

Exhibit A

Intergovernmental Agreement

Metro Contract No. 932999

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 CITY OF PORTLAND'S BUREAU OF PLANNING AND SUSTAINABILITY (hereinafter referred to as "City"), whose address is 1900 SW 4TH Avenue, Portland, Oregon 97201.

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

1. Purpose. The purpose of this Agreement is to establish the respective responsibilities of the parties in implementing the Fiscal Year 2014-15 Metro and Local Government Annual Waste Reduction Plan and the Recycle at Work Program.

2. Term. This Agreement shall be effective July 1, 2014, and shall remain in effect through June 30, 2015 unless earlier terminated in conformance with this Agreement. Costs for this project may be incurred from date of last contract signature.

3. Services Provided and Deliverables. City 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 and C).

4. Payment for Services. Metro shall pay City for Annual Waste Reduction services performed and materials delivered in the maximum sum of TWO HUNDRED SEVENTY-FIVE THOUSAND, NINE HUNDRED SEVENTY-SIX AND NO/100THS DOLLARS (\$275,976.00), and for Recycle at Work services performed and materials delivered in the maximum sum of THREE HUNDRED TWENTY THOUSAND, ONE HUNDRED FORTY AND NO/100THS DOLLARS (\$320,140.00) in the manner and at the time designated in the Scope of Work.

5. Insurance. City is self-insured for liability and worker's compensation insurance coverage. A certificate of self-insurance is available for Metro upon request.



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

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6. Indemnification. Subject to the limits of the Oregon Constitution and Oregon Tort Claims Act, City shall hold harmless Metro, its officers and employees from any claims or damages or property or injury to persons or for any penalties or fines, which may be occasioned in whole or in part by City's actions under this Agreement. Subject to the limits of the Oregon Constitution and Oregon Tort Claims Act, Metro shall hold harmless City, its officers and employees from any claims or damages or property or injury to persons or for any penalties or fines, which may be occasioned in whole or in part by Metro's actions 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 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 City:

Bruce Walker
City of Portland
1900 SW 4th Avenue, Ste 7100
Portland, OR 97201

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:



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

Intergovernmental Agreement

For City:

Bruce Walker
City of Portland
1900 SW 4th Avenue, Ste. 7100
Portland, OR 97201
(503) 823-7772

For Metro:

Jennifer Erickson
Metro
600 NE Grand Ave.
Portland, OR 97232
(503) 797-1647

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

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 contains the entire Agreement between the parties, and may only be amended by written instrument, signed by both parties.

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.

CITY OF PORTLAND

METRO

By: _____

By: _____

Print name and title

Print name and title

Date

APPROVED AS TO FORM

Date


CITY ATTORNEY 12/15/14

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Attachment A

SCOPE OF WORK: Annual Waste Reduction Plan

- I. Task: Funding for Fiscal Year 2014-15 of the Metro and Local Government Annual Waste Reduction Plan.
 - a) Term: July 1, 2014 to June 30, 2015
 - b) City's responsibilities. City shall:
 1. Provide to Metro a copy of City's Ordinance approving this Intergovernmental Agreement including all of its attachments.
 2. Ensure that by June 30, 2015, the activities specified in Attachment A and Attachment C have been completed.
 3. On or before August 1, 2015, 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 City as necessary to develop, execute, monitor, and evaluate the project.
 2. Provide assistance to City on promotional and educational activities.
 3. Monitor the general project progress and review as necessary City's accounting records relating to project expenditures.
 - d) Budget and Terms of Payment:
 1. Upon completion of section (b)(1) of this Scope of Work, Metro shall pay City \$275,976.00 in one lump sum. City's billing invoices shall include the Metro contract number, City name, remittance address, invoice date, invoice number, and invoice amount. City'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. City'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 City invoice.
 2. City 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 City's performance in implementing program activities during the term of this contract.

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Scope of Work – Exhibit A

Attachment B

SCOPE OF WORK: Recycle at Work Program

I. Task: Funding the Recycle at Work Program.

a) Term: July 1, 2014 to June 30, 2015

b) City's responsibilities. City shall:

1. Hire and train individuals as staff or contractors who work in the City's offices or external contractors whose primary responsibilities and duties are to provide waste evaluations (outlined in number 2 below), technical assistance and business recycling requirement compliance services to businesses.
2. Provide technical assistance to businesses by conducting a baseline evaluation of the 14 key practices, getting written agreement to work with staff on recommend practices and conduct a follow-up evaluation within 6 months of conducting the baseline evaluation.
3. Share responsibility with Metro for the development of work plan and completion of tasks to fulfill the purposes of Business Recovery Work Group (BRWG).
4. Develop an Outreach Plan that identifies the City's strategy for targeting and recruiting businesses for Recycle at Work assistance. The plan must also include the following three strategies: 1.) a focus on assisting the City's government facilities and ensuring that each facility is in compliance with Business Recycling Requirements; 2.) a focus on new businesses to the program and medium-sized businesses (20-250 employees); and 3.) how the City plans to move more light-touch businesses to in-depth businesses as defined by the new targets and measurements. In addition, the plan should take into account the City's participation in regional annual outreach campaigns. Other elements of the Outreach Plan should include businesses or institutions that are targeted and desired outcomes as well as any underserved or underrepresented businesses targeted.
5. On or before August 1, 2015, submit a completed Outreach Plan reporting worksheet.
6. Make available resources to businesses as identified by the BRWG and appropriate for the City.
7. Collect data for each business that summarizes key contact information and the actions taken with the 14 key practices and business recycling requirement compliance. Enter all data in the Recycle at Work Information System developed by Metro and the BRWG. Data for the Account, Task/Activity and Evaluation objects should be entered within two weeks of contact with the business. Data quality is the responsibility of the City, including but not limited to, clean up of duplicate accounts, correct completion of evaluations and logged hours as outlined in the RAWIS user manual, as well as, annual state employment clean-up and preparation for upload.
8. Prepare an annual progress report on the accomplishments of the Recycle at Work Program that will include the following:

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Scope of Work – Exhibit A

Successes and Challenges

Provide narrative on successes and challenges achieving these outcomes.

Administrative Information—Expenditures and Staffing

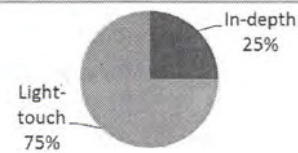
Provide overall Recycle at Work expenditures to date and Metro Recycle at Work funds spent for the current program year (July 1 through June 30). List staff working on Recycle at Work, FTE, and source of funding for staff (Metro or local government).

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).

	Count	Percentage
In-depth Businesses	businesses	%
Light-touch Businesses	businesses	%
Total	businesses	100%



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	businesses	businesses
20 to 99 employees	businesses	businesses
100 to 250 employees	businesses	businesses
More than 250 employees	businesses	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.

	Hours	Percentage
In-depth Businesses	hours	%
Light-touch Businesses	hours	%
Total	hours	100%

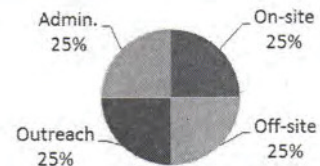


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Scope of Work – Exhibit A

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

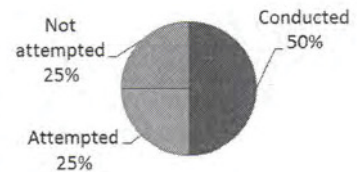
	Hours	Percentage
On-site Assistance	hours	%
Off-site Assistance	hours	%
Outreach and Marketing	hours	%
Program Administration	hours	%
Total	hours	100%



Initial Follow-up Evaluation Status of In-Depth Businesses

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

Businesses that became in-depth more than 6 months ago and...	Count	Percentage
Received a follow-up evaluation conducted by a RAW specialist	businesses	%
Refused <u>attempts</u> to conduct a follow-up evaluation	businesses	%
Did not received a follow-up evaluation or attempts by RAW specialists	businesses	%
Total number that became in-depth more than 6 months ago	businesses	100%



Number of resources delivered (by type)

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

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).

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Scope of Work – Exhibit A

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.		%	%		%	%
Business uses centralized printers.		%	%		%	%
Business uses electronic solutions to prevent accidental printing.		%	%		%	%
Business uses electronic solutions to reduce paper use.		%	%		%	%
Food-service business donates edible food.		%	%		%	%
Recycling						
Business recycles paper and containers.		%	%		%	%
Business composts food scraps and landscaping trimmings.		%	%		%	%
Green Purchasing						
Business's copier/printer paper contains at least 30% post-consumer recycled content.		%	%		%	%
Business (or its janitorial service) uses third-party certified green cleaners.		%	%		%	%
Business has an institutionalized approach for purchasing recycled-content products that is supported by management or the appropriate person.		%	%		%	%
Business has an institutionalized approach for using certified green cleaners that is supported by management or the appropriate person.		%	%		%	%
Disposal of Toxics						
Business has a plan, policy, or current practices supported by management or the appropriate person to properly dispose of hazardous waste.		%	%		%	%
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.		%	%		%	%
Business has a plan, policy, or current practices supported by management or the appropriate person to properly recycle or dispose of fluorescent lamps.		%	%		%	%

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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.		%	%		%	%
Business uses centralized printers.		%	%		%	%
Business uses electronic solutions to prevent accidental printing.		%	%		%	%
Business uses electronic solutions to reduce paper use.		%	%		%	%
Food-service business donates edible food.		%	%		%	%
Recycling						
Business recycles paper and containers.		%	%		%	%
Business composts food scraps and landscaping trimmings.		%	%		%	%
Green Purchasing						
Business's copier/printer paper contains at least 30% post-consumer recycled content.		%	%		%	%
Business (or its janitorial service) uses third-party certified green cleaners.		%	%		%	%
Business has an institutionalized approach for purchasing recycled-content products that is supported by management or the appropriate person.		%	%		%	%
Business has an institutionalized approach for using certified green cleaners that is supported by management or the appropriate person.		%	%		%	%
Disposal of Toxics						
Business has a plan, policy, or current practices supported by management or the appropriate person to properly dispose of hazardous waste.		%	%		%	%
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.		%	%		%	%
Business has a plan, policy, or current practices supported by management or the appropriate person to properly recycle or dispose of fluorescent lamps.		%	%		%	%

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9. Establish a compliance program for Business Recycling Requirements consistent with Section 2.6 of the administrative procedures for Metro Code Chapter 5.10 and provide written description to Metro.
 10. All Recycle at Work funded staff are required to participate in quarterly Specialist Roundtables and any training identified by BRWG.
 11. Track the use of any tools that have been developed by Metro with the guidance of BRWG.
- c) Metro Responsibilities. Metro shall:
1. Provide resources and staff time to City to develop, execute, monitor, and evaluate the Recycle at Work program.
 2. Provide assistance to City on promotional and educational activities associated with the annual outreach project.
 3. Monitor the general program progress and review as necessary, City's accounting records relating to RAW program expenditures.
 4. Convene and facilitate the BRWG.
 5. Share responsibility with the City for the development of work plan and completion of tasks to fulfill the purposes of BRWG.
 6. Notify the City of outreach campaigns and any other business recruitment scheduled for the term of the IGA. BRWG members will review and advise on all outreach campaigns and recruitment to the business sector. In conjunction with the BRWG, develop and provide to the City an overview of the outreach that will occur. This overview will include draft guidelines and protocols for the City to respond to requests by businesses and to provide assistance. The overview should also include a timeline for the campaigns and recruitment and a process for notifying the City of press releases.
 7. Monitor, in conjunction with the BRWG, the list of 14 key practices that shall be addressed by the City in its on-site visits to businesses and is incorporated into the Recycle at Work information system.
 8. Develop and maintain, in conjunction with the BRWG and recycling specialists, the resources, such as desk-side paper collection containers that shall be provided to businesses.
 9. In conjunction with BRWG, provide regionally-identified training for specialists.
 10. Provide the City with guidelines and protocols on the Recycle at Work information system, on-going support and updates.
 11. Provide the City 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.
 12. Coordinate and convene quarterly roundtables for specialists as determined by the BRWG.
 13. Review and revise as needed the program goals and budget in conjunction with the BRWG.
 14. Conduct an evaluation of the Recycle at Work Program as needed, which may include on-site visits to regional businesses by Metro staff or independent third-party contractors.

Intergovernmental Agreement Scope of Work – Exhibit A

d) Budget and Terms of Payment:

1. Upon completion of section (b)(4) of this Scope of Work, Metro shall pay City \$320,140.00 in one lump sum. City's billing invoices shall include the Metro contract number, City name, remittance address, invoice date, invoice number, and invoice amount. City'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. City'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 City invoice.

Attachment C
FISCAL YEAR 2014-15
LOCAL GOVERNMENT ANNUAL WASTE REDUCTION WORK PLAN

Jurisdiction: City of Portland Contact: Bruce Walker

1. Program Overview Narrative

Provide a narrative overview of programs, services and focus areas for FY 2014-15 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.
- 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).
- f) Recycle at Work program goals (including compliance with the Business Recycling Requirement). See Section II. A., Elements 1.-11., for the items that must be addressed in the narrative. *Please include this narrative section with the Recycle at Work table at the end of this document.*

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 franchising and rate setting for residential waste collection; permitting of commercial waste collection; mandatory business recycling ordinance; educating businesses and citizens on recycling, waste prevention and buying recycled-content products; providing businesses with containers and stickers; enforcing prohibitions against illegal dumping; and participating in regional planning activities. The City has also submitted to Metro a Certification of Compliance with the Regional Service Standard.

The City provides a hotline and email for residents and businesses to ask questions about haulers, recyclers, rules and regulations and assistance with their recycling programs. Extensive information about both the residential and commercial components of the program is available online. The *Curbsider* newsletter is sent to all residents two times each year to inform them about recycling, waste prevention, reuse and other bureau related issues and activities.

Through the BPS website, residents and businesses can easily access garbage and recycling information. The site is geared toward audience needs instead of by program structure so that users can more readily access what they are seeking. Residents can sign up for collection day

email reminders, and garbage and recycling pickup schedule information is also available on Portland Maps.

BPS provides residential haulers with several tools to educate customers on proper set out of recyclables at the curb including 1) Curbside Recycling Guides, 2) new customer brochures for home owners, landlords and tenants 3) recycling preparation refrigerator magnet, 4) glass only stickers for the curbside glass container, and 5) "we can't haul it" slips for material left at the curb due to weight and/or contamination problems.

A focused effort to reach residential renters (tenants of single to 4-plex properties) and landlords is underway. Administrative rule changes include clarification on how city code should be implemented to ensure landlord responsibility for establishing and paying for at least the required minimum service level. The rules also clarified how haulers must communicate with tenants.

The City contracts with Portland State University's Community Environmental Services to provide a variety of support services including coordination of technical assistance and equipment for public event recycling and food scrap collection, set up and outreach for multifamily recycling and conducting an annual single family weight study. The City maintains its own business recognition program that provides certification and publicizes the accomplishments of the participants. The Portland Composts! program continues in its ninth year of commercial food waste collection, and will launch mandatory commercial collection with attention to large food producing businesses once the transition to a food only standard is complete.

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.

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 neighborhood clean-ups, providing direct outreach and education to multifamily residents by conducting "knock and talks" (door-to-door outreach).

Significant changes have been made to both the residential and commercial collection systems as a result of the adoption of the Portland Recycles! Plan in 2007-2008. Designed to guide policy to 2015, the plan is based on goals for increasing waste prevention and recovery but also building long-term sustainability through reduced environmental and human health impacts of collection and improved economic development and job growth. Some of the changes include:

- i. New residential recycling and yard debris carts distributed to all residents during summer 2008.
- ii. Continued implementation of business recycling requirements. New administrative rules have been adopted that allow Portland to provide enhanced compliance and enforcement.
- iii. Service standards for commercial hauling companies including offering a full range of recycling and composting services to each customer so they can reach a 75% recycling target. Annual permits are conditioned on meeting these standards.
- iv. Launched new curbside collection service citywide October 31, 2011, including weekly collection of food scraps mixed with yard debris and moving garbage service to every-other-week collection.
- v. Sustainable fleet requirements for fuel use, emission controls and age of truck fleets.

2. Budget Information

- a) Provide overall solid waste and recycling budget.
- b) Provide overall Recycle at Work budget and percentage of budget supported by Metro Recycle at Work funds. List staff working on Recycle at Work, FTE, and source of funding for staff (Metro or local government).
 - Budget and funding sources
 - Staff (name, title, FTE, funding source, changes over previous FY)

Total SWR budget: \$4.56 million

FTE: 22

2014-15 SAW/RAW

Budget:		
Personnel		
Salary, benefits and overhead	\$	527,845.49
Professional services	\$	55,000.00
Misc. services	\$	50,000.00
Education and related travel	\$	4,080.00
Printing and distribution	\$	4,000.00
Total Budget	\$	640,925.49
Revenue:		
Metro allocation	\$	320,140.00
Sponsors	\$	10,000.00
SWMF	\$	310,785.49
Total Revenue	\$	640,925.49

Staff Name	Position Classification	RAW/SAW FTE	Funding Source	Notes
Vacant	Assistant Program Specialist	0.50	BPS	Hire process will start January 2015
Genevieve Joplin	Assistant Program Specialist	0.60	Metro	
Paul De Block	Conservation Program Specialist	0.80	55% Metro / 25% BPS	
Kim White	Conservation Program Specialist	0.80	55% Metro / 25% BPS	New classification
Lindsey Maser	Assistant Program Specialist	0.50	35% Metro / 15% BPS	New classification
Elle McKay	Management Assistant	0.50	BPS	
Megan Shuler	Conservation Program Coordinator, Senior	0.40	20% Metro / 20% BPS	

3. Annual Work Plan Task Tables

Complete the **Recycle at Work** outreach plan and narrative. Complete the **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.

Recycle at Work

Complete the following table and narrative section listing specific efforts planned for completion during this fiscal year.

Status Key:

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

Annual Outreach Plan	
Target audience, goals, and outreach strategy	Status
Government Facilities (required)	
<p>Goals: The City of Portland and Multnomah County have committed to reduce greenhouse gas emissions through their Climate Action Plan. The consumption-related goals for City and County operations include:</p> <p>a) Reduce overall waste generation.</p> <p>b) Recover 85 percent of all waste generated in City and County operations.</p>	O
<p>Outreach Strategy:</p> <p>In order to accomplish the waste generation and recovery goals, BPS has outlined actions to help the City of Portland:</p> <ul style="list-style-type: none"> ▪ Maintain relationships with a recycling coordinator for each bureau to relay information to fellow employees and lead bureau waste reduction and recovery efforts. ▪ Meet as needed with recycling coordinators to discuss case studies, present new information, and update recovery report. ▪ Summarize, track and share with recycling coordinator recovery efforts on an annual basis. ▪ Engage, inform and motivate recycling coordinators, bureau directors and co-workers through presentations, studies, and other information about the benefits of recovering waste. ▪ Encourage Bureaus to become Sustainability at Work Certified. Certification includes recycling and waste prevention actions. ▪ Benchmark waste generation and recovery rates and announcing achievements and new initiatives. ▪ Outline a strategy for City Facilities to change current composting standards to meet new regional standards and assist with implementation. ▪ Update Climate Action Plan Goal to read, "Stop the growth of waste generation on a per FTE basis for all City and County Operations. And, Recover 85 percent of all waste generated in City and County operations. 	<p>O</p> <p>N</p> <p>O</p>

New and Medium-Sized Businesses (required)	
Goals: Make new and medium businesses aware of assistance available through Sustainability at Work.	O
Outreach Strategy: <ul style="list-style-type: none"> • Include a link to Sustainability at Work on the New Business Welcome Kit website; a postcard is sent to every new business by the Revenue Bureau directing them to this site. • Include the Sustainability at Work brochure in Business Retention and Expansion packets, distributed quarterly by PDC to an audience of between 950 and 1200 businesses. • Partner with Metro and Multnomah County as presenting sponsors and host an exhibitor space at the 2014 Go Green conference. • Continue a partnership with Travel Portland, which maintains a list of green certified vendors and has included Sustainability at Work certification a way to qualify for that list. • Sustainability at Work staff provide business waste reduction training to the Portland Master Recycler class and provide specialized training to interested Master Recycler volunteers to build a pool of presenters. The volunteers offer additional leadership in the workplace around recycling and compost. 	O
Moving More Businesses to In-Depth Status (required)	
Goals: Increase the number of light-touch businesses that complete a sustainability assessment.	O/N
Outreach Strategy: <ul style="list-style-type: none"> • Up-sell box requests on additional assistance. Target 20+ employee businesses. • Conduct regular outreach to light-touch businesses, promoting technical assistance from specialists. This may include blog articles, custom announcements from Recycling Specialists, campaigns and/or challenges. 	N
Target Businesses that are Underserved or Underrepresented	
Goals: Use a stakeholder power analysis to identify service inequities. Identify any changes needed (to program design and/or outreach strategy) to make the program more accessible.	R
Outreach Strategy: <i>Our outreach strategy will be informed by this work, which is set to wrap up in July.</i>	

Target Business Sectors, Institutions or Materials (such as organics)	
Goals: Assist compost participants in meeting the new composting guidelines	O/R
Outreach Strategy: <ul style="list-style-type: none"> Conduct direct outreach to large food generators that are currently participating in the Portland Composts program. 	

Recycle at Work Narrative:

(Address elements A.1.-3., and A.5.-11. from Section II. on pages 1 and 2.)

- BPS has hired individuals who work in our offices, and whose primary responsibilities and duties are to provide waste evaluations, technical assistance and Business Recycling Requirement compliance services to businesses. These individuals:
 - Provide technical assistance to businesses by conducting baseline and follow-up on-site evaluations on the program's 14 key practices.
 - Participate in the regional outreach campaigns as developed by the Business Recycling Work Group (BRWG) and provide follow-up technical assistance and evaluation as required by the annual outreach program design.
 - Make resources available to businesses as identified by the BRWG and appropriate for the jurisdiction.
 - Collect data for each business that summarizes key contact information and the actions taken in the 14 key practices and Business Recycling Requirement compliance. Track the use of any tools that have been developed by Metro with the guidance of BRWG. All data is entered into the Recycle at Work Information System (RAWIS) developed by Metro and the BRWG, and into the BPS instance of that database (BRAWIS), in accordance with the Portland-Metro Data Sharing MOU.
 - Conduct a follow-up evaluation at each business that has received technical assistance and provide on-site evaluation, whenever possible and appropriate, of the changes the business has made.
 - Participate in quarterly Specialist Roundtables and any training identified by BRWG.
- BPS will prepare an annual progress report on the accomplishments of the Recycle at Work program, and submit this to Metro. The progress report will include:
 - Review of the Outreach Plan implementation.
 - Successes and challenges.
 - Administrative information (staff and expenditures).
 - Number of businesses assisted, both in-depth and light-touch.
 - Number of businesses assisted by size and sector.
 - Time spent on light-touch and in-depth businesses.
 - Time spent on on-site assistance, off-site assistance, outreach and marketing, and program administration.
 - Share of in-depth businesses without a timely follow-up evaluation.

- Resources by type delivered.
 - Evaluations performed, actions recommended and implemented.
- Follow-up evaluation status on the following:
- Conducted.
 - Attempted.
 - Did not receive a follow-up.
- Total number of in-depth businesses whose status has changed in the fiscal year.
 - Compliance actions taken.
4. BPS maintains a compliance program for the Business Recycling Requirement consistent with Section 2.6 of the administrative procedures for Metro Code Chapter 5.10. This is met through City of Portland Business Administrative Rule, 5.2, Recycling and Solid Waste Requirements for Commercial Customers, Generators and Self Haulers – B. Business Recycling Requirements, (1) and (2).

The Administrative Rules state that all businesses shall recycle all paper and containers. To be in compliance with the recycling requirements, a business shall not have any recycling in their mixed waste. If these conditions are not met, the Business will be responsible for implementing the best management practices (BMPs) established by BPS to come into compliance. These BMPs include:

1. Correctly label all interior and all exterior recycling and composting containers and provide accurate signs and instructions that identify the materials the business must recycle.
2. Make internal and external recycling containers at least as conveniently located as garbage containers

If the City of Portland receives a complaint that a workplace is not recycling, the complaint will be investigated. If found out of compliance, the business will be expected to come into compliance within 30 days.

If compliance is not achieved within 30 days, fines will be issued. Fines are \$200 per month for the first infraction. Subsequent infractions will increase by \$200 each month, i.e., second infraction will be \$400, third infraction will be \$600 and continues at that level until the infraction is resolved.

Maintenance & Expansion of Existing Programs

Status Key:

(O) Ongoing--minor administrative updates and changes only.

(R) Revised--major program policy or implementation adjustments (provide details).

(N) New--brand new program, or substantially revised or reconstituted (provide details).

Single-family Residential (Include home composting programs)	
Waste Prevention Activities	Status
1. Continue to promote Be Resourceful at 20 community events and through standalone website, which includes ideas and tips for the four categories (fix/maintain, reuse, share/rent, buy smart), times of life transitions, partner profiles and ways to take action to save more and live more.	R
2. Connect residents with resources -- including community-based organizations, local businesses, government agencies, and each other -- to help them be successful in reducing waste. Partner with a wide variety of these community resources on website blog posts and community outreach resources to promote and help residents take action in the four Be Resourceful areas (fix/maintain, reuse, share/rent, buy smart) and tap into times of transition and healthy, connected neighborhoods in the community.	N
3. Emphasize thoughtful consumption and waste reduction in education programs. Public outreach and tabling at 40 events such as Fix-It Fairs, Sunday Parkways, Earth Day events and neighborhood fairs and festivals to feature actions to reduce waste with junk mail kits and reusable bag reminder window clings.	O
4. Continue involvement with reuse organizations like Reuse Alliance. Identify financial and resource opportunities with organizations and support new community ideas like Repair Cafés.	O
5. Purchase Chinook Book ad to promote Be Resourceful.	R
6. Continue to encourage Neighborhood Coalitions and Associations to include onsite reuse areas for residents to take home materials dropped off at over 35 of the scheduled Neighborhood Cleanup events.	R
7. Participate in guidance document development with Reuse Alliance to promote best practices learned in two reuse pilots at Neighborhood Cleanup events.	N
Recycling Activities	Status
1. Required: Curbside recycling outreach activity for an existing program: Continue to publish the <i>Curbsider</i> twice a year. <i>Curbsider</i> includes information to promote waste prevention, curbside collection system instructions and collection schedule, as well as Metro programs and RIC.	O

2. Oversee and maintain all the program's communications tools - identify ways to enhance how they are used, broaden reach and refresh messaging. Expand number of languages Curbside Collection Guides are available (Chinese, Spanish, Russian, Vietnamese, Arabic, Romanian, Ukrainian, Japanese, Korean) and use interpretation services to support phone inquiries.	R
3. Continue Bureau's focus on residential landlords and tenants by completing the second phase of the Residential Rental Pilot Project and determine how to best distribute materials and educate this audience on curbside collection services.	R
4. Provide haulers with annual supply of various curbside collection materials for customers. Materials include Be Cart Smart overview brochure, guide and schedule, landlord and tenant info, stickers and leave behind cart tags. Haulers are required to send some materials in new customer packets, including overview brochure, yes/no guide, collection schedule and rate card.	O
5. Promote curbside collection schedule online tool for residents to find collection day, what containers to put out, link to preparation and to sign up for email reminders. The online tool "ad" is in all the Be Cart Smart brochures, publications and website posts.	R
6. Continue to educate residents about backyard composting, compost bins available at the MetroPaint facility and grasscycling on the website.	O
7. Master Recyclers provide outreach information on backyard composting, curbside recycling and compost and thoughtful consumption at various events, including farmer's markets, street fairs, Fix-It Fairs and Eco-parties. Master Recycler volunteers projected to provide outreach at events, presentations or information tables at 130 events in Portland. Provide training to Master Recycler class in Portland each year.	O
8. Coordinate with Master Recyclers and Neighborhood Coalitions to expand educational outreach provided to Neighborhood Cleanup event attendees.	O
9. Partner with Metro to administer Neighborhood Cleanups.	O

Multifamily Residential	
Waste Prevention Activities	Status
1. Depending on relevant content, include multifamily residents for City of Portland "Curbsider" mailings to provide them with additional information, resources and opportunities for waste prevention actions.	O
2. Coordinate recycling and thoughtful consumption presentations with Master Recycler program; if MR volunteer not available, presentations are done by City MF or CES staff. 6-12 requests are received annually from multifamily communities and property managers, primarily affordable and non-profit sites. In addition, interested property management companies are referred to Sustainability at Work for assistance in developing a system-wide approach to waste reduction.	O
3. Develop resource list of energy efficiency, water conservation, remodeling reuse and landscaping partners as part of the new suite of garbage, compost and recycling related collateral being developed for property managers. Information will be distributed upon request (on order form), at tabling events and trade shows, and made available at the City's "Landlord Training Events".	N
4. Utilizing Metro guidance, provide junk-mail and catalog reduction resources as part of MF outreach materials and education presentations.	O/R
Recycling Activities	Status
1. Explore new partnership with commercial garbage and recycling companies to reach multifamily property owners and managers to ensure access to free education materials and container signage with reminder of requirements for resident education.	R
2. Implement Campbell DeLong Resources, Inc.'s research findings on the effectiveness of the City of Portland's property manager outreach efforts. Research recommendations include: 5. Implement primary outreach by means of direct mail to reach multifamily property owners and manager with free technical assistance and educational materials: door bags with materials for residents (e.g., refrigerator magnets, how-to brochures in six languages); indoor and outdoor signs for community collection areas; and bilingual (English / Spanish) door hanger cards. 6. Evaluate current database regarding information collected and focus; revise, update or replace. 7. Clarify messages to property managers regarding ease and benefits of recycling and waste reduction; update and refresh program collateral (including development new suite of property manager/owner collateral and website to reflect easier access and streamlined messaging.	N
3. Continued implementation of Portland Recycles! Plan recycling requirements, reporting/monitoring/verification requirements and enforcement protocols.	O
4. Identify new and previously unidentified MF communities who have not requested or received assistance; these properties receive onsite verification and offered recycling educational materials and technical assistance in an effort to establish a relationship with MF program.	O
5. Continued implementation of "Low-income MF Outreach Plan" as contracted staffing time allows assisting non-profit MF housing communities, specifically those serving disabled and senior residents,	O/R

“newcomers” (refugee and immigrant households), and non-English speaking populations.	
6. Respond to online, in person and phone referrals from MF residents, owners, on-site managers and garbage and recycling companies regarding program requirements, compliance concerns and requests for technical assistance for recycling and food scrap collection.	O
7. Participate as invited with Metro’s Local Government Recycling Coordinator’s Work Group with regional MF program development, and identification of best practices for outreach to MF communities. Collaborate informally with other Metro jurisdictions regarding City of Portland’s new property manager/owner collateral.	N
8. Continue working directly with Portland MF residents and property managers engaged with food scrap collection: provide information about necessary steps, recommend best practices and educational resources, deliver outreach materials and technical assistance, coordinate staff presentations for residents and property managers, and act as liaison with garbage and recycling companies regarding MF customers.	O
9. Coordinate Master Recyclers MF outreach opportunities including resident presentations, “apartment community adoptions”, and knock-and-talk events. Continue development of informal “Green Team” protocol for MF communities in response to requests from property managers: MR volunteers assess resident engagement, and provide resources and assistance identifying and implementing onsite efforts including reduction of household hazardous waste, non-curb side recycling efforts, etc. Rotate multifamily recycling presentations to Master Recycler class with other regional MF program coordinators.	O

Construction & Demolition	
Waste Prevention Activities	Status
1. Monitor website traffic to determine if content specific to waste prevention strategies is continuing to increase. Adjust content and design as necessary.	O
2. Continue to partner with DEQ 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 DEQ on space-efficient housing.	O
3. Promote deconstruction and salvage of City-owned buildings as a way to set an example for other projects. Explore modifying the City's Green Building Policy and Procurements process to increase the number and success of deconstruction projects.	O
3. Research and recommend changes to City regulations and policies in order to incentivize deconstruction and space-efficient housing.	O
4. Partner with Metro to conduct a twelve-month pilot of a pre-demolition assessment, offered for residential permit projects involving significant demolition. The assessment would highlight deconstruction, material salvage, and reuse opportunities as well as associated costs and timeline.	O
5. Continue to work with the salvage and reuse industry to promote deconstruction and material reuse through education, resources, and program development. Explore opportunities with City's new permitting software to track and incentivize deconstruction activities. Increase early notification to salvage and deconstruction contractors of proposed demolitions.	O
Recycling Activities	Status
1. Continue to promote completion and return of the revised Construction and Demolition Debris Management Form. Work with BDS to link form to online permit submittal associated with the new permitting database.	O
2. Master Recyclers will promote salvage and reuse in 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

Toxicity Reduction	
Waste Prevention Activities	Status
1. Continue to inform residents about the Metro facilities, services and collection events in the <i>Curbsider</i> , through calls to the Hotline, on the website and outreach activities at community events.	O
2. Master Recyclers provide outreach and materials and information on hazardous materials. Master Recyclers will conduct outreach at 7 events.	O
3. Master Recycler course work will train 50 Portlanders about Greener Cleaner, Metro facilities, services and collection events through in class training, a chapter in the manual and a tour of the facilities.	O
Recycling Activities	Status
1. Promote Oregon E-Cycles at Be Cart Smart display at 40 community events throughout the city and through Master Recycler Program.	O
2. Support state electronics recycling program through information in the <i>Curbsider</i> , BPS website and other educational opportunities. Master Recyclers are projected to conduct outreach at 50 events, and presentations and tours are offered in the Master Recycler course for 50 Portlanders each year.	O

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). Continue to implement programs to meet goals of the Portland Recycles! Plan and Climate Action Plan.	O
3. Participate in at least one regional waste reduction planning group. <i>(please provide details)</i> BPS staff participates in the Business Recovery Work Group and the Local Government Waste Reduction Coordinators Work Group.	O
Waste Prevention Activities	Status
Master Recycler Program administration	
1. Continue to administer the Master Recycling program, in partnership with Metro and Washington and Clackamas counties. Three classes are planned with a total of 90 students. City staff will continue to participate at the advisory committee meetings and in classes and provide necessary assistance.	O

Recycling Activities	Status
1. Continue to administer the Master Recycling program, in partnership with Metro and Washington and Clackamas counties. Three classes are planned with a total of 90 students. City staff will continue to participate at the advisory committee meetings and in classes and provide necessary assistance.	O
2. Portland Event Recycling (PER) program will continue to provide recycling and composting equipment and technical assistance prioritizing large Waterfront events. PER will offer technical assistance and equipment to small and medium sized events as staffing, inventory and budget allows.	O
3. PER will collaborate with one or more event coordinator(s) to design and implement a plastic cup recycling pilot suitable for large events.	N
4. Master Recyclers will offer technical assistance, education and coordination of event recycling and composting at 30 events.	O
5. Provide financial support to SCRAP.	O

Regional Service Standard: Level and Frequency of Service

Check here if there have been **NO CHANGES** from FY 2013-14 to any elements in your jurisdiction (and in jurisdictions that are members of your cooperative). If there have been changes to any elements, please note them 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
Portland	W	N/A	60 gal	N/A	W	N/A	W	N/A	60 gal	N/A

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