

Attachment 1

Amendment



AMENDMENT NO. 1
METRO CONTRACT NO. 934318
City of Portland Contract No 30005471

AMENDMENT TO THE INTERGOVERNMENTAL AGREEMENT BETWEEN METRO AND THE CITY OF PORTLAND, hereinafter referred to as "City."

This Contract Amendment No. 1, dated September 20, 2017, hereby amends Metro Contract No. 934318 ("the Agreement").

In exchange for the promises and other considerations set forth in the Contract and in this Contract Amendment No. 1, the parties hereby agree as follows:

A. Purpose

The purpose of this Contract Amendment No. 1 is to modify (1) the Scope of Work for fiscal year 2017-18; and (2) the payment for services.

B. Provisions of Contract Amendment No. 1

1. Modification of Scope of Work:

The attachments to Paragraph 3 of the Agreement are deleted and replaced with the attached Scope of Work for fiscal year 2017-18.

In addition to the Scope of Work, City and Metro will determine what is needed to comply with changes to state law (OAR 340-090-0040 and ORS 459A as amended by SB 263).

2. Modification of Payment Provision:

The language of Section 4 of the Agreement is deleted and replaced with the following:

Payment for Services. Metro shall pay City \$773,133.00 for the work specified in the Agreement. Metro will pay this amount within 30 days of approving the City invoice.

C. No Other Modifications

Except as modified herein, all other terms and conditions of the Agreement shall remain in full force and effect. Any conflict between the provisions of this Contract Amendment No. 1, on the one hand, and the original Agreement, on the other hand, shall be resolved by reference to and reliance upon this Contract Amendment No. 1.

Amendment



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

AMENDMENT NO. 1
METRO CONTRACT NO. 934318

CITY OF PORTLAND

METRO

By: _____

By: _____

Title: _____

Title: _____

Print Name: _____

Print Name: _____

Date: _____

Date: _____

APPROVED AS TO FORM

By:

**Fiscal Year 2017-18
Metro and Local Government
Annual Waste Reduction Work Plan**

June 15, 2017

I. Introduction

Since 1990, Metro and its local government partners have developed cooperative plans to implement the region's waste prevention and recycling programs. These plans serve as one of the implementation tools for the Regional Solid Waste Management Plan (RSWMP) that provides direction for waste reduction programs for the metropolitan region. The Annual Waste Reduction Work Plan is the primary means by which Metro and local governments plan for waste prevention and recycling programs, projects and activities.

The region's waste reduction work is guided by the RSWMP, which envisions an evolution from today's end-of-the-pipe solid waste management practices to those that more holistically contribute to the sustainable use of natural resources. The need for Metro to play a lead role in driving this evolution has been reinforced by the Metro Council, Metro Auditor, and key partners, local governments and stakeholders. To that end, Metro is beginning to shift the emphasis of its policies and programs from end-of-life to upstream, focusing on implementation of waste prevention practices.

Metro and its local government partners are working to transition the Annual Waste Reduction Work Plan incrementally toward a focus on upstream waste prevention practices. It is likely that this transition will take several years to accomplish.

II. Plan Structure & Format

The Annual Work Plan is divided into two areas:

- Recycle at Work
- Maintenance & Expansion of Existing Programs

A. The **Recycle at Work** program is designed to address the individual needs, barriers and the particular circumstances affecting the business sector with regard to waste prevention, recycling and toxics reduction. Funding assistance is provided to local jurisdictions specifically for the Recycle at Work program. Allocations are based on the number of employees per jurisdiction derived from data supplied by the State of Oregon Employment Department. The Recycle at Work program provides waste prevention and recycling technical assistance to businesses in the region. In order to receive funding, local jurisdictions must:

1. Hire individuals as staff or contractors who work in the jurisdiction'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 Local Outreach Plan that identifies the jurisdiction's strategy for targeting and recruiting businesses for Recycle at Work assistance, located in work plan template under Recycle at Work: Annual Local Outreach Plan. The plan must also include a focus on assisting the jurisdiction's government facilities and ensuring that each facility is in compliance with Business Recycling Requirement. Prepare an annual progress report on the accomplishments of the Recycle at Work program that will include:

- Review of the Outreach Plan implementation.
- Successes and challenges.
- Administrative information (staff and expenditures), as outlined in the work plan template Section 2B.
- A spreadsheet that includes the following data fields: name and address of businesses assisted, contact type (new or ongoing), type of assistance (resources delivered, onsite assistance, or phone/email), dates of assistance, and description of assistance using key words (e.g., paper recycling, durable dishware, etc.)
- Compliance actions taken.

All of the elements above must be included in a Recycle at Work plan submitted to Metro.

3. Maintain 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 a written description of the compliance program to Metro.

- B. The second area of the Annual Work Plan focuses on **Maintenance & Expansion of Existing Programs** through per capita grants to local governments. In order to maintain past successes, established programs must continue to be funded, staffed and maintained at the same time that new initiatives are introduced.

The funding assistance provided to local jurisdictions to maintain existing programs and expand waste prevention work is allocated on a per capita basis. Each jurisdiction receives an allocation based upon its percent of the region's total population and its level of compliance with state and regional requirements.

The objectives of the maintenance & expansion section are to maintain and increase recovery through support of existing and new local government recycling programs; support and expand waste prevention initiatives; provide an incentive for local governments to participate in regional waste reduction planning activities; and continue to ensure compliance with the RSWMP and state program elements for waste prevention and recycling programs.

Local governments will submit an overview of existing waste prevention and recycling programs in place; detailing the outreach, education and collection programs currently implemented and the efforts they will engage in to maintain and expand these programs. This will provide a comprehensive regional picture of existing programs in place as well as demonstrate compliance with the RSWMP and state law.

III. Required Compliance with the Regional Solid Waste Management Plan and State Law

All local jurisdictions are required to comply with the provisions set forth in the RSWMP and to satisfactorily demonstrate compliance. These provisions include the Regional Service Standard and the Business Recycling Requirement.

Local jurisdictions must also demonstrate compliance with state law (OAR 340-090-0040 and ORS 459A as amended by SB 263). Metro has been designated by the State as the reporting agency for Clackamas, Multnomah and Washington Counties in their entirety and local jurisdictions shall provide data to Metro to assist with this annual reporting responsibility.

Metro will review Annual Reports for compliance with both the RSWMP and state law. Local jurisdictions that are out of compliance with the RSWMP and/or state law are not eligible for associated program funding assistance from Metro.

IV. Monitoring and Evaluation

The Recycle at Work and Maintenance & Expansion of Existing Programs sections of the annual plan each have independent progress measurement and reporting scenarios tied to the specific tasks involved. These performance measures, combined with the annual Department of Environmental Quality Material Recovery Survey Report, are used to assess progress.

Recycle at Work

Recycle at Work has specific reporting requirements associated with the program.

Maintenance & Expansion of Existing Programs

Annual reports documenting efforts completed by local governments during FY 2017-18 shall be submitted to Metro no later than August 1, 2018. These annual reports serve as the basis for monitoring the status of existing programs and progress with regard to the RSWMP and required annual reporting to the Oregon Department of Environmental Quality.

The maintenance & expansion efforts shall also be reviewed based upon the following:

- Local governments shall implement waste prevention activities for each area of the residential and commercial sector.
- Local governments shall demonstrate compliance with the Regional Service Standard.
- Local governments shall identify and undertake a specific curbside recycling outreach activity for an existing local government program.
- Local government representatives shall participate in at least one regional waste reduction planning group (larger jurisdictions will tend to participate in more than one group).
- Local governments shall provide jurisdictional solid waste and recycling budget information to Metro.
- Curbside recovery levels shall be maintained or increased (total tons and per capita tons recovered and disposed).

FY 2017-18
RECYCLE AT WORK ANNUAL PLAN TEMPLATE

Jurisdiction: Portland Contact: Alfredo Gonzalez

NOTE: In order to receive funding through this program, completed plans must be submitted to Metro no later than June 15, 2017.

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)	
<p>Goal: In 2015, Portland City Council adopted a set of environmental performance objectives for City operations aimed at the year 2030.</p> <p>Two objectives pertain to waste generation:</p> <ul style="list-style-type: none"> Recover 90 percent of waste generated from city operations Reduce total waste from city operations by 25 percent below fiscal year 2009-2010 levels 	O
<p>Strategy</p> <ul style="list-style-type: none"> Provide customized technical assistance to City of Portland bureaus to increase recovery and reduce waste. Priority will be placed on bureaus with the largest volume of waste: Portland Bureau of Transportation, Water Bureau, Office of Management and Finance, Facilities, Fire, Parks, and Bureau of Environmental Services. Foster and maintain ongoing relationships with bureau recycling coordinators and City Green Team members. Promote Sustainability at Work certification. Collect, analyze and share Citywide and bureau specific recovery data and waste-related efforts with recycling coordinators and City Council. <p>Indicators of success:</p> <ul style="list-style-type: none"> 10 bureaus/worksites assisted and/or certified. For context, the City of Portland is comprised of 27 Bureaus and Offices located at 153 	

<p>different sites. One location can house multiple work sites, we don't have a total count of all work sites.</p> <ul style="list-style-type: none"> At least two bureaus will have a waste prevention related project scoped. 	
New Businesses (required)	
<p>Goals: As of Q3 in FY 16-17, 43% of the businesses served by SAW were new (never before interacted with by the program). We are proud of this percentage. It shows that we are bringing new businesses to the door, while demonstrating the continued value of our services to - and quality of our relationship-building with – existing customers. Given this, we plan to maintain our existing strategies.</p>	O
<p>Strategy:</p> <ul style="list-style-type: none"> Maintain SAW blog and e-newsletter; promote content (as well as new resources and tools) more broadly to reach new audiences, for example through community partners and publications. Promote SAW certification and certified businesses to increase awareness of our recognition program among new audiences. Include SAW on the New Business Welcome Kit website to make new businesses aware of our services. <p>Indicators of success:</p> <ul style="list-style-type: none"> 40% the businesses we serve are new. 	
Target Businesses that are Underserved or Underrepresented (optional)	
<p>BPS is directed by the Portland Plan, the Climate Action Plan and the BPS Equity Roadmap to evaluate service provision in terms of equity and to develop implementation plans and new policies with equity in mind. Sustainability at Work is directed to prioritize and customize technical assistance to benefit under-served and under-represented business owners. We share the definition Metro's solid waste directors adopted for under-served and under-represented business owners: minority owned businesses (entrepreneurs of color).</p> <p>Goals:</p> <p>Enhance current strategies to serve entrepreneurs of color. Continue to improve our understanding of the characteristics and needs of entrepreneurs of color.</p>	R
<p>Strategy:</p> <ul style="list-style-type: none"> Conduct a follow-up to the State and Regional Minority Business Owners analysis (see SAW's January 2015 equity summary). This will include a summary of qualitative data gathered from business community engagement completed to date. Educate: Continue community engagement with entrepreneurs of color, prioritizing events and opportunities with Micro Enterprise Services of Oregon, Our 42nd Ave. Neighborhood Prosperity Initiative, St. Johns Center for Opportunity and the Hispanic Chamber. 	

<ul style="list-style-type: none"> • Reconcile any gaps we find to 1) accessing SAW services/resources and/or 2) establishing and maintaining successful food scraps collection. • Support community action: As opportunities emerge, support community initiated and directed strategy and action with technical assistance, participation and resources. • Collaborate: Continue working with Micro Enterprise Services of Oregon (MESO) to help entrepreneurs of color conserve resources, access cash incentives and addresses waste-related requirements including the bag ban, Styrofoam ban, containers in the right of way and mandatory recycling. <p>Indicator of success:</p> <ul style="list-style-type: none"> • Completed State and Regional Minority Business Owners analysis. • Consistent engagement with priority community partners. • Number of contacts engaged through MESO collaboration exceeds those engaged last fiscal year. • SAW is responsive to community action opportunities and reconciles identified gaps. 	
<p>Target Business Sectors, Institutions or Materials (optional)</p>	
<p>Goals: Portland has an ambitious 75% recovery goal for business waste. Because food is the largest portion of the waste stream, increasing food scraps recovery is a goal of the SAW program. The Climate Action Plan also sets a 2030 goal to reduce the amount of solid waste generated, per capita, by one-third. As such, increasing food waste prevention is an additional goal for the SAW program.</p>	<p>N</p>
<p>Strategy:</p> <ul style="list-style-type: none"> • During the roll-out of mandatory food scraps collection, promote food waste prevention practices using restaurant case studies and promote excess food donation practices. • Update SAW and BPS solid waste and recycling web content for an improved user experience. Provide improved food waste prevention, food donation and food scraps collection content. • Provide technical assistance to new and existing compost participants to overcome implementation barriers and maintain participation. • Rollout mandatory commercial food scraps collection for large generators. <p>Indicator of success:</p> <ul style="list-style-type: none"> • Food waste prevention and donation information provided to all businesses that we assist with composting practices? • 75 food generating businesses contacted and assisted regarding food waste prevention or collection opportunities. • Increase web traffic to Portland's business-focused food scraps pages by 10%. 	

FY 2017-18
LOCAL GOVERNMENT ANNUAL WASTE REDUCTION WORK PLAN TEMPLATE

Jurisdiction: City of Portland Contact: Bruce Walker

In order to receive funding through this program, completed plans must be submitted to Metro no later than June 15, 2017.

1. Program Overview Narrative

Provide a narrative overview of programs, services and focus areas for FY 2017-18 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).

The City has 21 FTE assigned to the solid waste and recycling program in the Bureau of Planning and Sustainability (BPS). The staff work on programs for businesses and other organizations, the City's internal operations, as well as single-family and multifamily residents. For all audiences, staff develop policy and programs and set service standards designed to encourage waste prevention and increase recovery of clean materials. Staff also develop outreach materials for each audience to increase program awareness, understanding, and participation. BPS provides a hotline and email for residents and businesses to ask questions related to garbage, recycling, and composting service, requirements, and resources. Extensive information is also available online, organized by audience so that users can readily access what they are seeking.

For businesses, staff provide technical assistance about waste prevention, recycling and organics recovery, and buying less-toxic and recycled content products. BPS maintains a business recognition program that provides certification and publicizes the accomplishments of the participants. Staff also provide businesses with recycling and composting containers, stickers and posters and implement mandatory business recycling requirements. Efforts are currently underway to plan for implementation of mandatory commercial food scrap collection. Staff have recently worked with businesses as well as haulers to help develop customer engagement and support resources to encourage participation in hauler provided food scrap collection services.

Single-family residential service is franchised and staff set rates as well as service standards which provide residents options and incentives to reduce waste. Engagement strategies include direct mailings, hauler and partner distribution, web, social media and presence at community events. The *Curbsider* newsletter is mailed to all residents twice a year to inform them on how to properly participate in their garbage recycling, and yard debris/food scraps composting service; how to make more sustainable consumption choices, and other bureau related issues and activities. Online, residents can check their collection schedule and sign up for collection day email reminders.

The multifamily program is designed to provide an easy and consistent recycling system for all multifamily residents in the city. A variety of free tools and resources are available to property managers and owners that help them fulfill the administrative rule requirements that affect multifamily communities located in Portland.

Public garbage collection is undergoing a significant expansion. Historically, BPS has paid for collection service and managed receptacles in seven business districts of the city. Over the next several years BPS will purchase, install and pay for servicing in all of the main centers and along busy commercial corridors. This expansion will be phased in based on criteria developed using an equity lens. In addition to adding new garbage receptacles, BPS will take over collection services for business districts that currently pay to manage existing receptacles. The program is intended to provide public garbage service, and help foster collaboration between BPS and neighborhood and businesses in our communities. Currently, public recycling service is available on the downtown transit mall and BPS is piloting a recycling option for bottles and cans in the program expansion.

As part of its climate action efforts, BPS is looking at the impacts of materials across their full lifecycle. The vast majority of carbon emissions associated with products are generated "upstream," or before the user purchases them. BPS already encourages residents to make simple changes in the way they meet their needs such as renting, sharing, fixing, buying smart and reusing goods as well as selecting long lasting products and giving gifts of experience. These sustainable consumption activities prevent waste as well as carbon emissions associated with the production of goods. BPS is working to identify ways to measure the impact of sustainable consumption activities and is beginning to explore the City's role in promoting sustainable consumption and production.

Master Recyclers is a regional volunteer corps that supports BPS' outreach efforts through a variety of functions such as staffing information booths at events, presentations at businesses, planning and implementing event recovery and community

collection events, providing direct outreach and education to multifamily residents by conducting door-to-door outreach.

Other BPS efforts include contracting with Community Environmental Services at Portland State University to coordinate technical assistance and equipment for public event recycling and food scrap collection. BPS has actively participated in DEQ Materials Management Workgroups and Metro's regional waste reduction planning activities. BPS has also submitted to Metro a Certification of Compliance with the Regional Service Standard.

2. Budget Information

- a) Provide overall solid waste and recycling budget.

Total SWR budget: \$5.3 million

FTE: 21

3. Annual Work Plan Task Tables

Complete the following **Maintenance & Expansion of Existing Programs** tables, separately listing specific waste prevention and recycling activities planned for completion during this fiscal year. Add rows as needed. Complete the **Regional Service Standard** table for your jurisdiction or cooperative members.

Maintenance & Expansion of Existing Programs

Beginning in 2016-17, Neighborhood Cleanup Events that support recycling and reuse are eligible activities for use of per capita funds. If jurisdictions choose to support these events, specific information should be listed in the "Other" section.

KEY

ACTIVITY	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)

Waste Prevention: Single-family Residential (Include home composting programs)	
	Status
Description of Activity: The Portland CAN (Climate Action Now) campaign motivates and supports Portlanders to take sustainable, and low-carbon actions, focusing on five areas: Your home, Your food, Your stuff, Getting around, and Your community	O
Goals: Provide Portland residents with resources and information about food choices, donation and waste prevention and reduction	
Strategy and Indicator of Success: Engage the Portland community through a variety of strategies including e-communications (blog, resources pages, and social media), article in Curbsider, a presence at diverse community events and community partnerships: <ul style="list-style-type: none"> • Attend 10 community events • 30,000 contacts reached at events • 7,000 visits to blog and resources on web • Provide CAN and CAP presentations to 5 communities • Develop the Your Community section of the CAN website to connect residents to organizations and initiatives in their communities, enabling those community efforts to grow and be more impactful. 	O
Description of Activity: Resourceful PDX connects residents to information and resources to get the things they need day-to-day or during times of life transitions. Key action areas include: 1) buy smart 2) reuse 3) borrow and share 4) fix and maintain.	O
Goals:	

<p>The program encourages residents to try simple changes to get what they need by providing residents tools and ideas for reducing waste and how to take action and where to find resources.</p> <p>Inspire Portland residents in a positive way to think differently about their relationship with goods through how they make decisions that include environmental and local impacts, health, family and lifestyle values.</p>	
<p>Strategy and Indicator of Success:</p> <p>Engage the Portland community and leveraging and highlighting community organizations and businesses using a variety of communications strategies including articles in the Portland Curbsider, web blog, event calendar, map of resources, social media, a presence at diverse community events, community partnerships and placed advertising. BPS also helps promote the repairing of household items by inviting Repair PDX to participate in BPS Fix-It Fair events and will focus messaging on home improvement based on 16-17 pilot.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> • Attend 15 community events • 27,000 contacts reached at events • 24 blog posts • 15,000 visits to blog and web • 10 partnering organizations and summary of collaboration • 80 attendees and 100 items repaired at repair cafés at Fix-It Fairs • Place Chinook Book advertisement with over 70,000 readers • Place Chinook Book mobile ad with over 100,000 views • Place Portland Relocation Guide ad with over 120,000 readers 	O/R

<p style="text-align: center;">Recycling: Single-family Residential (Include home composting programs)</p>	
	Status
<p>Required: Curbside recycling outreach activity for an existing program.</p> <p>Description of Activity: Be Cart Smart provides residents of houses and smallplexes (2-4 units) with service options, rate information, instructions on waste reduction, recycling, composting and garbage.</p>	O
<p>Goals: Provide the public with education and assistance for the curbside program to increase participation and recovery and decrease contamination. Also promote options for beyond-the-curb resources.</p>	
<p>Strategy and Indicator of Success: Be Cart Smart utilizes a variety of communications and outreach strategies including direct mail of the Portland Curbsider, website. Blog, presences at community events and customer service and hauler assistance in delivering messages and providing feedback. Focus communications and engagement strategies for those new to Portland, larger families, residents with limited English proficiency, renters and landlords to ensure equitable access to information and services.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> • 178,000 households receiving <i>Curbsider</i> • Attend 15 community events • 30,000 contacts reached at events • 200,000 visits to web • Create 24 posts for The Curbsider Blog to inform and educate residents • Place Portland Relocation Guide ad with over 120,000 readers • Provide all residential haulers with and inventory of collateral for customer distribution. Haulers are required to provide collateral to all new customers and to all customers who request the information. • 5,000 new garbage day reminder subscribers • 10,000 calls and emails into the Curbside Hotline 	O

Waste Prevention: Multifamily Residential	
	Status
<p>Description of Activity: Provide education and materials for Resourceful PDX and Metro's junk mail reduction programs to multifamily residents, managers and maintenance staff at onsite tabling and presentation events.</p>	O
<p>Goal: Engage multifamily residents, property management and maintenance staff around sustainable consumption.</p>	
<p>Strategy and Indicator of Success: - Utilize opportunity created at larger events and presentations to partner with engaged property managers and garbage and recycling companies to reach residents concerning sustainable consumption and waste prevention. - Train and support volunteer corps of Master Recyclers. - Continue to contract with CES to implement scope of work that includes providing junk-mail reduction kits, catalog choice information, and Resourceful PDX resources in addition to delivery of requested MF educational resources. Scope of work includes: <ul style="list-style-type: none"> on-site presentations to residents and property maintenance staff, non- complaint generated requests for site evaluations of recycling and garbage collection areas with recommendations and follow up, food scrap collection education to property management staff and residents, and tabling for seasonal move-in events on PSU campus. - 20 presentation/tabling requests fulfilled where Resourceful PDX and Metro's Junk Mail Kit are distributed.</p>	O
<p>Description of Activity: Provide waste prevention resources in BPS every-other month program e-newsletter "Multifamily Matters"; audience is primarily property managers, non-profit housing providers and maintenance staff. Story topics and links include energy efficiency (Energy Trust of Oregon), water conservation (Portland Water Bureau), and re-use opportunities (Resourceful PDX and Reuse PDX).</p>	N
<p>Goals: Build and grow program visibility and brand and promote access to multifamily waste reduction program and sustainability services/resources through regular engagement of a wide range of people that work with multifamily properties with varying degrees of influence. Also, extend relationship through deeper engagement and problem solving assistance.</p>	
<p>Strategy and Indicator of Success: Curate quality content: develop ongoing relationships with resource agencies to provide regular outlet for program information, new pilots and engagement opportunities.</p>	N

Measure online story “click-through” rates and newsletter demographics, and adjust stories to reflect audience engagement. Continue to subscribe new PM contacts for newsletter via Emma.	
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Recycling: Multifamily Residential	
	Status
<p>Description of Activity:</p> <p>Outreach to property management and maintenance staff to</p> <ul style="list-style-type: none"> • distribute resident educational materials and signage • ensure collection systems are high-functioning and • resolve complaints from residents, haulers and property managers 	O
<p>Goal:</p> <p>Engage property managers and owners to increase outreach from 20,000 units to 50,000 units annually by 2020.</p>	
<p>Strategy and Indicator of Success:</p> <p>Reach out to property management and maintenance staff through annual spring promotional mailing that includes an overview brochure and order form for free educational print and electronic materials.</p> <p>Raise awareness around program requirements, free technical assistance and educational materials by: financially sponsoring the City of Portland Landlord yearly trainings; providing the solid waste and recycling chapter of training materials, and distributing program materials at trainings.</p> <p>Continue presence with trade organizations: membership, attend industry sponsored trade shows and meetings, and advertise in publications.</p> <p>Create and publish every-other-month electronic newsletter for property managers, owners and maintenance staff for multifamily communities.</p> <ul style="list-style-type: none"> • 300 orders received broken down by “how they heard about us”. • Sponsor and have a presence at fall and spring series of City of Portland Landlord Trainings • Direct mail 3,600 property managers and owners with a “place an order” call to action • Place 12 monthly advertisements in the Rental Housing Journal • Reach 800 MF property managers, owners and maintenance staff with every-other-month e-newsletter “Multifamily Matters” • 200 phone and email inquiries from property managers • 35,000 of web visitors • Develop and post new property manager web content and resources. 	O
<p>Description of Activity:</p> <p>Outreach to residents using a variety of means to provide educational materials, ensure high-functioning collection system and respond to questions, concerns and complaints. Outreach methods include but are not limited to: presentations to multifamily residents; knock-and-talk delivery of materials to individual households; tabling at move-in and</p>	O

community gatherings; delivery of materials to property managers; property "adoption" for limited time frame by Master Recyclers; and responding to phone calls and emails to staff (inquiries, requests and complaints). Materials include: resident garbage and recycling brochures (7 languages), English-Spanish door hanger cards, durable plastic and poster signs for collection area use, food-scrap collection brochures and signs, MF property manager overview and guides, and assorted Metro materials.	
Goals: Engage residents to increase outreach from 20,000 to 50,000 units (estimated 50 percent of Portland MF housing) units annually by 2020.	
Strategy and Indicator of Success: Maintain resident educational materials in seven languages (additional languages upon request) and site signage. Deliver requested educational materials and signage to properties through contract with CES. Delivery options include door-to-door, door-to-door with resident conversations (English and Spanish) or through property management. Resolve collection system issues as identified in field visit. Focus on East Portland, previously unserved communities, affordable housing and non-profit housing communities. Track distribution of educational materials by means of new database (to be completed in summer 2017) to include: <ul style="list-style-type: none"> • languages • types of collateral • location (zip code) • affordable housing 	O
Description of Activity: Outreach to commercial garbage and recycling companies (haulers) who service multifamily accounts. Outreach includes responses to complaints from property management staff and residents regarding service, as well as collaboration with haulers who contact MF program with site-specific concerns and requests for educational intervention. Outreach also includes provided pro-active educational materials to haulers who request them, either online for specific accounts, or in bulk for new account engagement.	O
Goals: Engage with haulers to reduce contamination, provide quality service, resolve compliance issues and expand the multifamily program's reach and effectiveness.	
Strategy and Indicator of Success: Increase awareness of multifamily program offerings: free educational resources, onsite assistance and signage; and identify opportunities for partnership. Communicate expectations around services and resolve complaints/concerns to ensure a high-functioning collection system. <ul style="list-style-type: none"> • Continue to respond to compliance concerns with referral to code compliance staff as needed. 	O

<ul style="list-style-type: none"> Maintain current status of 95+ percent of complaints resolved with no open / unresolved cases after three months. 	
<p>Description of Activity: Participate, as invited, with Metro's Community and Residential Education Workgroup (formerly LGRCW). Continue collaboration with bureau and regional colleagues to identify best practices for outreach to MF communities. Collaborate informally with other Metro jurisdictions regarding City of Portland's new property manager/owner collateral.</p>	O
<p>Goals: Create and support consistent strategy for regional MF outreach and education; share resources and best practices.</p>	
<p>Strategy and Indicator of Success: Meet as requested to share progress, discuss approaches and material development.</p>	O
<p>Description of Activity: Participate with Metro's Regional Multifamily Project Team to finalize and begin to implement project recommendations.</p>	O/N
<p>Goals: Establish and maintain equitable access to recycling at MF properties. Increase the amount of recyclable materials recovered. Ensure the recyclable materials collected are high quality.</p>	
<p>Strategy and Indicator of Success:</p> <ul style="list-style-type: none"> - Participate in any additional baseline data gathering and analysis to assist the regional team. - Assist Metro, when requested, with helping to develop potential implementation strategies for future Regional Waste Plan policies. - Assist multifamily sites that lack mixed recycling or glass services to bring the missing material services to the site. Determine which of the reported sites actually lack mixed recycling or glass service. <ul style="list-style-type: none"> o Prioritize sites for which no, or low, mixed recycling or glass service was available. Research and document reasons for lack of service. Assist 100% of sites lacking mixed recycling or glass service. o Data related to providing technical assistance to sites no, or low, material streams will be tracked and reported to Metro. 	O O N
<p>Description of Activity: Actively support MF properties with food-scrap collection.</p>	O
<p>Goals: Assist with implementation of food-scrap collection at MF communities that have chosen to participate. Troubleshoot food-scrap collection at participating sites to identify obstacles and provide solutions.</p>	

<p>Strategy and Indicator of Success:</p> <p>Work with haulers, property management and residents to identify opportunities for successful food-scrap collection programs at their communities.</p> <p>As requested, distribute new property manager guide, signage and resident education materials. Provide onsite technical assistance, phone consultations, presentations for residents and property managers and coordination with garbage and recycling companies.</p> <ul style="list-style-type: none"> • 80 inquiries • 25 orders places for resources and assistance; 10 requests for on-site assistance and presentations • 90 composting accounts reported by haulers 	O
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Waste Prevention Construction & Demolition	
	Status
Description of Activity: Develop new web content to promote new Certified Deconstruction Contractors.	N
Goals: Support the advancement of the deconstruction industry.	
Strategy and Indicator of Success: Currently the deconstruction website has two contractor profiles. Developing profiles for all active contractors will be the measure of success. The two existing profiles have enjoyed significant traffic.	N
Description of Activity: Continue to partner with Metro (previously DEQ was lead) on promoting space-efficient housing options: a. Identify regulatory hurdles to development of Accessory Dwelling Units (ADUs) and develop strategies to facilitate and promote their development. b. Provide technical and logistical support to Metro and PSU on space-efficient housing. c. Identify opportunities to use salvage building material in the construction of new ADUs.	O
Goals: Increase the awareness of the benefits of building smaller residential units.	
Strategy and Indicator of Success: Participate in regular meetings of the Build Small Coalition. Success is measured through surveys of ADU owners that indicate that outreach and technical support were influential in their decision to build small. A survey is currently being developed by PSU. Attendance at the Build Small, Live Large conference this fall will also be an indicator of success.	O
Description of Activity: Expand the existing deconstruction ordinance to include additional structures.	O
Goals: Ensure deconstruction and salvage of the city's oldest and most historic houses and duplexes in order to preserve valuable materials for reuse.	
Strategy and Indicator of Success: This program was implemented on October 31, 2016 for houses and duplexes built before 1917 (or historic regardless of age). To date approximately 40 demolition permits have been subject to the deconstruction requirements. There are currently 12 Certified Deconstruction Contractors. Expanding the program in a sustainable manner will depend on the ability of the market to distribute salvaged material. BPS will continue to monitor how retail outlets for material are performing and development of new ones. To date, at least three new	O

retail facilities have opened since the ordinance went into effect. Additional facilities are in planning. If the market can bear more material, then BPS will make recommendations for an appropriate amount of expansion of the ordinance.	
Description of Activity: Partner with Metro, PSU, and DEQ to adapt the existing deconstruction calculator to quantify the impacts of the new deconstruction ordinance.	N
Goals: Quantify environmental benefits of deconstruction vs mechanical demolition.	
Strategy and Indicator of Success: Update data that supports the calculator to ensure accurate output/reporting.	N
Recycling: Construction & Demolition	
	Status
Description of Activity: Continue to promote completion and return of the revised Construction and Demolition Debris Management Form.	O
Goals: Promote awareness of recycling requirements and the waste management hierarchy.	
Strategy and Indicator of Success: Work with BDS to link form to online permit submittal associated with the new permitting database. (Note, new permitting database implementation by BDS is behind schedule and a new pathway forward has been identified)	O
Description of Activity: Master Recyclers will promote salvage and reuse of C&D materials through partnerships with the Rebuilding Center and Restore. Master Recycler curriculum and manual also include training on C&D and green building and BPS provides a training presentation when the class is in Portland.	O
Goals: Promote the methods and benefits of C&D recycling.	
Strategy and Indicator of Success: Continue outreach and education related to building material recycling.	O

Waste Prevention: Toxicity Reduction	
	Status
Description of Activity: Provide information and resources for residents on toxics reduction.	O
Goals: Effectively support Metro's and DEQ's efforts to reduce toxics pollution and proper handling of household hazardous waste.	
Strategy and Indicator of Success: Include information about Metro's household hazardous waste collection, greener cleaners and pesticides reductions at events, in the Portland Curbsider and print collateral. Indicators include: <ul style="list-style-type: none"> Attend 10 events 5,000 contacts reached at events Article placement in Curbsider Distribution of 5,000 Be Cart Smart guides 	O
Recycling: Toxicity Reduction	
	Status
Description of Activity: Provide information and resources for residents on proper disposal of toxics materials.	O
Goals: Inform the public of Oregon E-cycles approved recyclers and the e-waste disposal ban.	
Strategy and Indicator of Success: Include Oregon E-Cycles information at events, in the Curbsider and print collateral. Indicators include: <ul style="list-style-type: none"> Attend 10 events 5,000 contacts reached at events Article placement in Curbsider Distribution of 5,000 Be Cart Smart guides 	O

Beginning in 2016-17, Neighborhood Cleanup Events that support recycling and reuse are eligible activities for use of per capita funds. If jurisdictions choose to support these events, specific information should be listed in the "Other" section below.

Other: Required Elements <i>(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.	O
2. Maintain or increase curbside recovery levels (total tons and per capita tons recovered and disposed). City of Portland will continue to offer the same curbside collection service to residents and provide information to residents about the service to encourage increased participation and recovery. See narrative portion of the plan for more details about residential outreach and engagement.	O
3. Participate in at least one regional waste reduction planning group. <i>(please provide details)</i> BPS staff participate in the Business Recovery Work Group and the Local Government Waste Reduction Coordinators Work Group.	O
Other: Waste Prevention	
	Status
Description of Activity: The Master Recycler Program is a regional volunteer corps that inspires neighbors and coworkers into action in areas of waste prevention, recycling, composting and toxics reduction	O
Goals: Bridging the gap between awareness and action by motivating people to reduce their waste in their homes, community and at workplace.	
Strategy and Indicator of Success: Coordinate recruiting, training, and providing Master Recycler opportunities for a volunteer corps that promotes regional messages and goals. Three eight-week courses are provided in each county that include local jurisdiction, nonprofit and private sector perspectives on materials management. Training also includes a website, training manual, ongoing education opportunities and a monthly newsletter. Indicators include: <ul style="list-style-type: none"> • 60 participants of the three courses • 60 speakers for the course and open houses • 20 tours for the course and course graduates. • 3,000 volunteer hours for the year. • 50,000 cumulative volunteer hours reached for the program • 1100 newsletter recipients each month • Average 35% per month of click-through in the newsletter • 21,000 web visitors for the year 	O

• Reach 30,000 through Facebook.	
Other: Recycling	
	Status
<p>Description of Activity: Community Collection Events (CCE) are a partnership between Neighborhood Coalitions, the City of Portland, and Metro in order to invest in and build community capacity, including advancing equity, waste reduction and reuse. The events prioritize recycling and reuse over disposal and aim to serve a wide range of Portland residents, including seniors and people with disabilities.</p>	R
<p>Goals: Facilitate and fund provision of bulky waste drop off for disposal, recycling or reuse for Portland residents at collection events.</p>	
<p>Strategy and Indicator of Success: Continue to offer neighborhood, community and nonprofit organizations funds for proper disposal of bulky household waste that may otherwise be disposed of inappropriately. Allocate additional funding to Coalitions to offset disposal costs that incur with the discontinuation of the Metro waste voucher program. Provide Neighborhood Coalitions with technical assistance that help neighborhoods and community groups maximize the variety of materials collected for recycling and reuse at each event. As part of this effort, BPS consistently shares information and processes with Coalitions, and in turn, they share information with those who coordinate collection events. This includes reinforcing messages that Metro creates around asbestos containing materials (ACM). BPS will work with haulers and solid waste facility operators to prevent asbestos-containing materials (ACM) from being accepted at CCE where waste is collected. If a waste load from a cleanup event arrives at a Metro transfer station with suspected ACM, the load may be turned away from the transfer station and or the event organizers may be held liable for costs associated with testing or abatement, if ACM is found after the load is dumped.</p> <p>Indicators include:</p> <ul style="list-style-type: none"> • 58 cleanup events <ul style="list-style-type: none"> ○ 32 events with reuse options ○ 50 seniors and people with disabilities served ○ 12 East Portland events 	R
<p>Description of Activity: Portland Event Recycling (PER) program continues to provide recycling and composting equipment and technical assistance. PER prioritizes large Waterfront events; small and medium sized events are supported as staffing, inventory and budget allow.</p>	O
<p>Goals: Increase recovery and access, and decrease contamination of recycling and food waste collected at public events.</p>	O

<p>Strategy and Indicator of Success:</p> <p>Through a contract with CES, provide equipment, assistance, resources and signage to event coordinators to ensure a high-functioning collection system for garbage, recycling and food scraps.</p> <ul style="list-style-type: none"> • ~150 events assisted • Pre-season outreach email to previous season events and coordinators • Track performance by monitoring the waste diversion rates for large (primarily waterfront) events • 6,000 website visits • Continued implementation of CES contract, supply of loaner equipment, resources and signage. 	O
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Regional Service Standard: Level and Frequency of Service

- X Check here if there have been **NO CHANGES** to any elements in your jurisdiction (and in jurisdictions that are members of your cooperative). **If there are no changes, the table below may be left blank.**

Please note all **CHANGES** in the table below.

Key:

W = Weekly collection

EOW = Every-other-week collection

M = Monthly collection

N = no collection offered

N/A=not applicable (e.g., no rural areas)

Jurisdiction	Recycling Collection Frequency		Recycling Container Size		Glass Collection Frequency		Yard Debris Collection Frequency		Yard Debris Container Size	
	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural
Beaverton										
Uninc. Clackamas										
Barlow										
Canby										
Damascus										
Estacada										
Gladstone										
Happy Valley										
Johnson City										
Lake Oswego										
Milwaukie										
Molalla										
Oregon City										
Rivergrove										
Sandy										
West Linn										
Wilsonville										
Fairview										
Gresham										
Wood Village										
Uninc. Multnomah										
Portland										
Maywood Park										
Troutdale										
Uninc. Washington										
Banks										
Cornelius										
Durham										
Forest Grove										
Gaston										
Hillsboro										
King City										
North Plains										
Sherwood										
Tigard										
Tualatin										

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