

# Fairview and Troutdale Recycle at Work

## 2024 Report

Prepared for **Metro Regional Government  
and the Cities of Fairview and Troutdale**

By Community Environmental Services  
Portland State University

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## Project Summary

This report encompasses the activities and outcomes for the Recycle at Work (RAW) program for the Cities of Fairview and Troutdale. RAW was initiated by Metro to implement outreach and compliance efforts related to Metro's Business Recycling Requirements (BRR) in the region. In FY 2024, Metro provided funds to Community Environmental Services (CES) to develop and implement the program in the Cities of Fairview and Troutdale. CES provided assistance to businesses through on-site recycling evaluations, distribution of recycling resources and educational materials, and in-person notification and outreach about BRR. The goal of this effort was to provide technical assistance for setting up internal recycling systems at businesses and to spread information and raise awareness about BRR and recycling in general. In May - June 2024, CES conducted in-person outreach in Fairview and Troutdale and used data from the previous year to guide 2024's outreach efforts.

CES was able to visit 165 businesses or 77% of the priority business sites in person at least once (82% of Fairview and 74% of Troutdale businesses). Of these 214 total sites, CES staff were able to contact and complete outreach at 47 sites in Fairview and 44 sites in Troutdale through in-person outreach at the business location. These outreach efforts resulted in the distribution of: 151 English "Recycle Right at Work" posters, 15 Spanish "Recycle Right at Work" posters, 53 deskbox boxes, 66 English "Recycle or Not" and trifold handouts.

Last year we began outreach to multifamily properties. This year CES followed up with multifamily properties that were identified during 2023 outreach and the Metro Multifamily Decal project as needing technical assistance for issues such as bulky waste and missing waste streams.

For the multifamily property technical assistance, of the 21 target properties, CES was able to successfully reach 16 properties in person (13 in Fairview and 3 in Troutdale). Our outreach resulted in distributing 13 Multifamily Outreach info sheets, 5 Volume Estimation handouts and 1 hazardous waste handout.

## *Jurisdiction Description*

The Cities of Fairview and Troutdale are about 10 miles east of Portland, Oregon, straddling Interstate 84. They are bordered by the Cities of Gresham, Wood Village, and the Columbia and Sandy Rivers. Together, they cover approximately 10 square miles. Fairview and Troutdale are made up of many small businesses, but also include several large businesses. The cities' larger manufacturing, trucking, distribution, and storage businesses are found along Marine Drive, Blue Lake Road, and in a recently opened industrial complex on

Townsend Way. Small retail and service-oriented businesses are often located in mixed-use residential townhomes or storefronts that attach to private residences.

## Outreach

The plan for this project included three phases: preparation, outreach, and reporting. Preparation involved updating all materials from 2023 outreach, which included the outreach strategy, the identification of businesses to target for outreach (a list provided by Fairview and Troutdale in 2023 with minimal updates in 2024), the identification of multifamily properties to target for technical assistance (a list provided by Metro with noted updates from CES outreach in 2023), the finalization of written materials and completion of materials inventory, and the training of CES staff on outreach procedures. CES utilized My Maps on Google to plot in-person fieldwork and data collection by CES staff during in June over the course of seven shifts. Reporting included compiling and providing this report with information on outreach activities and observations, final inventories, a count of materials distributed for invoicing purposes, and providing updated business contact information to the cities.

CES developed an outreach strategy for program implementation that was based on Recycle at Work (RAW) requirements. The Cities provided a list of businesses prioritized for outreach in 2022, which was carried over for outreach in 2023, and then utilized again for 2024. This resulted in a list that contained 83 businesses in Fairview and 131 in Troutdale. CES attempted to contact all 214 businesses provided on the outreach lists. CES first prioritized reaching out to businesses that were not contacted during outreach in 2023. Secondly, non-corporate businesses were then prioritized, and non-food scrap generating businesses which are receiving outreach from the City of Gresham. Businesses were offered a courtesy evaluation of their existing recycling system, free recycling resources, and service change forms. Data was collected on the outreach activities and the amount of materials distributed.

For multifamily outreach, CES utilized a target list from 2023 which consisted of three properties in Troutdale and seventeen properties in Fairview. Each property was in need of technical assistance for one or more of the following issues: a need for enclosure signs, bulky waste present, overflowing containers, a missing waste stream, or hazardous waste present.

### *Business Assistance Activities*

The cities of Troutdale and Fairview were responsible for contacting businesses with a letter or email outlining the purpose of the assistance and the BRR Ordinance. The BRR Ordinance requires businesses to

fulfill three requirements: 1) the business has proper recycling of all cardboard, paper, aluminum, plastic bottles and tubs, and glass bottles and jars; 2) the business has an availability of recycling receptacles throughout the workplace as well as external receptacles for hauler collection; and 3) the business has the presence of accurate signage at collection areas that indicate which materials should be recycled.

## Outreach

In 2024, CES aided businesses through in-person drop-in outreach. An outreach script was used (see, Appendix A), which included the offering of a courtesy evaluation (see, Appendix B), bilingual informational materials and signs, and recycling boxes. CES staff offered free recycling resources to businesses to help make recycling more convenient and understandable for their employees. These resources included informational brochures (see, Appendix C), and desk-side recycling collection boxes, and central collection containers. This year, CES elected to utilize all budget hours for in-person outreach, rather than calling or emailing businesses that CES wasn't able to speak to during the first in-person outreach attempt. Data from years past on this project has proven in-person outreach through door-to-door visits to be the most effective form of outreach, thus why this form of communication was prioritized in 2024.

## Evaluations

During the courtesy evaluation, CES staff would check for the availability of recycling receptacles, proper signage and stickers, answer queries, give feedback, and offer technical advice. CES staff asked the business personnel questions about their recycling system. The evaluations consisted of six areas/questions, which include the following: 1) presence of recycling collection containers for paper, cardboard, and plastic and metal containers; 2) recycling containers are as convenient to access as the trash containers; 3) containers are labeled; 4) the labeling and signage is consistent for both external and internal recycling areas; 5) personnel are trained on the recycling system; and 6) the business works/or has worked with their property managers (if applicable) to meet the recycling requirements. Evaluation results were used to recommend the appropriate number of boxes and signs to place around the business' spaces.

## Hauler Request Forms

Twelve Mile Disposal Service is the sole contracted recycling and waste hauler in Fairview. In previous years, CES had contacted Twelve Mile Disposal to determine the most efficient medium of communicating business needs were they to arise during the site visits. CES and Twelve Mile Disposal mutually agreed on contact by email when businesses wanted to request additional recycling containers. Waste Management is the sole contracted recycling and waste hauler in Troutdale. The forms available included the name of the

business, the details of the requested containers, and any other pertinent information. See, Appendix D for a copy of the Hauler Request Forms. Just one service change form was distributed and returned to CES, for a business to request glass pickup service from their hauler.

## ***Multifamily Assistance Activities***

As part of the Metro Multifamily Decal project, CES and other firms provided technical assistance (e.g., new waste container decals and enclosure signage) across the metro region. One element of this work involved identifying properties in need of additional technical assistance to be referred to the appropriate local jurisdiction. CES was able to provide some of this additional technical assistance to the 16 of the 21 target multifamily properties in the Cities of Fairview and Troutdale. 5 multifamily properties in Fairview were unable to be reached and there wasn't a clear way to leave information for the property manager. Appendix E: CES MF Outreach Info Sheet for City of Fairview PMs outlines the guidance provided to property managers.

The types of assistance needed and instructions for staff to resolve the issue are defined below:

- “Bulky waste”; Bulky waste was found at the site
  - Provide hauler contact information via the Hauler Service Change Form (Appendix D)
- “Signs”; Enclosure signs are still needed
  - Note if enclosure signs for waste enclosures on site may be needed (may require walkthrough of property)
- “Overflowing”; Overflowing garbage, recycling, or glass containers
  - Provide Multifamily minimum volume requirement estimation guide (Appendix G)
  - Provide a hauler change form for Troutdale / Fairview
- “Hazardous”; Hazardous waste - bulbs, motor oil, paint
  - Provide CES MF Outreach Haz Waste Info Sheet (Appendix F)
- “Bins”; One or more containers are not currently stickered
  - Confer with property management to identify the stream that the bin should be associated with
- “Missing waste”; Missing waste stream
  - Provide a hauler change form for Troutdale / Fairview so the property can get the appropriate container for their missing waste stream
  - Work with them to calculate what size of bin is appropriate for their service using Multifamily minimum volume requirement estimation guide
- “Other” or noted broken; Damaged or broken bins
  - Property managers can reach out to their hauler for new equipment as needed.
  - Provide hauler contact information via the Hauler Service Change Form for the appropriate hauler, which has contact information:

# Outcomes

## Business Outreach

This year, CES prioritized completing in-person outreach to the best of our ability. Using the business lists provided, CES was able to visit 82% of the locations in Fairview and 74% of the locations in Troutdale. This totals 165 businesses visited, or 77% of the total 214 businesses targeted for outreach.

As with previous years, there were a large number of businesses that had been closed permanently, moved to a new location, were duplicate addresses, or businesses that were otherwise not suitable for outreach. Noted in Table 1, 15% of the Fairview businesses visited and 26% of the Troutdale businesses visited were not suitable for outreach and unable to complete.

Table 1: 2024 Troutdale and Fairview RAW Business Outreach Results			
<i>Location</i>	<i>Businesses Visited</i>	<i>Able to complete outreach</i>	<i>Not suitable for outreach (e.g. duplicates, ATMs, permanently closed, etc.)</i>
Troutdale	97 (74%)	44 (33%)	34 (26%)
Fairview	68 (82%)	47 (57%)	15 (18%)

## Business Resource Delivery

Each business was offered free resources to help improve its recycling system. The resources included central collection containers, desk-side collection boxes, and “Recycle Right at Work” and “Recycle or Not” trifolds in both English and Spanish. Tables 2, 3, and 4 below show the number of resources that were delivered to Fairview and Troutdale businesses. These outreach efforts resulted in the distribution of: 151 English “Recycle Right at Work” posters, 15 Spanish “Recycle Right at Work” posters, 53 deskside boxes, 66 English “Recycle or Not” and trifold handouts.

**Table 2: 2024 Fairview RAW Resources Delivered**

<i>Item</i>	<i>Quantity</i>
Small Deskside Box	25
Recycle or Not Tri-fold Handout ( <i>English</i> )	33
Recycle Right at Work Poster ( <i>English</i> )	53
Recycle Right at Work ( <i>Spanish</i> )	8

**Table 3: 2024 Troutdale RAW Resources Delivered**

<i>Item</i>	<i>Quantity</i>
Small Deskside Box	28
Recycle or Not Tri-fold Handout ( <i>English</i> )	33
Recycle Right at Work ( <i>English</i> )	98
Recycle Right at Work ( <i>Spanish</i> )	7



Table 4: 2024 Additional Services	
Hauler Request Form	
<i>Location</i>	<i>Quantity</i>
Fairview	0
Troutdale	0
Evaluations	
<i>Location</i>	<i>Quantity</i>
Fairview	2
Troutdale	4

*Multifamily Outreach*

Of the 21 target properties, CES was able to successfully reach 16 properties in person (13 in Fairview and 3 in Troutdale). We conducted in-person drop-in visits, making contact with property management and (see, Table 5). Table 6 details the resources delivered in 2024.

Table 5: 2024 Multifamily Properties Contacted	
Fairview	
Properties	18
Successful Contact & Delivery	13
Troutdale	
Properties	3
Successful Contact & Delivery	3

Table 6: 2024 Multifamily resources delivered		
<i>Item</i>	<i>Fairview</i>	<i>Troutdale</i>
Hauler Change Form	0	0
Fairview MF Outreach Handout	13	3
Hazardous Waste Handout	1	0
Volume Estimation Handout	5	0

## Successes, Challenges, and Recommendations

### *Successes*

Overall, businesses in both Fairview and Troutdale were receptive to our outreach. Several businesses had materials from previous years and were familiar with the Recycle at Work program from past outreach. The

majority of businesses accepted flyers and had few regarding recycling. CES staff was pleasantly surprised at how many businesses requested boxes for their workplaces.

Businesses that did have questions about recyclable materials or their recycling service were able to have them answered by outreach staff. We noticed many businesses were under the impression they only had cardboard recycling, but CES staff was able to explain that they in fact had comingled recycling and described what materials can be put in those bins. Several businesses we spoke to showed a particular passion for recycling and expressed appreciation for the outreach program. We noted multiple business types that were already engaged in industry specific recycling programs for product materials that weren't serviced by the curbside bin, specifically salons and cannabis dispensaries.

Use of bilingual materials for outreach was successful and it was especially helpful when a bilingual staff member was present. Although this is not always an option, we will note the importance of bilingual staff in our recommendations.

The majority of businesses we spoke to had already properly implemented recycling systems and did not need any additional materials from us. In many cases, we still distributed informational posters for reference and local recycling information even when the businesses had no questions regarding recycling. Ultimately, the outreach program was able to provide information, answer questions, and give access to recycling resources for several local businesses.

For multifamily property outreach, the properties we were able to contact were provided with information, and offered enclosure walkthroughs and materials and resources to address issues.

## *Challenges*

Certain types of businesses that were visited did not seem particularly suited or receptive to the style of outreach done for the Recycle at Work program. We did prioritize small, locally-owned businesses over larger, corporate businesses this year after feedback from 2023. At corporate chain businesses, employees sometimes mentioned they did not have the authority or permission to take flyers or make changes to recycling and waste practices.

The majority of businesses that were visited already had the services and supplies they needed and/or did not request any materials or education from us. Additionally, a significant amount of the businesses on the outreach list were permanently closed, changed addresses, closed to the public or available by appointment only. CES staff expressed that conducting in-person outreach in this manner felt rather inefficient.

Since we prioritized businesses that were not reached last year, our routes were not clustered by locale, which made them circuitous and repetitive. CES staff felt that it would have been possible to maintain that priority while also creating routes that were more locally efficient.

In most cases, English and Spanish materials were suitable for businesses in Fairview and Troutdale.

As with previous years' outreach, the challenge for multifamily outreach was being unable to make contact with several properties due to no centralized property management office, no on-site staff, or otherwise difficult-to-find contact information.

## ***Recommendations***

Our primary recommendation is to have cleaner data before the routes are executed. This could be performed by the Cities of Troutdale and Fairview prior to the contract with CES, or provide more time for CES staff to review notes from previous years and eliminate duplicates and closed businesses. CES staff found that they spent much of their time 'ground truthing' and gathering information on the viability and status of businesses instead of doing direct outreach. With cleaner data, we would be able to create routes that were efficient and localized, while making more time for face to face contact.

Prioritizing local and small businesses over corporate large entities and franchise chains is also important. Because staff at these latter types of businesses were not empowered to take materials or make changes, we recommend doing email and phone outreach to larger businesses, attempting to make contact with managers with the knowledge and ability to implement changes in recycling.

We recommend prioritizing having a bilingual staff person on routes that include businesses we have recorded as Spanish speaking (or other languages). CES staff felt that if they did not have one bilingual staff member (who was not available for every shift) the attempted outreach could feel threatening to non-English speaking businesses. If possible, we would appreciate the availability of a city employee with language skills to accompany us on these routes. And we recommend making specific routes that are for Spanish speaking (and other languages) businesses. That way we could confirm bilingual staff for these routes ahead of time. We also recommend having a small number of materials available in other languages, such as Korean, Mandarin, and Vietnamese.

As noted above, CES staff encountered multiple business types that were already participating in community recycling efforts. We would like to compile these resources and be able to share them with similar business

types (ie: salons). Industry specific routes could also be compiled so information could be easily shared across similar businesses. It would also be heartening to find a way to highlight and celebrate these efforts.

Industry specific one-pagers would also be helpful, as most businesses do not operate in the traditional 'office' setting as in previous decades. Having specific information for auto shops, salons, and other aggregate industries would be beneficial for materials that may not be suitable for curbside recycling.

Multifamily outreach could be improved by maintaining a list of contact information for all properties, concrete access to a property manager or owner will increase CES staff's access to properties. Another recommended improvement is to track progress and note which multifamily locations are utilizing resources and which are not. CES staff encountered one multifamily unit which did not utilize the materials that were distributed in 2023, and wondered if there were any consequences for non-compliance. In contrast, they encountered another location where a resident had gone above and beyond with engaging the community in recycling efforts and would like to see these efforts celebrated.

## **Administrative Information**

### *Staff*

The program was supervised by CES Project Coordinator, Emily Murkland, with administrative and training support from Etosha Terryll, Program Administrator. Three CES Project Assistants completed business outreach and provided materials. Two CES project assistants completed multifamily technical assistance activities.

### *Expenditures*

This program operated through a fixed-price intergovernmental agreement between Metro and CES. The total budget allocated for this program, including PSU's 21% CAPS Fee, was \$13,578.00 for Spring/Summer 2024, with outreach and reporting taking place from May - June 2024. CES provided, at a minimum, four hourly field staff and one managerial support staff over a three-month timeframe for the program. Metro provided all funds through its Metro Recycle at Work Program.

## Appendix A – In-Person Outreach Script

“Hello! We are **[name(s)]** visiting your business on behalf of the City of **[Troutdale/Fairview]** to offer help with Metro’s Recycle at Work program.”

“We can provide you with a free evaluation of recycling practices in your work space and give you informational materials to promote better recycling. Would you be interested in an evaluation of your recycling and/or free signs and recycling boxes?”

**[See FAQ for possible interactions & questions. This will make up the majority of the interaction. The goals are:**

- Conduct a recycling evaluation, and based on the evaluation:
- Deliver signs and boxes (as needed), and
- Fill out a service change request form (if needed).]

“Can I answer any questions you have about recycling at your **[business/ office/ workplace/ store/ restaurant]**?”

**[Regardless of answers/outcomes]** “Thank you for your time! Have a great day.”

### *Frequently asked questions/interactions*

- **[If they consent to an evaluation]** “Excellent, we would be happy to do that.
  - **[Explain evaluation:]** We will walk through your space together, and determine if additional containers or signs are needed to improve the flow of recycling in your space.
  - We will also look outside at your recycling dumpster to make sure it meets your current waste service needs.”
  - **[Use the [City of Fairview Business Recycling Requirements Courtesy Evaluation](#). Conduct a walkthrough of the site, inside and outside, to assess bin capacity and placement.]**
    - Indoor containers should be “buddied”. If there is a trash can, there should also be a recycling box or bin.
    - Individuals can have recycling at their desks, too. The easier it is, the more likely people are to recycle rather than discard recycling in the trash.
    - **[Distribute recycling boxes and signs where they are needed.]**
    - **[Evaluate the recycling container outdoors (should be a rollcart or dumpster). Any of these observations might lead you to recommend a service change form:]**
    - Is it often overflowing? Is it often empty?
    - Does your business get pickups too frequently or not frequently enough for the volume of recycling you create?
    - **[It would be obvious, but determine if there is a recycling container for the waste hauler to pick up at all.]**
- **[If now is not a good time]** “We can come back at a better time -- when might be a better time for us to visit?”
  - **[Schedule a visit later the same day, if possible]**

- **[Or, schedule a visit for another day you are working.]**
- **[If not able to schedule a visit, request business contact information; note in the spreadsheet your initial visit and that it was not a good time so other staff may try again later.]**
- **[If business does not have recycling:]** “I’d be glad to help you set up recycling services. There is a Metro area requirement that businesses have recycling services. I have a service change form here. May we fill it out together?”
  - **[Using the appropriate service change form (WM for Troutdale, Twelve Mile Disposal for Fairview), assist the manager or supervisor with filling out the form right then, if they are able to.]**
  - **[Collect the completed form.]**
  - **[Project Lead will scan completed forms and pass them along to Ryan (Troutdale)/Anastasia (Fairview) can process hauler service change forms.]**
  - **[If the business isn’t able to complete the form right away, leave the form with them, but be sure to get a business card with updated contact information to record in the spreadsheet that you gave them a hauler service change form, so we can notify the cities to follow up.]**
- **[If they ask about the cost of adding recycling services]** “Recycling services can be added to your regular garbage collection service at no additional cost. It is bundled with garbage in your commercial waste collection rate.”
- **[If they have specialized recycling questions or need resources:]** “You may contact your waste hauler about additional collections for **[bulky waste / hazardous materials disposal]**. Also, Metro has a hotline for answering questions about recycling, garbage, and hazardous waste disposal: 503-234-3000.”
- **[If they ask who you are:]** “We are Portland State University students working for Community Environmental Services. The City of **[Fairview/Troutdale]** and Metro have contracted us to help with business recycling outreach and provide assistance to local businesses like yours.”
- **[If the business address is a residential home or 1-person business, no need to offer services, because they likely use their own residential recycling service rather than commercial recycling, which is the target of our program.]**
- **[If we provide a business with cardboard recycling boxes, make sure they have recycling pickup services as well. If they do not have recycling services from their waste hauler, help them fill out the hauler change form.]**
- **[If they are not interested at all/have already received materials in previous years]** “Thank you for your time! Have a good day.”

# Appendix B – Courtesy Evaluation Form



## BUSINESS RECYCLING REQUIREMENTS COURTESY EVALUATION FORM

SECTION A

<sup>1</sup>Recycling Specialist: \_\_\_\_\_ <sup>2</sup>Date: \_\_\_\_\_  
<sup>3</sup>Business Name: \_\_\_\_\_  
<sup>4</sup>Business Address: \_\_\_\_\_ <sup>5</sup>Zip: \_\_\_\_\_  
<sup>6</sup>Business Contact Name: \_\_\_\_\_  
<sup>7</sup>Business Contact Phone: \_\_\_\_\_ <sup>8</sup># of Employees: \_\_\_\_\_  
<sup>9</sup>Business Contact Email: \_\_\_\_\_

SECTION B

This courtesy evaluation is offered to help your business assess its progress toward meeting the city's business recycling requirements. Fairview businesses are required to:

1. Recycle paper, cardboard and containers (aluminum cans, plastic bottles and tubs, and glass bottles).
2. Provide recycling receptacles throughout the workplace.
3. Post signs at collection areas that indicate which materials should be recycled.

SECTION C

### Evaluation

- |   |  |                          |
|---|--|--------------------------|
| 1. Do you have recycling containers for paper, cardboard and containers?  | <input type="checkbox"/> Yes <sup>1</sup> <input type="checkbox"/> No <sup>2</sup>   | Notes:<br>_____<br>_____ |
| 2. Are the recycling containers as easy to find as the garbage containers?                                      | <input type="checkbox"/> Yes <sup>1</sup> <input type="checkbox"/> No <sup>2</sup>   |                          |
| 3. Are the recycling containers labeled?  | <input type="checkbox"/> Yes <sup>1</sup> <input type="checkbox"/> No <sup>2</sup>   |                          |
| 4. Do the internal recycling containers match the external recycling containers?                                | <input type="checkbox"/> Yes <sup>1</sup> <input type="checkbox"/> No <sup>2</sup> <input type="checkbox"/> Referral to RAW <sup>3</sup> |                          |
| 5. Do you provide training to your employees on what can be recycled?   | <input type="checkbox"/> Yes <sup>1</sup> <input type="checkbox"/> No <sup>2</sup>   |                          |
| 6. Have you worked with your Property Manager or Custodial Service Provider to meet the recycling requirements? | <input type="checkbox"/> Yes <sup>1</sup> <input type="checkbox"/> No <sup>2</sup> <input type="checkbox"/> Referral to RAW <sup>3</sup> |                          |

SECTION D

### Resources Distributed

<sup>1</sup> Central Collection Containers	# _____
<sup>2</sup> Deskside Boxes	# _____
<sup>3</sup> Signs	# _____ Mix/Mingle # _____ Glass
<sup>4</sup> Decals	# _____
<sup>5</sup> Brochures	# _____ BRR
<sup>6</sup> Recycling Resource List	# _____
<sup>7</sup> Requested additional assistance	<input type="checkbox"/> Yes <sup>1</sup> <input type="checkbox"/> No <sup>2</sup>
<sup>8</sup> Handler Request Form	<input type="checkbox"/> Yes <sup>1</sup> <input type="checkbox"/> No <sup>2</sup> <input type="checkbox"/> Left <input type="checkbox"/> CES

SECTION F

### BRR Requirements

Recycling Specialist Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Office Use Only

☐ Assistance declined. Why?: \_\_\_\_\_

Rcpt: 1 2 3



# Appendix C – Recycle Or Not Materials

## Sort it out

Keep this list near your recycling bin or on your fridge to make sure you're recycling right. It won't take long, but it will make a difference for the environment.

Not Recyclable
Recyclable
Hazardous

Follow us on Instagram!



Don't see your item on the list?

Send a photo of your item to @recycleornot on Instagram or visit [oregonmetro.gov/recycleathome](http://oregonmetro.gov/recycleathome).

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## About Recycle or Not

Recycle or Not is a community resource created by Metro and local government partners in greater Portland, Oregon area. We're working to reduce waste and protect the environment by sharing information about how to recycle right.

Don't see your item on the list?

Call Metro at 503-234-3000 if you have further questions on what is and isn't recyclable or send an email to [AskMetro@oregonmetro.gov](mailto:AskMetro@oregonmetro.gov).

### Clackamas County

503-557-6363  
[wasteinfo@clackamas.us](mailto:wasteinfo@clackamas.us)

### Multnomah County

City of Gresham: 503-618-2525  
[Recycle@GreshamOregon.gov](mailto:Recycle@GreshamOregon.gov)  
City of Portland: 503-823-7202  
[wasteinfo@portlandoregon.gov](mailto:wasteinfo@portlandoregon.gov)  
If you live in Fairview, Maywood Park, Troutdale or Wood Village contact Metro at 503-234-3000 or email [AskMetro@oregonmetro.gov](mailto:AskMetro@oregonmetro.gov).

### Washington County

Washington County: 503-846-3605  
[recycle@co.washington.or.us](mailto:recycle@co.washington.or.us)  
City of Beaverton: 503-526-2665  
[recyclingmail@beavertonoregon.gov](mailto:recyclingmail@beavertonoregon.gov)

## Recycle Or not?

How to sort the most confusing items.



Want to test your recycling knowledge? Visit [RecycleOrNot.org](http://RecycleOrNot.org).

Metro [RecycleOrNot.org](http://RecycleOrNot.org) @recycleornot

[RecycleOrNot.org](http://RecycleOrNot.org)

## Not recyclable at home or work



Plastic shopping bags



Plastic produce containers (for berries, herbs, etc.)



Hot drink cups (clean or dirty)



Wires, hoses, chains and electric cords



Plastic produce bags



Plastic wrap



Plastic takeout containers and utensils



Plastic takeout containers and chopsticks



Plastic lids



Square plastic snack containers



Boxes for frozen and refrigerated food



Clothes and fabric



Takeout boxes



Envelopes with bubble wrap inside



Styrofoam



Plastic cups, lids and straws

## Hazardous



Batteries (and things with batteries in them)



Batteries (and things with batteries in them)



Batteries



Medical sharps (syringes, needles, etc.)

## Recyclable



**Glass**  
Glass bottles and jars (green, clear and brown). No broken glass. Put glass items in a separate bin.



**Metal**  
Aluminum, tin and steel cans, empty dry metal paint cans, empty aerosol cans, aluminum foil, scrap metal (shorter than 30 inches and less than 30 lbs).



**Plastic**  
Round food containers (6 oz. or larger), jugs, jars and bottles (6 oz. or larger), plant pots (4-inch diameter or larger), buckets (5 gallons or smaller).



**Paper**  
Newspapers, egg cartons, magazines, catalogs, flattened cardboard boxes, scrap paper, cartons (milk, juice, soup).

Remember to empty and rinse items, and throw caps and lids in trash.

**RecycleOrNot.org**

**Don't see your item on the list?**  
Send a photo of your item to [@recycleornot](mailto:@recycleornot) on Instagram or visit [oregonmetro.gov/recycleathome](http://oregonmetro.gov/recycleathome).

**Hazardous waste** in the trash and recycling can cause injuries and fires.

**Find a safe place to dispose of your hazardous waste.**  
Ask Metro at 503-234-3000 or visit [oregonmetro.gov/findarecycler](http://oregonmetro.gov/findarecycler).



# Recycle or not?

## How to sort the most confusing items

### Not recyclable at home or work



Plastic shopping bags



Plastic produce containers (for berries, herbs, etc.)



Hot drink cups



Wires, hoses, chains and electric cords



Batteries (and things with batteries in them)



Plastic produce bags



Plastic wrap



Plastic takeout containers and utensils



Plastic takeout containers and chopsticks



Batteries (and things with batteries in them)



Plastic lids



Square plastic snack containers



Boxes for frozen and refrigerated food



Packaging for printer paper



Batteries



Takeout boxes



Envelopes with bubble wrap inside



Styrofoam



Plastic cups, lids and straws



Medical sharps (syringes, needles, etc.)

### Recyclable at home and work



**Glass**  
Glass bottles and jars (green, clear and brown) No broken glass, no caps, put glass items in a separate bin



**Metal**  
Aluminum, tin and steel cans, empty dry metal paint cans, empty aerosol cans, aluminum foil, scrap metal (shorter than 30 inches and less than 30 lbs)



**Plastic**  
Round food containers (6 oz. or larger), jugs, jars and bottles (6 oz. or larger), plant pots (4-inch diameter or larger), buckets (5 gallons or smaller) No lids



**Paper**  
Newspapers, egg cartons, magazines, catalogs, flattened cardboard boxes, scrap paper, cartons (milk, juice, soup)

**Don't see your item on the list?** Send a photo of your item to @recycleornot on Instagram or visit [oregonmetro.gov/recycleathome](https://oregonmetro.gov/recycleathome).

**RecycleOrNot.org**

Find a safe place to dispose of your hazardous waste.  
Ask Metro at 503-234-3000 or visit [oregonmetro.gov/findarecycler](https://oregonmetro.gov/findarecycler).

# ¿Reciclar o no?

## Cómo clasificar los objetos que causan más confusión al reciclar

### No son reciclables ni en casa, ni en el trabajo



Bolsas de plástico



Recipientes de plástico para productos agrícolas (mochas y cerezas, hierbas, etc.)



Vasos para bebidas calientes



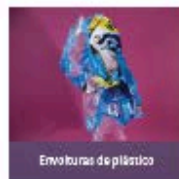
Cables, alfileres y cordones eléctricos



Baterías (y cosas con baterías en su interior)



Bolsas de plástico de frutas y verduras



Envolturas de plástico



Utensilios y recipientes de plástico de comida para llevar



Palillos chinos y recipientes de plástico de comida para llevar



Baterías (y cosas con baterías en su interior)



Tapas de plástico



Recipientes de plástico cuadrados para bocadillos o tortitas



Cajas para alimentos congelados y refrigerados



Envolturas del papel para la impresora



Baterías



Cajas de comida para llevar



Sobres con terno de envolturas de burbujas



Unicoal



Vasos, tapas y poppers de plástico



Objetos médicos, cortantes y punzantes (jeringas, agujas, etc.)

### Peligrosos

### Reciclables en casa y en el trabajo



**Vidrio**  
Botellas y frascos de vidrio (verde, transparente y marrón). Sin tapas, no vidrios quebrados, ponga los artículos de vidrio en un contenedor separado.



**Metal**  
Latas de aluminio y acero, cajas metálicas de pintura secas y vacías, envases vacíos de productos en aerosol, papel de aluminio, rasos de metal (de menos de 30 pulgadas y menos de 30 libras).



**Plástico**  
Recipientes de plástico redondos (6 oz o más), jarras, botas, envases y botellas de plástico (6 oz o más), macetas de plástico (al menos 4 pulgadas de diámetro), cubetas (5 galones o menos), sin tapas.



**Papel**  
Periódicos, cajas de huevos, revistas, catálogos, cajas de cartón aplanadas, trozos de papel, envases de cartón (de leche, jugo, sopa).

¿No ve algún artículo en las listas? Envíe una foto del artículo a @reciclarono en Instagram o visite [oregonmetro.gov/recycleathome](https://oregonmetro.gov/recycleathome).

**ReciclarONo.org**

Encuentre un lugar seguro para tirar los desechos peligrosos. Pregunte a Metro: llame al 503-234-3000 o visite [oregonmetro.gov/findarecycler](https://oregonmetro.gov/findarecycler).



# Recycle right at work

Make a difference for the environment by putting these items in the right bin.

## Recycle



Milk and cream cartons  
(empty and dry)



Cardboard drink boxes  
(for 6-packs, 12-packs, etc.)



Clean foil



Aluminum cans  
(empty and dry)



Glass jars  
(empty and dry)



Round plastic containers  
(6 oz or more, empty and dry)

## Trash



Wires, box strapping  
and electric cords



Styrofoam



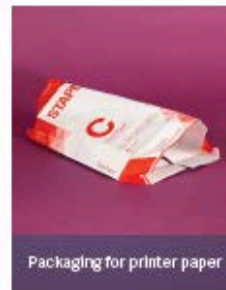
Plastic wrap



Takeout containers  
and utensils



Envelopes with  
bubble wrap inside



Packaging for printer paper

Test your recycling knowledge and learn how to sort other confusing items at [RecycleOrNot.org](https://www.RecycleOrNot.org).

# Recicle bien en el trabajo

Ayude a proteger el medio ambiente poniendo estos artículos en el contenedor correcto.

## Reciclables



Cajas de cartón para leche y crema (vacíos y secos)



Cajas de cartón para bebidas



Papel de aluminio limpio



Latas de metal (vacías y secas)

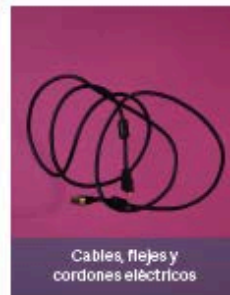


Botellas y frascos de vidrio (vacíos y secos)



Envases de plástico redondos (6 oz o más vacíos y secos)

## Basura



Cables, flejes y cordones eléctricos



Unicel



Envolturas de plástico



Cubiertos y recipientes de plástico de comida para llevar



Sobres con forro de envolturas de burbujas



Envolturas del papel para la impresora

Ponga a prueba sus conocimientos sobre reciclaje y aprenda a clasificar otros artículos que causan confusión en [ReciclarONo.org](https://www.reciclarono.org).

## Appendix D – Hauler Request Forms



COMMUNITY ENVIRONMENTAL SERVICES  
BUSINESS RECYCLING REQUIREMENTS  
HAULER REQUEST FORM

Date: \_\_\_\_\_  
Business Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_  
Business contact: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

*The business named above has the following external recycling system*

### Recycling Equipment & Site Characteristics

#### Equipment

Are there commingled recycling receptacles for cans, paper and plastic bottles? ☐ Adequate ☐ Some ☐ None ☐ N/A  
Are there glass-only receptacles? ☐ Adequate ☐ Some ☐ None ☐ N/A  
Are there cardboard-only recycling receptacles? ☐ Adequate ☐ Some ☐ None ☐ N/A

#### Site Characteristics

Is the garbage collection area shared (serving multiple properties)? ☐ Yes ☐ No ☐ N/A  
Is space available for additional recycling receptacles? ☐ At this business ☐ Shared ☐ No  
Is garbage recycling service managed by a Property Manager ☐ Yes ☐ No

*The business customer requests the following changes to their recycling equipment*

### ADDITION OF SERVICE

*Please indicate which containers are needed by checking the boxes below*

Commingled Recycling Receptacle ☐  
  
Glass Only Receptacle ☐  
  
Cardboard Only Receptacle ☐

Notes:

Business Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Please mail or fax this form to your hauler at the address listed below*

**Twelve Mile Disposal Inc.**

**Call: 503-661-0255**

**Fax: 503-661-7216**

2430 NW Marine DR , Troutdale  
OR , US , 97060

Email: [twelvemiledisposal@frontier.com](mailto:twelvemiledisposal@frontier.com)

Rev. 06/08/10



## Commercial Recycle Service Change Order

(Email; [pnwmunicipalaffairs@wm.com](mailto:pnwmunicipalaffairs@wm.com))

Non-Revenue Impacting Changes Only

1

Company/Account Information:					
Current Date:				Change Effective Date (Allow 7 Business Days for Delivery):	
Company/Account Name:					
Contact Name:				Waste Management Acct # (if available):	
Account Service Address:					
City:	Troutdale	State:	OR	Zip:	
Contact Telephone:				Contact Fax:	
Current Service:					
New Service Request:					
As a representative of the company listed above, I am authorized by the company to make changes to the level of recycle service as requested.					
Authorized Signature: _____					
Printed Name: _____ Date: _____					

2

City of Troutdale Representative Information:			
Troutdale fax number or email address must be provided to receive confirmation of change.			
Representative Name (Printed):			
Contact Telephone:		Fax Number:	
Email Address:			
As a representative of City of Troutdale, I am authorized to contact Waste Management to make changes to the level of recycle service as requested by the above business located within City of Troutdale boundaries.			
Authorized Signature: _____ Date: _____			

3

Waste Management Confirmation of Change:			
WM Signature: _____		Printed Last Name: _____	
Date Change Completed: _____	Effective Date: _____	Faxed Date: _____	



## Appendix E – Multifamily Outreach Resource

Multifamily outreach materials were provided for each jurisdiction, with labels that correspond to the city the residence was located in. However, the information below was the same for both jurisdictions.

### City of Fairview Multifamily Garbage & Recycling Service Levels & Standards

**Who we are:** Portland State University's Community Environmental Services, reaching out on behalf of the City of Fairview.

**Purpose for reaching out to property managers:** Technical assistance for multifamily property owners and managers on garbage & recycling service levels and standards.

#### Background:

People who live in apartments and condominiums face unique challenges when dealing with garbage and recycling. Often, there isn't enough space for residents to properly dispose of garbage and recycling. Even when there is enough space, signage can be inconsistent, and systems of separation can be confusing. The new regional standards are designed to improve recycling for folks living in apartments or on multifamily properties.

Updated service standards have been established for multifamily garbage and recycling collection. This includes:

#### 1. Regional standards for bin colors, signage, and informational materials.

Over the past year, new stickers for garbage and recycling bins and signs for trash rooms and garbage and recycling areas have been installed at almost all multifamily properties at no cost to property owners. These new stickers and signs should help people more easily identify what goes where.



#### 2. Standards for collection frequency (weekly) and per-unit volume requirements for garbage, recycling and glass collection.

Portland State University, on behalf of the City of Fairview, is reaching out to property managers to ensure their property is meeting the minimum standard, and if not, sharing what changes are needed to ensure the property meets the minimum required service levels.



#### Required (and recommended) weekly per-unit minimum volumes:

**Garbage:** 20 gallons (40 gallons recommended)

**Acceptable recyclable materials:** 20 gallons (40 gallons recommended)

**Source-separated glass:** 1 gallon (3 gallons recommended)

**A note about cost of service:** Increased service should not necessarily result in additional costs. But if your property doesn't meet the new standards, you may find that increasing your service levels to comply with the new standards will result in a change in your bill. We understand that you make the decision about how the costs of garbage and recycling are shared, but as a reminder, you are limited by state law in how much you can charge your community members (Oregon Revised Statutes, Title 10, Residential Landlord and Tenant, Chapter 90.315).

## Appendix F – Multifamily Hazardous Waste Resource

### Options for Household Hazardous Waste Disposal

*If your waste hauler cannot dispose of household hazardous waste as part of your multifamily residential service...*

**Metro offers toxics disposal** at its two household hazardous waste facilities and periodic collection events.

#### **Metro Central Station**

6161 NW 61st Ave.,

#### **Portland Metro South Station**

2001 Washington St., Oregon City

#### **Facility hours**

Open 9 a.m. to 4 p.m., daily. (Metro Central closed on Sunday.)

Closed Thanksgiving, Christmas and New Year's day.

Call Metro Recycling Information for details.

**Other drop-off locations can be located through Metro's Find a Recycler tool:**



For more information contact the Recycling Information Center to ask a recycling expert:  
503-234-3000 | [askmetro@oregonmetro.gov](mailto:askmetro@oregonmetro.gov)  
[oregonmetro.gov](http://oregonmetro.gov)  
Hablamos español

**Additional resources from Metro** about responsible storage and disposal of household hazardous waste can be found at:

[www.oregonmetro.gov/tools-living/garbage-and-recycling](http://www.oregonmetro.gov/tools-living/garbage-and-recycling)

#### **Typical household hazardous products accepted by Metro for safe disposal**

Batteries  
Paints and stains  
Pool and spa chemicals  
Propane tanks and canisters  
Fire extinguishers  
Lawn and garden chemicals  
Pesticides and poisons  
Automotive products (motor oil, antifreeze)  
Thinners, solvents  
Household cleaners and disinfectants  
Art and hobby chemicals  
Aerosol spray products  
Sharps (medical syringes, lancets, etc.)  
Medications  
Mercury-containing products (fluorescent light bulbs and tubes, thermometers, thermostats)  
No electronics (cell phones, computers, etc.)

## Appendix G – Multifamily Volume Estimation Resource



### Multifamily minimum volume requirement estimation guide

*In December 2020 the Metro Council adopted a policy that requires minimum per unit service volumes to be provided to multifamily garbage and recycling customers.*

#### Why this guide?

This Estimation Guide was developed to determine the minimum weekly volumes of garbage, recycling and glass service required by [Metro administrative rule 5.15 - 2040](#) at apartment and condo homes. The requirement is a minimum, additional service volume will likely be needed to adequately serve your site and avoid overflows of garbage, recycling and glass. The recommended volumes are included in this guide and are likely to be the best starting point for determining adequate service volume.

**Table 1. Required weekly per unit minimum volumes**

Garbage	Acceptable recyclable materials	Source-separated glass
20 gallons per unit per week	20 gallons per unit per week	1 gallon per unit per week

**Table 2. Recommended weekly per unit volumes**

Garbage	Acceptable recyclable materials	Source-separated glass
40 gallons per unit per week	40 gallons per unit per week	3 gallon per unit per week

#### Use the volume estimation guide

To use this guide enter the number of units present at the multifamily site into the unit count box below.

\_\_\_\_\_ Unit count

**Table 3. Required weekly per unit minimum volumes**

Garbage		Acceptable recyclable materials		Source-separated glass	
Unit count x 20 gallons	= 0 gallons of service per week	Unit count x 20 gallons	= 0 gallons of service per week	Unit count x 1 gallon	= 0 gallons of service per week
Unit count x 20 ÷ 202 gallons per yard	= 0.00 yards of service per week	Unit count x 20 ÷ 202 gallons per yard	= 0.00 yards of service per week	N/A	

**Table 4. Recommended weekly per unit volumes**

Garbage		Acceptable recyclable materials		Source-separated glass	
Unit count x 40 gallons	= 0 gallons of service per week	Unit count x 40 gallons	= 0 gallons of service per week	Unit count x 3 gallon	= 0 gallons of service per week
Unit count x 40 ÷ 202 gallons per yard	= 0.00 yards of service per week	Unit count x 40 ÷ 202 gallons per yard	= 0.00 yards of service per week	N/A	

Compactor volumes are calculated differently, this calculator does not apply to compactors.

**Table 5. Gallons to cubic yards conversion table**

Gallons	Cubic yards
202 gallons	1 yard
303 gallons	1.5 yards
404 gallons	2 yards
606 gallons	3 yards
808 gallons	4 yards
1,212 gallons	6 yards
2,020 gallons	10 yards
4,040 gallons	20 yards