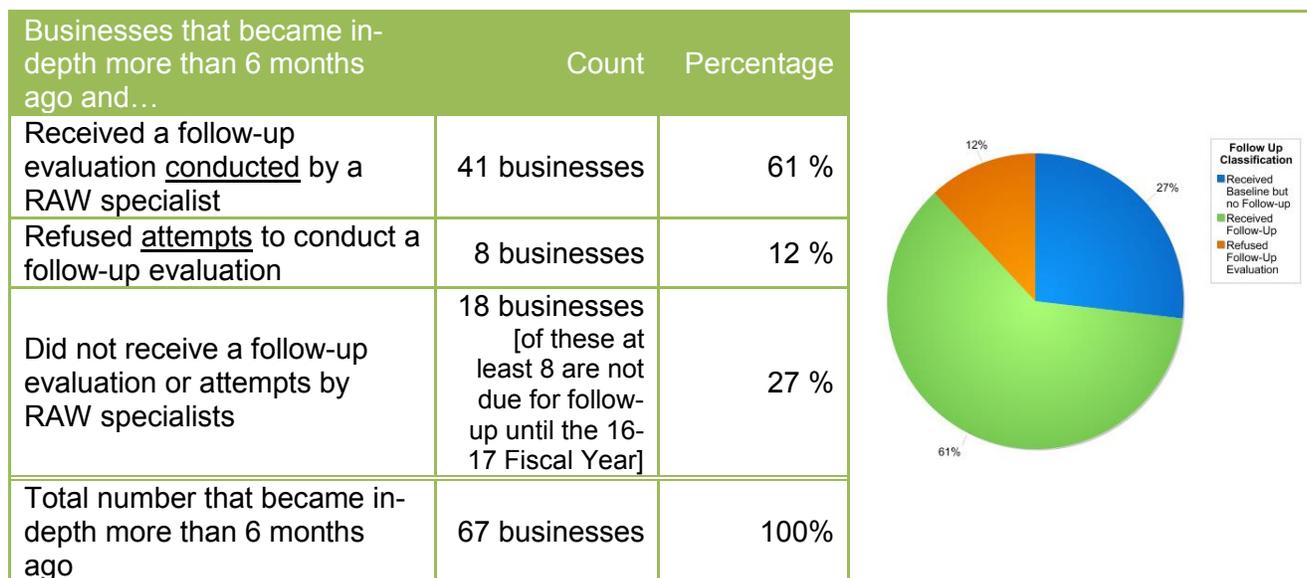


Provide the percentage of time spent on each of the four major task types in the current program year (July 1 through June 30).



Initial Follow-up Evaluation Status of In-Depth Businesses

Provide the share of in-depth businesses assisted in each of the following categories:



Number of resources delivered (by type)

Provide the number of resources delivered by type during the current program year (July 1 through June 30).

Resources Delivered	Number
Deskside box	1,137
Central Collection Container	509
4 ft lamp box	14
64 gal Brute	22
Slim Jim	16
7 gal compost bin	24
Storm drain Marker	111
Other container	14
14 gal school bin	49

Compliance Actions Taken

Provide the number of businesses that received code enforcement actions for non-compliance with the Business Recycling Requirements during the current program year (July 1 through June 30).

There were no compliance actions taken.

Outcome Measures

Current Outcome Calculation Period (*Business count = the denominator in each calculation)

	Movement-to-Change			Implementation		
	Business Count*	Target Rate	Actual Rate	Business Count*	Target Rate	Actual Rate
Waste Prevention						
Business uses paper on both sides.	2	60%	50%	63	70%	51%
Business uses centralized printers.	-	40%	-%	53	40%	81%
Business uses electronic solutions to prevent accidental printing.	4	60%	25%	56	70%	29%
Business uses electronic solutions to reduce paper use.	2	40%	100%	65	40%	40%
Food-service business donates edible food.	2	60%	-%	18	70%	39%
Recycling						
Business recycles paper and containers.	10	90%	60%	65	90%	85%
Business composts food scraps and landscaping trimmings.	8	60%	62%	23	70%	39%
Green Purchasing						
Business's copier/printer paper contains at least 30% post-consumer recycled content.	22	60%	14%	63	70%	24%
Business (or its janitorial service) uses third-party certified green cleaners.	23	40%	9%	65	40%	15%
Business has an institutionalized approach for purchasing recycled-content products that is supported by management or the appropriate person.	7	40%	14%	65	40%	5%
Business has an institutionalized approach for using certified green cleaners that is supported by management or the appropriate person.	12	40%	0%	65	40%	8%
Disposal of Toxics						
Business has a plan, policy, or current practices supported by management or the appropriate person to properly dispose of hazardous waste.	7	60%	29%	62	70%	45%
Business has a plan, policy, or current practices supported by management or the appropriate person to properly reuse, recycle, or dispose of computers, monitors, and televisions.	8	90%	62%	65	90%	51%
Business has a plan, policy, or current practices supported by management or the appropriate person to properly recycle or dispose of fluorescent lamps.	15	60%	73%	62	70%	48%

Program-to-Date (* Business count = the denominator in each calculation)

	Movement-to-Change			Implementation		
	Business Count*	Target Rate	Actual Rate	Business Count*	Target Rate	Actual Rate
Waste Prevention						
Business uses paper on both sides.	11	60%	18%	184	70%	53%
Business uses centralized printers.	2	40%	50%	161	40%	78%
Business uses electronic solutions to prevent accidental printing.	10	60%	20%	175	70%	37%
Business uses electronic solutions to reduce paper use.	5	40%	80%	187	40%	44%
Food-service business donates edible food.	7	60%	14%	53	70%	38%
Recycling						
Business recycles paper and containers.	37	90%	43%	189	90%	81%
Business composts food scraps and landscaping trimmings.	12	60%	42%	57	10%	37%
Green Purchasing						
Business's copier/printer paper contains at least 30% post-consumer recycled content.	39	60%	21%	185	70%	21%
Business (or its janitorial service) uses third-party certified green cleaners.	39	40%	18%	188	40%	17%
Business has an institutionalized approach for purchasing recycled-content products that is supported by management or the appropriate person.	17	40%	12%	183	40%	7%
Business has an institutionalized approach for using certified green cleaners that is supported by management or the appropriate person.	22	40%	18%	182	40%	12%
Disposal of Toxics						
Business has a plan, policy, or current practices supported by management or the appropriate person to properly dispose of hazardous waste.	17	60%	35%	179	70%	66%
Business has a plan, policy, or current practices supported by management or the appropriate person to properly reuse, recycle, or dispose of computers, monitors, and televisions.	21	90%	10%	186	90%	61%
Business has a plan, policy, or current practices supported by management or the appropriate person to properly recycle or dispose of fluorescent lamps.	69	60%	46%	184	70%	51%

Maintenance & Expansion of Existing Programs

Single Family Residential (Include home composting programs)		
Waste Prevention Activities	Status	Implementation Notes
<p>Preventing Wasted Food - Raise awareness around the issue of food waste.</p> <p>Strategy:</p> <ol style="list-style-type: none"> Review the piloted EPA “Food Too Good to Waste,” Eat Smart, Waste Less (LGWRC), Climate Action Now Portland campaigns and incorporate updated messaging and program materials into a single family outreach strategy on wasted food within the county. <p>Indicators of Success:</p> <ul style="list-style-type: none"> Aligned messaging with regional partners One feature article about preventing wasted food will be in Citizen News. One display kit will be created and resources will be available for use at County-sponsored events and by Master Recyclers. 	O	<p>Indicators of Success:</p> <ul style="list-style-type: none"> Staff joined the EPA Food Too Good to Waste (FTGTW) monthly partner calls (October 2015) and participated in the regional Eat Smart Waste Less Challenge (ESWLC) partner meetings. To align our messaging with regional partners Clackamas County decided to join with Washington County and Cities of Beaverton and Gresham to encourage reducing wasted food on by adopting the Eat Smart, Waste Less Challenge (ESWLC) program and materials. We are currently in process of aligning our messaging and resources with ESWLC. Preventing wasted food was included in an article about waste-free lunches in the Summer 2015 edition of Citizen News and also in an Earth Day activities article in the Spring 2016 edition. Updating our Reduce Wasted Food kit to include Eat Smart, Waste Less Challenge resources is in process.
<p>Strategy:</p> <ol style="list-style-type: none"> Offer one continuing education training on the topic of wasted food for Master Recyclers in the county. <p>Indicator of Success:</p> <ul style="list-style-type: none"> 20 Master Recyclers will attend a training to learn about preventing wasted food and the regional campaign. 	I/O	<ul style="list-style-type: none"> 12 Master Recyclers attended a Master Recycler gathering in Nov. 2015 hosted by Clackamas County that included a focus on kits and resources available to support Master Recyclers in more payback opportunities in the County. The Reduced Wasted Food kit was one of the available kits presented at the gathering. Since we have just recently joined with regional partners on the Eat Smart, Waste Less Challenge a Master Recycler training focusing on ESWLC is planned for FY16/17.
<p>Strategy:</p> <ol style="list-style-type: none"> Explore partnering with existing programs and messaging from Oregon State University Extension 	O/I	<ul style="list-style-type: none"> Two links to Food Preservation resources are currently on our main Garbage and Recycling page: Oregon State University Extension

<p>Service to incorporate wasted food messaging into existing food preservation workshop.</p> <p>Indicators of Success:</p> <ul style="list-style-type: none"> • At least two links to Food Preservation resources will be provided on our website and provided in relevant flyers. • RC&SW staff and/or Master Recyclers will participate in at least one OSU Food Preservation Workshop. 		<p>Service Food Preservation page: http://extension.oregonstate.edu/fch/food-preservation and a Clackamas County branded regional Food and Vegetable Storage Guide pdf. A regional Eat Smart, Waste Less Challenge website is currently being developed. Links will be added when it goes live.</p> <ul style="list-style-type: none"> • The OSU Extension Food Preservation workshops were cancelled during FY 15/16 so this activity was not completed.
<p>Reduce & Reuse: – Promote opportunities and resources to reduce waste and encourage reuse.</p> <p>Strategy:</p> <p>4. Continue to list local and regional reuse-centered businesses in a Reuse flyer or other relevant format. Emphasize donation and purchasing used materials that results in waste reduction, reuse and helping people in need. Continue to make available at community events and upon request.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none"> • 100 Reuse flyers will be distributed at community events. 	O	<ul style="list-style-type: none"> • At least 106 Reuse flyers were distributed at community events such as the regional Spring Garden Fair in Canby, the Employee Wellness Fair at Coffee Creek in Wilsonville and the Milwaukie Farmers Market. Additional Reuse flyers were likely distributed by Master Recyclers who checked out kits and kept the Reuse flyers for later distribution.
<p>Strategy:</p> <p>5. Continue to promote alternatives to buying new and local reuse businesses such as thrift stores, consignment shops and used building materials stores. Provide resources on the benefits of renting, borrowing or sharing items used infrequently.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none"> • A feature article about alternatives to buying new and reuse businesses will be in at least one issue of Citizen News or other outreach channels. 	R	<ul style="list-style-type: none"> • A 1/3 page ad encouraging repairing appliances, electronics, household & clothes was featured in the Summer 2015 edition of Citizen News. • We provided signs and flyers in support of for the West Linn Robinhood Station Repair Fair in February 2016. 55 items were repaired.
<p>Master Recycler Program: - Support the regional Master Recycler Program.</p> <p>Strategy:</p> <p>6. Host and support one course in Clackamas County each fiscal year. (April & May)</p> <p>Indicators of Success:</p> <ul style="list-style-type: none"> • Enhanced support is provided for 	O	<ul style="list-style-type: none"> • Enhanced support for Master Recyclers was provided for at least 12 events including the Clackamas County Fair, the Max Orange Line opening, the Master Gardeners Spring Garden Fair, the Gladstone Community Festival, and the Oregon City, Milwaukie and Wilsonville

<p>Master Recyclers to conduct outreach and fulfill payback hours at a minimum of 4 events open to the public. (County staff organize and back-fill volunteers).</p> <ul style="list-style-type: none"> • At least 3 kits made available for use by Master Recyclers when tabling at additional events in the community. • At least 4 staff presentations were given during the course. 		<p>Farmers Markets.</p> <ul style="list-style-type: none"> • Five kits were available to Master Recyclers for tabling at community events including Garbage and Recycling Funnels that show actual materials going into recycling and garbage containers, Recycling YES and NO boards, Green Cleaners, Reduce Wasted Food, and Reduce/Reuse/Recycle wheel, The kits are posted on the Master Recycler website. • Four staff presentations were given at the April/May 2016 Master Recycler training including Residential, Multifamily and School Recycling. Staff presented on the Recycle at Work program and was on the Waste Reduction Panel also.
Recycling Activities	Status	Implementation Notes
<p>Required: Curbside recycling outreach activity for an existing program:</p> <p>Strategy:</p> <p>7. Review the Residential Waste Composition study (LGWRC) and relevant data to Clackamas County. Incorporate study results in new and on-going messaging to single family residents within the county.</p> <p>Indicators of Success:</p> <ul style="list-style-type: none"> • Feature at least one article in Citizen News and provide content for city newsletters or solid waste bill inserts about emerging recycling topics, such as contamination in recycling or recyclables in the garbage. • RC&SW staff will participate in at least one meeting to explore the results and potential strategies with franchised collection companies. 	<p>O/I</p>	<ul style="list-style-type: none"> • Two articles in the Fall 2015 Edition of Citizens focused on the results of the LGWRC study. One article focused on recyclables found in the garbage and indicated that recycling correctly would help us achieve our regional recycling goal. A companion article discussed the problem of garbage found in the recycling with a focus keeping plastic bags/film out of recycling and keeping glass out of mixed recycling. • Informally staff discussed the results of the LGWRC study with the franchised collection companies, but have not explored specific potential strategies at this time.
<p>Strategy:</p> <p>8. At community events, tangibly model correct recycling with Recycling YES/NO display boards. Continue to provide English and Spanish Recycling Guide flyer at events and upon request.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none"> • 500 Recycle Guide flyers will be 	<p>O</p>	<p>Recycling and Garbage funnels showing the actual materials going into Recycling and Garbage containers are now used at community events. Recycle Guide flyers were updated to reflect Recycling and Garbage instead of Recycling YES/NO. They are available in five languages: English, Spanish, Russian, Simple Chinese and Vietnamese.</p>

<p>distributed at community events and upon request.</p>		<ul style="list-style-type: none"> • 366 Recycle Guide were distributed at a variety of community events including the Clackamas County Fair, the Max Orange Line opening, the Master Gardeners Spring Garden Fair, the Gladstone Community Festival, and the Oregon City, Milwaukie and Wilsonville Farmers Markets. Additional Recycle Guides were likely distributed by Master Recyclers who checked out kits and kept the Recycle Guides for later distribution. They are available on our website also.
<p>Alternative Recycling Options – Promote recycling at depots and other non-curbside locations. Strategy: 9. Continue to maintain the county area Recycling Depot list. Feature recycling locations, yard debris and wood recycling, PaintCare, Call2Recycle and Oregon E-Cycles drop-off sites. Indicator of Success:</p> <ul style="list-style-type: none"> • Recycling Depot list will be featured in at least one issue of Citizen News. <i>*Also applies to Toxics Reduction section.</i> 	<p>O</p>	<ul style="list-style-type: none"> • Recycling Locations Convenient to Clackamas County was featured in the Spring 2016 edition of Citizen News. It includes Deposit Containers, Oregon E-Cycles, Paints, Unwanted Medication, and Sharps and other Hazardous Waste as well as the traditional drop-off depot locations. • A full page in Fall 2015 edition featured Recycling and Reuse locations in Clackamas County and included information on non-curbside plastics, unwanted medication, electronics, paint and donating usable materials. • The Recycling Depot list is also on the back of the English version of our Recycle Guide.
<p>Strategy: 10. Have an ad or article in one issue of Citizen News that encourages redemption of deposit containers and indicates why it's a preferable method of recycling. Indicators of Success:</p> <ul style="list-style-type: none"> • Feature one ad on redemption of deposit containers in Citizen News. • Event recycling program will continue to promote Bottle Drop locations and returning deposit containers for fundraising. 	<p>O</p>	<ul style="list-style-type: none"> • Don't Trash It. Cash It! – Know Your Nickel ad promoting redeeming deposit containers was in the Summer 2015 edition of Citizen News. • An ad promoting our event recycling program with a reminder that many beverage containers can be redeemed was in the Spring 2016 edition of Citizen News.
<p>Home Composting (Backyard Composting) Strategies: 11. Continue to encourage residents to compost fruit/vegetable scraps and yard debris at home. Provide</p>		<ul style="list-style-type: none"> • An article about the benefits of applying compost to your lawn and garden was featured in the Summer 2015 edition of Citizen News. • Composting publications and sample compost bin were used at the

<p>publications and display materials at community events and upon request.</p> <p>12. Continue to provide composting resources on our website, DIY instructions and provide links to external resources (OSU Extension and Metro).</p> <p>Indicators of Success:</p> <ul style="list-style-type: none"> • One article on composting options and resources will be in Citizen News or other outreach channel. • Composting kit and publications will be provided at local farmers markets, County Fair and other community events. 		<p>Clackamas County Fair in August 2015, Max Orange Line Opening in September 2015 and the Oregon City Farmers Market Householding Fair in June 2016. There were available for Master Recyclers to check out for other community events also.</p>

Multifamily Residential

Waste Prevention Activities	Status	Implementation Notes
<p>Promote waste prevention to property managers and residents at multifamily communities.</p> <p>Strategy:</p> <ol style="list-style-type: none"> 1. Educate property managers through direct outreach, events and our website about waste prevention. Distribute information on junk mail and food waste reduction. 2. Work with Metro and other jurisdictions to find effective strategies to promote food waste reduction within multifamily communities. <p>Indicator of Success:</p> <ul style="list-style-type: none"> • 50 communities receive waste prevention information. <p>Strategy:</p> <ol style="list-style-type: none"> 3. Offer presentations and displays regarding waste prevention, recycling and other waste reduction messages upon request. <p>Indicator of Success:</p> <ul style="list-style-type: none"> • 10 multifamily communities receive presentations or tabling. 	<p>○</p> <p>○</p> <p>○</p>	<p>During this fiscal year the following waste reduction information was provided to PMs and residents:</p> <ul style="list-style-type: none"> • 561 Fruit & Veggie Storage flyers were distributed to 13 communities. • 1,074 residents received information about Reducing Junk Mail – representing 17 communities. • 10 communities received waste reduction/prevention information to reproduce in community newsletters. • Working with regional partners on best strategies to provide food waste reduction to MF communities. <p>43 communities received direct outreach materials highlighting waste prevention (Junk mail reduction, food waste and. However our Recycle Guide’s provide information on reducing and reusing and these were distributed to an additional 89 communities.</p> <ul style="list-style-type: none"> • 12 communities received presentations. Additionally, we tabled at 6 communities including a Spanish Resource Fair, Retirement Wellness Fairs, pool parties, summer BBQs and garage sales (highlighting reuse/donation).
<p>Promote reuse to property managers and residents at multifamily communities.</p> <p>Strategy:</p> <ol style="list-style-type: none"> 4. Distribute materials that promote reuse such as Reduce, Reuse, Recycle Guide, ReUse flyer, Community Warehouse door hanger and/or Metro magnet. <p>Indicator of Success:</p> <ul style="list-style-type: none"> • 25 communities receive information about reuse. <p>Strategies:</p> <ol style="list-style-type: none"> 5. Survey property managers informally about existing reuse programs and feasibility of an event 	<p>○</p> <p>O/N</p>	<p>All of our Recycle Guides now promote Reduce and Reuse, since the redesign in 2015.</p> <p>Additionally,</p> <ul style="list-style-type: none"> • 151 ReUse flyers were distributed at 3 communities. • 10 communities received reuse information to reproduce in community newsletters • Multiple conversations were had with PMs on different reuse strategies. <p>More PMs are interested in Reuse Events and what they could look like. Several organize garage sales and we are working</p>

<p>or space for unwanted, reusable items.</p> <p>6. Continue identifying opportunities to coordinate with a social service reuse organization such as Community Warehouse or similar non-profit to collect reusable items either on on-going basis or after an on-site collection event.</p> <p>Indicators of Success:</p> <ul style="list-style-type: none"> • Survey results from property managers showing interest/accessibility to store items for reuse. • One community implements a reuse activity – event or ongoing storage. 	<p>O</p>	<p>with some of these communities to get leftover items donated through Community Warehouse or similar organization after event. 2 communities, that we are aware of, have garages or storage rooms set aside for move-out leftover items or for other residents to swap.</p> <p>We are handing out Community Warehouse door hangers and guides to interested communities and promoted CW and Habitat Restore in the newsletter to encourage more donation/reuse.</p> <p>2 communities in Wilsonville we were working with organized a clothing swap for their residents. It was a huge success and they will be doing it again.</p>
<p>Promote technical assistance program to property managers.</p> <p>Strategy:</p> <p>7. Develop and distribute an electronic property manager’s newsletter that will be delivered once a year that contains information about waste reduction and recycling topics to keep property managers current and informed about our services. Include reminders about available resources.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none"> • Newsletter is distributed to roughly 230 property managers for whom we have email addresses. <p>Strategy:</p> <p>8. Maintain updated information on the website: www.clackamas.us/recycling and www.clackamas.us/recycling/multifamily</p> <p>9. Highlight program assistance in one issue of Trash Talk.</p> <p>Indicators of Success:</p> <ul style="list-style-type: none"> • PMs request materials and assistance. • 25 communities receive technical 	<p>C/O</p> <p>O</p> <p>C</p>	<p>Newsletter was sent in April 2016. It contained content about Recycling Right while Spring Cleaning, Electronic Recycling, Donation – Habitat Restore and Community Warehouse highlights, Book Now – Events and Earth Day</p> <ul style="list-style-type: none"> • Our database had 190 email contacts with the potential of reaching 20,000 units. 30 bounced instantly and were scrubbed from database. 42 were opened, representing 4,000 units. • In July 2015 our MF webpages were refreshed. They are in phase 1 of the plan. In November 2015 we began creating an online order form for our website to easily request MF materials. It went live in January 2016. • MF highlighted in Spring 2016 issue of Trash Talk (page 4). • 5 requested materials for 200 units. Many others downloaded information from website. • 14 request for materials/assistance

assistance.		were generated from the newsletter (600 Guides, 10 Enclosure Signs and several decals requested), 3 from the Trash Talk article and 6 directly from our website.
Recycling Activities	Status	Implementation Notes
<p>Provide technical assistance to communities.</p> <p>Strategy:</p> <p>10. Offer assistance to an estimated 50 communities that have not received assistance in the past 4 years. Contact will occur by phone, email or site visit.</p> <p>11. Provide on-site assistance as requested.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none"> • 25 communities receive resources, information and assistance. <p>Strategy:</p> <p>12. Distribute reusable recycling bags for the collection and transport of recyclable materials to common recycling areas. Property managers must complete a required question on the order form identifying distribution plan to receive the bags.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none"> • 200 bags are distributed to property managers. <p>Strategy:</p> <p>13. Expand our resources available in other languages. Prioritize materials and translate into languages most needed in Clackamas County. From the County’s recycling web pages link to Metro’s Language hub resources.</p> <p>Indicators of Success:</p> <ul style="list-style-type: none"> • Recycling Guide is translated into one other language • The County’s multifamily webpage links to Metro’s Language Hub. 	<p>C/O</p> <p>C/O</p> <p>C/O</p> <p>C</p>	<p>Targeted mail outreach to 64 communities that had not been reached since 2011. Sent letters with an order form of educational materials available and followed up via phone with communities that had returned mail.</p> <p>115 communities received some kind of assistance/resource.</p> <p>We piloted charging a fee for the recycling bags. For the first half of the fiscal year we charged cost (\$2.50) and dropped the price in December to (\$1). We distributed 268 bags to 9 communities over the year. While many of the larger communities and retirement communities were still willing to buy the bags, many communities ordered more sparingly to cover turnovers and provide to new move-ins.</p> <p>Materials were prioritized and the MF Recycle Guide was revised and is available in 5 languages: (English Español (Spanish) Русский (Russian) tiếng Việt (Vietnamese) 中文 (Simple Chinese))</p> <p>From July 2015-November 2015 Metro’s language hub was linked on the county MF web pages. However, once our guides were translated in other languages we removed the link to the Metro Language HUB.</p>

Construction & Demolition

Waste Prevention Activities	Status	Implementation Notes
<p>Provide information about businesses accepting C&D materials to be reused or repurposed.</p> <p>Strategy:</p> <ol style="list-style-type: none"> Continue to promote local businesses that accept and/or sell salvaged construction and demolition materials, building materials. <p>Indicators of Success:</p> <ul style="list-style-type: none"> Feature one ad about local reuse stores and/or one ad about Metro Paint in Citizen News. Supply 50 of each publication - Metro Healthy Home Improvement cards, Metro Paint, Canby Habitat ReStore and Rebuilding Center brochures in the DTD lobby, and at relevant events. 	<p>O</p>	<ul style="list-style-type: none"> An ad about recycling unused paint through Paint Care and buying recycled Metro Paint was in the Summer 2015 edition. The 'close the loop' ad featured the Metro Paint logo and advertised the benefits of buying reused. The ad also listed retailers that sell Metro Paint in Clackamas County. In the Fall 2015 edition, we highlighted five reuse businesses in an ad on our Recycling Depot page. The ad talked about donating to and buying from local reuse retailers. At least 50 each of the Metro Healthy Home Improvement bookmarks, MetroPaint, Canby Habitat ReStore and The Rebuilding Center brochures were distributed in our DTD Permit lobby.
<p>Engage the appropriate regional stakeholders in open discussions on the subject of deconstruction and salvaged building materials.</p> <p>Strategies:</p> <ol style="list-style-type: none"> Arrange a debriefing with City of Portland, Metro and deconstruction stakeholders and the County's Building Official to review the City of Portland's recent policy work to encourage deconstruction as the preferred method of building removal. Hold one or more workshops to learn the processes currently used by local jurisdictions for building removal and encouraging the use of salvaged building supplies. Hold a workshop to discuss and draft proposed code changes. <p>Indicator of Success:</p> <ul style="list-style-type: none"> By the end of FY16 create draft language to submit to the Oregon Building Codes Division for inclusion in the State's 2017 Residential Construction interim code update. 		<p>While the County staff has stayed engaged, in a minor advisory capacity, with the Metro sponsored Earth Advantage work and continues to discuss the desire to perform tasks 1-3, they have not been planned.</p> <p>Staff is still working to develop Code Language. The timing is to coincide with the State's Code Update timeline. A six-week amendment proposal window will be open this fall, followed by a comment period. A code change enabling greater use of deconstructed materials is the primary goal on this topic and staff will continue to do what is required to support the change.</p>

Recycling Activities	Status	Implementation Notes
<p>Distribute Metro Salvage and Recycling Toolkit to appropriate high traffic areas.</p> <p>Strategy:</p> <p>5. Distribute toolkits at DTD lobby counter, local libraries, jurisdictions and relevant community events.</p> <p>Indicators of Success:</p> <ul style="list-style-type: none"> • Supply 400 toolkits and carpenter’s pencils in DTD lobby resource area. Regularly stock. • Supply local libraries and local jurisdictions within Clackamas County with 150 Toolkits, restock at request. 	<p>○</p>	<ul style="list-style-type: none"> • At least total of 250 C&D toolkits and about 1400 carpenter’s pencils were distributed in the Clackamas County Permit lobby. About 30 additional toolkits were distributed at community events including the regional Master Gardeners Spring Garden Fair. • 162 C&D Toolkits were distributed to 12 locations in the cities of Happy Valley, Milwaukie, Oregon City and West Linn including various libraries, planning and permit departments.

Toxicity Reduction

Waste Prevention Activities	Status	Implementation Notes
<p>Safe Alternatives: Promote alternatives to toxics.</p> <p>Strategy:</p> <ol style="list-style-type: none"> Continue outreach to residents about using less toxics at home, including green cleaners and alternatives to herbicides and pesticides. <p>Indicators of Success:</p> <ul style="list-style-type: none"> Alternatives to toxics and Green Cleaners will be featured in at least one issue of Citizen News or solid waste bill. Feature Green Cleaners display at 3 community events. Distribute 300 Green Cleaner booklets at community events. 	O	<ul style="list-style-type: none"> The Summer 2015 edition of Citizen News a featured article discussed hazardous household products, advised to dispose of them safely at Metro's Hazardous Waste Facilities and discussed alternatives. The Spring 2016 edition featured an article on green cleaners and included recipes to make cleaners at home. Master Recyclers and staff promoted toxics reduction and green cleaners at the Wilsonville, Oregon City and West Linn farmers markets (July 2015), Gladstone Community Festival and Clackamas County Fair (August 2015), County Employee Health, Wellness and Sustainability Fair (April 2016) and Master Gardener Spring Garden Fair (May 2016). At least 820 Green Cleaner booklets were distributed at the events listed above and other similar events.
<p>Strategy:</p> <ol style="list-style-type: none"> Explore promoting the use of compost as an alternative to herbicides and chemical fertilizers. <p>Indicator of Success:</p> <ul style="list-style-type: none"> Distribute 300 Healthy & Safe Metro coupon books and Toxic Trash flyers at community events. 	O	<ul style="list-style-type: none"> An article in the Summer 2015 edition of Citizen News promoted applying compost to your lawn and garden as an alternative to commercial fertilizers. It discussed the benefits of using compost including the need for using for using less toxics. At least 250 Healthy & Safe Metro coupon books were distributed at the same events where Green Cleaner booklets were distributed.
Recycling Activities	Status	Implementation Notes
<p>Promote Metro Hazardous Waste Facilities as the safe method for disposing of household hazardous waste.</p> <p>Strategy:</p> <ol style="list-style-type: none"> Continue to encourage safe disposal of unwanted medication and medical sharps. Provide brochures at community events, links on our website and information upon request. 	O	<p>The Summer 2015 edition of Citizen News a featured article discussed hazardous household products, advised to dispose of them safely at Metro's Hazardous Waste Facilities and discussed alternatives.</p> <ul style="list-style-type: none"> At least 35 Clackamas River Water Providers" How to properly dispose of unwanted medication" brochures were distributed at same community events where Green Cleaners were

<p>Indicators of Success:</p> <ul style="list-style-type: none"> • Distribute 50 brochures – Clackamas River Water Providers” How to properly dispose of unwanted medication” at community events. • Distribute 50 brochures – Metro “Safe disposal of medical syringes” at community events. 		<p>distributed. These brochures are available in the Clackamas County Permit lobby also.</p> <ul style="list-style-type: none"> • At least 30 Metro “Safe disposal of medical syringes” brochures were distributed at the same events where Green Cleaners were distributed. Sharps and hazardous waste disposal is included on our Depot list which is on the back of our Recycle Guide.
<p>Strategy:</p> <p>4. Feature Oregon E-Cycles in Citizen News. Continue to provide links on our website and flyers at community events.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none"> • There will be at least one article or ad in Citizen News. 	<p>○</p>	<p>An ad about free electronics recycling through the Oregon E-Cycles program was featured on the Recycling and Reuse Depots page in the Fall 2015 edition of Citizens News.</p>

Other		
Required Elements	Status	Implementation Notes
1. Demonstrate compliance with the Regional Service Standard (including individual jurisdictions within cooperatives).	○	Unincorporated Clackamas County and the cities of Barlow, Canby, Damascus*, Estacada, Gladstone, Happy Valley, Johnson City, Lake Oswego, Milwaukie, Molalla, Oregon City, Rivergrove, Sandy, West Linn and Wilsonville are all in compliance with the Regional Service Standard. *As of 7/18/16 Damascus is no longer a city.
2. Maintain or increase curbside recovery levels (total tons and per capita tons recovered and disposed).	○	Clackamas County continues to actively promote increased recycling and recovery throughout the county and its cities. We will monitor quarterly recycling and solid waste tonnage data from our franchises. Anecdotal information on recovery from local collection is available through the inspection of containers and recycling practices during technical assistance to businesses and multifamily communities, and during regular communication with franchised collectors. We will continue to provide outreach, education and troubleshooting as described in the strategies and narratives outlined in the residential and business programs above, and will respond with targeted outreach and education for areas that appear to be falling behind.
3. Participate in at least one regional waste reduction planning group.	○	Clackamas County staff actively participates in several regional work groups including the Solid Waste Directors, Business Recycling Workgroup and Local Government workgroups, County staff also participated in other regional/state initiatives such as Disaster Debris Management, Organics and ReTrac.
Waste Prevention Activities	Status	Implementation Notes
<p>Language Accessibility - Translate messaging and publications</p> <p>Strategy:</p> <p>4. Revisit existing printed and online materials and prioritize them for language translation. (This activity aligns with other efforts in the Department of Transportation and Development to meet Title VI requirements for accessibility.)</p> <p>Indicators of Success:</p>	○	<ul style="list-style-type: none"> We redesigned the 2-page recycle guide into a one page flyer. Content expanded to include a garbage, yard debris and reuse section. Two versions of the flyer was designed, one for single family curbside residents another for multi-family and non-urban residents. Both versions of the flyer were translated and posted on the web in the following languages: English,

<ul style="list-style-type: none"> • Create at least 3 non-English links to Metro’s translated language hub web pages. • At least one outreach publication is translated into three languages and offered in person and website. 		<p>Spanish, Russian, Vietnamese and Simple Chinese. The final versions of the flyer were distributed to our collection companies, are available at events, downloadable on our website and mailed to residents upon request.</p> <ul style="list-style-type: none"> • When new web content is developed, we will determine the best place to have the link to Metro’s language hub webpage.
<p>Oregon Green Schools - Support the OGS program within schools.</p> <p>Strategies:</p> <ol style="list-style-type: none"> 5. Reach out to known contacts within schools, school and district-level administrators, school boards and others to invite participation in the Oregon Green Schools program. 6. Support schools through the process of becoming OGS certified 7. Conduct waste audits in schools and assist with waste reduction goals within schools 8. Celebrate green school certification within schools at assemblies. <p>Indicators of Success:</p> <ul style="list-style-type: none"> • Minimum of 25% OGS certification of Clackamas County schools. • Student participation in audits 	<p>O</p> <p>O</p> <p>C/O</p>	<ul style="list-style-type: none"> • 16 schools participated in waste audits • 22% of Clackamas County schools are certified Oregon Green Schools. This is a little less than the 25% we had hoped to certify, but it is very close, and we are confident that we will reach 25% next year. • The Oregon Green Schools application was redesigned during the 2015-2016 school year. The new online format will make it easier for schools to complete, so we hope to see an increase in our certified schools over the course of the next school year.
<p>School Waste Reduction Packet - Prepare and distribute annual waste reduction packet to all schools in Clackamas County.</p> <p>Strategies:</p> <ol style="list-style-type: none"> 9. Identify waste reduction opportunities for schools. 10. Continue to refine list of best contact at each school to receive the annual packet. <p>Indicator of Success:</p> <ul style="list-style-type: none"> • All schools in the County will receive the annual waste reduction packet. The number of contacts (calls and emails) we receive for waste reduction assistance in schools will be tracked. 	<p>C</p> <p>O</p>	<p>School waste reduction packets were sent to 138 schools. The packets included:</p> <ul style="list-style-type: none"> • Recycling yes/no • Invitation to join Oregon Green Schools • List/photos of bins, posters and decals available • List of presentations offered by Metro and Clackamas County <p>We received 10 requests from schools that were the direct result of the packet.</p>
<p>School Presentations - Deliver classroom waste reduction presentations as requested.</p>		

<p>Strategy: 11. Present different actions for students to take to practice waste reduction in their daily lives.</p> <p>Indicator of success:</p> <ul style="list-style-type: none"> • Students commit to one waste reduction action by the end of each presentation. 	C	82 school presentations were delivered, reaching more than 2,500 students. Students committed to a minimum of 1 action at the end of each presentation.
<p>Schools Mini-Grants - Provide waste reduction mini-grants to schools after successful completion of an application.</p> <p>Strategy: 12. Review grant applications to make sure they support projects that are likely to reduce waste in schools.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none"> • Proven cost savings or waste reduction in schools after project implementation. 	O	Waste reduction mini-grants were awarded to 9 schools to support gardens, durables, no-idling campaigns, and composting programs.
Recycling Activities	Status	Implementation Notes
<p>School Assistance- Provide recycling and composting (where available) technical assistance to schools throughout Clackamas County</p> <p>Strategies:</p> <p>13. Reach out to schools to make them aware of the recycling assistance available. Methods for reaching schools include the quarterly “Trash Talk” publication, cold calls and e-newsletters.</p> <p>14. Provide recycling containers and signage on request</p> <p>15. Provide annual yes/no recycling information to schools</p> <p>Indicator of success:</p> <ul style="list-style-type: none"> • Track requests for recycling and composting technical assistance • Provide technical assistance to a minimum of 50 schools 	<p>C</p> <p>O</p> <p>C/O</p>	<p>We included two school waste reduction-targeted pages in Trash Talk, sent 2 newsletters, and cold called schools to promote our services.</p> <p>Provided technical assistance to 59 schools.</p> <p>Responded to 223 requests for service.</p>
<p>School Recycling Audits - Conduct an audit of material found in recycling bins with interested schools</p> <p>Strategies:</p> <p>16. Spot-check, document and correct recycling for contamination through education</p> <p>17. Identify opportunities for waste reduction (example: make sure paper is used on both sides before being placed in recycling bin).</p> <p>Indicator of success:</p>	<p>O</p> <p>O</p>	<p>Recycling audits were conducted at four schools (Oregon City Service Learning Academy, Spring Mountain Elementary, Trillium Primary, and Portland Waldorf School).</p> <p>Students used results to educate classmates about contamination issues</p>

<ul style="list-style-type: none"> Improvement over time, as seen by spot checks and follow-up audits. This is a baseline year, as we have not tracked this in the past. We will generate interest through the Oregon Green Schools certification process and we will offer this service when we are providing technical assistance to schools. 		<p>and reduction opportunities.</p>
<p>Event Recycling Strategy:</p> <p>18. Continue to provide event recycling containers and resources for collecting cans and plastic bottles.</p> <p>Indicator of Success:</p> <ul style="list-style-type: none"> At least 50 events will be served with event recycling containers and materials. 	<p>○</p>	<p>There were 96 events in 2015-16 with 1,129 ClearStreams loaned out for those events.</p>