



# 2030 Regional Waste Plan

*Engagement Summary, Phases 1-4*

**November 2018**

**Public service**

*We are here to serve the public with the highest level of integrity.*

**Excellence**

*We aspire to achieve exceptional results*

**Teamwork**

*We engage others in ways that foster respect and trust.*

**Respect**

*We encourage and appreciate diversity in people and ideas.*

**Innovation**

*We take pride in coming up with innovative solutions.*

**Sustainability**

*We are leaders in demonstrating resource use and protection.*

**Metro's values and purpose**

We inspire, engage, teach and invite people to preserve and enhance the quality of life and the environment for current and future generations.

If you picnic at Blue Lake or take your kids to the Oregon Zoo, enjoy symphonies at the Schnitz or auto shows at the convention center, put out your trash or drive your car – we’ve already crossed paths.

**So, hello. We’re Metro – nice to meet you.**

In a metropolitan area as big as Portland, we can do a lot of things better together. Join us to help the region prepare for a happy, healthy future.

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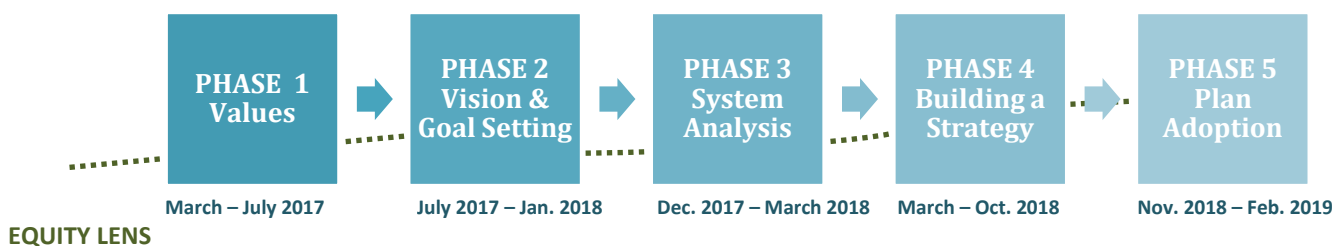
## SECTION 1: OVERVIEW

The Regional Waste Plan is the blueprint that guides how greater Portland reduces the environmental impacts of goods consumed in the region and manages more than two million tons of garbage, food scraps, yard trimmings, recycling and hazardous waste every year to their final destinations. The plan is updated every ten years and is adopted by Metro Council.

Since March 2017, Metro has worked with communities around the region to update the Regional Waste Plan and ensure it reflects the values and priorities of residents across the Portland region. The draft 2030 Regional Waste Plan will be available during fall 2018 (November 19 – December 21) for the public to comment through multiple channels (for more information, see: [oregonmetro.gov/letstalktrash](http://oregonmetro.gov/letstalktrash)). The draft plan includes:

- A vision for reducing the overall impacts of goods consumed in the region - not just the disposal of those goods but also the production of them
- Policies to help ensure equity in system, including access to services
- Goals for achieving what people in the greater Portland area want from the system by 2030
- A plan that identifies actions to accomplish those goals, and how to measure progress

The work to develop the 2030 Regional Waste Plan was broken down into five major phases. The first four phases of the process took place between spring 2017 and fall 2018 and produced the draft plan for public comment and for eventual consideration by Metro Council for adoption in January-February 2019. Creating the draft plan involved collaboration between Metro and many participants, including community groups, local governments, industry and non-profit organizations.



To ensure the plan fully incorporated equity into the planning process and outcomes, Metro convened a seven-member Equity Work Group that participated in each phase of the process, working alongside staff in drafting the different elements of the plan.

Metro also participated in a series of engagements with communities of color and other historically marginalized communities around the greater Portland area. Metro, eight community-based organizations, and a cohort of more than 100 community members participated in multiple discussions over more than a year about the future of garbage and recycling.

This report summarizes the engagement activities conducted in Phases 1 through 4 to collect input and inform the plan development process. Brief summaries of these four phases are highlighted below.

Phase	Description
<b>Phase 1</b> <b>Values and principles</b>	<p>Phase 1 developed a set of overarching guidance including values and guiding principles to inform plan development and implementation. The concepts for the plan values were drawn from existing guidance, including regional, state and federal policies and plans regarding waste management, recycling, toxics and other related environmental programs. The values were further shaped through public surveys, community discussions and the application of an equity lens. Metro Council endorsed the values and principles on August 1, 2017. Staff and stakeholders used this guidance to inform and lead the development of the plan’s vision, goals, strategies and actions.</p>
<b>Phase 2</b> <b>Vision and Goal Setting</b>	<p>Phase 2 produced the plan’s vision and goals, setting priorities for the garbage and recycling system until 2030. The vision and goals were informed by a variety of engagement activities, including workshops and forums, an online survey, discussion groups with culturally-specific community-based organizations and review sessions with the Equity Work Group, Metro Policy Advisory Committee, Solid Waste Alternatives Advisory Committee and Metro Council. Metro Council endorsed the vision and goals on January 30, 2018.</p>
<b>Phase 3</b> <b>System analysis</b>	<p>Phase 3 established an understanding of where the region is today relative to the goals and vision generated in Phase 2. To do this, Metro compiled and summarized existing data on different aspects of the garbage and recycling system. This included documenting existing programs, policies and infrastructure, as well as current opportunities and challenges facing the system. The information gathered in this phase served as a starting point to develop an overall framework to measure progress of the plan and to inform the development of actions in the next phase of plan development.</p>
<b>Phase 4</b> <b>Building a strategy</b>	<p>Phase 4 developed an action plan to close the gap between the current state of the garbage and recycling system and the vision and goals for the system’s future. To accomplish this, Metro convened eight technical work groups to identify and draft actions to move the system toward the desired future. The groups included representatives from local governments, garbage and recycling facility operators, haulers, community organizations and others with a particular interest in the system.</p> <p>After the technical work groups, Metro sought additional input on the draft actions from community groups that participated in earlier phases of engagement. At a four-hour event held at the Oregon Zoo, members of the community groups reviewed the draft actions to see whether they reflected their input and to prioritize the changes they most want to see in the system.</p> <p>The draft actions were further refined with input from the Equity Work Group and were reviewed by Metro Council and two of its advisory committees in October 2018.</p>

## SECTION 2: COMMUNITY DISCUSSIONS

In the initial phases of the 2030 Regional Waste Plan development process, Metro conducted a review of past public opinion research on values, attitudes and motivations related to garbage, recycling, waste prevention and toxics. The review identified gaps in audiences from which additional input was needed, including communities of color, low-income populations, immigrant/refugee communities, limited English proficiency populations, youth and communities historically impacted by the placement of solid waste facilities.



In an effort to address these gaps, Metro contracted with eight community-based organizations in Clackamas, Multnomah and Washington counties to recruit individuals from their communities and to co-organize and facilitate discussions with community members about the garbage and recycling system. The organizations and discussions they facilitated are listed below.

Organization	2017 Discussion Dates
Center for Diversity and the Environment's Environmental Professionals of Color	September 9
Centro Cultural de Washington County	July 20 and August 5
Constructing Hope	July 6 and July 15
Immigrant and Refugee Community Organization	September 19
Momentum Alliance	June 24 and July 8
North by Northeast Community Health Center	June 21 and July 8
The Rosewood Initiative	June 30 and July 15
Trash for Peace	June 22 and July 8

The community discussions took place between June and September 2017 and included two facilitated conversations for most groups. The first discussion focused on building awareness and understanding of the garbage and recycling system and gathering input on the values for the 2030 Regional Waste Plan. The second discussion took place after a three-hour tour of a garbage and recycling facility and the purpose was to gather input on community members' concerns and vision for the future of the system. Overall, more than 90 community members from around the greater Portland area participated in these discussions.

Each of the organizations that hosted and facilitated discussions during the summer of 2017 produced a report summarizing the questions, concerns and recommendations made by community members about the regional garbage and recycling system. The full reports are included in **Appendix A**.

The reports have been used to inform the development of the 2030 Regional Waste Plan. In particular, the feedback from the community discussions served to shape the priority areas for the

future of the garbage and recycling system that were used in the Vision Survey described below. The feedback was also used by teams of Metro staff to develop draft goals and indicators in each of the priority areas identified during Phase 2 of the project. Together with the values and guiding principles endorsed by Metro Council during Phase 1, the vision, goals and indicators identified during Phase 2 represent core elements of the 2030 Regional Waste Plan.

Based on a review by Metro staff of the discussion reports in Appendix A, the comments made by community members can be categorized into the following four general areas and themes:

## 1. Garbage and recycling collection services

Theme	Sample verbatim comments
Questions and concerns about cost, frequency and quality of service	"Why is trash picked up twice week? Why do we pay for these services? How is the price determined?"
Lack of access and affordability of services for multifamily and low-income communities	"...people who live in low income housing and apartment complex often do not have recycling and composting bins."
Concerns about illegal dumping and garbage in public spaces	"The city is not adequately cleaning public spaces because people don't know how to best recycle or throw garbage away."
Quality and access concerns related to food waste collection and composting services	"To my understanding the City of Portland has full compost services - Why don't we have compost in our area?"
Assistance and accessibility concerns related to garbage and recycling services for seniors and people with disabilities	"Some seniors are on a limited income and some aren't able to wheel the bins to the curb. What assistance is available?"
Service improvements: more recycling and take-back opportunities needed	"Participants shared their thoughts how to make arrangement with pharmacies (Walgreens) for recycling expired medicine and return old/used containers from medications."
Questions and concerns around rate transparency	"Consumers need more clarity around what exactly they are paying for, especially when rates go up."
Bulky waste: More opportunities needed for recycling, donating or getting rid of large items	"...they agreed that having one or two community clean-up days where they can all bring their larger items to donate/get rid of, would help with safely eliminating items people do not want."

## 2. Information and education about recycling, reuse and waste prevention

Theme	Sample verbatim comments
More access to information about garbage, recycling and composting needed	“There isn’t enough education on how to properly use the garbage and recycling system.”
<u>Specific materials mentioned</u> : batteries, big furniture, cars, cell phones, clothes, composting, cooking oil, electronics, fluorescent lights, glass, lithium batteries, medications, oil, plastic, prescriptions, Styrofoam, toys, TVs.	“I don’t know what to do with old clothes, an old car or Styrofoam.”
More outreach needed to communities of color, immigrants and those whose primary language is not English	“Metro does not provide enough information to communities of color -especially non-English speaking communities, on garbage and recycling services...”
Improve Metro’s methods to deliver information about recycling, disposal and waste prevention	“One resident mentioned that educating kids was a great way to help educate the family overall, and that one place she learned a lot about recycling was at a school fair for her children, where there was a booth with information about recycling in the community.”
Improve actions to incentivize recycling, reuse and the reduction of consumption and waste	“Metro should be more innovative in incentivizing recycling and reusing of waste overall.”

## 3. The regional solid waste system and its impact on communities, human health and the environment

Theme	Sample verbatim comments
Desire for more information about the solid waste system and its impact on the environment and human health	<p>“Where does all the garbage go after it is picked up?”</p> <p>“Who are the people who own the companies that Metro contracts out with and who is responsible to know about that?”</p> <p>“What is the environmental impact of garbage &amp; recycling?”</p>
Comments about the impact of waste facilities on nearby communities and concern that the impacts are disproportionately higher for poor neighborhoods	“Where does all the recycling/garbage go? Does it go to “poor areas”? Why?”

#### 4. Job safety, equity and career and contracting opportunities in the solid waste industry

Theme	Sample verbatim comments
Access to economic opportunities in garbage and recycling: Improve recruitment, contract and franchise opportunities for people of color and women	<p>“Many of these issues could be resolved if the City hired who actually lived in the communities being under-served”</p> <p>“(Recommendation) Increase the number of franchise situations (POC companies)”</p>
Comments about worker safety in the garbage and recycling system	<p>“(Concern) Workers safety: for people working on the front lines of garbage &amp; recycling”</p>
Concerns about racial, class and global inequities in the garbage and recycling system	<p>“Members expressed concerned at the lack of representation of People of Color (POC) and Women employed at the facility. ‘Didn’t see any employees of color or women, seems like there might be a lot of thoughtfulness in areas of recycling hazards, but not as much in others.’”</p>
Questions about jobs and careers in garbage and recycling	<p>“Do you go to school in a field related to hazardous materials?”</p>



## SECTION 3: PLANNING WORKSHOP

As part of Phase 2, Metro held a planning workshop to inform the development of the plan's vision and future priorities. The workshop was held on August 9, 2017 with more than forty attendees including Metro staff, Equity Work Group members and local government staff.

During the workshop, participants considered the future of the garbage and recycling system. First, participants were asked to provide feedback on a future scenario that reflected where the region would be if we followed the current trajectory of existing plans and policies. Then, participants were asked to discuss where we would be in a more ambitious or transformational future. Participants worked in small groups to identify outcomes of these potential futures.

**Shaping the Future:** What is the vision for the Portland metro region for managing and reducing the environmental impacts of goods consumed in the region from production to disposal in 2030?

Input and ideas for future outcomes and priorities generated in the small group discussions were collected and sorted by theme. Nine major themes emerged:

1. Education and information
2. Quality service
3. Reuse and repair
4. Healthier products
5. Good jobs
6. Local economy
7. Safe, clean operations
8. Company responsibility
9. Preparedness and resilience

Each of these topical areas contained ideas for the vision of greater Portland's garbage and recycling system in the future. Metro used the input collected at the planning workshop, along with the input collected through the community discussions held in Phase 1, to develop an online survey to gather broader input on the future vision of the garbage and recycling system.



## SECTION 4: VISION SURVEY

To gather input on priorities and ideas for shaping the future of the garbage and recycling system, Metro conducted an online, interactive survey between September 8 and October 20, 2017.

The survey asked participants to select their top five out of eight priority areas for the regional garbage and recycling system and to rank them according to their preferences. The priority areas covered multiple aspects of the garbage and recycling system, ranging from the quality of garbage collection and recycling services to the responsibility of companies when making and labeling the products they sell.

The survey was distributed electronically through email, social media and Metro's website in both English and Spanish. Metro staff also promoted the survey through postcards that were handed out at Metro facilities and by inviting callers contacting the Recycling Information Center to take the survey online. Local governments further boosted the distribution of the survey through their own communications channels.

The survey responses helped identify where residents of the greater Portland area would like to see changes in the garbage and recycling system and their priorities for the future. This feedback helped inform the development of the 2030 Regional Waste Plan's vision and goals. In particular, the survey results were shared and discussed at various planning events, including engagements with Metro staff and three regional leadership forums held in October 2017 attended by community members, elected officials, local government staff and waste industry representatives.

As **Table 4.1** shows, almost 4,000 individuals participated in the survey and their responses are summarized in the tables and charts in this section. The results are presented in terms of the two main audiences for the survey: Community Groups and the General Public. The Community Groups category includes the responses from individuals who participated in the community discussions about the regional garbage and recycling system held during the summer of 2017 (described in Section 2, above). These groups were asked to take the survey at an event on September 23, 2017. The purpose of showing their responses separately from the general public is to highlight and elevate the feedback provided by members of communities that have been historically underrepresented in planning and decision-making processes around solid waste issues.

**TABLE 4.1**

Number of respondents<sup>1</sup> by survey audience

Audience	Respondents
<i>Community Groups</i>	68
<i>General Public</i>	3,921
<b>Total</b>	<b>3,989</b>

**Notes:**

1. Refers to individuals who, at a minimum, completed the survey's main task asking respondents to rank priority areas.





**Appendix B** presents a more detailed description and summary of the survey results, including a comparison between the self-reported demographic characteristics of survey participants and demographic data for the Metro region from the US Census Bureau. Appendix B also provides a summary of the comments submitted by respondents, organized by themes in each of the eight priority areas of the survey.

## Ranking priority areas

The main task in the survey (Screen 2) asked respondents to review the eight priority areas shown in **Table 4.2** and then to rank their top five choices in order of importance.

**Figure 4.1** summarizes the results from the survey's main task. The chart shows how many respondents selected each priority area as one of their top five choices, expressed as a percentage of the total number of respondents. Thus, for example, the results show that 82 percent of Community Groups respondents selected the *Education and information* area as one of their top 5 choices. This suggests *Education and information* was the top priority for this group of respondents as a whole, while the *Local economy* area was ranked as the lowest priority.

On the other hand, the General Public group indicated a higher preference for *Safe, clean operations*, with 77 percent of respondents in this group ranking this area as one of their top five choices.

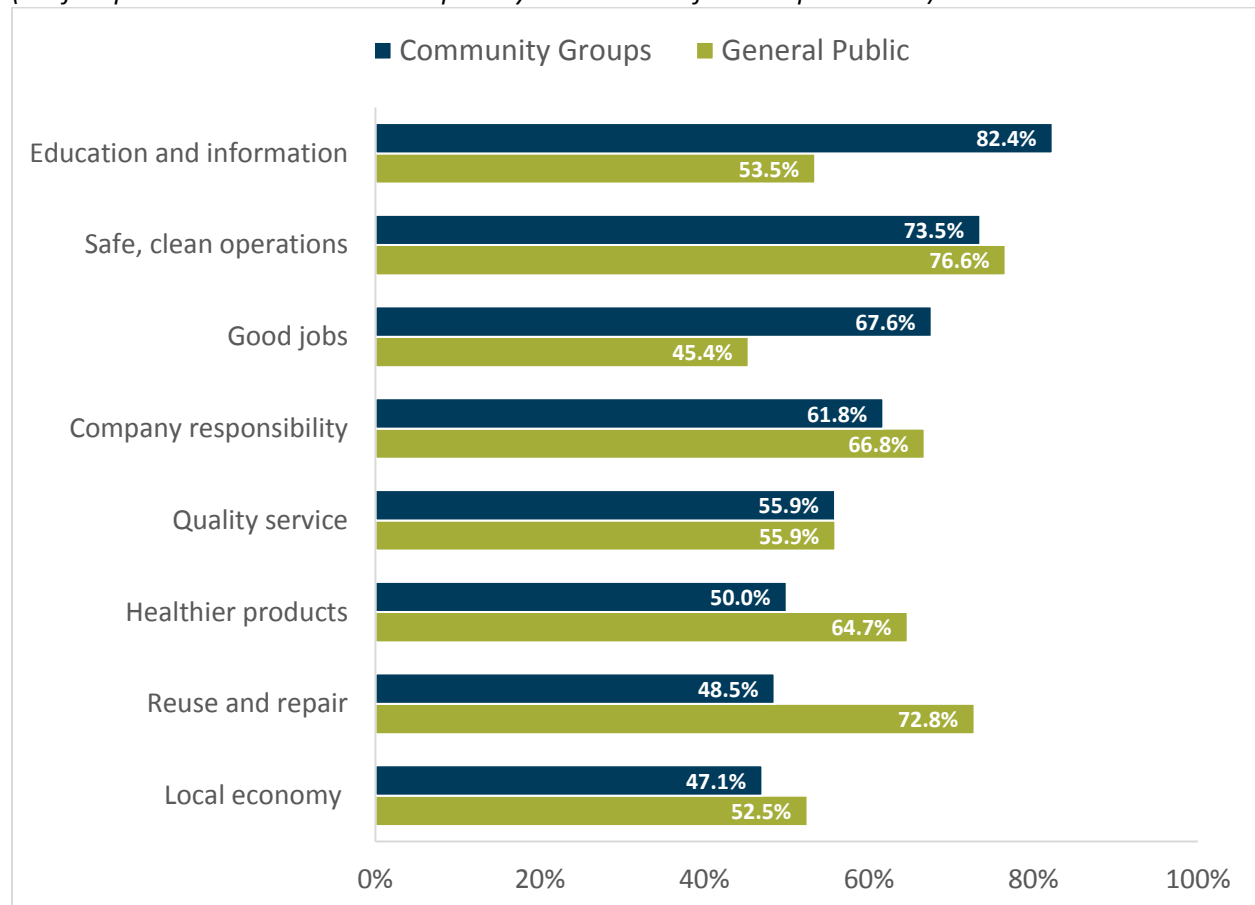
**TABLE 4.2**  
2030 Regional Waste Plan vision survey: Priority areas

Priority area	Vision statement
<b>Education and information</b>	Children and adults have the information they need to choose what to buy and what to throw away to protect their health and the environment.
<b>Safe, clean operations</b>	From garbage trucks to recycling facilities to landfills, our garbage and recycling system uses updated technology, is safe for workers and the public, and minimizes pollution of air, soil and water.
<b>Good jobs</b>	Garbage and recycling jobs are safe, pay living wages and provide opportunities to advance. All jobs in the industry reflect the racial diversity of our local communities.
<b>Reuse and repair</b>	Products we buy are designed to last, and can be easily repaired, donated or sold for reuse. Replacement parts, repair businesses and stores that sell used goods are affordable and available in all communities.
<b>Company responsibility</b>	Manufacturers help pay the costs of disposing of their products and give people easy-to-use information about the health and environmental impacts of products.
<b>Local economy</b>	Discarded products are either reused or recycled locally, creating new businesses and growing existing ones.
<b>Healthier products</b>	Products sold, used or disposed of locally have minimal harmful impacts on health, climate, air quality and waterways.
<b>Quality service</b>	Recycling and garbage services meet the needs of houses, apartments and businesses in all communities and rates are stable and reasonable.

**FIGURE 4.1**

**Priority Area Ranking**

*(% of respondents who ranked each priority area as one of their top 5 choices)*



**Note:** all figures expressed as percentages of total survey respondents in each audience group (Community Groups: N = 68; General Public: N = 3,921).

### Delving deeper

After completing the survey's main task, respondents were asked to review and rank a series of vision statements in each of the priority areas they selected. The statements were intended to allow for a 'deeper dive' into each of the priority areas.

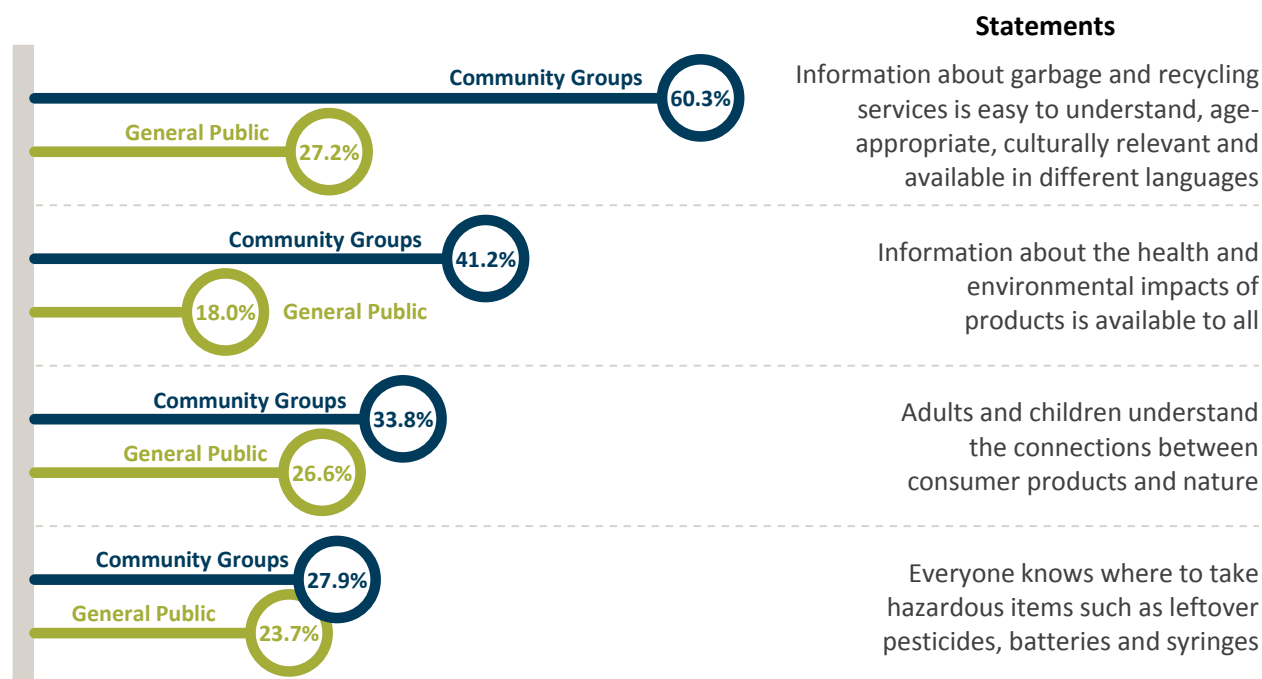
**Figures 4.2 through 4.9** summarize the results from this survey task. Each figure shows the statements presented to respondents in each priority area. Respondents were asked to select the two statements that most closely matched their vision of the future in each area.

The figures break down the results by Community Groups and the General Public and show the percentage of respondents who selected each statement as one of their top two choices.

**FIGURE 4.2**

Education and information

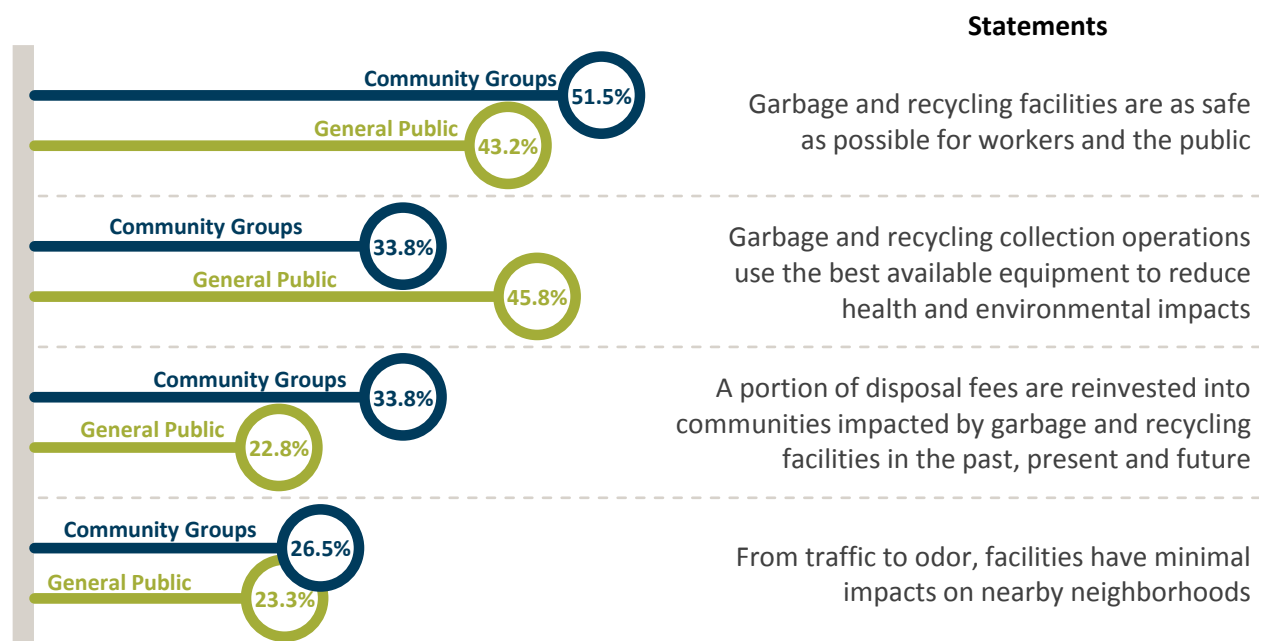
(% of respondents who ranked each statement as one of their top 2 choices)



**FIGURE 4.3**

Safe, clean operations

(% of respondents who ranked each statement as one of their top 2 choices)

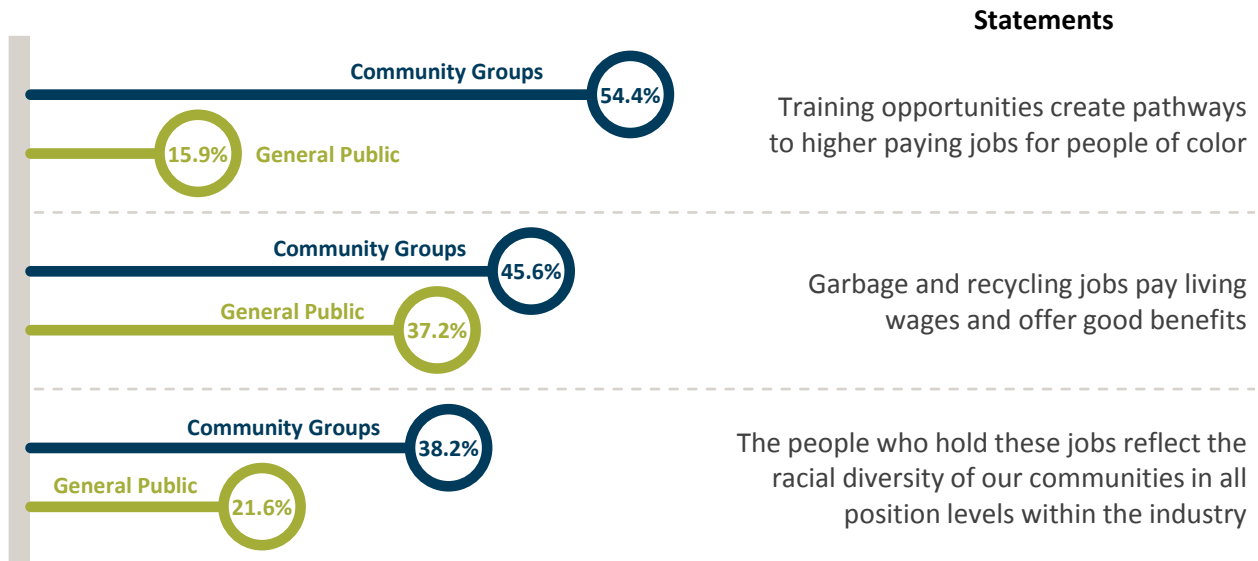


**Note:** the results in Figures 4.2 and 4.3 are expressed as percentages of total survey respondents in each audience group (Community Groups: N = 68; General Public: N = 3,921).

**FIGURE 4.4**

**Good jobs**

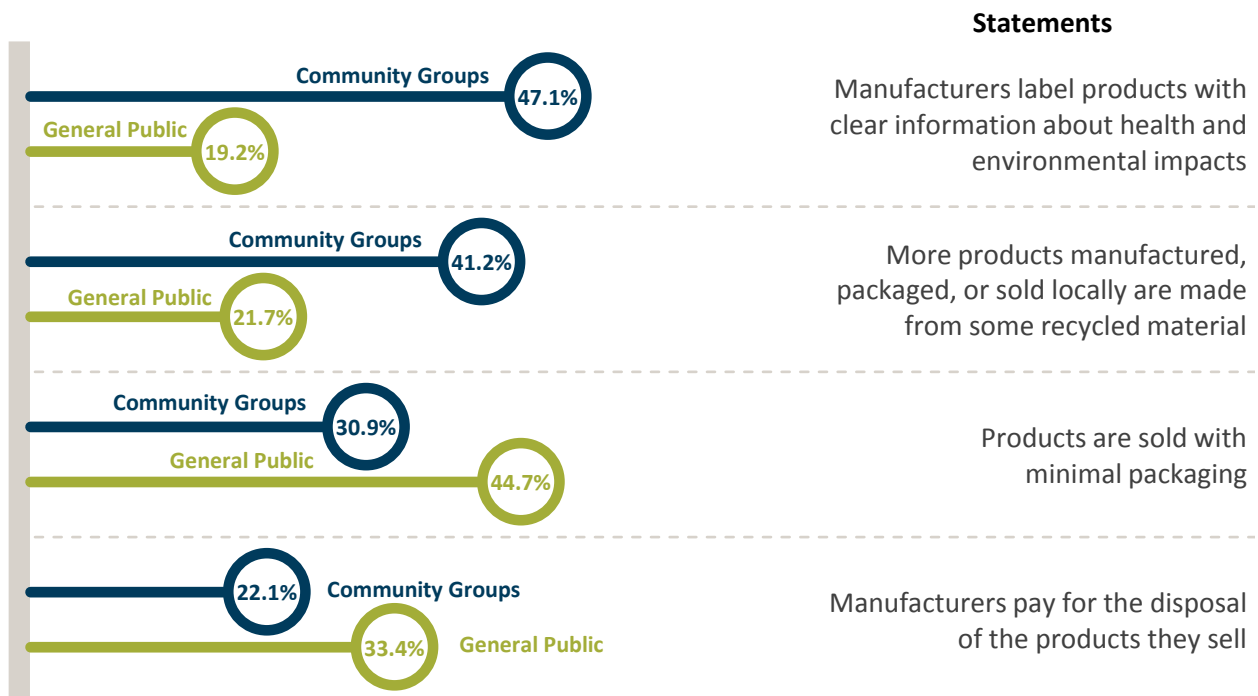
*(% of respondents who ranked each statement as one of their top 2 choices)*



**FIGURE 4.5**

**Company responsibility**

*(% of respondents who ranked each statement as one of their top 2 choices)*

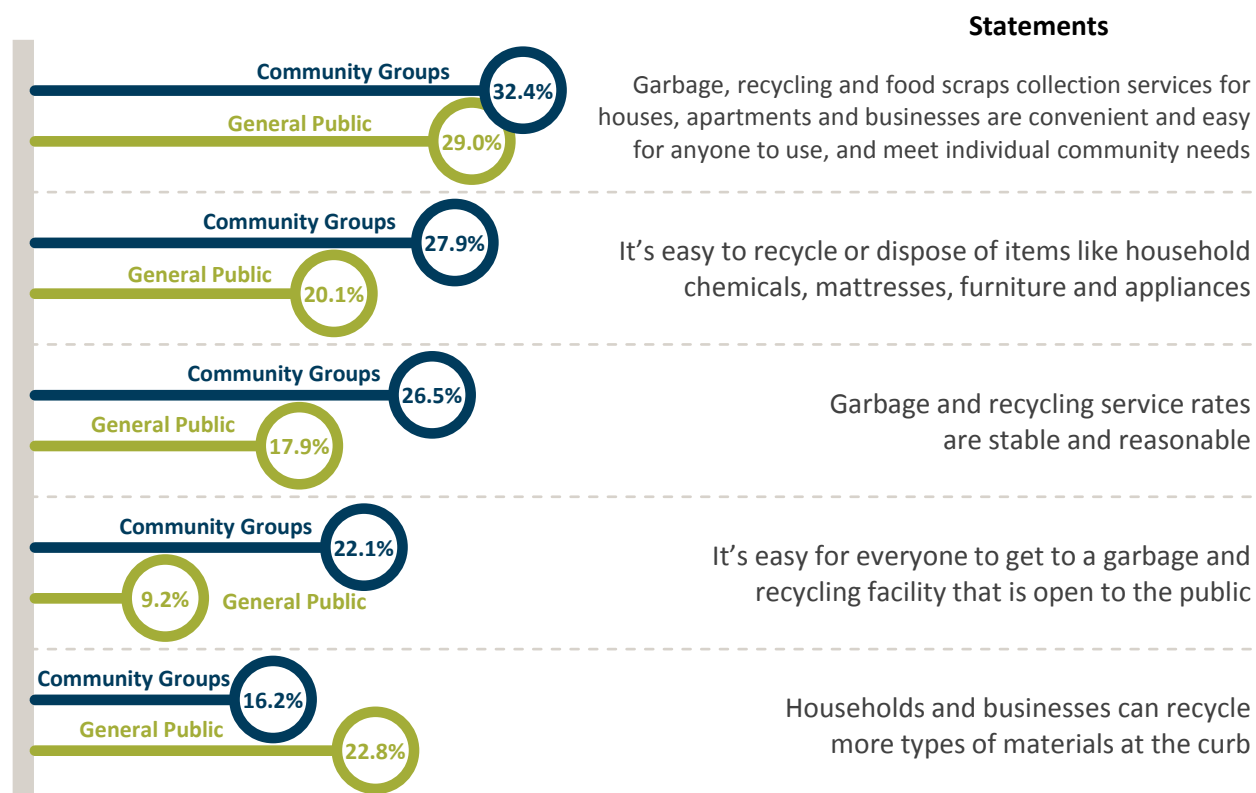


**Note:** the results in Figures 4.4 and 4.5 are expressed as percentages of total survey respondents in each audience group (Community Groups: N = 68; General Public: N = 3,921).

**FIGURE 4.6**

**Quality service**

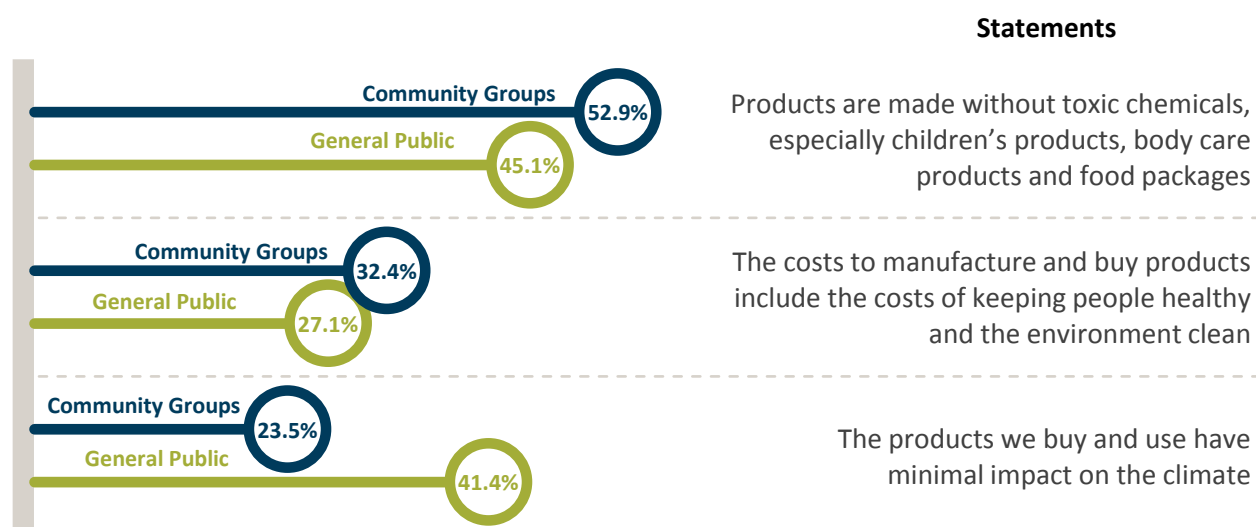
*(% of respondents who ranked each statement as one of their top 2 choices)*



**FIGURE 4.7**

**Healthier products**

*(% of respondents who ranked each statement as one of their top 2 choices)*

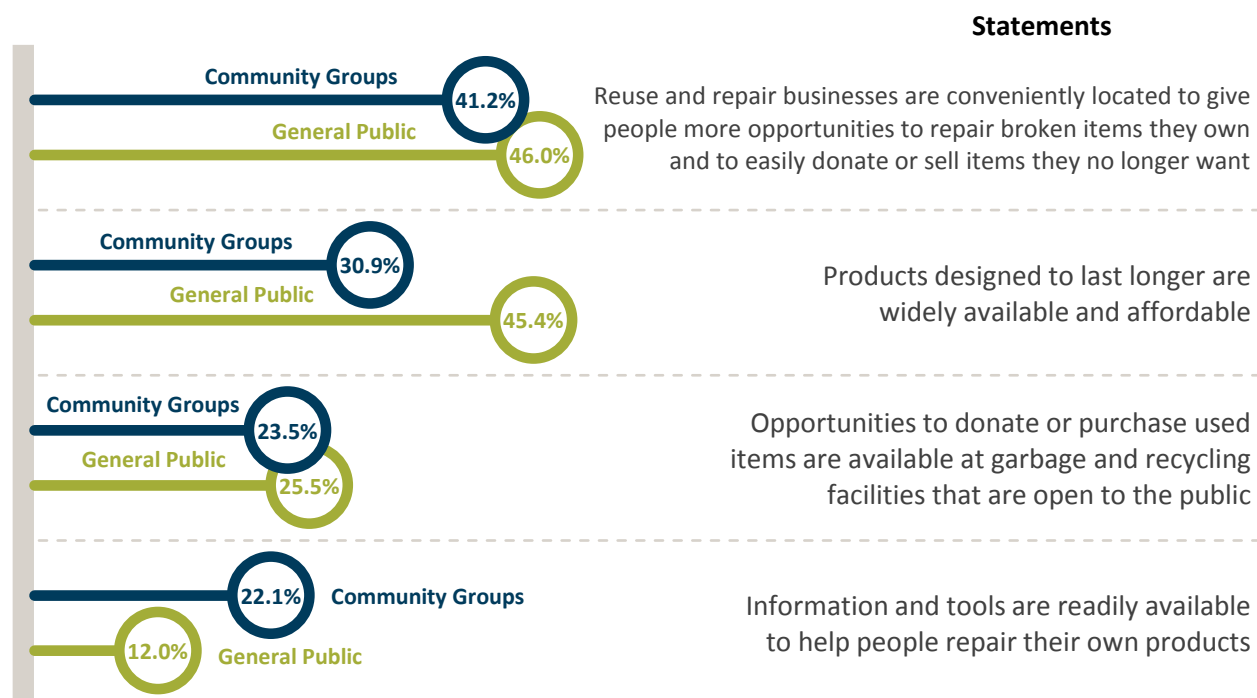


**Note:** the results in Figures 4.6 and 4.7 are expressed as percentages of total survey respondents in each audience group (Community Groups: N = 68; General Public: N = 3,921).

**FIGURE 4.8**

**Reuse and repair**

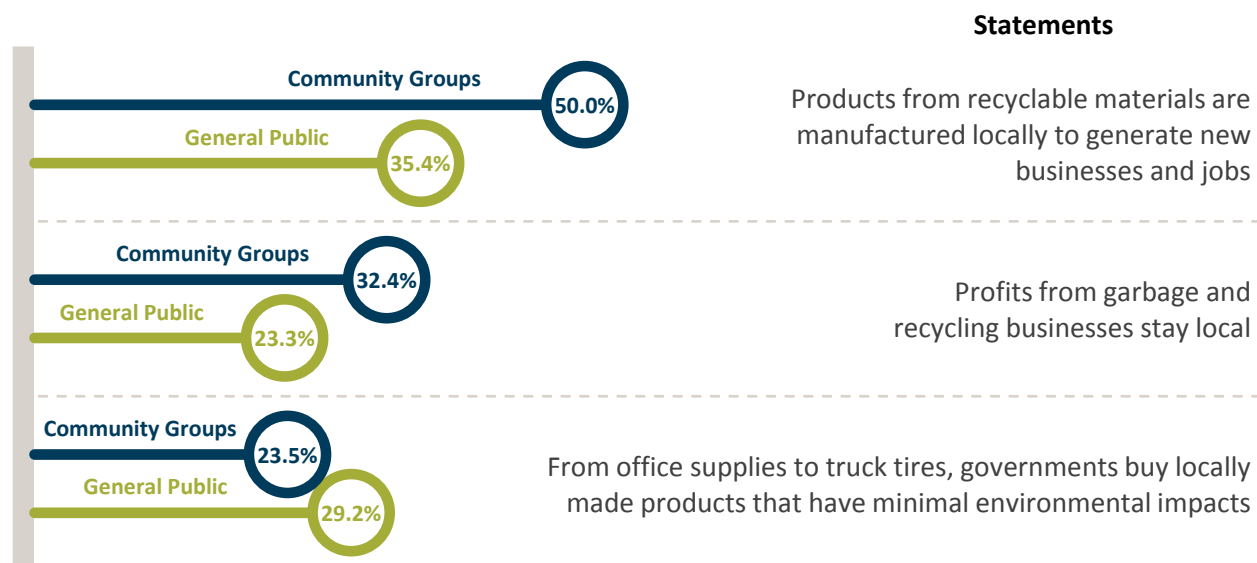
*(% of respondents who ranked each statement as one of their top 2 choices)*



**FIGURE 4.9**

**Local economy**

*(% of respondents who ranked each statement as one of their top 2 choices)*



**Note:** the results in Figures 4.8 and 4.9 are expressed as percentages of total survey respondents in each audience group (Community Groups: N = 68; General Public: N = 3,921).

## SECTION 5: LEADERSHIP FORUM SERIES

### Overview

In October 2017, Metro and local community groups hosted a series of three leadership forums at locations around the Portland area. The hosting organizations were Immigrant and Refugee Community Organization, The Rosewood Initiative and Centro Cultural. Local elected officials, business representatives and Metro councilors connected with community members from Clackamas, Multnomah, and Washington counties. More than 120 individuals participated in the event.

Attendees shared and discussed ideas for three big and interrelated topics that affect them and their communities:

- how they would like to see the region's solid waste system operate in the future
- how residents and businesses can reduce the environmental and human health impacts from the products we buy and use
- how do we both of these things in ways that equitably serve and benefit all members of our community



### Future Priorities

Former Metro Councilor Ed Washington welcomed participants and recognized the diverse representation in the room including elected officials, community members and business leaders. Attendees participated in small group discussions to review and consider priorities for the future garbage and recycling system.

The discussion was organized around the eight priority areas that were identified through earlier engagements:

1. Education and information
2. Quality service
3. Reuse and repair
4. Healthier products
5. Good jobs
6. Local economy
7. Safe, clean operations
8. Company responsibility



Each participant was assigned two areas for discussion. As part of this discussion, participants reviewed the preliminary results of the online survey described Section 4. The results were presented by each of the survey’s main audiences: community organizations and the general public. In the small groups, participants considered what was most important to them and any items they considered to be missing in the priority areas.

## Discussion Highlights

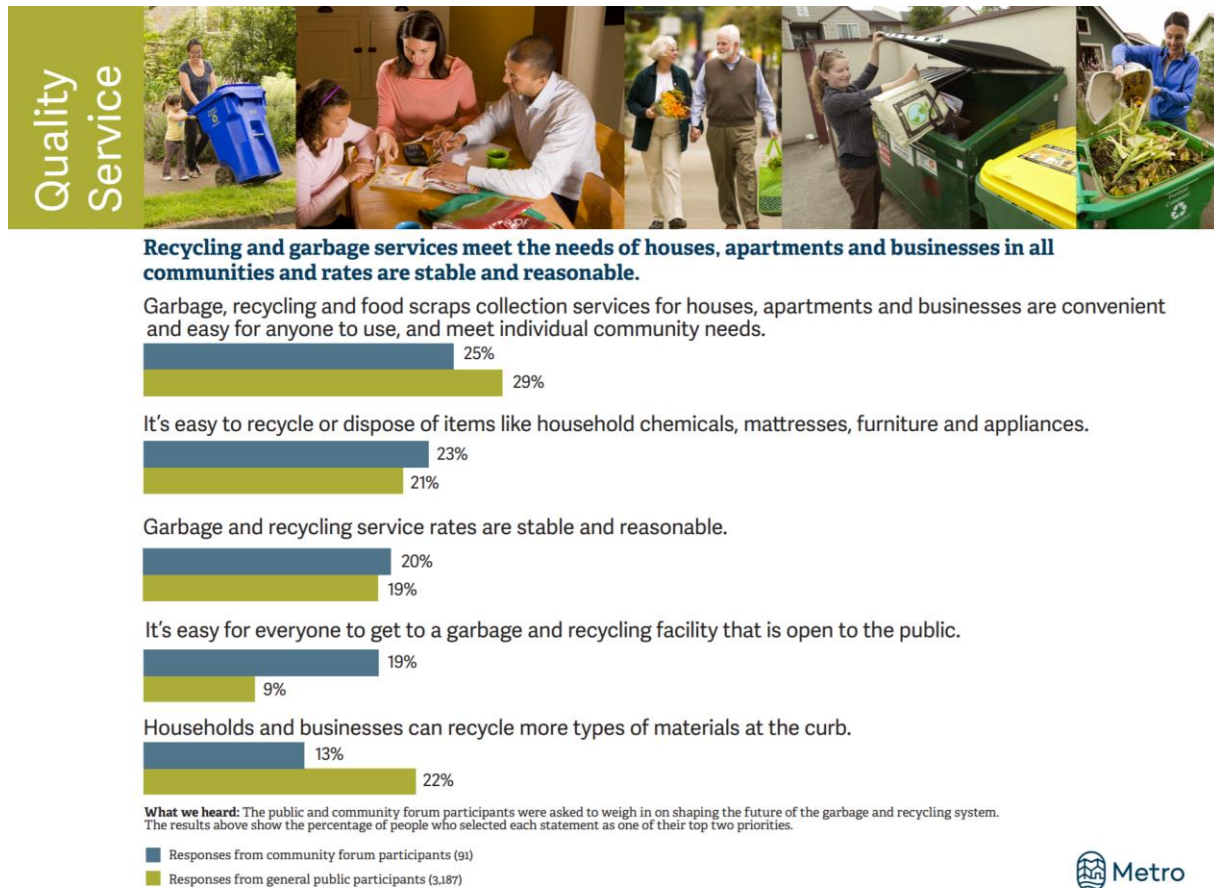


Feedback from the small group discussion and written comments included:

- Need for clarity and consistency regarding product labels
- Information on how to dispose of specialty items (for example, batteries, needles, hazardous waste and styrofoam)
- Signage and information available in a variety of languages
- Additional adult learning resources with culturally relevant materials in multiple languages
- Capacity and clarity of bins at multifamily residences
- Lack of information and availability for food scraps, yard waste and compost options
- Hurdles for those with barriers in understanding the system and ability to use it



- Connection between product packaging and the environment



Feedback from the small group discussion and written comments included:

- Need for better services for people who rent or do not have access to vehicles
- Bulky and large items are difficult to dispose
- Assistance for people who need help with garbage costs
- Apartments have no glass recycling
- Tenants in apartments have less control over rates and services
- Sharps and needle disposal and clean-up programs are needed
- “Wealthier neighborhoods have their garbage picked up every week, others every two weeks”
- Recycle more materials at curb
- Multifamily options need to be convenient, safe, easy to use, accessible and understandable



Feedback from the small group discussion and written comments included:

- Focus on metals for reuse and reclamation
- Increase local options for repair and reuse
- Electronics, major contributor to reuse/recycle market and problems
- Increased education regarding importance of reuse and repair
- Multiple locations for all different repairs services is a barrier
- More opportunities to communicate when items are available for reuse
- Repair parts and manuals more readily available
- Central location/public database for repair, reuse and donation options
- Incentivize longer lasting products and/or materials
- Invest in potential repair vocational trades
- Minimize packaging



**Products sold, used or disposed of locally have minimal harmful impacts on health, climate, air quality and waterways.**

Products are made without toxic chemicals, especially children's products, body care products and food packages.



The costs to manufacture and buy products include the costs of keeping people healthy and the environment clean.



The products we buy and use have minimal impact on the climate.



**What we heard:** The public and community forum participants were asked to weigh in on shaping the future of the garbage and recycling system. The results above show the percentage of people who selected each statement as one of their top two priorities.

■ Responses from community forum participants (80)  
■ Responses from general public participants (3,354)



Feedback from the small group discussion and written comments included:

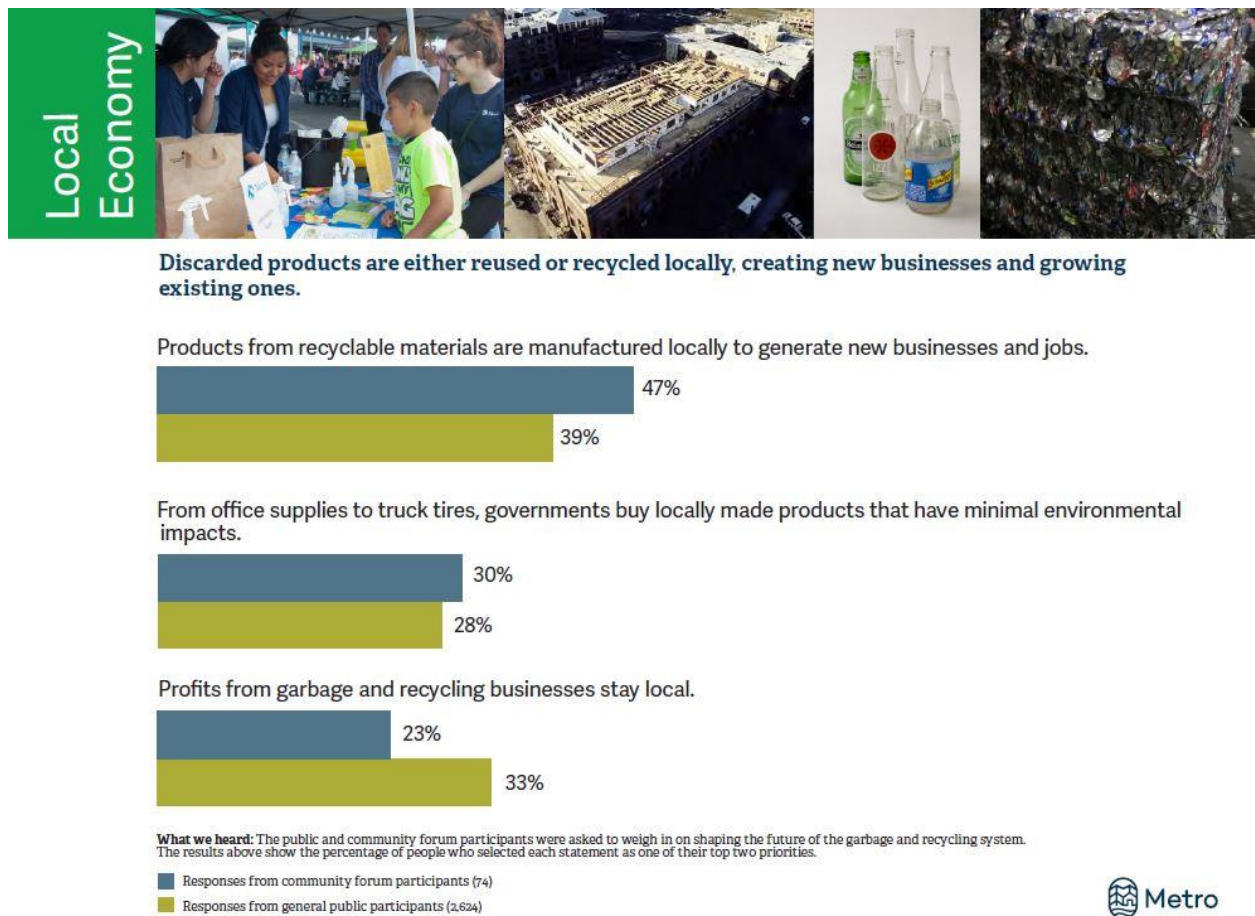
- The most toxic products are the cheapest; this decreases accessibility to less toxic options
- Targeted advertising about toxic products to low-income communities
- Educating children can lead to education at home
- Barriers to accessing proper disposal methods for toxics
- Labels do not include clear, understandable and consistent warnings or terms
- Promote innovation for healthier alternatives
- Provide curbside service for common household hazardous waste items such as batteries





Feedback from the small group discussion and written comments included:

- The system should be representative of the demographics of the Portland metro region
- Make education and outreach of jobs available and career paths to every community
- Identify career paths and promote them
- Provide up to date information on pay rates, benefits and working conditions
- Living wages for all workers in the garbage and recycling system
- Support for training and continuing education during work hours
- Allow for life or work experience to compete with education level
- Engage underrepresented communities during job recruitment at all levels
- Safety equipment needs to be current/up to date and provided to workers



Feedback from the small group discussion and written comments included:

- Clarity on what profits are generated from garbage and where they go
- Connection to workforce development and local hiring
- Incentives for companies to use recycled or recyclable materials
- Prioritize reuse over recycle
- Decrease infrastructure impact on communities of color or marginalized groups
- Promote innovation and prioritize small, local businesses
- Offset costs for increased price for local, recycled materials
- Equitable distribution of funds and promotion of business locally (emphasis on minority-owned, woman-owned and emerging small businesses)
- Provide education about local products to stimulate local economic growth
- Profits need to stay local



Feedback from the small group discussion and written comments included:

- Mitigate impacts from transportation of garbage and recycling
- Safety is most important at disposal sites
- Clear information in multiple languages about hazardous waste disposal
- Public education and outreach on social media and/or television
- Those presenting information should be representative of the community
- All sites should have updated and relevant technology and equipment
- Explore other disposal options besides landfill
- Multifamily access to disposal sites and upkeep of enclosures improved
- Ensure profits are reinvested in the community





Feedback from the small group discussion and written comments included:

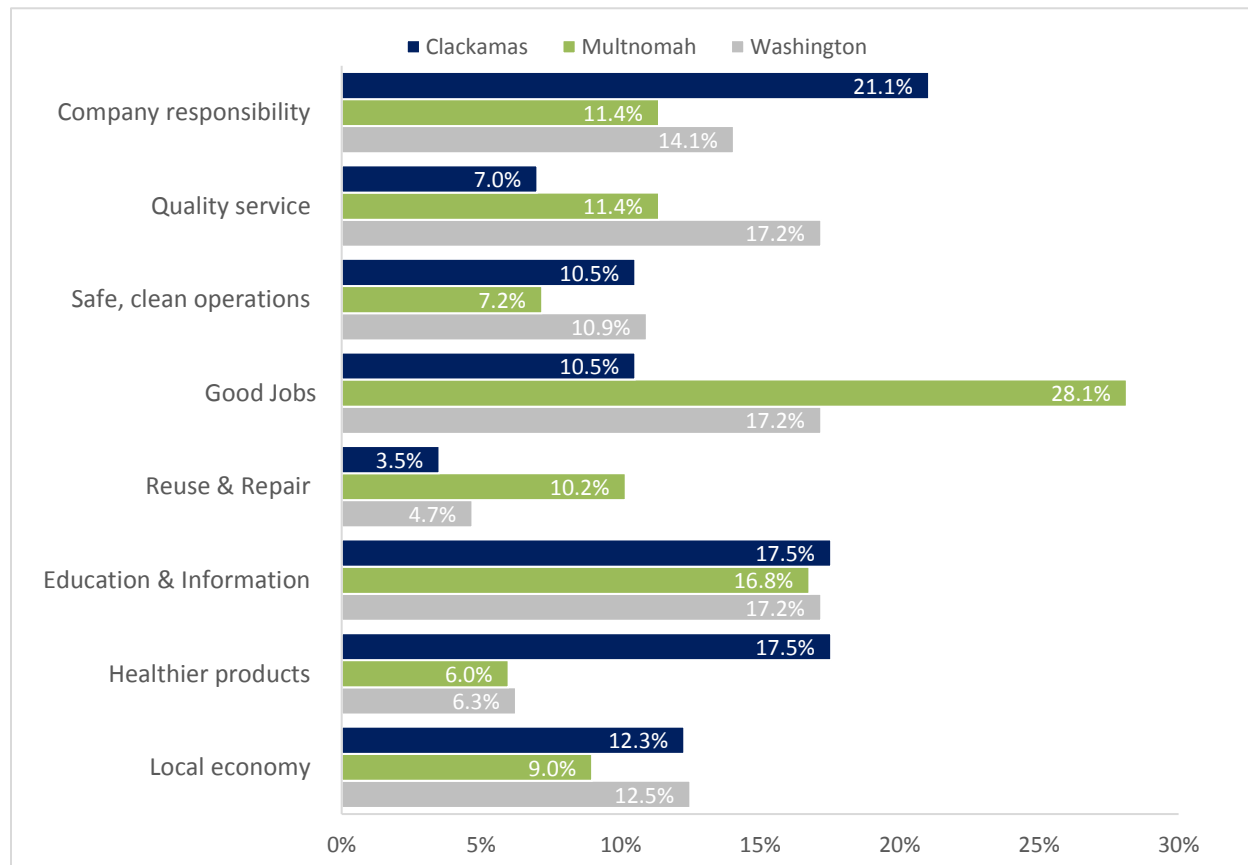
- Clear, understandable and accurate information on product labels
- Information provided on how to dispose of product and/or packaging
- Local, safe, good jobs in recycling system
- Accountability for broken/warranty items
- Labels should include environmental impact of product and/or packaging
- Work in this area needs to include waste produced as part of business operations, such as demolition
- Increased access to recycling centers
- Promote or incentivize durable materials and/or products
- Incentivize minimal packaging practices

## Shaping Our Shared Vision

Participants were also asked to vote on the priorities for future work in the system. For the voting exercise, 96 individuals were given 3 dots each to place on their top priorities. The majority of the participants were affiliated with the community-based organizations. Participants were told they could place all of their dots on one singular area or spread them out across as many areas as they wanted. The results from the three forums are summarized in the figure below by priority area.

### 2030 Regional Waste Plan Leadership Forums

#### Dot Exercise Results



Metro staff used the combined input gathered through the engagement activities described in Sections 2-4 above – including the forums, community discussions, online survey and planning workshop – to refine the draft vision statements and develop draft goals in nine priority areas. The draft vision and goals were then presented at a technical forum for further feedback, as described in the next section.



## SECTION 6: GOALS FORUM

### Overview

On December 7, 2017, Metro hosted a 2-hour technical forum at the Oregon Convention Center that convened more than 60 solid waste stakeholders, technical experts and others to gather feedback on the draft vision and goals developed through earlier public engagement.

The forum included small group discussions for each of nine priority areas in which participants addressed two questions:

1. What are your thoughts, comments and suggestions about the goals?
2. What are we missing?

The input obtained at the technical forum was later reviewed by the Equity Work Group and presented by Metro staff to the Metro Policy Advisory Committee and Solid Waste Alternatives Advisory Committee in January 2018. The Metro Council reviewed and endorsed the final version of the 2030 Regional Waste Plan vision and goals on January 30, 2018.

### Discussion Highlights

Goal Area	Feedback from small group discussions
Education and information	<ul style="list-style-type: none"><li>• Prioritize and shift conversation to upstream actions and life cycle</li><li>• Disposal information needs to be available before or at time of purchase</li><li>• Increase awareness and value of recycled materials</li><li>• Clarity around the “recycling symbol”</li><li>• Consistent messaging across the region</li><li>• Provide age-, culturally- and language-appropriate materials</li><li>• Increase available information/education regarding the system as a whole</li></ul>
Quality Service	<ul style="list-style-type: none"><li>• Systems need to be consistent across all services (including compost and food scraps)</li><li>• While maintaining/improving current system, keep an eye on innovation</li><li>• More options and access to bulky waste disposal</li><li>• Incentivize rates for desirable actions/outcomes</li><li>• Increased rate transparency</li><li>• Consistent messaging at all facilities and across all sectors region-wide</li></ul>
Reduce, reuse and repair	<ul style="list-style-type: none"><li>• Support creative partnerships for reuse/recycling at solid waste facilities</li><li>• Create stronger, clearer connections to reuse and repair communities</li><li>• Create partnerships so materials salvaged can get back to community organizations</li><li>• Focus on prevention of over-buying</li><li>• Increase accessibility for transport of large items for reuse and locations of reuse organizations</li><li>• Specifically call out food scraps and food waste to avoid landfilling</li><li>• Education and actions start at the school level</li></ul>

Healthier products	<ul style="list-style-type: none"> <li>• Too many alarm or warning words will result in public apathy to them</li> <li>• Use consistent products, packaging and materials</li> <li>• No “public health” focus</li> <li>• What is government’s role in this realm?</li> <li>• More accessibility of products that contribute to health of public, communities and the environment</li> </ul>
Good jobs	<ul style="list-style-type: none"> <li>• Is the focus only on local jobs?</li> <li>• Develop strong career pathways</li> <li>• Jobs should include living wages and broad quality of life benefits</li> <li>• Minimize amount and duration of temporary workers</li> <li>• Diversity of workforce should represent community</li> <li>• Create active engagement plans to reach marginalized or underrepresented communities</li> </ul>
Local economy	<ul style="list-style-type: none"> <li>• Life cycle of the product needs to be addressed</li> <li>• Governments should be the example in procurement and contracting with local organizations</li> <li>• Emphasis placed on packaging and plastics</li> <li>• Development of local markets</li> <li>• Allow for tours of public facilities to increase awareness</li> <li>• Address recycling or waste disposal deserts and accessibility to facilities</li> <li>• Provide grants for local innovation for non-profit and for-profit operations</li> </ul>
Safe, clean operations	<ul style="list-style-type: none"> <li>• Driver safety is key to call out (specifically at multi-family locations)</li> <li>• Investment not only for cleaner transfer stations but community as well</li> <li>• Work to change perception of facilities</li> </ul>
Company responsibility	<ul style="list-style-type: none"> <li>• Define “company” as to how it relates to the entire chain</li> <li>• Is the goal to increase company responsibility or support it?</li> <li>• What impact reach is actually feasible?</li> <li>• Required consistency in packaging and messaging</li> <li>• This will be difficult to hold company’s responsible to region-only changes</li> <li>• Creation of local markets</li> </ul>
Preparedness and resilience	<ul style="list-style-type: none"> <li>• Make sure to address market disruptions as well as environmental</li> <li>• External stakeholders need to be involved for allocation of resources and formal information pathway</li> <li>• How will storage at facilities be managed?</li> <li>• Increase system redundancies to mitigate disruptions</li> <li>• Expand forecasting and indicators at the local level</li> </ul>

## SECTION 7: TECHNICAL WORK GROUPS

### Overview

One of the last steps in developing the 2030 Regional Waste Plan was to identify a set of actions that would enable the region to meet the plan's goals and advance progress toward the plan's values, principles and vision for the future of the garbage and recycling system.

To kick-start this phase, Metro convened eight technical work groups to review the plan's vision and goals and recommend an initial set of actions. Work group members were drawn from a wide variety of groups involved in different aspects of the garbage and recycling system and working to address the life cycle impacts of materials and products, including:

- City and county governments in the Metro region
- Garbage and recycling operators and haulers
- Equity Work Group members
- Community-based organizations
- Oregon Department of Environmental Quality
- Non-profit groups and individuals focusing on environmental, human health, housing, workforce and economic development, hunger relief, emergency preparedness, reuse, repair and recycling issues



### Work Group Meetings

Each technical work group had three individual meetings between mid-March and early May 2018. The meetings had a set of desired outcomes and deliverables (shown below) and focused on two major tasks: (1) identifying actions to achieve the plan's vision and goals, and (2) recommending which actions should be implemented in the short-, medium- or long-term.

Throughout the meetings, each work group had two Metro staff members who facilitated and provided technical support. Metro staff also prepared summaries and short papers for each work group with background information on different aspects of the garbage and recycling system, including descriptions of existing programs, policies and infrastructure, as well as current opportunities and challenges facing the system. The work groups were also provided with summaries of the concerns and priorities identified by community groups and the general public through earlier engagement activities.

Meeting	Desired outcomes	Deliverables
<b>Meeting 1</b> Kickoff	Shared understanding of the 2030 Regional Waste Plan and the purpose of the technical work groups.	Team agreement
<b>Meeting 2</b> Action Planning	Draft initial set of actions, grounded in challenges facing the system.	Preliminary actions list
<b>Meeting 3</b> Action Planning	Refine actions and identify key issues for discussion at final technical work groups forum.	Refined actions report

## Actions Forum

The fourth and last meeting of the technical work groups was a joint forum for all members to come together and weigh in on the actions drafted during their previous meetings. The forum was held on May 15, 2018 at the Oregon Convention Center and gathered around 60 work group members.

The event was organized as a series of small group discussions with one table for each technical work group and an open house session at the end for all members to review and comment on the actions drafted by the other groups.

For the small group discussions, each table had 6-8 work group members, including two Metro staff members serving as facilitators and scribes to capture the table's comments. Each technical work group table was asked to compare the actions in its goal area with those in two other goal areas (see table below for assignments). Each table then suggested revisions to its work group's goals and actions to better reflect the plan's principles and any other changes or modifications deemed necessary. The groups were also asked to identify the top actions with the greatest potential for achieving the vision in their goal area.

The initial set of more than 200 actions developed by the technical work groups were reviewed and refined in later rounds of engagement with community groups, Metro and local government staff, the Equity Work Group, the Solid Waste Alternatives Advisory Committee, the Metro Policy Advisory Committee and the Metro Council.



Technical work group	Assigned areas to review
Quality service	<ul style="list-style-type: none"><li>• Education and information</li><li>• Garbage and recycling operations</li></ul>
Education and information	<ul style="list-style-type: none"><li>• Quality service</li><li>• Preparedness and resilience</li></ul>
Good jobs	<ul style="list-style-type: none"><li>• Garbage and recycling operations</li><li>• Economic prosperity</li></ul>
Preparedness and resilience	<ul style="list-style-type: none"><li>• Garbage and recycling operations</li><li>• Quality service</li></ul>
Garbage and recycling operations	<ul style="list-style-type: none"><li>• Good jobs</li><li>• Quality service</li></ul>
Reduce, reuse and repair	<ul style="list-style-type: none"><li>• Economic prosperity</li><li>• Healthy products</li></ul>
Healthy products	<ul style="list-style-type: none"><li>• Reduce, reuse and repair</li><li>• Education and information</li></ul>
Economic prosperity	<ul style="list-style-type: none"><li>• Good jobs</li><li>• Reduce, reuse and repair</li></ul>

## SECTION 8: COMMUNITY FORUM ON ACTIONS

### Overview

On May 12, 2018, Metro hosted a forum at the Oregon Zoo for members of the community groups who had participated in Regional Waste Plan engagement activities since June 2017. The forum was a four-hour event attended by more than 100 community members and family members.

At the event, community members came back together to review the draft actions developed by the technical work groups (see previous section). In small group conversations, community members were asked to prioritize the changes they most wanted to see in the system and to weigh in on whether the actions addressed the feedback they provided in earlier engagements about the regional garbage and recycling system.

The small group conversations were conducted simultaneously in Russian, Spanish and English, with Metro bilingual staff facilitating and taking notes. Each table focused on one of four areas of the plan: 1) quality service, 2) information & education, 3) jobs, training and business opportunities and 4) garbage and recycling operations.



### Discussion Highlights

The key themes that emerged from the small group conversations across all goal areas are summarized below, followed by more detailed highlights from each of the four areas and samples of informational boards used at each table.

#### Access

- Address cost of services and make bins bigger
- Provide more visible signage and other information in multiple places
- Easy-to-read labels on recycling containers and in multiple languages
- Provide for service such as bulky item removal and making these services available locally (as opposed to requiring people to drive a distance)

#### Equity

Throughout the group discussions, participants focused on the need for Metro to consider an equity lens across goal areas, including:



- Thinking about cost and unmet needs for low-income people, people of color and older adults in every aspect of the plan
- Empowering the communities themselves to help implement and encourage participation in the plan elements
- Providing opportunities for leadership and job training for youth and people with criminal records

## Engagement

Community members would like to:

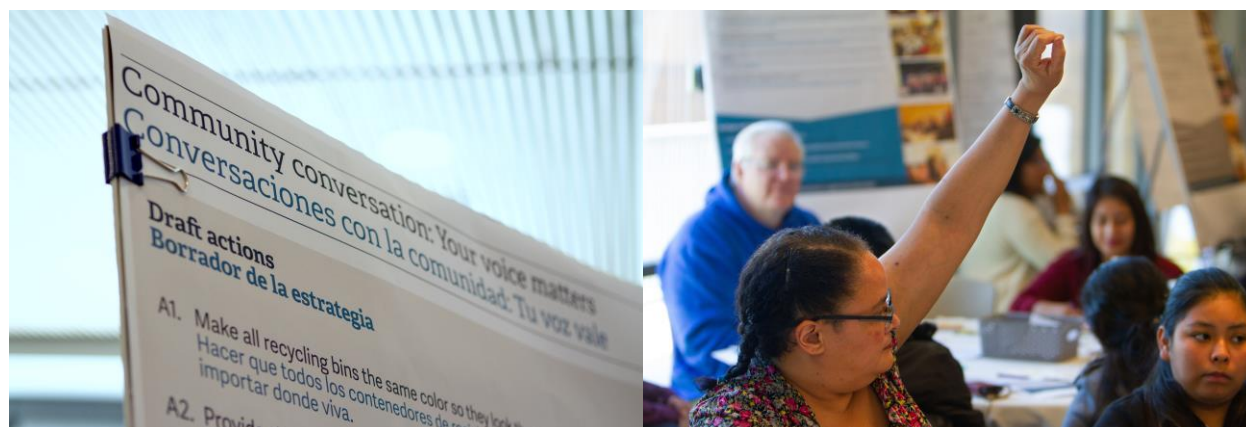
- Be involved in this process and continue to have a voice
- Co-create solutions that they then have buy-in to help implement
- Be leaders in their community to drive these goals

## Education

- Lack of knowledge on where and how and what's required is a key stumbling block to address
- Despite Metro's multiple efforts and education, many communities and individuals are still unaware of the rules and regulations surrounding solid waste and recycling
- There were recommendations to pull together businesses, local community groups, property managers and tenants to help increase understanding of the systems
- Communities also believe the education is best delivered by members of those communities, when possible

## Flexibility and Openness

- Provide opportunities for innovation and locally based solutions, as well as bringing in local businesses and non-profits that operate in the business of reuse and recycling, such as salvage and second-hand operations
- Better communication and coordination with these entities will help support the communities where the waste is generated.



## Quality service

The feedback from the tables discussing this goal area was strongly supportive of the actions calling for additional education and awareness-raising, including better recycling bin stickers.

The discussions also raised the issue of communities where services are infrequent or non-existent, such as disposal of large items, the need for transport support for the elderly and those without cars and for additional support from landlords/property managers.

Addressing the cost impacts for low-income communities was another key theme, while recognizing that these costs must be manageable across the entire system and should use local businesses where possible.

Feedback on individual actions:

Action	Feedback
<b>A1.</b> Make all recycling bins the same color so they look the same no matter where you live	<ul style="list-style-type: none"> <li>General support for Action A1 (though color-coordination of bins was not always a big deal for some)</li> <li>Make sure containers are big enough to handle the amount of recycling generated and put recycling containers in public places such as shopping malls to help minimize confusion and contamination</li> <li><b>Written comments:</b> keep existing colors or stick to one color</li> </ul>
<b>A2.</b> Provide simple stickers and signs for garbage and recycling bins using pictures in multiple languages	<ul style="list-style-type: none"> <li>Should have stickers with pictures for people who can't read and stickers should be replaced periodically because they become dirty and hard to read over time</li> <li><b>Written comments:</b> stickers should be visible enough and understandable; use multiple signs within buildings and factor in illiteracy and limited vision</li> </ul>
<b>A3.</b> Provide collection for larger items like mattresses and furniture as part of regular garbage service	<ul style="list-style-type: none"> <li>There is a lack of understanding at both residences and many donation sites about what can be recycled or how to dispose of larger items that are often left out in the street</li> <li>Concerns about language barriers, inability to leave items for longer periods prior to a pickup and resistance from property managers</li> <li>Other cities have curbside bulky waste pick up service; but some questions raised about cost and frequency of such service</li> <li><b>Written comments:</b> concerns about how to do this across the region, how to pay for it and how to standardize it with a fee structure that encourages alternative collectors like salvagers; competition could lower costs</li> </ul>

**Draft actions**  
Запланированные действия

**A1. Make all recycling bins the same color so they look the same no matter where you live.**  
Сделать все контейнеры для вторичной переработки одного цвета, чтобы они выглядели единообразно вне зависимости от места расположения

**A2. Provide simple stickers and signs for garbage and recycling bins using pictures and multiple languages.**  
Предоставить простые и наглядные наклейки и знаки на контейнеры для мусора и вторичной переработки, содержащие изображения и надписи на разных языках.

**A3. Provide collection for larger items like mattresses and furniture as part of regular garbage service.**  
Предоставить регулярные услуги по вывозу крупногабаритного мусора, такого как, например, матрасы или мебель.

**A4. Provide public garbage and recycling centers in areas that don't have services.**  
Основать общественные центры по сбору и переработке отходов в местах, где не предоставляются услуги по вывозу мусора.

**A5. Ensure private garbage facilities charge no more than public facilities.**  
Гарантировать единую стоимость услуг по вывозу мусора, как для общественных, так и для частных объектов.

**A6. Provide low-income assistance for garbage and recycling service.**  
Предоставлять поддержку малоимущим в оплате услуг вывоза мусора.

**A7. Work with communities to ensure everyone has access to information, assistance and a way to share concerns about garbage and recycling services.**  
Взаимодействовать с сообществами, чтобы увеличить уровень информированности, поддержки и участия населения в вопросах вывоза и переработки мусора.

**A8. Ensure fees that renters pay for garbage and recycling service match the cost of those services.**  
Гарантировать соответствие платы, взимаемой с арендаторов за вывоз и переработку мусора, фактической стоимости предоставляемых услуг.

**Quality Service**  
Качественные услуги

- Convenient, easy to use, meet the needs of all  
Удобство, простота использования, соответствие потребностям всех пользователей
- Stable rates, reasonable costs, good value  
Стабильность тарифов, разумные расценки, хорошее соотношение цены и качества
- Access and assistance for all, including elders, people with disabilities  
Доступ и помощь для всех, включая пожилых людей и инвалидов

Additional comments and ideas | Дополнительные комментарии и предложения:

Action	Feedback
<b>A4.</b> Provide public garbage and recycle centers in areas that don't have services	<ul style="list-style-type: none"> <li>Action A4 generated comments around creating options beyond aluminum can recycling and personal safety concerns when handling materials (from rusty items for example)</li> <li>There were suggestions of other materials that could be re-used or recycled into computer parts such as lead and gold</li> <li>One participant offered to help connect people with criminal records to recycling and garbage service jobs that would emerge from these new areas of service</li> <li><b>Written comments:</b> support creating new facilities both to reduce strain, encourage innovation and to handle growth in the region</li> </ul>
<b>A5.</b> Ensure private garbage facilities charge no more than public facilities	<ul style="list-style-type: none"> <li>Action A5 drew questions about why private garbage facilities exist if the cost is the same as public facilities and affirmative comments about this action being a good idea</li> <li><b>Written comments:</b> support this concept in principle but how to implement this without dramatic cost spikes and avoid unfairly impacting smaller or emerging operations; look at a credit system or small funding pool to allow haulers to subcontract or create low-cost solutions</li> </ul>
<b>A6.</b> Provide low-income assistance for garbage and recycling services	<ul style="list-style-type: none"> <li>Action A6 drew strong support, with suggestions about flexible systems that balance cost and service and calling for incentives for recycling, composting and scrap re-use as well as assistance, especially with those who do not have transportation, the elderly and youth</li> <li><b>Written comments:</b> asked for the details to be fleshed out but supports this concept as an organizing principle</li> </ul>
<b>A7.</b> Work with communities to ensure everyone has access to information, assistance and a way to share concerns about garbage and recycling service	<ul style="list-style-type: none"> <li>Metro should ensure access to information and low income assistance (action A6)</li> <li>Both A6 and A7 drew a cautionary note from one group, stressing that Metro needs to be careful about how it receives, keeps, uses information in providing services in these communities</li> <li><b>Written comments:</b> Metro should give local communities autonomy and resources to address these needs on their own</li> </ul>
<b>A8.</b> Ensure fees that renters pay for garbage and recycling services match the cost of those services	<ul style="list-style-type: none"> <li>Action A8 drew supportive comments from one table calling for renter fees to match services and for making garbage and recycling costs transparent in monthly rent</li> <li><b>Written comments:</b> define what services will be addressed and make sure costs are connected to the actual service and benefits provided while taking care not to force region-wide strains on the overall system</li> </ul>



## Education and information

The comments from the four groups that discussed this goal area strongly supported the actions that engage and provide opportunities for youth (particularly the internship concept), empower local community leaders and organizations to lead the outreach and engagement for their communities in their multi-lingual context.

The groups called for more follow up and shared accountability after the actions are implemented, clear identification for Metro people and programs to help community members recognize them and get to know them and clearer understanding of how the financial system (fees, fines, etc.) get collected and where the money goes.

The groups also suggested providing more support for people without cars to help them take garbage (such as large items) to the transfer stations. One group suggested using asset-based community development when educating the community so they can be leaders of their own communities.

Feedback on individual actions:

**Draft actions**  
Borrador de la estrategia

A1. Work with community organizations and schools to develop multilingual, age-appropriate and culturally specific information tailored to community needs.  
Trabajar con organizaciones comunitarias y escuelas para desarrollar información multilingüe, adecuada a la edad y específica para la cultura, diseñada para las necesidades de la comunidad.

A2. Work with community organizations and business groups to provide multilingual workshops on waste prevention, toxics reduction, reuse, repair and recycling.  
Trabajar con organizaciones comunitarias y grupos de negocios para ofrecer talleres multilingües sobre la prevención de desperdicio, reducción de tóxicos, reutilización, reparación y reciclaje.

A3. Expand in-person outreach that promotes waste prevention and recycling, particularly to communities of color.  
Ampliar el contacto personal en la comunidad, que promueva el reciclaje y la prevención de desperdicio, especialmente en las comunidades de color.

A4. Develop both a junior and multilingual Master Recycler program where people learn about sustainable consumption, toxics, recycling and composting.  
Desarrollar programas multilingües de reciclaje tanto junior como master, en que las personas aprendan sobre el consumo sostenible, los tóxicos, el reciclaje y el compost.

A5. Require landlords to participate in recycling trainings that provide renters with information at least once a year about where and how they can recycle on the property.  
Obligar a los arrendadores que participen en cursos de reciclaje que proporcionen a los inquilinos información, al menos una vez al año, sobre dónde y cómo pueden reciclar en la propiedad.

A6. Create paid internships that provide opportunities for youth and adults to learn about, and engage in, decisions about garbage and recycling.  
Crear pasantías que ofrecen oportunidades a los jóvenes y adultos, de aprender e implicarse en las decisiones sobre la basura y el reciclaje.

A7. Create a diverse board of high school students who can help track the actions within the Regional Waste Plan.  
Crear paneles de estudiantes de secundaria que puedan ayudar a hacer seguimiento de las acciones dentro del plan regional de desechos.

**Education and information**  
Educación e información

- Information is easy to understand for all ages and cultures  
Fácil de entender para todas las edades y culturas
- Information includes more "how-to" demonstrations and answers to "why?"  
Más demostraciones de "cómo hacerlo", respuestas a "¿por qué?" e incentivos para reciclar
- Expand outreach to communities of color, non-English speakers and children.  
Ampliación del alcance a comunidades de color, personas que no hablan inglés y niños

Additional comments and ideas | Comentarios y sugerencias adicionales

Action	Feedback
<b>A1. Work with community organizations and schools to develop multilingual, age-appropriate and culturally specific information tailored to community needs</b>	<ul style="list-style-type: none"> <li>Many in some communities don't know about Metro or its programs</li> <li>Engage culturally specific, age-appropriate audiences at schools, churches, outreach in parks, using both printed advertising (such as community-generated, visual ads and posters) and social media</li> <li>Train young people to lead the outreach and engage children in elementary school to take information home to their families</li> <li>Outreach to the elderly is also important; make use of Russian radio with interviews for Russian-speaking communities</li> <li>Work closely in partnership with local community groups and leaders to distribute and provide education to their communities</li> </ul>
<b>A2. Work with community organizations and business groups to provide multilingual workshops on waste prevention, toxics reduction, reuse, repair and recycling</b>	<ul style="list-style-type: none"> <li>For businesses, use workshops and partnerships with community organizations and local businesses; many businesses don't know where to take toxic or more dangerous materials (such as old medicines and syringes)</li> <li>Use Metro's assets such as Oxbow Park to host events and to create community festivals to help educate these audiences</li> <li>Create a system for landlords to be more responsible though incentives or penalties.</li> <li>Hold educational workshops for businesses and collection events in neighborhoods, or hold an art contest to help showcase how to properly recycle these items and working with large events such as the Rose Festival to educate the public</li> </ul>

Action	Feedback
<b>A3.</b> Expand in-person outreach that promotes waste prevention and recycling, particularly to communities of color	<ul style="list-style-type: none"> <li>• Engage community organizations focused on people of color or a trusted member of the community to provide in-person outreach as well as childcare providers, churches, park and recreation programs and other trusted organizations</li> <li>• Another entity that could be engaged to share waste reduction information could be Tri-Met drivers</li> <li>• One group cautioned that door-to-door outreach may make some people feel unsafe</li> <li>• Education to children at schools in fun games will help make recycling and waste reduction more normalized</li> </ul>
<b>A5.</b> Require landlords to participate in recycling trainings that provide renters with information at least once a year about where and how they can recycle on the property	<ul style="list-style-type: none"> <li>• There is a need to create a culture of reuse (not just recycling)</li> <li>• Reach out to property managers of multi-family communities to provide containers and information to help them get information to tenants about how to properly dispose of different types of garbage</li> <li>• Recycling and waste disposal systems are often inadequate at multi-family properties and there is need for additional bins or other collection services</li> <li>• Support for holding landlords accountable and creating fines and incentives for them to help make sure they follow the requirements</li> <li>• Set up focus groups or community conversations between renters and landlords or existing tenant meetings to help get information out to everyone</li> <li>• Requiring landlords to attend trainings may not be realistic, with some elderly landlords and others not able (or unwilling) to attend</li> </ul>
<b>A6.</b> Create paid internships that provide opportunities for youth and adults to learn about and engage in decisions about garbage and recycling	<ul style="list-style-type: none"> <li>• Paid internships would be a great opportunity for reaching out to youth, for high school students to enhance their resumes and help them earn money</li> <li>• Metro should work to communicate about these types of programs through organizations in the communities and to encourage the interns to pursue jobs or college opportunities based on their experiences</li> <li>• Connect school credit to the internships and/or incorporate the internships into existing college and vocational training programs</li> </ul>
<b>A7.</b> Create a diverse board of high school students who can help track the actions within the Regional Waste Plan	<ul style="list-style-type: none"> <li>• Involve community leaders in forming this effort and establish a sustainable “perpetuating” system rather than starting over and over</li> <li>• One group noted that A7 could be related to Action A4 (junior, multi-lingual Master Recycler programs) as mutually supportive training opportunities for high school students and strongly supported the idea with a “Hell Yeah”</li> </ul>

## Jobs, training and business opportunities

The overall themes from the two groups discussing this goal area focused on clarity and accountability. Community members, for example, said they want to know more about how these actions would be developed and implemented and who would be involved in the design and roll-out.

There was broad support for the concepts but with a consistent theme of needing clarification on key terms such as “living wage”, “good benefits” and “remove barriers.”

The table discussions also had a strong focus on considering programs that support communities of color, and determining what is needed to understand their situations when setting up the programs to make them accessible (for example with commercial insurance requirements for minority owned businesses).

### Draft actions

#### Borrador de la estrategia

- A1. Create an advisory group that includes garbage and recycling workers to guide Metro's efforts.  
Crear un grupo de consejeros que incluya trabajadores de la basura y el reciclaje para guiar los esfuerzos de la ciudad en esta área.
- A2. Work with community organizations to improve workforce diversity and career pathways.  
Trabajar con organizaciones comunitarias para mejorar la diversidad de la fuerza laboral y las opciones en el trabajo en basura y reciclaje.
- A3. Provide training for garbage and recycling jobs for people of color, women, youth and temporary workers, and connect trainees with employers.  
Ofrecer capacitación para trabajos de basura y reciclaje para personas de color, mujeres, jóvenes y trabajadores temporales, y conectarlos con los empleadores.
- A4. Offer low-income job seekers the first opportunity to apply for garbage and recycling jobs.  
Ofrecer a las personas de bajos recursos que buscan trabajo, la primera oportunidad de solicitar trabajos en la basura y el reciclaje.
- A5. Identify “living wage” and “good benefits” standards for our region and look for options to apply these standards to garbage and recycling jobs.  
Identificar los estándares de “salario que permita vivir” y “buenos beneficios” para nuestra región y buscar opciones para aplicar estos estándares a los trabajos de basura y el reciclaje.
- A6. Limit the use of temporary and contract workers in garbage and recycling and offer opportunities for temporary workers to become regular employees.  
Limitar el uso de empleo temporal y contratar trabajadores para basura y reciclaje, y ofrecer oportunidades a los trabajadores temporales para que se conviertan en trabajadores fijos.
- A7. Study barriers that have a negative impact on women and people of color, and identify ways to remove barriers such as lack of childcare, lack of flexible schedules.  
Estudiar las condiciones y las barreras que tengan impacto negativo en las mujeres y en las personas de color, en el sector de basura y reciclaje, e identificar maneras de eliminar las barreras, como falta de guarderías o falta de horarios flexibles.
- A8. Remove barriers to employment for job applicants with a criminal record.  
Eliminar barreras para el empleo para solicitantes de trabajo con historial delictivo.
- A9. Improve opportunities for minority-owned businesses to contract with Metro and local governments.  
Mejorar las oportunidades para los negocios de propietarios de minorías, y que puedan contratar con la ciudad y los gobiernos locales dentro del sector de basura y reciclaje.

### Jobs, Training and business opportunities

#### Empleos, capacitación y oportunidades de negocio

- Create pathways to higher paying jobs for people of color  
Crear rutas de capacitación para que las personas de color obtengan empleos mejor pagados
- Stable rates, reasonable costs, good value  
Asegurar que los trabajos paguen salarios dignos y que ofrezcan buenas prestaciones
- Access and assistance for all, including elders, people with disabilities  
Que todos los niveles de la fuerza laboral reflejen la diversidad racial de las comunidades que reciben servicios

#### Additional comments and ideas | Comentarios y sugerencias adicionales

Feedback on individual actions:

Action	Feedback
<b>A1.</b> Create an advisory group that includes garbage and recycling workers to guide Metro's efforts	<ul style="list-style-type: none"> <li>• There were questions about how this advisory group would work (who, what and when) and to have such a group reflect the community and its goals</li> <li>• Might need an advisory group (perhaps a separate one) to address the use of temporary workers (A6)</li> <li>• Partner with outside diversity groups to help increase the diversity of such a group</li> <li>• Use “fresh eyes” to help create changes or push for change in practices and/or upper management</li> </ul>
<b>A2.</b> Work with community organizations to improve workforce diversity and career pathways	<ul style="list-style-type: none"> <li>• One comment surfaced asking for a clearer articulation of how this will be done and which organizations would be involved</li> </ul>
<b>A3.</b> Provide training for garbage and recycling jobs for people of color women, youth and temporary workers, and connect trainees with employers	<ul style="list-style-type: none"> <li>• There was positive response to A3, but requests for additional information about the training, including what kind, whether there would be opportunities for advancement, would the people taking the training be paid or on the job training, what opportunities for training would be available for youth</li> <li>• A quicker follow up for this program than 6 months would be appreciated</li> </ul>

Action	Feedback
<b>A4.</b> Offer low-income job seekers the first opportunity to apply for garbage and recycling jobs	<ul style="list-style-type: none"> <li>• Participants asked how this action would be implemented and urged the program to go into the community where job-seekers are</li> <li>• If training opportunities were provided, there wouldn't be a need for creating jobs for low-income job seekers (poor wording on A4)</li> <li>• What is "low-income"? Be more intentional about opportunities for people of color</li> </ul>
<b>A5.</b> Identify "living wage" and "good benefits" standards	<ul style="list-style-type: none"> <li>• How does Metro define "living wage", how is pay determined and why has Metro not identified it yet</li> <li>• Other questions need to be answered first, such as how living wages will be indexed over time to address cost of living increases and what barriers are in place to get jobs in the first place</li> <li>• One suggestion was to tie this into the 2019 Affordable Housing Bond that Metro is currently considering</li> </ul>
<b>A7.</b> Study barriers that have a negative impact on women and people of color, and identify ways to remove barriers such as lack of childcare, lack of flexible schedules	<ul style="list-style-type: none"> <li>• Comments urged care in how the study was conducted, to talk to the community about it</li> <li>• There was a call for more opportunities for those who don't speak English as their first language</li> <li>• Be explicit about how to "remove barriers" and consider "work-share" solutions which allow someone to work part of a shift</li> </ul>
<b>A8.</b> Remove barriers to employment for job applicants with criminal records	<ul style="list-style-type: none"> <li>• What does "remove barriers" mean? Feels too vague</li> <li>• Second chances should be given to people with criminal records, to make them feel more welcomed and that they could give back to their communities through their work</li> <li>• Make a clear connection to people who are homeless</li> <li>• There was also a question about resources to help complete job applications, build resumes, and get translation services, adding a call to incorporate those supports into this action</li> <li>• Look at existing programs</li> <li>• Many people of color are in the prison system and don't have opportunities when released; skills training in prisons doesn't help if they can't be employed due to their records</li> <li>• A question was raised around whether the type of conviction (what they did or were accused of) would determine if they could be hired</li> </ul>
<b>A9.</b> Improve opportunities for minority-owned businesses to contract with Metro and local governments.	<ul style="list-style-type: none"> <li>• This program still requires small businesses to have insurance like large companies and there needs to be an accommodation for small businesses in terms of services/rates to take this into account.</li> </ul>



## Garbage and recycling operations

Overall themes from the garbage and recycling operations group focused on practical solutions to community disposal issues and calls for additional services to meet the needs of low-income neighborhoods and communities of color such as larger containers and more containers along roads.

The group also expressed a desire for more communication about grant programs, and suggested leveraging the organizations and public systems within their communities (churches, schools, public parks, etc.). They also suggested having more youth and more multilingual staff to increase Metro's success in engaging communities of color.

### Draft actions Borrador de la estrategia

- A1. Strengthen employee and customer safety standards in collaboration with community organizations and regulatory agencies.  
Fortalecer las normas de seguridad de empleados y clientes en colaboración con organizaciones comunitarias y agencias reguladoras.
- A2. Reduce health, safety and environmental impacts of the garbage and recycling system, with a focus on low-income communities and communities of color.  
Reducir el impacto en la salud, la seguridad y el medio ambiente del sistema de basura y reciclaje, centrándose en comunidades de bajos recursos y comunidades de color.
- A3. Strengthen safety, environmental and health standards for garbage and recycling trucks.  
Fortalecer las normas de seguridad, medio ambiente y salud para los camiones de basura y reciclaje.
- A4. Increase grant investments in communities most impacted by garbage and recycling facilities.  
Aumentar las inversiones en subvenciones para las comunidades más afectadas por las instalaciones de basura y reciclaje.
- A5. Reduce facility fees and garbage rates for low-income residents in neighborhoods most impacted by garbage and recycling facilities.  
Reducir las tarifas de las instalaciones y de la basura para residentes de bajos recursos en los vecindarios más impactados por las instalaciones de basura y reciclaje.
- A6. Consider impacts to nearby communities when approving sites for new garbage and recycling facilities.  
Considerar el impacto en las comunidades cercanas cuando se aprueben nuevas instalaciones para basura y reciclaje.
- A7. Ban plastic shopping bags at grocery and retail stores to reduce the problems they cause in the recycling process, including a risk to workers.  
Prohibir las bolsas de plástico para compra en las tiendas, para reducir los problemas que producen en el proceso de reciclaje incluyendo el peligro para los trabajadores.

### Garbage and recycling operations Operaciones de basura y reciclaje

- Facilities are safe for workers and the public.  
Las instalaciones son seguras para los trabajadores y el público
- Trucks, facilities and equipment have minimal health and environmental impacts.  
Las operaciones y el equipo reducen el impacto a la salud y el medio ambiente
- Some disposal fees are reinvested into communities impacted by facilities.  
Reinvertir parte de las tarifas de desecho en las comunidades afectadas por las instalaciones

Additional comments and ideas | Comentarios y sugerencias adicionales



Feedback on individual actions:

Action	Feedback
<b>A1.</b> Strengthen employee and customer safety standards in collaboration with community organizations and regulatory agencies	<ul style="list-style-type: none"> <li>• Could charge a small fee for recycling toxic waste from households (5 to 15 cents), and provide education about how/where to recycle cooking oil and automobile oils after use/burned (so, it won't be dumped in the kitchen sink or throw it in the trash) and have a container exchange system for oil recycling</li> <li>• Could have better separation of foods in packing companies or food processors to avoid contamination</li> <li>• Provide education about odor control in the waste or recycling fields to be able to control the strong smells in the air.</li> </ul>
<b>A2.</b> Reduce health, safety and environmental impacts of the garbage and recycling system, with a focus on low-income communities and communities of color	<ul style="list-style-type: none"> <li>• Metro representatives should meet with housing complex supervisors to provide education to their residents about the importance of recycling. And that Metro promote/advertise when and where large dumpsters are distributed among neighborhoods to throw or discard old furniture. Provide more large dumpsters among the community for those who cannot take them to the recycling places because they may not drive. Finally, a participant recommended increasing trash cans on public roads and another suggested Metro could benefit if they have more bilingual staff.</li> </ul>

Action	Feedback
<b>A4.</b> Increase grant investments in communities most impacted by garbage and recycling facilities	<ul style="list-style-type: none"> <li>• Let community members know about grants Metro can provide to carry out new projects that arise among the community to improve neighborhoods</li> <li>• Metro staff could make themselves known among the communities by participating together; Metro will find that community members are less intimidated and more involved</li> </ul>
<b>A7.</b> Ban plastic shopping bags at grocery and retail stores to reduce the problem they cause in the recycling process, including a risk to workers	<ul style="list-style-type: none"> <li>• Increase the use of reusable bags in grocery stores, shops, and small businesses</li> <li>• Make the cost of reusable bags accessible (cheap) for all communities</li> </ul>



## Appendix A: Community Organization Reports

# 2030 Regional Waste Plan

*Engagement Summary, Phases 1-4*

**November 2018**



If you picnic at Blue Lake or take your kids to the Oregon Zoo, enjoy symphonies at the Schnitz or auto shows at the convention center, put out your trash or drive your car – we’ve already crossed paths.

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## INTRODUCTION

In the initial phases of the 2030 Regional Waste Plan project, Metro conducted a review of past public opinion research on values, attitudes and motivations related to garbage, recycling, waste prevention and toxics. The review identified gaps in audiences from which additional input was needed, including communities of color, low-income populations, immigrant and refugee communities, limited English proficiency populations, youth and communities historically impacted by the placement of solid waste facilities.



In an effort to address these gaps, Metro contracted with eight community based organizations in Clackamas, Multnomah and Washington counties to recruit individuals from their communities and to co-organize and facilitate discussions with community members about the garbage and recycling system. The organizations and discussions they facilitated are listed below.

Organization	2017 Discussion Dates
Center for Diversity and the Environment's Environmental Professionals of Color	September 9
Centro Cultural de Washington County	July 20 & August 5
Constructing Hope	July 6 & July 15
Immigrant and Refugee Community Organization	September 19
Momentum Alliance	June 24 & July 8
North by Northeast Community Health Center	June 21 & July 8
The Rosewood Initiative	June 30 & July 15
Trash for Peace	June 22 & July 8

The community discussions took place between June and September 2017 and included two facilitated conversations for most groups. The first discussion focused on building awareness and understanding of the garbage and recycling system and gathering input on the values for the 2030 Regional Waste Plan. The second discussion took place after a three-hour tour of a garbage and recycling facility and the purpose was to gather input on community members' concerns and vision for the future of the system. Overall, more than 90 community members from around the greater Portland area participated in these discussions.

Each of the organizations that hosted and facilitated discussions during the summer of 2017 produced a report summarizing the questions, concerns and recommendations made by community members about the regional garbage and recycling system. The full reports are included in this appendix.



**Report for CDE'S ENVIRONMENTAL PROFESSIONALS OF  
COLOR/ Waste Management Engagement Session: Facility  
Tour and Post- Tour Discussion**

**Date of Discussion:** Saturday September 9<sup>th</sup>, 2017 (9am-2pm)

**Location of Discussion: Metro Regional Center: Fanno Creek**



## **Overview**

On Saturday, September 9<sup>th</sup>, 2017 eight members of Center for Diversity & the Environment's (CDE) Environmental Professionals of Color network gathered at Metro Regional Center (MRC) Fanno Creek room to participate in a tour and discussion of Metro's Garbage and Recycling system. Members of



CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR were recruited through a combination of recommendations from CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members involved in Waste Management Plan process (WMP) and intentional selection of CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members looking to get more involved.

Demographics of participants:

Demographics of EPOC participants					
Zip code	Age	Gender	Racial/Ethnic Identity	Disability	Veteran
97202	27	M	Black	No	No
97266	25	F	Black	No	No
97214	30	M	Mixed	No	No
97214	38	F	Black	No	No
97202	30	F	Hispanic	No	No
97236	24	F	Mixed: Indian/White	No	No
97266	40	F	Black	No	No
97217	19	M	Latinx	No	No

## Meeting at Metro Regional Center and Tour



Gathering inside MRC, CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR opened with a circle to begin our session with a check-in question so the group could have some time to connect, and to review our group agreements for the day, grounding in providing a space for open dialogue about Metro's regional

Waste Plan and its garbage and recycling facilities and how it links to their racial equity plan.

Greeted by three Metro Karen Blauer, Loni Black and a Suzanne Donaldson, our group had a brief and broad overview of Metro's Garbage and Recycling system from Matt Tracy, and discussed what their level of experience and awareness was with garbage and recycling. This question allowed us to determine what our group already knew, and the learn more about their varying degrees of knowledge about Metro's garbage and recycling system, which ranged from "I used to work with facilities on the east coast" to "I don't have any experience".





From there we loaded one van and traveled from Metro Regional Center to tour Metro's central transfer station and hazardous waste facility in NW Portland, spending ~1.5 hr. at the site.

Some of the questions asked by our CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members during the tour:

- *184 Closed? Goes up into the gorge?*
- *What happens to the machines when decommissioned?*
- *How many operators? (Compacter)*
- *Can cars fit in compactor?*
- *Do staff wear respirators? W/ all the env./dust etc.?*
- *Are there fumes or fine particulates?*
- *What if there is a fire in compactor? Do they put it wet?*
- *Where do we dispose of lithium batteries?*
- *If there was a fire, does that runoff go in the WW/TP? (Waste Water Treatment Plant)*
- *Does the water Bubblers in PDX go through this system?*
- *You said the material (WW/TP) turns into sludge? Anyway, to have it filtered?*
- *Will be curious to see negotiations on superfund- interested to know what is on the...from metro perspective?*
- *Can locals come take & recycle/reuse wood?*
- *Recycled press board?*
- *What is Glean?*
- *Do you go to school in a field related to hazardous materials?*
- *Metro Paint program? Related? Recycled?*
- *What kind of paint? New, uses, dry?*
- *What happens in hot weather here? Are things volatile/unstable*

Some of the questions asked by our CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members during the tour (cont'd):

- *What about employees?*
- *How many people are employed here?*
- *Smoke in above garbage piles?*
- *What about wildlife in food waste/compost area?*
- *Do you recycle Styrofoam*
- *Do you do field trips w/ HS/ College aged students?*
- *How is this area zoned?*
- *How do residential areas feel re sound/noise?*
- *What more can people do to help metro sort?*
- *What happens if someone takes out or puts stuff into my garbage?*
- *What will we do to clean up brown fields and superfund sites?*
- *How much would it cost if we had the whole cost upfront? (Health, Time, etc)*

### **Post- Tour Discussion**

As our CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR group gathered for lunch it was clear that they all agreed that the tour was an incredibly informative experience. As we began our hour-long discussion session, we learned



that **four CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members had visited the site prior** but only for dropping off materials. One member had visited the

transfer station regularly as their parent worked as a contract worker cleaning the administrative building. No one had toured this facility before and **four people had expressed that this was the first time** being at the site.

### **Three themes emerged during our conversation about our facility tour**

#### **1) Surprise and frustration at Lack of knowledge around Garbage and**

##### **Recycling system and where to get specific information:**

Many community members expressed deep frustration at the lack of information and lack of clarity about the system as a whole and the various programs to connected to Metro's garbage and recycling. Some members also expressed guilt and shame in not knowing key information about sorting, programs and the overall garbage and recycling system before attending the tour.

Specific areas of clarification and or general knowledge included:

- Unclear communication about how to separate garbage, or waste materials, both from your home and the drop off site
- Understanding of how to get the information needed to improve sorting at home
- More information about the Glean Program/ artists repurposing
  - i. Who are these artists?
  - ii. How are they chosen?
  - iii. Could that be opened up to people who are dumping, item swap, etc?

## 2) Lack of Equity, Diversity and Inclusion efforts at Facility:

Members expressed concerned at the lack of representation of People of Color (POC) and Women employed at the facility.



- "Didn't see any employees of color or women, seems like there might be a lot of thoughtfulness in areas of recycling hazards, but not as much in others."
- Questions about recruitment, temp vs. permanent were expressed:
  - i. "How do you do your recruitment?"
  - ii. "How is recruitment conducted?"
  - iii. "Could there be good paying job for someone wanting to enter into this field"
  - iv. How many temps vs. permanent employees do you have"
- To better understand outreach to communities of color, it is important to have these communities reflected in staff
- How can systems support lifestyles of POC If they don't know about people's day to day lives?
- Where are opportunities to create/support communications with POC?
- How could Metro reallocate their money or resources better recruit People of color and women?

### **3) Education and Outreach about our system:**

CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members expressed many questions about Outreach and education programs connected to bridging the opportunity and educational gap between different communities in employment, sorting and general garbage and recycling.

- *Inequity in garbage and recycling collector education. Seems to be stricter expectations closer to city center, vs moving further out.*
- *Is there School Outreach?*
- *How can all communities support a more efficient system within the management facility?*

Among the three major themes listed above, CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members also expressed interests and/or concern in these other areas:

- *What is Metro doing about the local Superfund site clean-up near the Transfer station site*
- *Amount of cost involved in the entire system*
- *Intention around on-site water treatment that is innovative*
- *What about supports for workers – health hazards?*

Many questions came up during the tour and throughout the discussion session as CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members continued to process what they had learned during this day. In addition to the above questions specific to each theme, the following questions came up throughout the day.



**Questions from CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members during the post discussion session:**

- *Who are the people who own the companies that Metro contracts out with and who is responsible to know about that?*
- *How much garbage and recycling is coming from residential homes?*
- *How much is coming from larger groups (businesses, parks, companies, etc)?*
- *How much is coming from residential places with opportunities to sort, and how much is coming from companies who do not sort their waste?*
- *Why aren't apartment complexes required to have green bins?*
- *What is the criteria for artists selection for Glean?*
- *Waste works out to be about a dollar per pound? /Does that include hazardous materials? What does the future of that look like, especially outside market demands?*

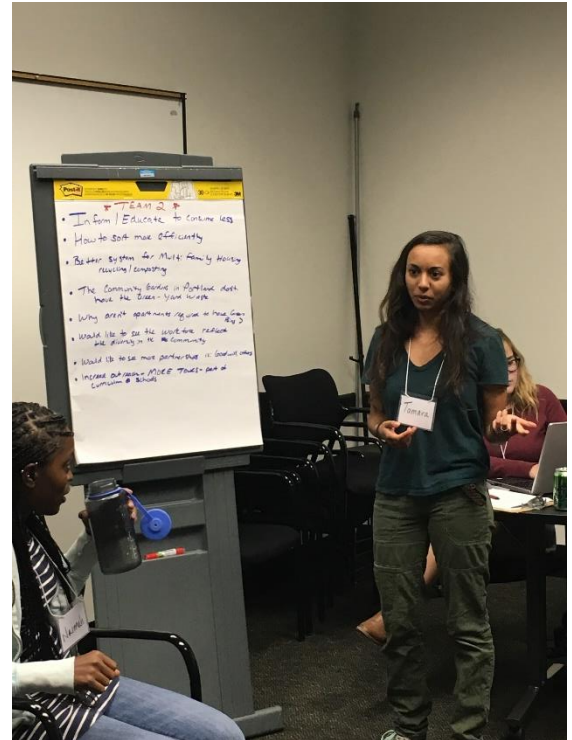


Questions from CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members during the post discussion session (cont'd):

- *What things NEED to be done specific to garbage and recycling?*
- *What programs can be done to reduce that cost – open it up to more artists?*
- *How do they decide to keep what they keep? Expand what they expand?*
- *What will the waste system look like with the 2030 deadline?*
- *How does information get out to the public?*

## Thinking Forward and the future vision/ innovation 2030 plan

Throughout this process, CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members continued to think through ideas on how and what to change moving forward. At the second half of our post-tour discussion, CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members breakout sessions provided the group with an opportunity to discuss those specific changes in the garbage and recycling system.



These changes included:

- Build up partnerships between other places like goodwill or habitat for humanity to increase further reuse opportunities
- Extend composting program to communities living in apartments/multi-family housing
- Understand local economy and its opportunities which may be impacted by needs, opportunities instead from international demands
- Create culturally appropriate outreach and education materials to public about garbage, recycling and consumption habits
- Increase POC and women working in industry and at Metro

Changes continued:

- Increase neighborhood waste disposal choices (more sites)
- Increase the number of franchise situations (POC companies)
- Invest in innovation around reducing consumption and recycling
- Model other recycling programs after Metro Paint program
- Reallocate resources to reach equity, diversity and inclusion goals
- Think about how restaurants can help in outreach
- Increase the amount of artist/general public to help with reusable materials/  
open house for other people not in Glean program
- Think beyond the 2030 vision
- Serve more peoples' needs by educating smaller groups or communities.
- Reduce number of trucks going to the Gorge, partnership with closer locations

**CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR participants wanted Metro to know the following:**

- Communication is not reaching everyone
- Direct connection between lack of diversity in Metro and the lack of knowledge in recycling may be correlated
- We are not a monolithic group
- There are people out there that may need incentives to recycle, think about how you can incentivize recycling
- Diversify waste collection for different neighborhoods

CDE'S ENVIRONMENTAL PROFESSIONALS OF COLOR members expressed appreciation and gratitude for the space and the opportunity to participate in this process and are encouraged that Metro is providing us the access to impact change where we can. We look forward to working with you again.



# Metro Regional Waste Plan Focus Group Report

Centro Cultural de Washington County  
July 20, 2017

Facilitated by Juan Carlos Gonzalez  
([jgonzalez@centrocultural.org](mailto:jgonzalez@centrocultural.org))



Metro



CENTRO CULTURAL  
*de Washington County*

## I. Participants & Recruitment Methodology

Participants of the focus group are participants in current Centro programs. Participants opted in following general announcements – where invitations were made with an explanation on the topic as well as general structure of the process - to the programs they are involved in regularly at Centro. In this respect, participants self-selected to participate. The data on the demographic table below is all self reported. An overview of the data demonstrates that all participants are from Hillsboro, Cornelius or Forest Grove.

Zip Code	Ethnicity	Age	Gender	Are you disabled?	Are you a veteran?
97113	Latino	24	M	No	No
97123	Latino	46	F	No	No
97123	Latino	56	M	No	No
97116	Latino	22	M	No	No
97113	Latino	25	M	No	No
97113	Latino	29	F	No	No
97113	Latino	23	F	No	No
97116	Latino	21	F	No	No
97113	Latino	60	F	No	No
97113	Latino	49	F	No	No

Present at the focus group was also Lonnie Black from Metro, Suzanne Donaldson Washington from Donaldson Enterprises and Janet Silva (note taker) and Juan Carlos Gonzalez (facilitator) from Centro Cultural.

### About Centro Cultural de Washington County

Established in 1972, Centro Cultural is the oldest culturally specific Hispanic organization in Oregon serving large numbers of Latino residents. Centro fills an important role in our community as an all-purpose hub where people can access services, attend classes and be connected with resources of all kinds. Since its inception, Centro has served Latino families in Washington County with an ever-growing range of programs aimed at creating self-sufficient and active citizens. Centro's mission is to ensure that Hispanic immigrants are fully prepared to integrate into the larger community. We do that by promoting education and economic development, increasing cultural consciousness, responding to community needs and celebrating understanding among the diverse groups of our community. To ensure that our services have a lasting value to the entire community, we base our programs on the belief that the success of youth is dependent on the support of their parents and the success of individuals is dependent on their integration into the community.

## II. Key Themes

- Lack of education on how to effectively use the garbage and recycling system.
- Lack of access to compost services across the County are a real problem.
- Metro should be more innovative in incentivizing recycling & reusing of waste overall.
- Participants are highly interested in learning more about creative ways to recycle and reduce waste in the long run.
- Key suggestions from the community involve: enhancing community access to information on garbage and recycling, more emphasis in school systems, and long-term development of smart garbage and recycling culture.
- Metro should take a more proactive role in engaging and educating.

## III. Meeting Responses

NOTE: Responses with an asterisk (\*) signify another participant also endorsed this statement.

### Questions regarding the garbage and recycling system

- To my understanding the City of Portland has full compost services - Why don't we have compost in our area?\*
- I was sent a compost bin but don't know how to best use it. I'd like to know how I could better improve my composting at home?
- How efficient is the recycling system? I'd like to learn about percentages of recycled items vs. trash items.
- How does garbage affect our environment?
- Why is it so expensive and difficult to access services to recycle or throw away large items? For example large sofas in the house.
- How can compost be implemented into our homes?

### Concerns regarding the garbage and recycling system

- The city is not adequately cleaning public spaces because people don't know how to best recycle or throw garbage away.
- I don't know what to do with certain glass products (waste or recycling).
- Data and statistics that are reported to us are not realistic.
- I don't know what to do with old clothes, an old car or Styrofoam.
- I have a lot of compost and I don't know what to do with it.
- I'm worried garbage and recycling services might go up in price.
- There isn't enough education on how to properly use the garbage and recycling system.\*\*
- I don't know how to get rid of old oil.\*
- Not enough trash cans in public spaces like beaches or parks. For the most part these bins are always overflowing.
- City is not doing a good job at cleaning trash on the streets
- Systems should be the same in houses and apartments but are not.

### Culturally specific issues/challenges/insights

- The Latino community lacks access to education on how the garbage and recycling system works, and how garbage can impact the environment.

## Metro Values

(Sub points are suggestions points that build on Metro's value statement)

Protect human health and environment <ul style="list-style-type: none"><li>• Fines for individuals that don't participate in the system</li><li>• Build consciousness</li></ul>	3
Be flexible and ready for change <ul style="list-style-type: none"><li>• Promote events that help people learn about how to be flexible</li></ul>	3
Promote economic well being <ul style="list-style-type: none"><li>• Create innovative industries to deal with garbage and recycling of the future</li></ul>	1
Provide excellent services <ul style="list-style-type: none"><li>• Lower costs</li></ul>	2
Conserve natural resources <ul style="list-style-type: none"><li>• Incentives to reduce garbage production</li></ul>	1
Share information to help people make choices, take action <ul style="list-style-type: none"><li>• More information on waste reduction</li><li>• Events/Sessions that advance recycling, education and creativity for reusing/reducing.</li></ul>	4

## Additional Metro Values to Consider

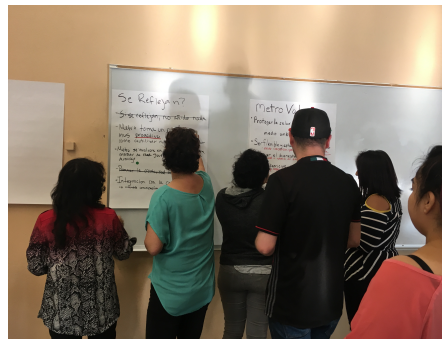
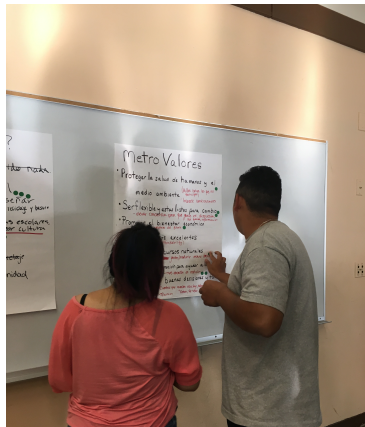
Metro is proactive in teaching the community how to reuse and recycle	3
Metro is involved in the school districts to teach youth and build a culture of recycling	8
Metro is more integrated in the community, less than solely relying on communication.	2

How do you rate Metro's guiding values and their key themes?

- Did a good job, key themes are covered.
- Need more focus on education – like classes at spaces like Centro Cultural of Washington County I'd like for Metro to make a sheet indicating how we can use our waste materials better. Metro should inspire creativity.
- Need more of an emphasis on direct school system involvement
- The values are great, but where are the social costs of garbage being reflected on this? Metro should focus on adverse costs to the consumer.
- Feels like there is not enough integration from Metro in the community, and they should actively promote waste reduction.

What way do participants receive information? (Asterisks represent endorsements)

- Create events that are more direct, because people tend to ignore print materials.\*\*\*
  - Examples: Workshops at Community Centers, Churches, Fairs, Parks, etc.
- E-mail and Newsletter communications
- Social Media sites like Facebook\*\*\*\*\*
- I'd like to receive information on the radio, preferably Latino radio stations, 93.1 EL REY, 95.5 and 94.3 FM.\*\*\*\*\*
- Internet (Google search engines, boosting searches through engines)
- Texts like "Amber Alert"
- Informational videos on Youtube
- Billboards on major roads
- Pop-up ads on popular apps on smart phones, or things like bottle ads.\*\*\*\*\*
- TV Stations: Univision, Telemundo, Fox 12 (perhaps on popular showings like soccer games and novelas). \*\*
- Create an app for garbage and recycling, which would also work well as a feedback tool.
- Ads on buses/MAX
- Posters on traffic places like stores which include Winco, Walmart, Home Depot, Fred Meyer, Costco, as well as at beaches and gas stations. \*\*



#### IV. Full Response Transcript in Spanish

##### What are the key concerns and questions participants raised about garbage and recycling?

###### Preguntas

1. Tengo entendido que la ciudad de Portland tiene servicios de compost, porque no tenemos los servicios de compost en nuestra área? \*
2. Un envase para compost fue enviado a mi casa, pero no se como usarlo. Me gustaria saber como puedo mejorar mis habilidades de compost?
3. Que tan eficiente es el sistema de reciclaje? Me gustaria ver números, por ejemplo el porcentaje de plastico que es reciclado.
4. Cómo afecta la basura a nuestro medio ambiente?
5. Porque cobran mucho dinero para que se puedan reciclar artículos grandes? Por ejemplo muebles viejos que no se necesitan en la casa.
6. Como implementar compost en apartamentos?

###### Preocupaciones

1. La ciudad no está limpia adecuadamente porque personas no saben cómo usar sus medios de reciclaje.
2. Qué es lo que uno puede hacer con ciertos vidrios? Me preocupa que no se como distinguir donde se tienen que colocar.
3. Los datos que vemos acerca de reciclajes son reales?
4. No se que hacer con styrofoam/carro viejo/ropa vieja.
5. Tengo mucho compost, no se que hacer con el.
6. Me preocupa que el precio de los servicios vaya a subir.
7. Hay falta de educación y informacion sobre la separación de la basura.\*\*
8. No se como deshacer de aceite.\*
9. No hay suficientes botes de basura en lugares públicos, por ejemplo en lagos y playas. Por la mayoría del tiempo veo que los botes de basura en lugares públicos siempre están demasiados llenos.
10. La ciudad no limpia la basura que es dejada en la calle.
11. Implementación en casa VS. apartamentos.\*

##### What, if any, culturally-specific issues, challenges, insights or opportunities related to the topic did participants want to share with decision makers at Metro?

- La cultura hispana no está educada sobre la conciencia del daño que la basura causa a el medio ambiente.

##### Valores de Metro

- Proteger la salud de humanos y el medio ambiente.●●●
  - Multas contra los que no participan
  - Increase consciousness
- Ser flexible y estás listo para cambio.●●●



- Elevar conciencia con eventos y información para que la gente esté dispuesta a cambio.
- Promover el bienestar económico.●
- Creatividad → industrias del futuro
- Proveer servicios excelentes.●●
- Bajo costo
- Conservar recursos naturales.●
- Incentivas para gastar/producir menos basura
- Compartir información para ayudar a la gente hacer buenas decisiones y tomar acción●●●●
- Mas educacion en reducir
- Eventos que avancen reciclaje, educación, creatividad “Reducir, Re-usar, Reciclar”

### Se reflejan?

- Metro puede tomar un papel más proactivo en enseñar cómo reutilizar nuestro reciclaje y basura.●●●
- Metro se involucre en sistemas escolares, enseñar de edad joven → crear cultura de reciclaje.●●●●●●●●
- Integración con la comunidad (vs. solamente comunicación.)●●

### How did participants rate Metro’s guiding values and their key themes?

- Hicieron bien trabajo, todo está reflejado.
- Hacer más clases de reciclaje cerca, como en el Centro Cultural para poder re-usar nuestros materiales.
- Quisiera que metro haga un papel donde nos indica cómo podemos re-usar nuestros materiales → promover la creatividad.
- Metro puede involucrarse en el sistema escolar, para que enseñe desde jóvenes. (crear cultura)
- Los valores son excelentes, pero cuales son los costos asociados? Quisiera que metro se enfoque mas en los costos del consumidor.
- Me gustaría que se penalizará a personas que no sigan las reglas de reciclaje.
- Quisiera un valor donde las personas sean conscientes → recursos (lugares.)\*
- No hay integración con la comunidad en los valores de metro → debemos de aprender a reducir.

### What way do participants prefer to get their news and information?

- Crear eventos que sean directos, porque muchas personas ignoran noticias en papel. *Ejemplo: talleres de información en centro comunitarios, iglesias, ferias, parque etc.*✓✓✓
- Comunicarse con emails, “newsletter.”
- A través de redes sociales como facebook.✓✓✓✓✓✓✓✓
- Quisiera escuchar información en el radio, preferiblemente en estaciones latinas, estas estaciones incluyen 93.1 el rey, 95.5, y 94.3 (FM).✓✓✓✓✓✓✓✓

- A través del internet. (presencia en google/search engines)
- Textos/alerts “amber alert”.
- Videos de información en youtube (introductory videos).
- Billboards. *Ex. telephone, website for info.*
- Pop-up ads en aplicaciones y productos populares, for example bottle ads with impact on environment if it's not recycled.✓✓✓✓✓
- En la televisión, en canales cuales incluyen univision, telemundo, fox 12, que sea más durante partido de fútbol/novelas✓✓
- Create an app for garbage and recycling, which will work as a feedback tool.
- Buses/Max
- Posters on traffic places like stores which include Winco, Walmart, Home Depot, Fred Meyer, Costco, as well as at beaches and gas stations.✓✓

# **Metro Regional Waste Plan Post-Tour Report (Part 2)**



**Centro Cultural de Washington County**

**August 5, 2017**

Facilitated by Juan Carlos Gonzalez  
([jgonzalez@centrocultural.org](mailto:jgonzalez@centrocultural.org))

## **General notes from Centro:**

Our participants were thrilled to have participated in the tour. Discussion and question times were alive with activity and interest. All of the participants committed to learning more about the waste system in the region and playing advocacy roles for their specific communities and spheres of influence.

## **Questions & Key Themes**

1. Ask participants whether they had been to the facility(ies) prior to the tour. Capture response to include in report for Metro.  
Only 2 of the 10 participants had been to a site before.
2. Ask participants to share general observations and reactions to the tour. Listen for themes and write these on a flip chart.  
Participants were overall surprised to learn about the scale and organization of the waste facility, as well as operations and what goes into processing waste. Another major theme in the conversation was how the site interacted with the local environment and local homes, as well as how a waste site can transition into a park in the future.
3. Ask participants if they have any specific questions about what they saw or heard on the tour. Metro staff person will be on hand to field questions.  
Major themes in this section of the program revolved around site location and waste management overall. People were curious how the region picks where to process garbage, and how that changes as the population grows or needs change around it.  
  
Participants also asked questions about how impact is minimized on the environment.  
  
Another major theme was the economics of the waste system – how does cost pass onto residents and vendors? How are these sites ran and are they profitable?
4. Ask participants about things they learned that they didn't know before the tour and whether there were any surprises.  
Participants were happy to learn about the efficiency of the site with respect to what is recovered and how certain goods can be reused and resold. On a similar note participants were surprised by how much garbage the site processed with such few employees and equipment throughout a year.

Participants were also surprised to learn about the planning, purpose and strategy of all the systems in place by waste management.

5. Ask participants what, if anything, they would change about the garbage and recycling system based on what they know now.

The majority of responses by participants can be broken up into 3 main themes: Education, Communal Garbage Sites, and Innovation.

Participants felt that Metro could do more to inspire education about the waste system in schools and in community – not only to help reduce waste, but how to get rid of waste more effectively.

Participants also felt that there should be more communal waste sites, such as one stop shops in neighborhoods, so that communities could have accessible garbage and recycling services but also to own their role in the waste system. There was an emphasis here on the consolidation of sites to reduce travel times across the region simply to access a different service at certain sites.

Lastly, innovation came across as a strong talking point. Participants mentioned that economic incentives should be in place for waste sites, manufacturers and individuals to reduce waste. Participants also stressed the importance of Metro incentivizing new industry/sectors in the re-use/recycling field.

6. Anything else you'd like to let Metro know?
  1. It's very important to have access to compost \* (Not everyone does)
  2. We're worried about the amount of plastic being buried
  3. Why aren't there policies across the region banning plastic bags like there are in certain cities?
  4. There should be mobile waste sites for large garbage items that pop up in neighborhoods.
  5. Please improve communication with diverse communities – we'd like to learn more about our role and what we can access.
  6. Encourage/require commercial/industry to be more transparent about recycling/waste disposal
  7. We need more employment diversity in the G/R sector across the board
  8. Metro can and should streamline the process for equitable access.

# METRO 2030 REGIONAL WASTE PLAN DISCUSSION GROUP CONSTRUCTING HOPE

JULY 6, 2017





## **INTRODUCTION**

Constructing Hope is a Pre-Apprenticeship Training Program designed to assist participants in developing an understanding of apprenticeship opportunities, which are available within the construction trades. Each participant gains knowledge of various career opportunities within the trades, basic entry-level skills, familiarity with trade tools, as well as terminology and basic principles.

Constructing Hope offers a 9-week pre-apprenticeship training program with 180 hours of classes and hands-on training. Located at 405 NE Church St., Portland, Oregon 97211, classes are taught by Program Instructors, as well as retired construction workers, which we call Elder Craftsmen. Students follow a Monday through Friday training schedule from 8:00am until 12pm. Upon graduation, participants have assistance with permanent job placement and will have gained the following certifications: Flagging, Fork-lift and OSHA 10.

On July 6, 2017 Constructing Hope partnered with METRO to host and facilitate a community discussion that provided detailed information regarding the 2030 Regional Waste Plan. The event was held at the Construction Hope offices at 5 PM and dinner was provided. Constructing Hope continually strives to provide food when hosting Community Events. We appreciate METRO's support of these endeavors. We had 11 community members present at this event, one METRO staff member, one consultant retained by METRO, as well as two Constructing Hope staff members. We recruited community members with whom we are familiar primarily by word of mouth.

Below is a breakdown of the self-reported demographic data that we collected from the community discussion.

ZIP CODE	ETHNICITY	AGE	GENDER	ARE YOU DISABLED?	ARE YOU A VETERAN?
97218	Multi-Ethnic	30	Female	No	No
97203	African-American	27	Female	No	No
972033	Hispanic	23	Female	No	No
97212	African-American	19	Male	No	No
97218	Native-American	22	Male	No	No
97209	Hispanic	27	Male	No	No
98661	Hebrew	52	Male	No	Yes
97209	Multi-Ethnic	30	Male	No	No
97230	African	24	Male	No	No
97230	African-American	25	Male	No	No
97206	African-American	30	Male	Yes	No

### **QUESTIONS:**

What procedure is in place to prevent cross contamination of recycling garbage?

How much does garage and recycling cost?

What is the process of eliminating garbage from the landfill?

What happens when the landfill is full of non-decomposing items? (items that will not decompose)

How long does it take to decompose? (garbage)

How much will I have to pay for garbage? (pay more for less service)

How will low income people continue to pay for garbage?

Will you have programs for low income people?

How do people deal with hazardous materials, such as batteries and oil?

I heard that they leave the underground storage tanks (gas station fuel tanks).

Homeless people are there already and leave their garbage behind. How can we dispose of their trash?

Is there an inspector for garbage? Like they have inspectors for other areas.

Can you hire from the community you serve?

### **CONCERNS:**

Low income people don't get the same services as others.

Pests: Lots of garbage generates roaches. As they move the garbage around (the concern was spreading cockroaches to other areas / pest control)

No accountability.

Neighborhoods that are bad are just getting worse.

Have a sample to demonstrate how to distribute garbage and recycling.

Downtown (Portland) has people paid with street sweeper and they power wash bus stops but they don't go to the hood.

Learning/teaching how to separate garbage.

Having a larger recycle (bin) costs more to increase the size of garbage can or recycle.

When it snowed, downtown (Portland) was the cleanest. (regarding snow removal)

Trash should (scheduled) be picked up weekly but it comes every two weeks. The frequency is not the same.

Large complex has 2 (two) dumpsters for the entire complex.

Elderly need assistance getting their trash out.

Not accessible.

East County, has less accommodation.

If the cost is included in the bill but the service are not the same.

No one should have to decide to eat or pay for garbage.

The more it costs people won't be able to afford it, it will overflow to the street.

### **KEY CONCERNS AND QUESTIONS ABOUT GARBAGE AND RECYCLING:**

#### **KEY THEMES:**

Disparity in the services provided to low income people and cost is the same across ( ie. low income apartment never have enough dumpsters for the number of units)

Cost of garbage (An increase cost they may have to make decision between eating or paying for garbage)

Recycling is not encouraged when you have one dumpster for everything

No accountability

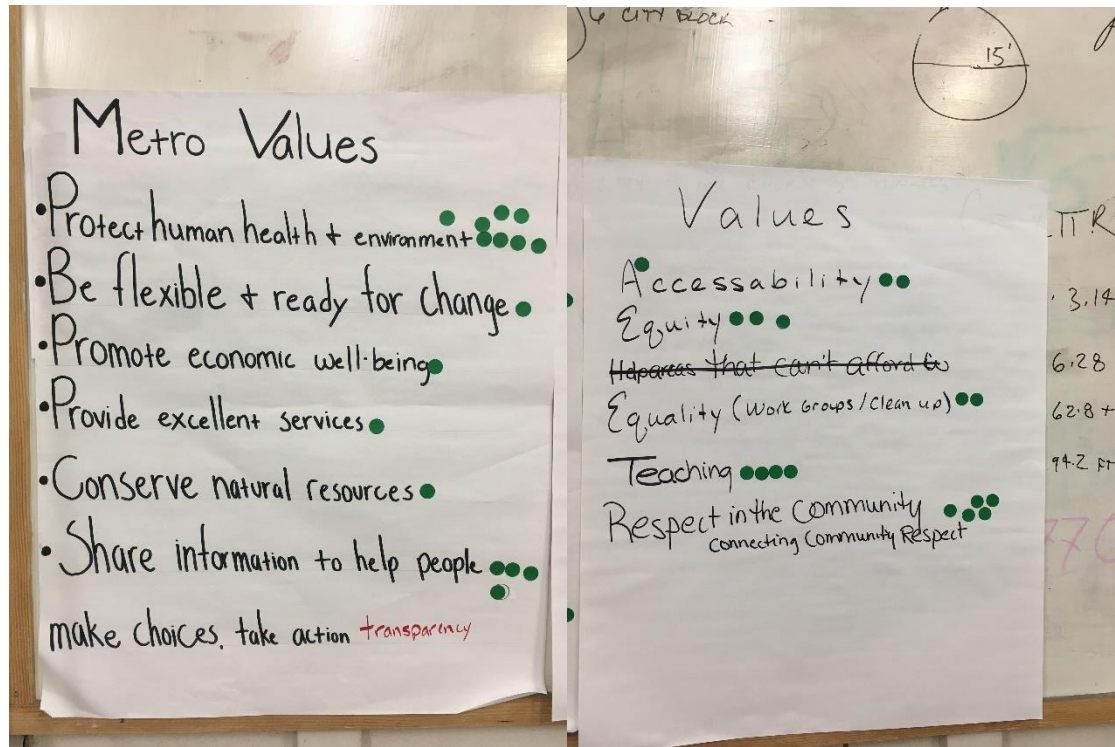
### **CULTURALLY SPECIFIC ISSUES/CHALLENGES/INSIGHTS:**

Lower income individuals face greater challenges in obtaining quality waste disposal/recycling services and education regarding these issues.

In addition to METRO's identified values, community members expressed valuing the following:

- Accessibility
- Improved livability/unsightly containers/ areas
- Community and helping your neighbors.

## DO THE METRO VALUES REFLECT THE PREVIOUS DISCUSSIONS?



### ADDITIONAL VALUES:

Participants identified additional values as indicated on the photograph inserted above. The results of the DOT exercise are as follows; **RED** indicates Community Member additional Values or additional text.

- (8) Protect Human Health & The Environment
- (5) **Respect in the Community/Connecting Community Respect**
- (4) **Teaching**
- (4) Share information to help people make choice, take action (**transparency**)
- (3) **Accessibility**

(2) Equality (work groups/clean up)

(2) Equity

(1) Be flexible & ready for change

(1) Promote economic well being

(1) Provide excellent services

(1) Conserve natural resources



*Note: A participant asked facilitator if their values matched Metro's values and facilitator responded that they could not answer. (note: facilitator should have informed participants that it*



*is inappropriate for a facilitator to participate as to not influence their responses rather than to simply respond that they 'could not answer'.*

### **HOW DO PARTICIPANTS OBTAIN THEIR NEWS:**

Most participants stated that Social Media, ) is a main source of news for them as is specifically Musical Media (10), Facebook (9), Google (9) followed by Printed Ads/Signs/Billboards (8), Word of Mouth (7), TV (6), Text Messages (5), Snap Chat (4), Newspaper (3), LinkedIn (2) Email/newsletter (1) and On-site/Visual on Garbage{receptacle}(1)

*Note: This exercise started off by asking participants how they get news, then it seemed to evolve into a brainstorming session about how to get news and information to community members.*

### **CLOSING COMMENTS:**

Thank you for inviting Constructing Hope is to help facilitate this community discussion for the 2030 Regional Waste Plan. We found it to be a beneficial experience and opportunity for all participants involved. We look forward to a continued long-term strategic partnership with Metro. Respectfully, Patricia Daniels, Executive Director of Constructing Hope, at patd@constructinghope.org or 503-281-1740.

### **GENERAL THEMES HEARD DURING THE DISCUSSION:**

- Low income areas do not have trash services at the same level as more affluent areas of the City.
- Lower-income areas are not included in recycling due to access.
- Everyone must take on the responsibility of recycling.
- METRO should promote recycling and neighborhood cleans ups.
- METRO should promote more so that people know about these programs.
- Waste Disposal/Recycling should be creatively taught in Public School beginning in Grade Schools (e.g., "Make Recycling Cool!").
- Waste generation should be the topic of High School field trips.

- Infrequencies in service pick-ups.
- Three dumpsters for an apartment complex of 60 is not sufficient waste disposal space.
- Dumpsters are not accessible for elderly or disabled residents.
- We cannot afford our trash service, so we go to restaurants and dump it there.
- Waste Disposal Education: Many people do not know how to separate their recycling from their garbage.
- Many of these issues could be resolved if the City hired who actually lived in the communities being under-serviced.

# METRO REGIONAL WASTE PLAN DISCUSSION GROUP

## CONSTRUCTING HOPE

**JULY 15, 2017**



# Metro



METRO Discussion Group  
Constructing Hope  
July 15, 2017

Page 1

## **INTRODUCTION**

Constructing Hope is a Pre-Apprenticeship Training Program designed to assist participants in developing an understanding of apprenticeship opportunities, which are available within the construction trades. Each participant gains knowledge of various career opportunities within the trades, basic entry-level skills, familiarity with trade tools, as well as terminology and basic principles.

Constructing Hope offers a 9-week pre-apprenticeship training program with 180 hours of classes and hands-on training. Located at 405 NE Church St., Portland, Oregon 97211, classes are taught by Program Instructors, as well as retired construction workers, which we call Elder Craftsmen. Students follow a Monday through Friday training schedule from 8:00am until 12pm. Upon graduation, participants have assistance with permanent job placement and will have gained the following certifications: Flagging, Fork-lift and OSHA 10.

On July 15, 2017, Constructing Hope partnered with METRO to host and facilitate a Tour and Post Tour Community Discussion that provided detailed information regarding the 2030 Regional Waste Plan. The event was held at the Construction Hope offices from 9:00am until 2:30pm and included lunch. Constructing Hope continually strives to provide food when hosting Community Events. We appreciate METRO's support of these endeavors. We had 13 community members present at this event, three METRO staff members, as well as three Constructing Hope staff members: one person transcribing the post-site visit discussion, one person taking notes during the on-site visit and one photographing the entire event. Metro staff member Hailey facilitated an interactive educational session regarding garbage and recycling

using commonly used items such as plastic, frozen food containers, water bottles, as well as items that may be confusing whether they can be recycled, reused or if they should be thrown away. This was an extremely valuable activity and we appreciated her bringing examples. We recruited by word of mouth from community members that we know and interact with on a semi-regular basis. Our work specifically focuses on creating safe and welcoming learning environments. Before the participants departed for the on-site visit, we instructed them to all wear full Personal Protection Equipment (PPE) in order to ensure safety during the Waste Management Facility tour. We achieved this goal.

Below is a breakdown of the demographic information that we collected from the event. All data was self-reported.

ZIP CODE	ETHNICITY	AGE	GENDER	ARE YOU DISABLED?	ARE YOU A VETERAN?
97233	Hispanic	23	Female	No	No
97218	Native-American	22	Male	No	No
97206	African-American	30	Male	No	No
97209	Hispanic	27	Male	No	No
97227	African-American	41	Male	No	No
97205	Multi-ethnic	30	Male	No	No
97212	African-American	19	Male	No	Yes
97203	African-American	27	Female	No	No
98661	Hebrew	52	Male	No	Yes
97230	Hebrew	25	Male	No	Yes
97230	African-American	24	Male	No	No
97227	African-American	41	Male	No	No

## **REPORT: Observations, Questions & Takeaways**

### **GARBAGE & RECYCLING FACILITY VISIT**

Of today's 12 participants, 11 are visiting garbage and recycling facilities in the area for the first time.

#### **KEY THEMES:**

- Confusion surrounding what can be recycled.
- Concern for the environment and how much we throw away.
- The waste separating system is detailed.

#### **On-Site Observations:**

- Metro saves money by washing trucks with reclaimed water.
- Portland produces a lot of waste.
- The Facility workers hand separate trash items.
- Participants did not realize that Metro filters rainwater.
- Participants did not realize that Metro uses Falcons to keep other animals away from the waste.
- Participants did not realize that Metro can generate energy from food scraps.
- Over 300 cars per day visit the Waste Disposal/Recycling Facility.
- Participants thought that the Facility would be larger.
- The W/R Facility does not just take anything.
- Participants thought that the Facility would smell worse than it actually did.
- It was clean.
- It was very efficient.
- Participants were surprised by the level of education required to work around Hazardous Waste.
- It costs a lot of money to operate the Facility.
- Range of salary/wages was a surprise (\$17 - \$36 per hour).
- There is extensive maintenance required to keep the Facility clean. The Facility produces a lot of dust (which can be combustible).
- There is ample room for innovation in waste disposal/recycling (e.g., furniture/mattresses).
- There are customized hauling trucks.



### **Post-Site Visit Observations:**

- All Participants were engaged in the conversations/discussions and asked very pointed questions.
- Participants asked how/where to dispose of/recycle their lunch waste.
- Participants were really interested in learning how to dispose of household waste properly.
- Only one of the participants had visited a Waste Disposal and Recycling Facility before.

### **QUESTIONS:**

- Where does waste go and how long does it take to break down?
- Do waste haulers get trained to enter the Facility after hours?
- Do you take BBQ grills? Do you charge to take BBQ grills?
- What occurs when a major earthquake hits?
- With 300 cars entering the Facility each day, does the Facility ever get backed up with trash?
- How do you apply for a job with Metro's Waste Disposal and Recycling Department?
- Are there any innovative ideas being put into place regarding mass waste disposal and recycling?
- Which times of the year produce more waste?
- What are the hours of the Waste Disposal and Recycling Facility?
- How much does the garbage and recycling system cost the city?
- What is the process of eliminating garbage from the landfills?
- What happens when the landfills are completely full?
- Is there a plan for our air quality?
- How can we ban homeless camps in order to prevent them from dumping their waste?
- Does the Facility have a policy/procedure for everything?
- Oregon, especially Portland, cares about Waste/Recycling.
- The Hazmat suits cost \$280!
- People can recycle their cooking oil.
- How many employees does it take to run a Waste/Disposal Facility.

### **CONCERNS:**

- Low income areas do not have trash services on par with more affluent areas of the City.
- Portland residents generally can do a better job of recycling.
- Everyone can do their part to improve at recycling – “it starts with us”.
- Everyone must take on the responsibility of recycling.
- Recycling education should be on the DMV exam.

- METRO should promote recycling and neighborhood cleans-ups more extensively.
- We should be using compost to grow organic food.
- METRO should promote more so that people know about these programs.
- If there was more funding in the METRO budget, Metro could build larger facilities.
- Waste Disposal/Recycling should be creatively taught in Public School beginning in Grade Schools (e.g., “Make Recycling Cool!”).
- Waste generation should be the topic of High School field trips.
- Infrequencies in service pick-ups
- Waste Disposal Education: Many people do not know how to separate their recycling from their garbage.
- Many of these issues could be resolved if the City hired who actually lived in the communities being under-served.

### **CLOSING COMMENTS:**

Constructing Hope is grateful to have been able to help facilitate this Tour and Post Tour Discussion. We found it to be a beneficial experience and opportunity for all participants involved. We look forward to continuing to work with this community and Metro staff surrounding these paramount topics. For any questions, please contact Patricia Daniels, Executive Director of Constructing Hope, at [patd@constructinghope.org](mailto:patd@constructinghope.org) or 503-281-1740.

## METRO DISCUSSION GROUP PHOTOS





## METRO WASTE/DISPOSAL FACILITY GROUP PHOTOS















# Final Report Metro Contract No. 934862

## Slavic Community Group Post-Tour Discussion September 19, 2017

Submitted by: **Nelli Salvador**  
Facilitator: **Irena Cheredayko**

### Summary:

Summary of the Slavic Community Group Post-Tour Discussion: IRCO has recruited nine (9) participants for the garbage facility tour and post-tour discussion. Participants get together at IRCO gym early in the morning of September 19, 2017 for orientation regarding the tour. Total of 15 people attended the tour: 9 community members, 1 facilitator (Irena Cheredayko, interpreter), 1 observer (Suzanne Donaldson); 4 Metro staff (Matt Tracy, orientation, tour guide; Tawni Leiferman, Metro interpreter, Loni Black and Karen Blauer, drivers/community engmt). After the tour, all participants returned to IRCO gym for post-tour discussion.

### Demographics:

- Total of ten (9) participants attended Slavic Group Discussion event on September 19, 2017.
- There were six (men) and three (women) from Slavic community.
- All participants were residents of multifamily housing communities
- Participants zip codes 97030, 97236, 97232, 97233, 97086.
- Age range was between 66-82 years old. Most participants were over 70 years old.
- All of the participants were Refugees and Immigrants with limited English skills.
- All participants are living at 200 percent of the Poverty line.
- One (1) participants have disability.

### Post-tour discussion:

1. Ask participants whether they had been to the facility(ies) prior to the tour.
    - *Eight participants have never been to the facility. One reported that he attended garbage facility in his home country (Moldova).*
  2. Ask participants to share general observations and reactions to the tour. What did they learn? Were there any surprises? Do they have questions?
-



- *Participants reported that they learned how facility sort waste and garbage; learned about centralized process.*
  - *They learned that waste is buried in good covered and in a non-flooded zone so waste does not go to underground water.*
  - *Participants learned that toxic waste does not processed and keeps separately in big barrels. Some of the participants worried if it is safe for environment using recent incidents with toxic waste in Huston (during flooding).*
  - *Participants were surprised that they did not see actual process of sorting garbage*
  - *Participants were concerned about pollution; they also asked what happens with toxic waste especially with gas Methane.*
3. Based on what they know now about the system, its services and facilities, and reflecting back on the earlier conversation, ask participants what works for them in the current system and should not be changed? What could work better? Is there something that isn't currently offered that you want in the future?
- *Participants reported that current system should continue to do recycling; keep protecting environment by storing toxic waste; producing energy from waste.*
  - *Participants would like to see improvement in the current garbage collecting system by putting empty containers back on sidewalks and do not block streets to prevent traffic;*
  - *In the future, participants would like to see the process without any waste; as well as make process much more safe for environment.*
  - *Participants shared their thoughts how to make arrangement with pharmacy's (Walgreens) for recycling expired medicine and return old/used containers from medications.*
  - *Participants would like to have flyers with information about recycling in Russian language*
  - *Participants think that it would be good to have special places and close by locations where people can recycle dead batteries and fluoresces light. Participants suggested to make recycle containers bigger as well as have more recycle containers at places with many residences.*
  - *Participants would like to hear educational presentations with interpretation in their apartment complex and on Russian radio.*
  - *Participants suggested to create new recycling containers with dividers for used containers from medications*
4. After the post discussion, all participants were invited to attend leadership forums in October 2017 to share their ideas and priorities with elected leaders.

## **Key Themes:**

Participants of the tour to the garbage facility learned how Metro process garbage and recycle. History of the industry development was present during the tour. Many questions were answered at the facility as well as during post-tour discussion.

## **Key Questions:**

1. How the garbage is sort at the facility?
2. Is the garbage separated by hands at the facility?

3. How garbage is processed?
4. How metal is processed?
5. How glass is processed?
6. Where can we recycle expired medicine?
7. Where to recycle empty containers, bottles from medications?
8. How to recycle syringes?
9. Where all the garbage from facility goes?
10. How big is the landfill?
11. Does it pollute the environment?
12. How deep is garbage buried?
13. Where or how should we recycle if we do not have a separate container for recycle at home?
14. Where to recycle electronics?
15. Do we need to pay if we will bring garbage to facility?
16. Where the yard debris, the construction waste and the food waste does goes?
17. Is it harmful for workers to work/breathe at the facility?
18. Working in a harmful place, what benefits workers have?
19. Why the garbage is not burned?
20. Where does the gas and propane goes?
21. Where the chemicals goes/how does it processed?
22. What to do with old furniture?
23. How to recycle cooking oil?

## **Culturally Specific Issues and challenges:**

Language barrier is the main barrier for all participants. Many participants would like to have flyers or brochures in Russian language regarding locations for the recycling batteries, big furniture, cooking oil, and fluoresces lights.

Even though all participants were provided with phone number (info regarding garbage and recycling) many of them do not feel comfortable to call the number due to language barrier.

Transportation is a big issue for people with disabilities in term of going to farther places for recycling. Slavic seniors usually do not drive; therefore, it is not realistic for them to take dead batteries or couch to the recycling places.

## **Conclusion:**

Slavic Community Post-tour Discussion was very productive. Most of the participants are planning to attend Pre-leadership forum gathering as well as one of the Regional Leadership forum in October. Participants shared their experiences, concerns and brainstorm ideas for improvement



# **Metro Regional Waste Management June 24th 2017 Momentum Alliance Discussion Group Report**

**Date:** June 24th, 2017 (11 am - 4 pm)

**Location:** Metro Council Chambers

## Briefly describe the process for recruiting participants:

We recruited participants by outreaching to youth who participated in our most recent Metro discussion groups in May. We also recruited from our existing youth programming i.e. Youth Education Advocates (YEA!), Reproductive Justice Youth Advocates (RJYA), Student Alliance Project (SAP), and Youth Equity Collaborative youth organizations: Multnomah Youth Commission & OPAL YEJA. Participants then signed up through this registration form:

<https://goo.gl/forms/lkYCeDfyA8JzDaJt1>. In our outreach, we specified that participants should be youth of color. We learned from a past experience that we need to explicitly state “youth of color” in our outreach.

## Number of participants: 19 youth

## Briefly describe the process for creating a safe and welcoming discussion group:

We played relationship building ice breakers and established group agreements.

We also explicitly stated the goals and purpose of the discussion group:

- Develop a shared understanding of our region's garbage & recycling system & understanding our place in it
- Gather youth voices on our region's garbage & recycling system (including services & Metro's guiding values for their waste management plan)

## Summary of Discussion Group Agenda:

We asked participants to get into groups of 4, with a poster paper & answer these two questions in 10 minutes:

- What do you care about when it comes to garbage & recycling?
- What do you want to know about garbage & recycling?

Afterwards, Metro staff provided an overview of our region's garbage & recycling system; including: Metro's role in our region's garbage & recycling system & Metro's guiding values & challenges with racial equity in regards to regional waste management

Participants did not find that the presentation was clear, accessible or engaging. Participants also did not feel that racial equity was clearly discussed in the presentation.

Afterwards, Metro staff provided an interactive presentation on the life cycle of food waste (apples & chicken). Afterwards, we asked participants to get back into groups of 4 and discuss:

- How do you see your role in our garbage & recycling system?

- How does race & class (or other identities of yours) impact your relationship to garbage & recycling?

## Key themes from the discussion group:

1. **Metro does not provide enough information to communities of color -especially non English speaking communities, on garbage & recycling services:** Many groups noted that within their families many had not known about recycling/composting due to language & communication barriers between the families and the garbage/recycling services.
2. **Class, income, and what neighborhood affects your access to garbage & recycling services:** For example, people who live in low income housing and apartment complex often do not have recycling and composting bins; participants wondered why rich neighborhoods are cleaner and have more access to services. It seems like only wealthy or tourist neighborhoods have public garbage & recycling bins. While another asks why trash is picked up every other week from their homes and every week from others.
3. **While communities of color do not use these “official” garbage & recycling services, we definitely recycle and reuse because we cannot afford not to:** Reusing stuff and being frugal (not wasteful) is very much part of our heritage and way of life. People of color and immigrant families may not participate in recycling in an “official” capacity, being a part of a community that has limited access to funds and resources has made people of color experts in recycling at the individual level (i.e., reusing containers, growing vegetables and fruits from the seeds of produce purchased, etc.).
4. **Participant felt that the Metro staff were not clear, accessible, and engaging in their presentation on the regional waste management system, Metro’s role and values for regional waste management, as well as racial equity issues.** Participant felt that Metro staff did not talk about racial equity issues in a meaningful or accessible way. They felt that Metro staff were “broad” and “general” about racial equity -which was not meaningful or useful to participants. One participant said: “It felt rushed, I don't feel like presenters were prepared.”

## Key topics and questions participants raised in the discussion group:

1. What happens to our garbage & recycling? How does it impact the environment, animals and human health?
2. What is the environmental impact of garbage & recycling?
3. Workers safety: for people working on the front lines of garbage & recycling
4. How certain decisions and policies on garbage & recycling are determined: Why is trash picked up twice week? Why do we pay for these services? How is the price determined?
5. Why is Metro the agency overseeing regional waste management? How is Metro doing in regional waste management compared to others?
6. Why are there racial, class, and global inequities in garbage & recycling?

## What specific actions did participants identify for Metro to take?

1. To make information about garbage & recycling as well as services more accessible to non-English speaking people, low income people, and people of color.
2. To make "Racial Equity" an explicit value among the values Metro uses to guide its regional waste management
3. To understand that while people of color may not "recycle" and "reuse" in the way mainstream environmental thinks of "recycle and reuse", but that people of color do "recycle" & "reuse" because we cannot afford not to.
4. To prioritize the safety and economic well being of frontline workers
5. To make their presentations on regional waste management system more accessible and engaging
6. To change some of the educational materials Metro uses to talk about waste life cycles -specifically the information on mining precious metals in the Democratic Republic of Congo: to acknowledge that Western capitalist interests and demands are what put Congo people in a position where they have to fight over precious metals -as well as centuries of trauma and oppression from slave trade, colonialism, and imperialism.

## We asked participants to complete a pre & post surveys, here are some key questions and responses from the survey that we feel are valuable information for Metro:

### Pre- Survey question: Please list your 2 hopes and expectations for the discussion group today.

Response summary: Numerous participants were excited about the July 8 tour of the waste facilities. Numerous participants wanted to learn more about Metro. Here are some notable and representative quotes:

- I hope to learn how garbage and recycling impacts my community and POC
- I also hope to learn how the system works
- I want to learn more about what happens after our trash is picked up
- How Metro plans on implementing racial equity
- Action for low-income areas in the way garbage and recycling is handled
- Productive discussion and more exposure to metro
- Fun

- Learn the importance of separating garbage and learn how to separate garbage

## **Pre-Survey Question: If you could ask an expert about garbage and recycling, what would you ask them?**

Many participants wondered: “Where does garbage go? Where does recycling go? Is it sorted first before ending in a landfill? How does garbage get distributed and how does the system work? Also, how much does trash cost/ is it affordable?”

A few participants wondered: “Why is there the need to recycle? Why is it important? What’s the difference of throwing garbage away?”

Here are some other notable and representative questions:

- Why do developing countries not receive help or assistance from more resourceful places/countries in order to have a dangerous amount of garbage in low-income areas?
- “(lack of) accessibility/resources for lower income/ POC communities when it comes to garbage and recycling - do you acknowledge that a thing and what initiatives are you taking?”
- Is there a way to make something positive out of all the things we throw away?
- One participant asked: What can we do to improve the environment?

## **Pre-Survey Question: “How does your race and other identities impact you/your communities’ relationship to garbage and recycling?”**

Almost half of the participants skipped this question. For those that answered, participants noted that many low income communities of color do not have access to garbage & recycling services: “As someone who doesn’t have many resources, it’s difficult to recycle “the right way”

A few participants noted that low income and communities of color “was never taught how to recycle and separate garbage.” But that because of poverty and lack of resources, low income and communities of color “recycle and reuse”, just not in the way mainstream environmentalism considers “recycle and reuse”. Here are some notable and representative quotes:

- “Low-income folks/POC are often workers working on the frontlines dealing with waste management, hazardous materials. Low-income POC’s.”
- “I feel that in areas where people are low-income, families their neighborhoods tend to look much more dirty.”
- “Places with low-income housing have more trash around the area.”

## Post-Survey Question: Choose your top three Metro values for regional waste management:

- o **Protect human health and the environment** *by reducing pollution and the impacts of hazardous products*
- o **Be flexible to and ready** *for changing needs over time*
- o **Promote economic well-being** *by providing good value for the public's money along with competition and good jobs in the industry*
- o **Provide excellent services** *available to all*
- o **Conserve natural resources** *by using less of them and finding the best use for them*
- o **Share information** *to increase the ability of people to make choices and take action*

Overwhelmingly, youth all felt that Protecting Human Health and the Environment was a Top 3 Value. Considering that Conserving Natural Resources followed closely second, youth have shown a genuine concern for long term effects of humanity's impact on climate change.

## Post-Survey Question: Is anything missing from Metro's values for regional waste management.

Most participants skipped this question but of the 5 youth that answered, 4 said that racial equity is missing from Metro's Values. If Metro is intent on implementing racial equity into its Values, it needs to be represented clearly. Participants also named "class" and "low-income" communities as needing to be reflected in the values. One participant noted that Metro should practice its values "without prejudice or bias".

## Post-Survey Question: Did you learn something new today:

14 youth said YES and 5 youth said NOT SURE. Many youth said they learned that Metro encompasses "24 counties and 3 cities". Youth learned "percentages of waste and where it comes from", "what cell phones are made of", "how recycling works", "the process of food waste", "the effects of electronic waste on our water system", and that "garbage does go to Eastern Oregon".

## Post-Survey Question: Did today's discussion group increase your interest in garbage and recycling?

17 participants said YES and 2 participants said NOT SURE. For those who said YES, many said they learned how important garbage & recycling is. Many also said they learned that it is an industry where money can be made. Many said they felt inspired to seek more knowledge and resources on garbage & recycling. Some notable and representative quotes:

- "It opened my mind to all the connections this industry has."
- "lots of income/future in garbage and recycling"
- "it has lots of potential"



- "there are foods that get thrown away"
- "It affects our country and climate change is important"
- "How much do people in different positions make? What benefits do they get?"

# Metro Regional Waste Management

## July 8th 2017 Momentum Alliance Report

**Date:** July 8th, 2017 (11 am - 4 pm)

**Location:** Metro Council Chambers



## Briefly describe the process for recruiting participants:

We recruited participants by outreaching to youth who participated in our most recent Metro discussion groups in May. We also recruited from our existing youth programming i.e. Youth Education Advocates (YEA!), Reproductive Justice Youth Advocates (RJYA), Student Alliance Project (SAP), and Youth Equity Collaborative youth organizations: Multnomah Youth Commission & OPAL YEJA. Participants then signed up through this registration form: <https://goo.gl/forms/lkYCeDfyA8JzDaJt1>. In our outreach, we specified that participants should be youth of color. We learned from a past experience that we need to explicitly state “youth of color” in our outreach.

## Number of participants: 14 youth

## Briefly describe the process for creating a safe and welcoming discussion group:

The majority of that day’s agenda was the tour of Waste Transfer Station and Hazardous Waste Station. Before we went on the tour, we did tone setting, explaining why we were here and what the goal of the day was. We also did introductions. We made sure everyone knew the safety procedures and had a buddy.

## Summary of Discussion Group Agenda:

Before we went on the tour, Metro provided information on the following:

- How much of Metro’s money comes from garbage & recycling? Why?
- How much of Oregon’s economy is made up of the garbage & recycling industry?

Metro realized they could not provide answers to the following questions, which is demonstrative of racial equity issues in the industry:

- What are the lowest & highest paid positions in the industry?
- What is the racial demographic distribution within the industry?

**After the tour, we had a discussion on the following questions:**

- In what ways does garbage & recycling have a race problem?
- Who makes a living from our garbage & recycling?
- What are some things that will help the wage inequities that are in the waste system

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## Key themes and questions participants raised in the discussion group:

Participants wanted to know the racial demographics of people and companies who contract with Metro: Who holds these contracts and profits? Participants noted that there does not seem to be a lot of people of color owned companies in the garbage & recycling industry. Participants noted that there does not seem to be a lot of people of color in positions of power and high pay in the industry. Participants noted that there was a lack of information on racial demographics in the industry. Participants noted that it was an industry that is not well known and well understood.

Participants were concerned about the safety for garbage sorters and frontline staff. Participants were also concerned with the pay scales of sorters and frontline staff. Participants noted that frontline work at garbage & recycling is dangerous, hazardous, and strenuous work: where shifts need to be shorter and pay needs to be higher.

Participants noted that garbage & recycling services are challenging for people without cars and money to access. Fees were a barrier.

Participants wanted to know if Metro could do anything to ensure that apartment complexes provided recycling and compost services.

Participants wanted to know the history of how we determine where waste facilities are, and how are communities impacted by waste facilities in their neighborhoods and how communities benefit or suffer from waste facilities in their neighborhood.

Participants noted that signs at the waste transfer station and hazardous waste station were in English.



## What specific actions did participants identify for Metro to take?

- Have racial equity, income equity, and worker wellbeing be a required part of the Metro's RFP & contracting requirements with private companies. Participants want Metro to figure out how Metro can encourage and incentivize companies to pay people better, hire more people of color and other marginalized communities, and treat workers better?
- Have people of color in positions of power: leadership, management, and decision making tables
- Pay more for what are seen as "lower" jobs because this is where most of the labor is and where the POC are
- Having more community discussions and involvement in the process. (I.e. Instead of telling us where drop sites are. Ask us where they are useful to us)
- Industry regulation: create equity policies in how Metro engages, contracts, and regulates the industry so there is more accountability among governments and private companies to practice racial equity, income equity as well as worker safety

**We asked participants to complete a pre & post surveys, here are some key questions and responses from the survey that we feel are valuable information for Metro:**

## **PRE-SURVEY**

### **Q1. When you think about landfills and garbage and recycling facilities, what comes to mind?**

Participant thought about their personal relationship to trash first. They began to think about what happens to their trash, recycling, and composting at home and the eventual journey it takes from their house to garbage trucks then to the facility. The next step seemed to worry them. Multiple mentioned landfills or places getting filled with trash because we could not dispose of things properly, especially plastics. They brought up the environmental impact of our trash and landfills, especially the life of plastics on our earth and potential radiation from these landfills. "What will happen when there is no more space," one participant asked. Others thought about personal disposal. They mentioned disposal and sorting of trash, composting and recycling. A few connected garbage trucks to the large facilities, which was another common theme. They seemed to see the facilities, and landfills as dirty and smelly places.

Participant thought about their personal relationship to trash first. They began to think about what happens to their trash, recycling, and composting at home and the eventual journey it takes from their house to garbage trucks then to the facility. The next step seemed to worry them. Multiple mentioned landfills or places getting filled with trash because we could not dispose of things properly, especially plastics. They brought up the environmental impact of our trash and landfills.

### **Q2. If you could ask an expert...**

Participants wondered about the disposal process. They asked the questions " " and " ". The overall themes were:

- Why so we pay for our garbage to be taken away and what happens when it does?
- How can we help from at home?
- How long does it take for things to decompose when composting, and how long is our trash around in landfills?
- What jobs are in the industry and how much do they pay?
- What is the environmental impact and how have you all strived to go green in the industry.

### **Q3. How does the industry have a race problem?**



Many participants said they were unsure at first. Those that were able to answer this question mentioned access barriers including access to knowledge and barriers along the lines of race and class.

## Q7. Why did you come?

Participants had a variety of answers which included:

1. Money
2. Trash and recycling in general
3. Learning about the system
4. Friends and family
5. The tour
6. Having something productive to do
7. Racial equity (esp around trash)
8. MA
9. Metro

## Q8. What are your hopes and expectations?

The answers for question 8 were as varied as why people came. They hoped that they would listen and learn about the facility through discussion and were really excited for the field trip/tour

They expected to learn about the safety and pay of workers in the industry and what metro is doing to fix the issues as well as their individual impact on the disposal industry.

Quite a few of the students hoped to find and keep something from the area along with having fun.

## **POST SURVEY**

### **?1. What did you learn?**

- How the system works and where things are located
- Where the money goes (shoutout to Metro)
- Career information and potential
- How the industry impacts different races and classes

### **?3. What was the purpose of today?**

To learn:

- How the system works
- How the industry negatively impacts historically looted communities
- About the Trash industry
- About Jobs/careers
- Metro's relationship to trash
- To tour the facility
- And to think of solutions

### **?5. What are some things you learned or found interesting?**

Participants learned that most of the top earners in the industry are white people from the macro level to just in the facilities that we visited. They believed that the lower paid POC (People of Color) workers were not being paid enough for the dangerous work that they were doing.

They learned new things about where facilities are located and how their disposal fits into the system. They mentioned how the industry had both private and public money, and learned how the fees they pay for disposal, at both their houses and at the facility fits into that wider view.

And they still thought it was smelly.

### **?7. What are your thoughts on how much Metro makes from garbage?**

Participants believed that Metro made a lot of money from solid waste but they had questions on how it was being used. They hoped that Metro was using the money wisely and to help people with lower incomes and POC. They wondered how corporation and business subsidies fit into the funds.

## **?8. In what ways does the waste industry have a race problem?**

The number one theme was barriers to access the services. Education and transportation were huge barriers to access to disposal. They mentioned that if people don't know where the facilities are they cannot access them but also if people cannot get transportation to use the facilities they aren't able to access services.

Another race issue in the waste system was the pay and race of employees. Many POC were in lower paying jobs that were also the most dangerous. While the white people in the facilities were paid more, and had more safety equipment. They believed that white managers were also to be looked at because they were either unable or unwilling to make changes. They felt like these issues might be connected to POC's lack of knowledge all around but also their knowledge of waste as a profitable career.

## **?12. What surprised you?**

The exploration of POC within the system was surprising for many. The participants were surprised at the levels of inequity in waste when it came to race, pay, and safety of different workers and also that nothing seemed to be changing.

They were also surprised at the mass amounts of money the process created and that most of that money didn't seem to be getting used to ease inequities. Participants mentioned the large size of the facility and being surprised at how private corporations were involved.

## **?13. What didn't surprise you?**

What surprised participants and what didn't almost paralleled each other. They were surprised at the treatment of POC and the lack of effort to fix these issues and they also weren't surprised at all to find these issues. They also weren't surprised that white people and big businesses were making the most money in the field.

## ?14. Where do you see Metro making changes to the system?

Suggestions from the form are:

- Including POC at management and decision making tables
- Paying more for what are seen as “lower” jobs because this is where most of the labor is and where the POC are
- Having more community discussions and involvement in the process. (I.e. Instead of telling us where drop sites are. Ask us where they are useful to us)
- Create equity processes for Metro and using them to hold private companies accountable
- Reprioritizing where Metro spends the money from waste
- Regaining community trust. One participant claimed “I don’t see Metro making changes.”



## **Metro Community Discussion**

Location: North by Northeast Community Health Center (714 NE Alberta Street)

Day/time: Wednesday, June 21, 2017, 6:30 – 7:30 pm

We recruited participants for the Metro Community Discussion from our Patient Wellness Council (PWC). The members of PWC serve as our “eyes and ears” in the community. They provide information about our services to community members as well as learn about and discuss how to alleviate health disparities through community outreach and engagement.

Some of the PWC members have been working together for over three years. Most of the members know each other very well through serving together. When it comes to community issues, they take their job as the “voice” of the community very seriously. It was not hard to create a safe and welcoming atmosphere because of the long-standing relationships they have with each other. We set the tone of the discussion by playing a game. We printed out pictures of recyclable and non-recyclable items and the challenge was for them to put them in the correct bin – recycling or trash. I believe this game got them thinking about the discussion around the waste management.

### ***1. What were the general key themes you heard during the discussion?***

Some of the key themes we heard during the discussion were:

- Consumers need more clarity around what exactly they are paying for, especially when rates go up.
- Also need clarity around the process – what goes in what bin, what do the recycling symbols mean, etc.?
- Haulers do not reflect the communities of color in which they work.
- Poor neighborhoods seem to have most of the garbage facilities around their area.
- Recycling is confusing and takes a lot of time.

### ***2. What were the key concerns and questions participants raised about garbage and recycling?***

Some of the key concerns and questions were:

- Not having enough bins to accommodate multifamily units.
- Uncertainty about which bin recyclable items go in.
- Some seniors are on a limited income and some aren’t able to wheel the bins to the curb. What assistance is available?
- What benefits are we seeing with the rate increases?
- Where does all the recycling/garbage go? Does it go to “poor areas”? Why?
- What do the recycling symbols on containers mean?
- Some haulers exhibit bad customer service skills, leaving trash and not explaining why they aren’t taking something.
- Have pickup dates changed? Why?

- Why do people have to pay to get compost (like for their gardens) when they're also paying to have compostable material picked up?
- Who is responsible for cleaning the compost bins? They attract rats, mice, bugs and raccoons.
- Other people putting their garbage in your bins and you being charged for the extra garbage when your bill comes.

### **3. *What, if any, culturally specific issues, challenges, insights or opportunities related to the topics did participants want to share with the decisions makers at Metro?***

- Ensure all races benefit from the economic opportunities available. (What's the demographic breakdown of Metro haulers?)
- Make sure educational opportunities are available for anyone who might want to be a hauler. Start educating kids in grade school about what it takes to be a hauler and how much money someone can make (like is often done for other occupations).
- This small discussion group doesn't fully represent all the concerns and questions of the whole community.
- Have people of color present information about Metro's programs within their community.

### **4. *How did participants rate Metro's guiding values and their key themes?***

Participants each received three stickers and placed them on the value/theme most important to them. They're listed here in order of most stickers to fewest (*italicized words in parentheses added by participants*):

- Share information (*ongoing & using representative of people of color*) to increase the ability of people to make choices and take action (8 stickers)
- Protect human health and the environment (*in a timely manner*) by reducing pollution and the impacts of hazardous products (7 stickers)
- Conserve natural resources by using less of them and finding the best use for them (4 stickers)
- Promote economic well-being (*for all*) by providing good value for the public's money along with competition and good jobs in the industry (3 stickers)
- Be flexible to and ready for changing needs over time (2 stickers)
- Provide excellent services available to all (1 sticker)

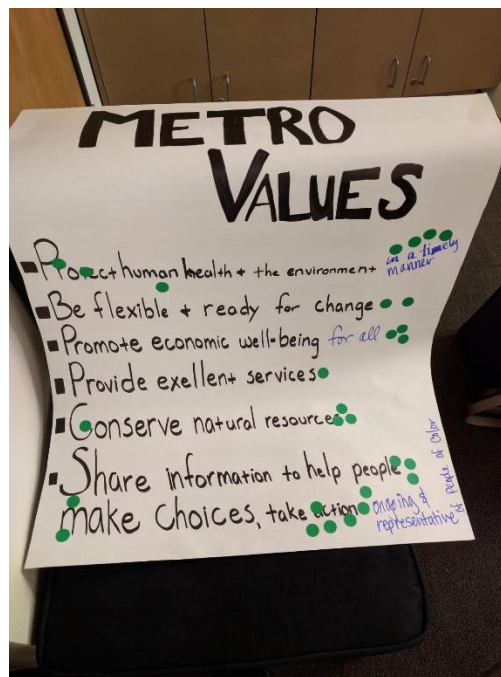
### **5. *What ways do participants prefer to get their news and information:***

- North by Northeast
- Outreach at events: Good in the Hood, Mississippi/Alberta street fairs, movies/music in the park
- Neighborhood association newsletters
- YouTube, local TV stations
- African American Health Coalition



- Demonstrations at schools during family night
- Magnets
- *Portland Observer* and *Skanner*
- Have Metro councilors come out and meet residents

## Photos



Zip Code	Ethnicity	Age	Gender	Are you Disabled?	Are you a Veteran?
Example: 98765	Native American	50	F	Yes	No
97217	Mixed	47	F	NO	NO
97217	African American	59	F	NO	NO
97218	Black	62	F	NO	NO
97217	African American	53	F	No	No
97203	Black	57	F	Yes	NO
97227	Black	58	F	NO	NO
97227	African American	70	F	NO	NO
97211	AFRICAN AMERICAN	61	F	No	NO
97217	Black	64	F	NO	NO
97212	American Moor-ARR	59	M	NO	NO
97212	Black	64	F	yes	NO
97217	Black	65	M	NO	NO

## **Metro Community Discussion # 2 (Post-Tour)**

Location: North by Northeast Community Health Center (714 NE Alberta Street)

Day/time: Saturday July 8, 2017, 9:00 am -1:00 pm

As we shared in our report on discussion # 1, we recruited participants for the Metro Community Discussion from our Patient Wellness Council (PWC). Many of the PWC members have been working together for over three years, so most of them know each other well. They have worked together, along with our Community Care Director, to ensure their times together are safe and collaborative.

### ***How many participants were visiting garbage and recycling facilities in the area for the first time?***

12

### ***What were the key themes heard or observations made about the tour experience?***

- Lack of diversity in the field in terms of employment.
- More education needed around what can/cannot be recycled (especially specific things like sharps, electronics).
- Early exposure of youth (especially youth of color) to recycling/waste management as a career path.
- Concern about the location of garbage facilities mostly in poor neighborhoods.

### ***What questions did participants ask about things they saw or information they were given on the tour?***

- How much hazardous and non-hazardous material is processed through the plant every day? Where does it go after it is sorted? Do you partner with local thrift stores for salvageable items that are brought to the plant?
- How should medical sharps and medications be disposed of?
- What is the smell of gas close to North Portland? Is it the St. Johns landfill?
- Are all materials recyclable?
- Does or will Metro recycle electronics or salvage them to pass along, e.g. to schools?
- Is there a way to recycle Styrofoam? What about disposable, plastic plates and cutlery?
- Can you make renewable energy from trash?
- How long do the machines last? How costly are they to repair?
- How does it cost to bring a load to the plant?
- Can cooking oil be recycled?

### ***What ideas did participants have about things they'd like to see changed in the garbage and recycling system?***

- More people of color working in the industry.
- More small businesses in the industry.
- More consumer choice in terms of who they use for garbage & recycling pickup.
- Would love to see Metro providing more education about what can be recycled.

***What else did participants want to tell Metro about the garbage and recycling system, facilities or services?***

- Would love to see Metro staff participate in community events that are culturally- and race-specific, as well as job fairs.
- Educate kids at a younger age, especially youth of color, about jobs in recycling & garbage.
- Partner with the local community college to offer a waste material certification or associate degree.
- Hire people of color to communicate about topics and diversity plan out in the community.
- Does (or will) Metro do a town hall meeting to discuss the plan so the community can learn about what is going on and have a voice?

***Photos***





# METRO DISCUSSION GROUP

## THE ROSEWOOD INITIATIVE

### JUNE 30, 2017



The Rosewood Initiative is located on 162nd and Stark, in Outer SE Portland. Rosewood is a neighborhood space where you can help the community as you improve yourself. Neighbors come here to interact with one another, work on projects and feel safe. Rosewood builds capacity in the neighborhood by helping people learn useful skills and by connecting friends, partners and resources.

On June 30, 2017 Rosewood partnered with METRO to host and facilitate a community discussion that will inform the 2030 Regional Waste Plan. The event was held at 6pm and provided dinner. We always try to provide food when hosting community events, we appreciate METRO's support of this.

We had 11 community members present at this event, one METRO staff members, as well as two Rosewood staff, one co-facilitating and one person taking notes. We recruited by word of mouth, from community members that we know and see on a semi regular basis. All of our work centers around creating a safe and welcoming place, this discussion group was no different.

Below is a copy of the demographic information that was collected, all data was self reported.

Zip Code	Ethnicity	Age	Gender	Are you disabled?	Are you a veteran?
97216	Latina	44	F	No	No
97233	Black	45	M	Yes	Yes
97236	White	53	M	Yes	No
97080	Latin	32	F	No	No
97233	Latino	19	M	No	No
97202	Arabic	66	M	No	No
97230	African American	45	M	Yes	No
97236	White	40	F	No	No
97233	Black	51	M	Yes	Yes



## KEY THEMES:

- Confusion surrounding what can be recycled
- Concern for the environment and how much we throw away
- Complicated separating system
- The system isn't very accommodating for people who don't read English

## CONCERNS AND QUESTIONS:

- What items are recyclable
- How to separate items
- There is no way to recycle food scraps in multi-family buildings
- Where does all the garbage go after it is picked up
- What happens after the landfill is full
- Very complicated system
- How can we recycle large items like couches and TVs
- The recycle bin is smaller than the garbage bin, and thus less prominent
- The bins attract mice and bugs
- The bins are hard to open, especially for people with disabilities
- Most people do not have enough room in their homes to have separate containers for glass, plastic, and paper
- How do we recycle prescriptions or over the counter medications

## CULTURALLY SPECIFIC ISSUES/CHALLENGES/INSIGHTS:

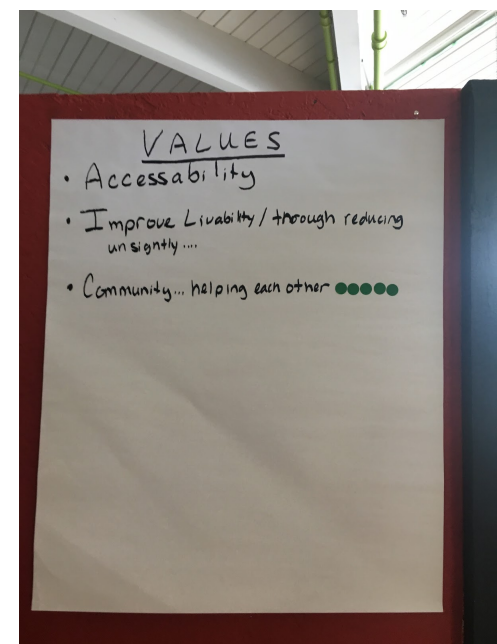
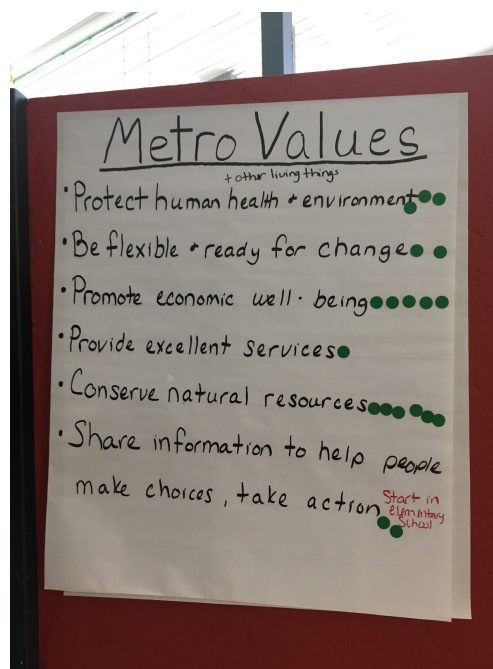
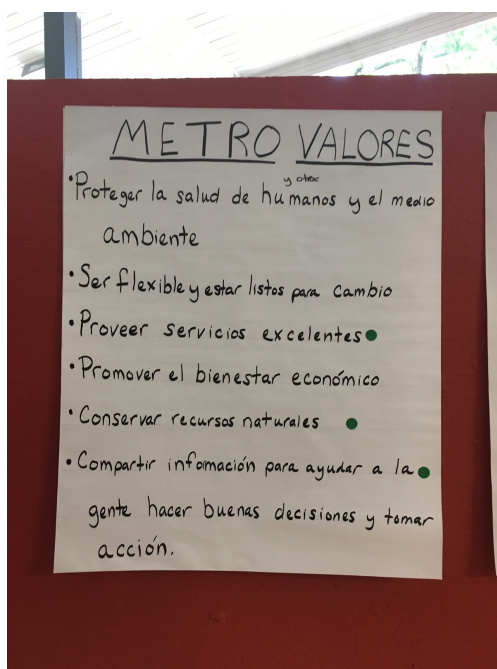
Many times it was reiterated that the whole system is not very accommodating for folks that do not read English. They suggested using pictures alongside directions.

## METRO'S GUIDING VALUES:

Protect human health and environment	3
Be flexible and ready for change	2
Promote economic well being	5
Provide excellent services	2
Conserve natural resources	7
Share information to help people make choices, take action	3

In addition to METRO's identified values, community members expressed valuing the following:

- Accessibility
- Improved livability/ unsightly containers/ areas
- Community and helping your neighbor



## HOW DO PARTICIPANTS GET THEIR NEWS:

Almost everyone said that facebook is a main source of news for them. Additionally, Twitter, Top Buzz, and Metro PCS News were popular apps. None in the group said they read newspapers anymore, but many search multiple news outlets on the internet, depending on what information they are seeking.

## Revised

# 2030 REGIONAL WASTE PLAN



## COMMUNITY DISCUSSION

# The Rosewood Initiative

16126 SE Stark St

Portland, Or 97233

July 15, 2017



Metro



## Background

The Rosewood Initiative is located on 162nd and Stark, in Outer SE Portland. Rosewood is a neighborhood space where you can help the community as you improve yourself. Neighbors come here to interact with one another, work on projects and feel safe. Rosewood builds capacity in the neighborhood by helping people learn useful skills and by connecting friends, partners and resources.

On July 15, 2017 Rosewood partnered with METRO to host and facilitate a community discussion and tour of METRO facilities. We began the event at 2pm with a brief overview with METRO staff. The tour lasted approx. 1 hour, and we returned back to Rosewood at 5:15pm. We had an in depth discussion and dinner until 6:30. We always try to provide food when hosting community events, we appreciate METRO's support of this.

Community members and other participants who attended this event fit one or more of the desired demographics:

- Communities of color (i.e., Native Americans, African Americans, Asian Americans and Pacific Islanders, Latinos or Hispanics, and immigrants or refugees who are not proficient in English.)
- Individuals from low-income households
- Communities historically impacted by the placement of solid waste facilities
- Individuals and families living in multi-family housing
- Individuals with disabilities or who face accessibility issues related to using garbage services

We had 11 community members present at this event and a translator. Additionally we had Rosewood staff co-facilitate and take notes. Many METRO staff were present throughout the event. We invited back all the community members who attended the previous discussion, they all returned. All of our work centers around creating a safe and welcoming place, this discussion



group was no different.


<u>Demographics</u>

Zip Code	Ethnicity	Age	Gender	Are you disabled?	Are you a veteran?
97216	Latina	44	F	No	No
97233	Black	45	M	Yes	Yes
97236	White	53	M	Yes	No
97080	Latin	32	F	No	No
97233	Latino	19	M	No	No
97202	Arabic	66	M	No	No
97230	African American	45	M	Yes	No
97236	White	40	F	No	No
97233	Black	51	M	Yes	Yes
97233	Black	44	M	No	No
97266	Latina	21	F	No	No
97233	Latina	40	F	No	No

Above is a copy of the demographic information that was collected including the translator, all data was self reported.





- So much sorting was necessary for the whole system to work
- Felt safe but was very close to hazardous waste
- Employees took safety and precaution very seriously
- Astounded by the amount of trash, multiply this amount around the state, country
- Concerns about historic landfills, especially in East County

Surprises and things learned:

- The facility contracts with falcons to control seagulls
- Yard debris and food waste can be composted at the facility
- Very saddened to learn that houseless folks have been crushed to death from sleeping in recycling bins
- Many contractors do business with the facility, and there is money to be made if you work for a company that collects materials
- Money found cannot be kept by employee
- The smell of the site was relatively non pungent, even for a hot day
- There were not as many people working the facility as expected
- The facility treats and reuses the rainwater that is collected on site
- Someone threw out a whole boat
- Many of the materials are shipped overseas
- Some hazardous materials can be recycled, there is even a lab on site to determine the chemical makeup of unidentified materials
- Medicines can be “turned in” to the facility
- Some items are picked by artists- Gleaner Program
- Much can be recovered/recycled, example 80% of a mattress
- Many different types of materials can be dropped off at the facility but proper sorting is necessary

Questions before and at the facility:

- What happens when the landfill gets full?
- Can stuff be completely destroyed?
- Was there ever a time when things disposed of in the ocean?
- You can bring your load of garbage here?
- Is the garbage separated before thrown in the trailers?
- What kind of waste do you take in?
- How come they remove the chemical substances?
- What kind of wood is taken to make wood chips?
- What kind of things do you not allow?
- Do you recycle syringes?
- Do you get nuclear waste?

- Do you recycle medications?
- Do you have neighborhood collection?
- What are some of the most interesting things you have seen?
- Have you ever found human bodies?
- Do you take electronics?
- Can you recover cables?
- Can you pick up free compost?

Questions after tour:

- What percent of garbage taken to the dump get recycled?
- How long does trash sit at that facility?
- How many landfills will be created?
- Does public transportation serve the facility? Can employees take public transit to work?
- Does the facility have a jobs board?
- Is there pest control at the transfer station? If so what?
- What other ways are used to dispose of waste besides landfills and recycling?
- What is the annual cost to operate the facility?
- How are electronics recycled? T.V.s, radios, microphones
- How much “air freshener” is used?
- What percentage of materials are sent out of state or out of the country?

Changes and suggestions:

- Would like to be able to compost at home in a multi-family apartment building. Maybe METRO could provide small household bins for this purpose
- Make it easier to dispose of large items like furniture. Maybe have weekly pickup for large household items. Many people do not have vehicles to take these items to the dump.
- Set up a hotline for when property managers do not keep the garbage and recycling area in good working order.
- Often the number of recycling bins is inadequate and thus people throw recyclable material into the garbage. Provide more bins at complexes.
- Show commercials on TV/facebook or play them on the radio. These could be cartoon like, something fun, catchy for children, and available in many languages.
- Label all containers if they are recyclable or not.

- Hire people to hold workshops at complexes, to teach tenants what is recyclable and what is not.
- Bigger and more bins. More clearly identifying what is recyclable. Big letters and braille for those who are visually impaired. Use images as they are more universal.
- Display images of items that are not recyclable.
- Involve more community to educate others.

Everyone wanted to thank METRO for reaching out to communities and for allowing this type of participation. Keep it up!





## REPORT OF METRO DISCUSSION - JUNE 22nd, 2017

*Facilitated by Trash for Peace*

### Background:

This discussion took place at Gladstone Square, one of Home Forward's properties located in SE Portland off of 122<sup>nd</sup> and Gladstone. All of our participants were Spanish-speaking women that lived on or near the property in multi-family, subsidized housing apartments.

Trash for Peace is a 501c3 nonprofit organization whose mission is to provide hands-on, creative experiences that encourage resilient communities. We provide sustainability education services for youth and families on five Home Forward properties, and we have been working at Gladstone Square for six months.

For this discussion, Trash for Peace staff recruited participants by going door to door to chat with residents, as well as asking parents of the youth that participate in weekly activities if they would be interested in participating in the discussion. The team emphasized that the discussion was to gather their opinions and perspectives on waste reduction and recycling and that they were free to participate as much or as little as they liked. We emphasized that it was a safe space and any and all questions were welcome. The entire discussion was led in Spanish and in the Gladstone Square community room.

### Participant Demographics:

Zip Code	Age	Race	M/F	Veteran?
97233	47	Latina	F	No
97266	36	Latina	F	No
97266	45	Latina	F	No
97266	33	Latina	F	No
97266	38	Latina	F	No
97266	36	Latina	F	No
97266	43	Latina	F	No
97266	42	Latina	F	No
97266	40	Latina	F	No
97266	18	Latina	F	No

### Key themes, concerns and questions:

From this discussion, participants asked a series of key questions related to mostly **what** can be recycled. It seemed that each participant had a desire to recycle

and recognized its importance, but had doubts about how to recycle certain items, most repeatedly:

- Batteries, cell phones, televisions, and other electronics
- Oil from cars and other hazardous waste
- Plastic toys and clothes (especially old shoes)
- Plastic in general was confusing for participants – does it go together with cardboard? What plastic can actually be recycled? These were common questions.
- Glass – they said there was no place currently for glass to be recycled on site, so it all goes in the trash, and they asked for a place to recycle it.

In addition, one resident brought up her desire to recycle food waste, and many other residents agreed that they wish there was a separate container for food waste. They said it makes the overall trash smell bad, and that to have it apart would be better for the environment and create less trash overall.

The participants agreed that they would like to learn how to recycle better, and that handing out flyers does NOT work – it just ends up in the recycling! A better system would be having a workshop or training in the Gladstone community room, or distributing better materials, such as magnets that can go on the fridge with what you can/cannot recycle. In addition, they agreed that having one or two community clean-up days where they can all bring their larger items to donate/get rid of, would help with safely eliminating items people do not want.

One resident mentioned that educating kids was a great way to help educate the family overall, and that one place she learned a lot about recycling was at a school fair for her children, where there was a booth with information about recycling in the community. They all agreed that more information to help them understand how to recycle **at home** would be incredibly beneficial, especially as coming from different countries and cultures, the rules in this country are different. One resident even mentioned how recycling is beneficial for the economy!

Overall, the residents mentioned an appreciation for having the means and resources to recycle here, acknowledging its importance and wanting more information on how to recycle appropriately.

### **Metro's Guiding Values:**

**In response to the values, the residents thought they were all important.**

The value of being **Flexible and Ready for Change** -- One resident mentioned that they would like to see associated with this more about what each person can do to create positive changes – for example – instead of using individual water bottles, use larger water jugs in the house and refill a reusable water bottle.



The value – **Provide Excellent Services**—brought up the suggestion that **simplifying** the recycling system would be truly beneficial and most excellently serve clients.

The residents ranked the values in the following order, from most important to least:

1. **Protect human health and the environment** by reducing pollution and the impacts of hazardous products
2. **Share information** to increase the ability of people to make choices and take action
3. **Promote economic well-being** by providing good value for the public's money along with competition and good jobs in the industry
4. **Conserve natural resources** by using less of them and finding the best use for them
5. **Be flexible to and ready** for changing needs over time
6. **Provide excellent services** available to all

#### **Preferred way to get news/information:**

As mentioned above, residents prefer to receive information through workshops and trainings, or via reusable materials (such as magnets), as flyers most often end up in the recycling/trash.

For any questions, please contact Laura, Director of Trash for Peace, at [lakutner@gmail.com](mailto:lakutner@gmail.com) or 503-250-0997







## REPORT OF 2ND METRO DISCUSSION AND FIELD TRIP - JULY 8th, 2017

*Facilitated by Trash for Peace*

### Background:

This was the second discussion, or part two of a two-part discussion series with Gladstone Square, Spanish-speaking residents. The afternoon began by taking the residents on a field trip to Metro's Waste Transfer Station, where they were given a tour of the facilities. This was followed by a discussion of observations and takeaways back at the housing site. Once again, Gladstone Square is one of Home Forward's properties located in SE Portland off of 122<sup>nd</sup> and Gladstone, where Trash for Peace provides weekly, hands-on, sustainability education for residents of all ages (mostly youth). The same residents participated in this discussion as the one held on June 22nd, and therefore, the same recruitment principles were adhered to for the success of this field trip and conversation.

For this 2nd discussion and field trip, Trash for Peace staff reminded the participants by going door to door two weeks before the field trip and one week before, as well as handing out a reminder card with the date and time of the trip. Trash for Peace staff indicated the importance of wearing closed toed shoes for safety, and also recruited a few of the oldest youth to provide childcare for the participants' younger children during the field trip.

### Participant Demographics:

Zip Code	Age	Race	M/F	Veteran?
97233	47	Latina	F	No
97266	36	Latina	F	No
97266	45	Latina	F	No
97266	33	Latina	F	No
97266	38	Latina	F	No
97266	36	Latina	F	No
97266	43	Latina	F	No
97266	42	Latina	F	No
97266	40	Latina	F	No
97266	18	Latina	F	No

**Report of observations, questions, and takeaways:**

For all of the participants, it was their first time visiting the Waste Transfer Station and/or any garbage and recycling facility in the area. The key themes heard and observations made about the tour experience included, principally, that the residents were grateful for the opportunity to learn about and see where all of the trash goes, how to dispose of many common items, and what one can and cannot recycle. They wanted to continue passing along this information to fellow residents as well, and one resident even mentioned that this trip inspired her to want to implement a better recycling system in her house.

As a result of this field trip, the residents were able to better understand how throwing away all trash together in one bin can have consequences and cause a lot of environmental harm. They mentioned that they were more aware and conscientious of why it is important to separate trash and recycling.

The residents enjoyed learning how and where to dispose of common household items that may or may not be able to be disposed of or recycled from home, such as car oil, old medicine, televisions, microwaves, and cell phones. This includes syringes, as the residents did not know that Metro could provide a box to safely collect them. A couple of residents who had worked as janitors even shared stories of being pricked by syringes in the past, and the importance of safely and appropriately disposing of them.

The residents liked the idea of having one person or a small group of neighbors collect things on site that need to be taken to the Metro Transfer Station and then making a trip there once per month or on a semi-regular basis, instead of each person having to go individually. They also liked the idea of having more awareness of recycling and disposal events happening in the community, and Laura from Trash for Peace, as a liaison between the community and Metro, said she would be happy to help share information about local upcoming events. These residents, then, could help spread the word to the rest of the community.

One comment in particular stood out, and that was when a resident mentioned that this trip gave her the opportunity to get to know more of her neighbors/fellow residents and develop a greater sense of community. This comment then inspired a larger discussion of a need for more community events and unity, more support, and more communication amongst each other. Gathering the residents' opinions on recycling and waste reduction was the main point of this engagement, but Trash for Peace also believes (and this is a big focus of Trash for Peace's work on site) that any chance to build community is extremely important and leads to the most long-lasting effects of positive change. Again, although not the outward intention, this comment

showed an unintended benefit of these discussions and this trip, and it also provided another great starting point for more community events to happen in the future.

**Participants did have many questions about what they saw on the tour. These included:**

- Is tire recycling open to the public and is there a cost?
- What is the water/mister for?
- What about bottle recycling/return? Is there one of these here?
- Are there thrift stores that take away the good things dumped here?
- What do people wear coming to work here?
- Is all plastic recyclable?
- What electronics can be recycled?
- Can you recycle plastic bags?
- What about gasoline and car oil? Other hazardous materials like paint?
- Does it cost money to take things to the dump?
- If there is a spill of hazardous waste material, how does law enforcement know where the material came from?
- Where can you recycle glass? Can we recycle it from our apartments?

**The participants, as the discussion was coming to a close, did have a few suggestions about things they would like to see changed in the garbage and recycling system. These included:**

- Wanting information on local community events that pertain to recycling and disposal of hazardous materials and other difficult-to-dispose-of items regularly shared with them.
- They mentioned that being able to recycle everything together would make it easier, as it can be confusing.
- One resident recommended the idea of putting all recycling and hazardous materials, or anything that would need to be taken to the Waste Transfer Station, together in one spot on site and then sending someone from Metro to come and pick it up.
- Concurrently, having one or two residents be responsible for regularly collecting material that needs to be taken to the Waste Transfer Station and then dropping it off at there would consolidate the need of many and save time and energy.
- The idea arose to have Metro provide each resident a recycling bin for the home - color coded, ideally - that was specifically for recycling to aid in the establishment of home recycling systems. By providing this bin, it would also help their children learn about recycling.
- Residents expressed a desire for more community nights with information about recycling and proper waste disposal - this would not only provide information on local events, resources, and answer questions related to recycling and waste, but would also help improve the feeling of community and the support and unity generated in such a space.

Our Trash for Peace team is grateful to have been able to help facilitate this field trip and discussion. We found it to be a beneficial experience and opportunity for all involved. We look forward to continuing to work with this community and Metro staff surrounding these important topics. For any questions, please contact Laura, Director of Trash for Peace, at [lakutner@gmail.com](mailto:lakutner@gmail.com) or 503-250-0997

**Photos from Tour and Discussion continued on next page.**



***The entire group of Gladstone Square residents with Metro staff Luis and Juan and Trash for Peace staff Laura***



***The group in the main receiving area of the Transfer Station***





***The group learning about the disposal of Hazardous Waste Materials***



***The group during the final discussion at Gladstone Square***



## **Appendix B: Vision Survey Results**

# **2030 Regional Waste Plan**

*Engagement Summary, Phases 1-4*

**November 2018**

If you picnic at Blue Lake or take your kids to the Oregon Zoo, enjoy symphonies at the Schnitz or auto shows at the convention center, put out your trash or drive your car – we’ve already crossed paths.

**So, hello. We’re Metro – nice to meet you.**

In a metropolitan area as big as Portland, we can do a lot of things better together. Join us to help the region prepare for a happy, healthy future.

**Stay in touch with news, stories and things to do.**

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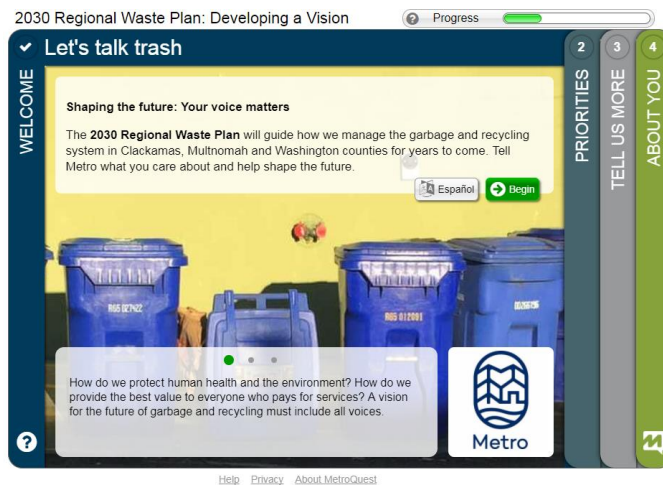


## Introduction

Appendix B presents a detailed summary of the results from the 2030 Regional Waste Plan Vision Survey, conducted by Metro between September 8 and October 20, 2017. The purpose of the survey was to gather public input about priorities and ideas for the future of the garbage and recycling system.

The main survey instrument consisted of an online, interactive web survey built using the MetroQuest software platform and made available through Metro’s website in both English and Spanish. A paper version was also used in conjunction with the online survey to gather input at an event on September 23, 2017. This event was attended by individuals who participated in the 2030 Regional Waste Plan community discussions described in Section 2 of the main report. The paper version of the survey was made available in English, Russian and Spanish.

The online survey consisted of four screens, including the welcome screen shown above. The second screen (Priorities) contained the main survey task, which asked respondents to rank up to five of eight priority areas shown on the screen in order of preference (see Table B.1). To reduce bias, the order in which the eight priority areas were shown to each survey participant was randomized.



**TABLE B.1**

2030 Regional Waste Plan vision survey: Priority areas

Priority area	Vision statement
<b>Education and information</b>	Children and adults have the information they need to choose what to buy and what to throw away to protect their health and the environment.
<b>Safe, clean operations</b>	From garbage trucks to recycling facilities to landfills, our garbage and recycling system uses updated technology, is safe for workers and the public, and minimizes pollution of air, soil and water.
<b>Good jobs</b>	Garbage and recycling jobs are safe, pay living wages and provide opportunities to advance. All jobs in the industry reflect the racial diversity of our local communities.
<b>Reuse and repair</b>	Products we buy are designed to last, and can be easily repaired, donated or sold for reuse. Replacement parts, repair businesses and stores that sell used goods are affordable and available in all communities.
<b>Company responsibility</b>	Manufacturers help pay the costs of disposing of their products and give people easy-to-use information about the health and environmental impacts of products.
<b>Local economy</b>	Discarded products are either reused or recycled locally, creating new businesses and growing existing ones.
<b>Healthier products</b>	Products sold, used or disposed of locally have minimal harmful impacts on health, climate, air quality and waterways.
<b>Quality service</b>	Recycling and garbage services meet the needs of houses, apartments and businesses in all communities and rates are stable and reasonable.



The third screen (Tell us more) showed respondents a series of priority statements for the future of the garbage and recycling system in each of the priority areas selected on the previous screen. Respondents were asked to select the two statements that most closely matched their vision for the future in the priority areas they selected. The fourth screen (About you) asked survey participants to respond to five optional demographic questions, including zip code, age, racial/ethnic identity, household income and gender identity.

As Table B.2 shows, almost 4,000 individuals participated in the survey. This figure refers to individuals who, at a minimum, completed the main survey task on the second screen asking respondents to rank priority areas. As a result, the responses from individuals who only completed the demographic questions or visited the survey website without completing the main task on screen two were excluded from the results.

All results in Appendix B are summarized by two main groups: **Community Groups** and the **General Public**. Community Groups refers to the individuals who participated in the community discussions about the regional garbage and recycling system held during the summer of 2017. As mentioned earlier, these groups were asked to take the survey at a gathering on September 23, 2017. The responses from the community groups are presented separately from those provided by the general public in order to highlight the feedback provided by members of communities that have been historically underrepresented or marginalized from planning and decision-making processes around solid waste issues.

The survey also provided respondents various opportunities to provide comments on Screens 2 and 3. For each survey screen and priority area, Metro staff categorized all comments into common themes. The results in this appendix show the top themes with the highest number of comments in each survey screen and priority area.

Overall, Metro received a total of 2,339 comments from 982 individuals (or 24.6% of all survey participants). Given that less than a quarter of all respondents submitted comments, the comment summaries and themes presented below should not be assumed to be representative of the views of all survey participants.

**TABLE B.2**

Number of respondents<sup>1</sup> by survey audience

<b>Audience</b>	<b>Respondents</b>
<i>Community Groups</i> <sup>2</sup>	68
<i>General Public</i>	3,921
<b>Total</b>	<b>3,989</b>

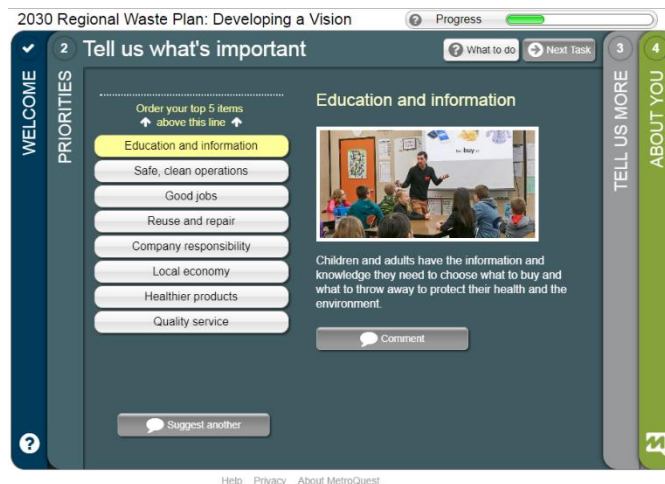
**Notes:**

1. Refers to individuals who, at a minimum, completed the survey's main task asking respondents to rank priority areas.
2. Refers to community members who participated in discussions about the regional solid waste system co-led by 8 Community Based Organizations and Metro (see Section 2 of the main report).

## Survey Main Task: Priority Ranking

The main task in the survey (Screen 2) asked respondents to review the eight priority areas shown in Table B.1 (above) and to rank their top five choices in order of importance.

Table B.3 summarizes the results from the survey's main task. The table shows how many respondents selected each priority area as one of their top five choices, both in terms of the actual number of respondents and expressed as a percentage of total respondents.



For example, the results in Table B.3 show that 82.4 percent of respondents from the Community Groups selected the *Education and information* area as one of their top five choices. This suggests *Education and information* was the top priority for this group as a whole, while the *Local economy* area was ranked as the lowest priority (47.1 percent of total respondents selected this option as one of their top five). The top priority area for the General Public group was *Safe, clean operations*, with 76.6 percent of respondents ranking this area as one of their top five choices.

**TABLE B.3**

Priority area ranking: Respondents who selected each priority area as one of their top five choices<sup>1</sup>

Priority Area	Community Groups		General Public	
	<i>number of respondents</i>	<i>% of total respondents</i>	<i>number of respondents</i>	<i>% of total respondents</i>
<i>Education and information</i>	56	82.4%	2,097	53.5%
<i>Safe, clean operations</i>	50	73.5%	3,005	76.6%
<i>Good jobs</i>	46	67.6%	1,780	45.4%
<i>Company responsibility</i>	42	61.8%	2,619	66.8%
<i>Quality service</i>	38	55.9%	2,193	55.9%
<i>Healthier products</i>	34	50.0%	2,538	64.7%
<i>Reuse and repair</i>	33	48.5%	2,856	72.8%
<i>Local economy</i>	32	47.1%	2,060	52.5%
<b>Total survey respondents<sup>1</sup></b>		<b>68</b>		<b>3,921</b>

**Notes:**

1. Total survey respondents refers to all individuals who, at a minimum, completed the survey's main task of ranking priority areas (see Table B.1). Respondents could select up to 5 priority areas. As a result, the figures in the 'number of respondents' columns do not add to the totals shown at the bottom of the table. Similarly, percentages in the shaded columns add to more than 100%.

## Survey Task 2: Tell us a bit more

After completing the survey's main task, respondents were directed to Screen 3 and asked to review and rank a series of vision statements in each of the priority areas they selected on Screen 2.

The next few sections and tables (Tables B.4 through B.11) show the results from Screen 2 by each priority area and survey audience. The tables show how many respondents selected each statement as one of their top two options, both in terms of number of respondents and in percent of total survey participants.

## Education and information

2030 Regional Waste Plan: Developing a Vision

**Education and information**

Please select the two options that most closely match your vision of the future when it comes to education and information about what we buy, use and throw away.

- ☐ Adults and children understand the connections between consumer products and nature.
- ☐ Information about the health and environmental impacts of products is available to all.
- ☐ Information about garbage and recycling services is easy to understand, age-appropriate, culturally relevant and available in different languages.
- ☐ Everyone knows where to take hazardous items such as leftover pesticides, batteries and syringes.

Additional comments and ideas:

Type

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TABLE B.4

Education and information: Respondents who selected each priority statement as one of their top two choices<sup>1</sup>

Priority Statement	Community Groups		General Public	
	number of respondents	% of total respondents	number of respondents	% of total respondents
<i>Information about garbage and recycling services is easy to understand, age-appropriate, culturally relevant and available in different languages</i>	41	60.3%	1,068	27.2%
<i>Information about the health and environmental impacts of products is available to all</i>	28	41.2%	706	18.0%
<i>Adults and children understand the connections between consumer products and nature</i>	23	33.8%	1,043	26.6%
<i>Everyone knows where to take hazardous items such as leftover pesticides, batteries and syringes</i>	19	27.9%	928	23.7%
<b>Total survey respondents<sup>1</sup></b>	<b>68</b>		<b>3,921</b>	

**Notes:**

1. Total survey respondents refers to all individuals who, at a minimum, completed the survey's main task of ranking priority areas (see Table B.1). Respondents were able to select up to 2 priority statements. As a result, the figures in the 'number of respondents' columns do not add to the totals shown at the bottom of the table. Similarly, percentages in the shaded columns add to more than 100%.

## Safe, clean operations

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Safe, clean operations

**Safe, clean operations**

Please select the two options that most closely match your vision of the future when it comes to the operation of the garbage and recycling system.

- ☐ Garbage and recycling facilities are as safe as possible for workers and the public.
- ☐ Garbage and recycling collection operations use the best available equipment to reduce health and environmental impacts.
- ☐ From traffic to odor, facilities have minimal impacts on nearby neighborhoods.
- ☐ A portion of disposal fees are reinvested into communities impacted by garbage and recycling facilities in the past, present and future.

Additional comments and ideas:

Type

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**TABLE B.5**

Safe, clean operations: Respondents who selected each priority statement as one of their top two choices<sup>1</sup>

Priority Statement	Community Groups		General Public	
	number of respondents	% of total respondents	number of respondents	% of total respondents
<i>Garbage and recycling facilities are as safe as possible for workers and the public</i>	35	51.5%	1,692	43.2%
<i>Garbage and recycling collection operations use the best available equipment to reduce health and environmental impacts</i>	23	33.8%	1,794	45.8%
<i>From traffic to odor, facilities have minimal impacts on nearby neighborhoods</i>	18	26.5%	913	23.3%
<i>A portion of disposal fees are reinvested into communities impacted by garbage and recycling facilities in the past, present and future</i>	23	33.8%	893	22.8%
<b>Total survey respondents<sup>1</sup></b>	<b>68</b>		<b>3,921</b>	

**Notes:**

1. Total survey respondents refers to all individuals who, at a minimum, completed the survey's main task of ranking priority areas (see Table B.1). Respondents were able to select up to 2 priority statements. As a result, the figures in the 'number of respondents' columns do not add to the totals shown at the bottom of the table. Similarly, percentages in the shaded columns add to more than 100%.

## Good jobs

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Good jobs

**Good jobs**

Please select the two options that most closely match your vision of the future when it comes to jobs in the garbage and recycling industry.

☐ Garbage and recycling jobs pay living wages and offer good benefits.

☐ The people who hold these jobs reflect the racial diversity of our communities in all position levels within the industry.

☐ Training opportunities create pathways to higher paying jobs for people of color.

Additional comments and ideas:

Type

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**TABLE B.6**

Good jobs: Respondents who selected each priority statement as one of their top two choices<sup>1</sup>

Priority Statement	Community Groups		General Public	
	number of respondents	% of total respondents	number of respondents	% of total respondents
<i>Training opportunities create pathways to higher paying jobs for people of color</i>	37	54.4%	624	15.9%
<i>Garbage and recycling jobs pay living wages and offer good benefits</i>	31	45.6%	1,459	37.2%
<i>The people who hold these jobs reflect the racial diversity of our communities in all position levels within the industry</i>	26	38.2%	848	21.6%
<b>Total survey respondents<sup>1</sup></b>	<b>68</b>		<b>3,921</b>	

**Notes:**

1. Total survey respondents refers to all individuals who, at a minimum, completed the survey's main task of ranking priority areas (see Table B.1). Respondents were able to select up to 2 priority statements. As a result, the figures in the 'number of respondents' columns do not add to the totals shown at the bottom of the table. Similarly, percentages in the shaded columns add to more than 100%.

## Company responsibility

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**Company responsibility**

Please select the two options that most closely match your vision of the future when it comes to the responsibility that manufacturers take for their products.

☐ Manufacturers pay for the disposal of the products they sell.

☐ Manufacturers label products with clear information about health and environmental impacts.

☐ Products are sold with minimal packaging.

☐ More products manufactured, packaged, or sold locally are made from some recycled material.

Additional comments and ideas:

Type

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**TABLE B.7**

Company responsibility: Respondents who selected each priority statement as one of their top two choices<sup>1</sup>

Priority Statement	Community Groups		General Public	
	number of respondents	% of total respondents	number of respondents	% of total respondents
<i>Manufacturers pay for the disposal of the products they sell</i>	15	22.1%	1,310	33.4%
<i>Manufacturers label products with clear information about health and environmental impacts</i>	32	47.1%	753	19.2%
<i>Products are sold with minimal packaging</i>	21	30.9%	1,751	44.7%
<i>More products manufactured, packaged, or sold locally are made from some recycled material</i>	28	41.2%	852	21.7%
<b>Total survey respondents<sup>1</sup></b>	<b>68</b>		<b>3,921</b>	

**Notes:**

1. Total survey respondents refers to all individuals who, at a minimum, completed the survey's main task of ranking priority areas (see Table B.1). Respondents were able to select up to 2 priority statements. As a result, the figures in the 'number of respondents' columns do not add to the totals shown at the bottom of the table. Similarly, percentages in the shaded columns add to more than 100%.



## Quality service

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Quality service

### Quality service

Please select the two options that most closely match your vision of the future when it comes to garbage and recycling services.

- ☐ It's easy for everyone to get to a garbage and recycling facility that is open to the public.
- ☐ Garbage, recycling and food scraps collection services for houses, apartments and businesses are convenient and easy for anyone to use, and meet individual community needs.
- ☐ It's easy to recycle or dispose of items like household chemicals, mattresses, furniture and appliances.
- ☐ Households and businesses can recycle more types of materials at the curb.
- ☐ Garbage and recycling service rates are stable and reasonable.

Additional comments and ideas:

Type

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**TABLE B.8**

Quality service: Respondents who selected each priority statement as one of their top two choices<sup>1</sup>

Priority Statement	Community Groups		General Public	
	number of respondents	% of total respondents	number of respondents	% of total respondents
<i>It's easy for everyone to get to a garbage and recycling facility that is open to the public</i>	15	22.1%	361	9.2%
<i>Garbage, recycling and food scraps collection services for houses, apartments and businesses are convenient and easy for anyone to use, and meet individual community needs</i>	22	32.4%	1,139	29.0%
<i>It's easy to recycle or dispose of items like household chemicals, mattresses, furniture and appliances</i>	19	27.9%	789	20.1%
<i>Households and businesses can recycle more types of materials at the curb</i>	11	16.2%	894	22.8%
<i>Garbage and recycling service rates are stable and reasonable</i>	18	26.5%	701	17.9%
<b>Total survey respondents<sup>1</sup></b>	<b>68</b>		<b>3,921</b>	

**Notes:**

1. Total survey respondents refers to all individuals who, at a minimum, completed the survey's main task of ranking priority areas (see Table B.1). Respondents were able to select up to 2 priority statements. As a result, the figures in the 'number of respondents' columns do not add to the totals shown at the bottom of the table. Similarly, percentages in the shaded columns add to more than 100%.

## Healthier products

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Healthier products

**Healthier products**

Please select the two options that most closely match your vision of the future when it comes to healthier products.

☐ Products are made without toxic chemicals, especially children's products, body care products and food packages.

☐ The products we buy and use have minimal impact on the climate.

☐ The costs to manufacture and buy products include the costs of keeping people healthy and the environment clean.

Additional comments and ideas:

Type

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**TABLE B.9**

Healthier products: Respondents who selected each priority statement as one of their top two choices<sup>1</sup>

Priority Statement	Community Groups		General Public	
	number of respondents	% of total respondents	number of respondents	% of total respondents
<i>Products are made without toxic chemicals, especially children's products, body care products and food packages</i>	36	52.9%	1,769	45.1%
<i>The products we buy and use have minimal impact on the climate</i>	16	23.5%	1,624	41.4%
<i>The costs to manufacture and buy products include the costs of keeping people healthy and the environment clean</i>	22	32.4%	1,064	27.1%
<b>Total survey respondents</b>	<b>68</b>		<b>3,921</b>	

**Notes:**

1. Total survey respondents refers to all individuals who, at a minimum, completed the survey's main task of ranking priority areas (see Table B.1). Respondents were able to select up to 2 priority statements. As a result, the figures in the 'number of respondents' columns do not add to the totals shown at the bottom of the table. Similarly, percentages in the shaded columns add to more than 100%.

## Reuse and repair

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**Reuse and repair**

Please select the two options that most closely match your vision of the future when it comes to reusing and repairing products.

- ☐ Products designed to last longer are widely available and affordable.
- ☐ Reuse and repair businesses are conveniently located to give people more opportunities to repair broken items they own and to easily donate or sell items they no longer want.
- ☐ Opportunities to donate or purchase used items are available at garbage and recycling facilities that are open to the public.
- ☐ Information and tools are readily available to help people repair their own products.

Additional comments and ideas:

Type

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**TABLE B.10**

Reuse and repair: Respondents who selected each priority statement as one of their top two choices<sup>1</sup>

Priority Statement	Community Groups		General Public	
	<i>number of respondents</i>	<i>% of total respondents</i>	<i>number of respondents</i>	<i>% of total respondents</i>
<i>Products designed to last longer are widely available and affordable</i>	21	30.9%	1,781	45.4%
<i>Reuse and repair businesses are conveniently located to give people more opportunities to repair broken items they own and to easily donate or sell items they no longer want</i>	28	41.2%	1,803	46.0%
<i>Opportunities to donate or purchase used items are available at garbage and recycling facilities that are open to the public</i>	16	23.5%	999	25.5%
<i>Information and tools are readily available to help people repair their own products</i>	15	22.1%	470	12.0%
<b>Total survey respondents</b>	<b>68</b>		<b>3,921</b>	

**Notes:**

1. Total survey respondents refers to all individuals who, at a minimum, completed the survey's main task of ranking priority areas (see Table B.1). Respondents were able to select up to 2 priority statements. As a result, the figures in the 'number of respondents' columns do not add to the totals shown at the bottom of the table. Similarly, percentages in the shaded columns add to more than 100%.

## Local economy

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WELCOME PRIORITIES TELL US MORE

Local economy

**Local economy**

Please select the two options that most closely match your vision of the future when it comes to the local economy.

☐ Products from recyclable materials are manufactured locally to generate new businesses and jobs.

☐ From office supplies to truck tires, governments buy locally made products that have minimal environmental impacts.

☐ Profits from garbage and recycling businesses stay local.

Additional comments and ideas:

Type

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**TABLE B.11**

Local economy: Respondents who selected each priority statement as one of their top two choices<sup>1</sup>

Priority Statement	Community Groups		General Public	
	number of respondents	% of total respondents	number of respondents	% of total respondents
<i>Products from recyclable materials are manufactured locally to generate new businesses and jobs</i>	34	50.0%	1,387	35.4%
<i>From office supplies to truck tires, governments buy locally made products that have minimal environmental impacts</i>	16	23.5%	1,145	29.2%
<i>Profits from garbage and recycling businesses stay local</i>	22	32.4%	913	23.3%
<b>Total survey respondents</b>	<b>68</b>		<b>3,921</b>	

**Notes:**

1. Total survey respondents refers to all individuals who, at a minimum, completed the survey's main task of ranking priority areas (see Table B.1). Respondents were able to select up to 2 priority statements. As a result, the figures in the 'number of respondents' columns do not add to the totals shown at the bottom of the table. Similarly, percentages in the shaded columns add to more than 100%.

## Survey Task 3: Demographic questions

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**Final Questions**

What is your zip code?  
Type...

Age range  
Select: ▼

Racial/ethnic identity (pick all that apply)

☐ American Indian/Native American or Alaskan Native

☐ Asian or Asian American

☐ Black or African American

☐ Hispanic, Latino, or Spanish origin

☐ Pacific Islander ☐ Prefer not to answer

☐ White ☐ Other

Household annual income before taxes  
Select: ▼

Gender identity  
Select: ▼


Submit Final Questions Skip

**Thank you!**

[Sign up for Metro News](#) to stay updated on garbage and recycling topics and more opportunities to weigh in.

For more information on the **2030 Regional Waste Plan**, visit: [www.oregonmetro.gov](http://www.oregonmetro.gov)

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 **Metro**

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TABLE B.12

Respondents' county of residence<sup>1</sup> by survey audience, compared to the tri-county area

County	Community Groups	General Public	Tri-County Area <sup>4</sup>
<i>Clackamas County</i>	7.5%	11.9%	22.70%
<i>Multnomah County</i>	69.8%	62.5%	44.80%
<i>Washington County</i>	20.8%	22.7%	32.40%
<i>Other<sup>2</sup></i>	1.9%	2.9%	
<b>Total</b>	<b>53</b>	<b>3,420</b>	<b>1,714,066</b>
<i>Response rate<sup>3</sup></i>	77.9%	87.2%	

**Notes:**

1. The zip codes reported by respondents were aggregated at the county level. For cases in which zip codes cover more than one county, the zip code was assigned to the county with 75% or more of the zip code's estimated 2010 population. For example, zip code 97206 was assigned to Multnomah County since an estimated 96.5% of the zip code's population lives in that county (the remaining 3.5% lives in Clackamas County).
2. Includes zip codes in other areas of Oregon and the United States, as well as invalid zip codes.
3. Calculated as the number of individuals who answered this question divided by the total number of respondents in Table B.1 (Community Groups, N = 68; General Public, N = 3,921).
4. Refers to the 5-year estimates for the 2011-2015 period from the American Community Survey (US Census Bureau) for Clackamas, Multnomah and Washington Counties.

**TABLE B.13**

Age range by survey audience

Age range	Community Groups	General Public	Metro Region <sup>2</sup>
<i>Younger than 18</i>	5.0%	2.9%	21.9%
<i>18-24</i>	18.3%	0.9%	8.5%
<i>25-34</i>	21.7%	11.8%	16.1%
<i>35-44</i>	18.3%	21.9%	15.1%
<i>45-54</i>	10.0%	21.7%	13.7%
<i>55-64</i>	10.0%	18.3%	12.5%
<i>65-74</i>	13.3%	17.0%	7.2%
<i>75 and older</i>	3.3%	4.3%	5.1%
<i>Prefer not to answer</i>	0.0%	1.3%	
<b>Number of responses</b>	<b>60</b>	<b>3,356</b>	
<i>Response rate<sup>1</sup></i>	88.2%	85.6%	

**Notes:**

1. Calculated as the number of individuals who answered this question divided by the total number of respondents in Table B.1 (Community Groups, N =68; General Public, N = 3,921).
2. Refers to the 5-year estimates for the 2011-2015 period from the American Community Survey (US Census Bureau) for the geographic area within the Metro Planning Area boundary.

**TABLE B.14**Racial/ethnic identity<sup>1</sup>

Race/origin	Community Groups	General Public	Metro Region <sup>3</sup>
<b><i>One race (not Hispanic, Latino or Spanish origin)</i></b>	<b>55.6%</b>	<b>85.1%</b>	<b>83.8%</b>
<i>American Indian/Native American or Alaskan Native</i>	1.6%	0.6%	0.5%
<i>Asian or Asian American</i>	4.8%	1.8%	7.2%
<i>Black or African American</i>	30.2%	0.7%	3.3%
<i>Pacific Islander</i>	0.0%	0.2%	0.5%
<i>White</i>	19.0%	79.1%	72.3%
<i>Other</i>	0.0%	2.6%	
<b><i>More than one race (not Hispanic, Latino or Spanish origin)</i></b>	<b>6.3%</b>	<b>5.4%</b>	<b>3.8%</b>
<b><i>Hispanic, Latino or Spanish origin (of any race)</i></b>	<b>36.5%</b>	<b>3.2%</b>	<b>12.2%</b>
<b><i>Prefer not to answer</i></b>	<b>1.6%</b>	<b>6.3%</b>	
<b>Number of responses</b>	<b>63</b>	<b>3,482</b>	
<i>Response rate<sup>2</sup></i>	92.6%	88.8%	

**Notes:**

1. Respondents were able to select more than one race/origin option. The results in these table are presented in a format similar to how race and ethnicity demographic data are reported in the American Community Survey.
2. Calculated as the number of individuals who answered this question divided by the total number of respondents in Table B.1 (Community Groups, N =68; General Public, N = 3,921).
3. Refers to the 5-year estimates for the 2011-2015 period from the American Community Survey (US Census Bureau) for the geographic area within the Metro Planning Area boundary. The corresponding categories in the ACS are: Hispanic or Latino; Not Hispanic or Latino; Not Hispanic or Latino – White alone; Not Hispanic or Latino – Black or African American alone; Not Hispanic or Latino – American Indian and Alaska Native alone; Not Hispanic or Latino – Asian alone; Not Hispanic or Latino – Native Hawaiian and Other Pacific Islander alone; Not Hispanic or Latino – Some other race alone; Not Hispanic or Latino – Two or more races.



**TABLE B.15**

Household annual income (before taxes) by survey audience

Income range	Community Groups	General Public	Metro Region <sup>2</sup>
<i>Less than \$10,000</i>	19.0%	1.1%	6.40%
<i>\$10,000 to \$19,999</i>	13.8%	2.6%	8.80%
<i>\$20,000 to \$29,999</i>	15.5%	4.3%	9.20%
<i>\$30,000 to \$39,999</i>	17.2%	4.6%	8.90%
<i>\$40,000 to \$49,999</i>	8.6%	7.2%	8.40%
<i>\$50,000 to \$74,999</i>	8.6%	16.9%	18.00%
<i>\$75,000 to \$99,999</i>	1.7%	15.9%	13.40%
<i>\$100,000 to \$149,999</i>	0.0%	19.5%	15.10%
<i>\$150,000 or more</i>	1.7%	12.7%	11.70%
<i>Don't know/prefer not to answer</i>	13.8%	15.1%	
<b>Number of responses</b>	<b>58</b>	<b>3,304</b>	
<b>Response rate<sup>1</sup></b>	<b>85.3%</b>	<b>84.3%</b>	

**Notes:**

1. Calculated as the number of individuals who answered this question divided by the total number of respondents in Table B.1 (Community Groups, N =68; General Public, N = 3,921).
2. Refers to the 5-year estimates for the 2011-2015 period from the American Community Survey (US Census Bureau) for the geographic area within the Metro Planning Area boundary.

**TABLE B.16**

Gender identity by survey audience

Gender identity	Community Groups	General Public	Metro Region <sup>2</sup>
<i>Female</i>	57.9%	59.9%	50.7%
<i>Genderqueer or gender non-conforming</i>	7.0%	1.3%	
<i>Male</i>	31.6%	33.4%	49.3%
<i>Other</i>	0.0%	0.5%	
<i>Prefer not to answer</i>	1.8%	4.5%	
<i>Trans</i>	1.8%	0.4%	
<b>Number of responses</b>	<b>57</b>	<b>3,377</b>	
<b>Response rate<sup>1</sup></b>	<b>83.8%</b>	<b>86.1%</b>	

**Notes:**

1. Calculated as the number of individuals who answered this question divided by the total number of respondents in Table B.1 (Community Groups, N =68; General Public, N = 3,921).
2. Refers to the 5-year estimates for the 2011-2015 period from the American Community Survey (US Census Bureau) for the geographic area within the Metro Planning Area boundary.

## Survey Comments

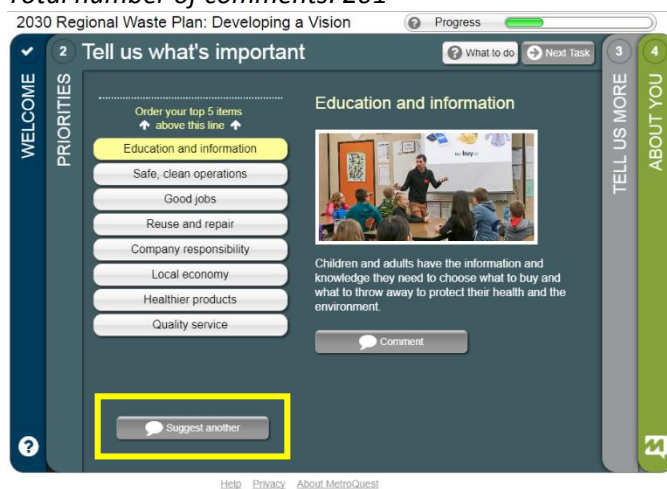
The tables in this section (Tables B.17 through B.33) summarize the main themes identified by Metro staff in the comments submitted by the survey's respondents. The first summary (Table B.17) covers the comments submitted through the 'Suggest another' box on Screen 2 of the survey. The remaining summaries show the top five themes by priority area and survey screen.

The survey collected a total of 2,339 comments from 982 individuals (or 24.6% of all survey participants). For each survey screen and priority area, Metro staff categorized all comments into common themes. The results below show the five themes with the highest number of comments in each survey screen and priority area.

It is important to note that since less than 25% of all respondents submitted comments, the summaries and themes presented below should not be assumed to be representative of the full population of survey participants.

### Screen 2: 'Suggest Another' comment box

*Total number of comments: 201*



The survey provided the opportunity to leave comments on Screen 2 through the "Suggest another" box at the bottom of the screen. This option was intended for respondents to suggest another priority area not listed on the screen and for general comments.

As **Table B.4** shows, 34 of the 201 comments left on this screen indicate support for having more recycling options, especially for curbside items.

The specific materials mentioned in this set of comments include:

- Plastic clam shell containers
- Paper coffee cups
- Styrofoam
- Soda boxes
- Cigarette butts
- Plastic bags
- Plastic wrap
- Cartons
- Butter boxes
- Rigid plastics
- Plastic film
- Plastic lids
- Deli containers
- Metal caps
- Batteries

**TABLE B.17**

Top five themes and sample comments from Screen 2, 'Suggest Another' comment box

<b>Theme</b>	<b>Sample verbatim comments</b>	<b>No. of comments</b>
<i>More recycling options, particularly curbside recycling</i>	<ul style="list-style-type: none"> <li>• “expand curbside recycling to include all plastic food containers”</li> <li>• “Expand materials included for recycling, e.g. clear clam shell containers and paper coffee cups”</li> </ul>	34
<i>Reduce, recycle or eliminate plastic packaging</i>	<ul style="list-style-type: none"> <li>• “get rid of much of the plastic packaging!”</li> <li>• “Reduce packaging waste”</li> </ul>	24
<i>Protection of the environment and sustainability</i>	<ul style="list-style-type: none"> <li>• “Protect the environment”</li> <li>• “Waste Zero! Everything I am able to buy should be recyclable, reusable, or compostable”</li> </ul>	20
<i>Reduce cost of garbage and recycling service to consumers</i>	<ul style="list-style-type: none"> <li>• “Keep rate payer costs reasonable”</li> <li>• “Simplifying the process and making it cheaper for me”</li> </ul>	18
<i>Expand garbage and recycling services</i>	<ul style="list-style-type: none"> <li>• “Weekly pickup of garbage!!!”</li> <li>• “More recycling drop off locations and include foam again”</li> </ul>	16

## Screen 2: Education and information

Total number of comments: 80

**TABLE B.18**

Education and information: Top five themes and sample comments from Screen 2

Theme	Sample verbatim comments	No. of comments
<i>More consistent and less confusing information about recycling is needed.</i>	<ul style="list-style-type: none"> <li>“Keep it simple. Some of the rules are far from intuitive. People moving from other areas don't recognize differences here.”</li> <li>“I still find myself confused about what exactly can be recycled, and work hard to understand, so I would say education and information is paramount.”</li> </ul>	19
<i>Education should focus on children and schools.</i>	<ul style="list-style-type: none"> <li>“Education at the youngest age possible is where to start.”</li> <li>“All schools and higher education. Should be educated on sustainability.”</li> </ul>	14
<i>Reduce, reuse, repair: We need more education on how to consume more sustainably, reduce waste, and reuse and repair more.</i>	<ul style="list-style-type: none"> <li>“Please also educate children on how NOT to buy at all - but to make or grow instead.”</li> <li>“And what to ReUse and Recycle????! Those are better choices than buy or throw away!”</li> </ul>	14
<i>Education and information is not enough. People need incentives and more information on the financial and environmental costs and benefits of recycling and disposal choices.</i>	<ul style="list-style-type: none"> <li>“People may know it's important to buy and use healthier products, but that is not an incentive enough. Most people won't follow through on their own.”</li> <li>“It would be great to have more information on the cost/benefit of our choices. Cloth vs disposable diapers, compostable dinner ware vs reuseable vs plastic, etc.”</li> </ul>	8
<i>All these topics are important.</i>	<ul style="list-style-type: none"> <li>“Really all of these suggestions should be in the top 5.”</li> <li>“All of those items are important to me but I could only choose five!”</li> </ul>	5

### Screen 3: Education and information

Total number of comments: 205

**TABLE B.19**

Education and information: Top five themes and sample comments from Screen 3

Theme	Sample verbatim comments	No. of comments
<i>Information is not enough. People need to understand what happens to products when they are thrown away and the impact of consumer choices on the environment, the economy and the garbage and recycling system.</i>	<ul style="list-style-type: none"> <li>“Giving people information isn't enough. They need to know how what they do connects with their environment, even if that environment isn't close. The world is not just an object, it belongs to everyone.”</li> <li>“There needs to be better understanding of why we put things in the recycling bins. If they understood the full cycle of recycling, maybe they'd be less likely to include non-recyclable items. More promotion of programs like e-cycles and paint care. Every time I see a TV sitting on the corner, it's another person that doesn't know about e-cycles.”</li> </ul>	32
<i>All these options are equally important. It is hard to choose only two options.</i>	<ul style="list-style-type: none"> <li>“Again, all of these are important and NOT mutually exclusive.”</li> <li>“I wanted to mark all FOUR of these answers.”</li> </ul>	31
<i>More hazardous waste collection options and information are needed.</i>	<ul style="list-style-type: none"> <li>“In the easy to understand garbage and recycling services, I hope there is information about hazardous materials. Then I hope we can fund disposal sites at more public locations.”</li> <li>“Better yet, have regularly scheduled hazardous materials pick ups. I've known many homebound folks and seniors who routinely add hazardous items to regular trash because it's inconvenient or impossible for them to travel to a facility.”</li> </ul>	30
<i>More education is needed on how to recycle properly to reduce contamination and ensure items are actually recycled.</i>	<ul style="list-style-type: none"> <li>“In a city like Portland that is deemed so "green" I find that so many people still don't understand how to recycle properly and the information is difficult to seek out.”</li> <li>“I really try to understand recycling, and I still have questions about what can go in commingled curbside, what counts as scrap metal, etc. I've seen others making egregious mistakes, and worry it will mess up the system.”</li> </ul>	23
<i>Recycling needs to be easier and more efficient. Information needs to be consistent and less confusing.</i>	<ul style="list-style-type: none"> <li>“Current system is too fragmented and car centric.”</li> <li>“I know plenty of adults that just don't know what can and cannot be recycled. It's also annoying how it changes based on your carrier, or if you move from an area with different types of recycling services.”</li> </ul>	23

## Screen 2: Safe, clean operations

Total number of comments: 62

**TABLE B.20**

Safe, clean operations: Top five themes and sample comments from Screen 2

Theme	Sample verbatim comments	No. of comments
<i>Operations should be clean and safe for the environment and the public</i>	<ul style="list-style-type: none"> <li>“Pollution is such a big issue right now, we need to look at the larger picture first with long term solutions for the environment.”</li> <li>“Providing safe, clean operations is important to the general health and well being of the community, as well as, the environment.”</li> </ul>	14
<i>Technology and infrastructure needs to be updated and other options introduced into the system.</i>	<ul style="list-style-type: none"> <li>“Look at the best transportation modes for society. For example, barging garbage would significantly reduce carbon emissions, wear and tear on I-84 roads and traffic congestion.”</li> <li>“I read about equipment invented long ago in CA but not used here that separates plastics by weight. This eliminates the need for all the confusing (too many) sorting of various plastics types.”</li> </ul>	6
<i>Focus on minimizing nuisance problems and vector concerns in neighborhoods</i>	<ul style="list-style-type: none"> <li>“Work to keep garbage/papers/plastic from getting blown in the street. “</li> <li>“Again love the commitment; but, have seen garbage trucks leaking fluids (hydraulic and others) as they make their rounds.”</li> </ul>	5
<i>More options are needed regarding what plastics can be recycled and where they can be taken.</i>	<ul style="list-style-type: none"> <li>“We need to make recycling of plastics easier and more universal. Also more plastics need to be biodegradable. “</li> <li>“We need to be able to recycle all plastic all the time. When recycling services stop I cannot build a business that is environmentally sound.”</li> </ul>	5
<i>All these topics are important</i>	<ul style="list-style-type: none"> <li>“That was really hard to choose. Those suggestions are all so important. “</li> </ul>	4



### Screen 3: Safe, clean operations

Total number of comments: 166

**TABLE B.21**

Safe, clean operations: Top five themes and sample comments from Screen 3

Theme	Sample verbatim comments	No. of comments
<i>All these topics are important</i>	<ul style="list-style-type: none"><li>• “Why make us choose? These are all necessary pieces!”</li><li>• “Obviously, all of these options are important. I hope the choice is really not between improved environmental impact and good jobs. We need both.”</li></ul>	26
<i>Minimize impact of noise, odor and other nuisances on neighborhoods and communities</i>	<ul style="list-style-type: none"><li>• “Garbage and recycling collection needs to reduce noise it makes in residential neighborhoods.”</li><li>• “Minimal effects on nearby neighborhoods essential for community acceptance.”</li></ul>	20
<i>Disposal fees could be invested for newer technology, additional options and updated equipment.</i>	<ul style="list-style-type: none"><li>• “Eliminate long distance trucking to a landfill, burn refuse to generate power. “</li><li>• “A portion of disposal fees are reinvested into methods and processes to extract more usable products from garbage and recycled material.”</li></ul>	14
<i>Garbage and recycling operations should be safe for the environment and wildlife</i>	<ul style="list-style-type: none"><li>• “The garbage companies also need to do their part by having their operations done in a fashion that reduces environmental impact.”</li><li>• “They should also be safe for wildlife and their habitat, not just people and their neighborhoods.”</li></ul>	14
<i>Focus on the safety and health of workers in the garbage and recycling system</i>	<ul style="list-style-type: none"><li>• “[People of color] are usually put into the lower wage jobs and those are the jobs that are unsafe and unclean areas. Bad for their health.”</li><li>• “Working in recycling should be a job that our children can aspire to have as adults. It is admirable and important and should be safe and clean as well.”</li></ul>	11

## Screen 2: Good jobs

Total number of comments: 47

**TABLE B.22**

Good jobs: Top five themes and sample comments from Screen 2

Theme	Sample verbatim comments	No. of comments
<i>Strong infrastructure brings and supports well paid positions and is good for the local economy.</i>	<ul style="list-style-type: none"><li>• “Good jobs are not only important to the economy, but, also to each individual. It fulfills the need to feel like you are contributing to the society.”</li><li>• “Good for our local economy.”</li></ul>	9
<i>Provide more jobs that are stable and safe for all workers.</i>	<ul style="list-style-type: none"><li>• “Jobs that meet industry safety standards. These jobs should be celebrated and viewed as one of the pinnacles of public service.”</li><li>• “Good jobs but also jobs where people do multiple tasks/positions.”</li></ul>	7
<i>All of these options are important.</i>	<ul style="list-style-type: none"><li>• “It's a false premise narrowing 8 to 5 - all valid.”</li><li>• “All of these factors are important and should be considered.”</li></ul>	6
<i>Increase outreach and diversity of workforce by supporting traditionally marginalized communities.</i>	<ul style="list-style-type: none"><li>• “Make job opportunities, education, and services available to people of color.”</li><li>• “Should apply to ANYTHING, or any jobs, we do collectively.”</li></ul>	5
<i>All workers in the solid waste system should earn at least a living wage.</i>	<ul style="list-style-type: none"><li>• “They still don't pay enough for the cost of living in Portland. Have to live far from Portland and drive into work. “</li></ul>	3

### Screen 3: Good jobs

Total number of comments: 160

**TABLE B.23**

Good jobs: Top five themes and sample comments from Screen 3

Theme	Sample verbatim comments	No. of comments
<i>Race should not matter. Everyone should earn a living wage and have access to training opportunities</i>	<ul style="list-style-type: none"> <li>“Provide living wage jobs for people in the area in which they live regardless of race.”</li> <li>“Training opportunities would create pathways to higher paying jobs for ALL people, not just people of color.”</li> </ul>	24
<i>Race should not be considered. Jobs and training opportunities should be based on qualifications, education, skills, performance</i>	<ul style="list-style-type: none"> <li>“There is competition and market-rate pay (not necessarily a "living wage" - which might be lower or higher) and market-rate benefits. I am sick of the focus on social justice/diversity - let's just focus on finding the right people for the job in a color-blind way. No preferences for any group.”</li> <li>“Training opportunities should be equal opportunity to all. If they're qualified, we shouldn't care... pathways to higher paying jobs should be equally available to all.”</li> </ul>	22
<i>What does garbage have to do with race? / These are racist options</i>	<ul style="list-style-type: none"> <li>“I don't understand why "race" is injected here. Aren't we supposed to treat everyone the same regardless of color?”</li> <li>“I wish you people would stop being racial in nature. You continued attempt to 'racialize' things only exacerbates the problem.”</li> </ul>	16
<i>Increase training opportunities and professional development programs for marginalized communities.</i>	<ul style="list-style-type: none"> <li>“I think living wages and training opportunities should be especially available for historically underserved populations.”</li> <li>“There should be opportunities for people of color to move through the system and advance to better opportunities.</li> </ul>	16
<i>All three options are important!</i>	<ul style="list-style-type: none"> <li>“All three things should be implemented”</li> <li>“I think it's possible to manage all three of these. Impossible to rank.”</li> </ul>	15

## Screen 2: Company responsibility

Total number of comments: 83

**TABLE B.24**

Company responsibility: Top five themes and sample comments from Screen 2

Theme	Sample verbatim comments	No. of comments
<i>Manufacturers and companies selling products should be accountable for product disposal and the environmental impacts incurred.</i>	<ul style="list-style-type: none"> <li>“I would love to see businesses take responsibility for their packaging to motivate them to use less of it and be sure that what there is can be taken care of in the best manner. Perhaps funds the companies could be used to fund recycling facilities and markets.”</li> <li>“Companies should be responsible for the complete cycle of anything they sell including production, waste, including responsibilities socially and ecologically.”</li> </ul>	23
<i>Implement incentives for companies working toward waste reduction or taxes/fees for larger contributors.</i>	<ul style="list-style-type: none"> <li>“I would like companies to be pressured to use less packaging and only packaging that is easily recyclable in the community ie. That is included in our recycling pick up service. No more non -recyclable plastic bits for instance.”</li> <li>“Manufactures should be incentivized to create products and packaging that is easily recycled through our current programs, and be encouraged to reduce the amount of materials generated.”</li> </ul>	9
<i>Develop disposal fees for commonly used non-recyclables and/or implement mandatory take back programs.</i>	<ul style="list-style-type: none"> <li>“To be responsible of disposing their own products and letting people know they can bring their items back to them so they can dispose them.”</li> <li>“If a product cannot be recycled easily, or composted then have a fee on the item for disposal, like they do for auto tires.”</li> </ul>	8
<i>Encourage minimal or recyclable packaging that fits in our current system.</i>	<ul style="list-style-type: none"> <li>“Less wasteful packaging.”</li> <li>“Should also be mindful of packaging material. Choose best options for packaging. Cardboard vs. styrofoam.”</li> </ul>	8
<i>Reduce sale and/or manufacture of harmful products.</i>	<ul style="list-style-type: none"> <li>“Dangerous things should have warning labels, but will anyone pay attention to them? Better to not manufacture dangerous things.”</li> <li>If companies provide healthier products to begin with will again lessen the impact afterwards.</li> </ul>	6

### Screen 3: Company responsibility

Total number of comments: 275

**TABLE B.25**

Company responsibility: Top five themes and sample comments from Screen 3

Theme	Sample verbatim comments	No. of comments
<i>Companies that produce or sell products should pay for the disposal and/or environmental impacts.</i>	<ul style="list-style-type: none"> <li>“Consumers are faced with huge burdens when it comes to properly disposing of products -- manufacturers should play a larger role in covering these costs.”</li> <li>“Manufacturers should be held responsible for the product once it's completed its intended life. Not just "pay for the disposal" but, be responsible for the reuse, recycle portion of the process. Who better to recycle or reuse a product than the organization that produced it?”</li> </ul>	65
<i>Packaging should be minimal and materials used need to be recyclable in our current system.</i>	<ul style="list-style-type: none"> <li>“Packaging should be easily recyclable. No plastics that we can't process, no inseparable mixes.”</li> <li>“Too much plastic is being used to package products. Packaging needs to be minimal and definitely biodegradable.”</li> </ul>	42
<i>Implement incentives for companies working toward waste reduction or taxes/fees for larger contributors.</i>	<ul style="list-style-type: none"> <li>“Perhaps we could craft a tax scheme to tax planned obsolescence; products that are made to break/be thrown away are taxed so that they are not cheaper than sustainable alternatives.”</li> <li>“Manufacturers pay a regional (or state) scaled tax based on how wasteful a product is, which might be measured as amount of certain materials (particularly non or hard to recycle plastics) by what percent of product mass or weight it is.”</li> </ul>	41
<i>All of these options are important.</i>	<ul style="list-style-type: none"> <li>“This was difficult, all 4 of the options are important. I had a hard time choosing 2.”</li> </ul>	27
<i>Promote reuse and repair options and organizations to combat waste concerns.</i>	<ul style="list-style-type: none"> <li>“Less use and reuse starts at the manufacturing level, the less waste the better, sustainable and environmentally friendly packaging.”</li> <li>“I really just want to see manufacturers pay for repairs. Astronomical repair costs are causes our family to dispose of products that could be repaired.”</li> </ul>	20

## Screen 2: Quality service

Total number of comments: 76

**TABLE B.26**

Quality service: Top five themes and sample comments from Screen 2

Theme	Sample verbatim comments	No. of comments
<i>Increase what can be recycled and the recycling rates in the region.</i>	<ul style="list-style-type: none"> <li>“Increase the types of plastics recycled at the curb: polystyrene, lids and caps, packaging materials, bags, etc.”</li> <li>“You need to take everything that has a recycle symbol on it. The amount of recyclables that we simply throw away because of limited local processing ability is ridiculous.”</li> </ul>	14
<i>Higher standards in service quality that is equal across all sectors (i.e. single family vs multifamily).</i>	<ul style="list-style-type: none"> <li>“Quality service being available to all citizens is a basic right.”</li> <li>“Quality of service for apartments needs to be as equal to houses.”</li> </ul>	10
<i>More service level options are needed.</i>	<ul style="list-style-type: none"> <li>“Customers need to be able to designate frequency of service that meets their needs.”</li> <li>“Once every two weeks is often not enough to deal with the trash!”</li> </ul>	8
<i>The garbage and recycling system needs to be simplified and reliable for all streams.</i>	<ul style="list-style-type: none"> <li>“The symbols &amp; indicators of recycling should be met with an understanding of that like a red octagon stop sign.”</li> <li>“Our recycling, garbage and composting system is very confusing and keeps changing.”</li> </ul>	7
<i>Concerns shared with haulers are not resolved quickly. Improve customer service experience.</i>	<ul style="list-style-type: none"> <li>“We get garbage service twice in our neighborhood, because the routes puts houses on the same street on different garbage days/companies.”</li> <li>“...awful in customer service and not offering weekly recycling pick-up is counter-productive for the environment.”</li> </ul>	6



### Screen 3: Quality service

Total number of comments: 232

**TABLE B.27**

Quality service: Top five themes and sample comments from Screen 3

Theme	Sample verbatim comments	No. of comments
<i>Add more materials and products to approved items list and to curbside pickup.</i>	<ul style="list-style-type: none"> <li>“We need to be able to put clamshells, lids, coffee cup tops, etc in the recycle bins.”</li> <li>“I wait months to safely dispose of batteries and other items and then find I am out of town during the one day it is held. Curbside pickup of more types would be wonderful! I could have a neighbor place at curb, if nothing else.”</li> </ul>	44
<i>Simplify the garbage and recycling system so it is consistent across the region and easily understood.</i>	<ul style="list-style-type: none"> <li>“The little signs with photos of recyclable materials are too small, mounted low, understandably dirty, and graphically confusing. We get new residents who can't tell or don't notice which dumpster is which, and...who can't easily tell which is the recycling dumpster.”</li> <li>“Make it easy for people. The easier it is, the more gets recycled. The more difficult or confusing, the worse the recycling rates and quality.”</li> </ul>	37
<i>Increase options for disposal of bulky waste and make these options accessible to everyone.</i>	<ul style="list-style-type: none"> <li>“Continue to support neighborhood collection events for larger items like mattresses, furniture and bulky waste / recycling items.”</li> <li>“I've seen abandoned furniture &amp; mattresses often enough to think there has to be a better way to dispose of them than on the side of the street.”</li> </ul>	31
<i>Allow for customer choice on service levels (volume and frequency) and adjust fees accordingly.</i>	<ul style="list-style-type: none"> <li>“Have a weekly garbage collection option for everyone.”</li> <li>“My waste management contractor isn't consistent. I would like more options.”</li> </ul>	29
<i>Ensure costs associated with disposal are fair and affordable.</i>	<ul style="list-style-type: none"> <li>“Fair price for garbage pick up. More items recycled.”</li> <li>“Additionally, I would say that Garbage and Recycling rates remaining stable and reasonable would tie with more recyclable materials at the curb for second place. Rates remaining reasonable is essential to compliance.”</li> </ul>	25

Screen 2: Healthier products  
Total number of comments: 59

**TABLE B.28**

Healthier products: Top five themes and sample comments from Screen 2

Theme	Sample verbatim comments	No. of comments
<i>Permit only products/materials that are healthy and safe for the environment and humans to be sold in the region.</i>	<ul style="list-style-type: none"> <li>“Less toxic ingredients should be allowed in consumer products; packaging must be recyclable locally, period!”</li> <li>“People seem to “trust” what they buy at the store. If the toxic products aren’t available people would need to make different choices.”</li> </ul>	18
<i>Promote healthy and recyclable packaging.</i>	<ul style="list-style-type: none"> <li>“Until we can recycle most packaging, businesses must reduce or change it.”</li> <li>“Minimal, eco-friendly packaging. It’s okay if packaging is not glossy. Inks are soy-based or something similar.”</li> </ul>	10
<i>Companies should be responsible for the proper and healthy disposal of their products.</i>	<ul style="list-style-type: none"> <li>“This ties into better product design to make the product more usable and more recyclable or the mfg needs to pay to cost of the externalities.”</li> <li>“This should be a part of Company Responsibility.”</li> </ul>	7
<i>Work to reduce plastics in the system.</i>	<ul style="list-style-type: none"> <li>“I specifically want to see less containers made with traditional plastics and more use of vegetable plastics that disintegrate!”</li> <li>“Less plastic. Bad for people and the environment.”</li> </ul>	5
<i>General support for all priority areas.</i>	<ul style="list-style-type: none"> <li>“Obviously healthy products are important.”</li> <li>“Agree with all.”</li> </ul>	4

### Screen 3: Healthier products

Total number of comments: 184

**TABLE B.29**

Healthier products: Top five themes and sample comments from Screen 3

Theme	Sample verbatim comments	No. of comments
<i>All of these options are important.</i>	<ul style="list-style-type: none"> <li>“All of them are essential!”</li> </ul>	43
<i>Reduce non-recyclable plastics, specifically targeting over-packaging.</i>	<ul style="list-style-type: none"> <li>“I would like to see the overall amount of packaging reduced, thus causing less waste in general. I'd also like to see product packaging contain less harmful chemicals, and if it cannot be recycled, then they need to look for biodegradable alternatives for packaging.”</li> <li>“Less plastic used in packaging, more bulk purchase options for different products in more stores.”</li> </ul>	38
<i>Work towards reducing toxics used in production of item and sale of toxic chemicals in general while ensuring healthy products are affordable.</i>	<ul style="list-style-type: none"> <li>“Buying healthier products is too expensive and only accessible for high income earners. We need to pass the cost of environmental and health impact through to the manufacturer, and thus customer, to incentivize producing less harmful products and thus drive the cost of those products down.”</li> <li>“Sustainable products should be the norm and they shouldn't be more expensive.”</li> </ul>	23
<i>Examine the entire life cycle of a product and ensure that is reflected in the cost.</i>	<ul style="list-style-type: none"> <li>“The full costs should be realized in the calculation of product creation.”</li> <li>“Incorporate cradle-to-grave thinking across the consumer marketplace.”</li> </ul>	22
<i>Manufacturers should be responsible for the disposal of their product and offsetting any harmful products in the life of the product.</i>	<ul style="list-style-type: none"> <li>“Businesses must be held accountable for their impact on society and the environment.”</li> <li>“Manufacturers are responsible for the safety of their products in accord with the Precautionary Principle. No externalizing costs.”</li> </ul>	16

## Screen 2: Reuse and repair

Total number of comments: 70

**TABLE B.30**

Reuse and repair: Top five themes and sample comments from Screen 2

Theme	Sample verbatim comments	No. of comments
<i>Reuse is a critical sector of society that needs to be supported and has potential significant positive impacts.</i>	<ul style="list-style-type: none"> <li>“Reuse and repair should be pushed even more than recycling.”</li> <li>“This is part of supporting local economy in my view.”</li> <li>“Generates jobs.”</li> </ul>	14
<i>Find a way to reduce planned obsolescence and encourage manufacturers to create lasting products.</i>	<ul style="list-style-type: none"> <li>“It is concerning to me that appliances and other large machines are now disposable after less than a decade.”</li> <li>“Not enough effort by companies to design products in modules that can be repaired, replaced, or upgraded, to extend the life and use of a product.”</li> </ul>	13
<i>Public support for creation of more reuse and repair opportunities.</i>	<ul style="list-style-type: none"> <li>“The more our communities have resources to learn to repair or have places to bring items for reuse to the better.”</li> <li>“It's hard to find a place that repairs a variety of small appliances. Currently, I have a small heater I'd be happy to pay a little bit extra to have it repaired rather than throw it out but I can't find anyone who can do it.”</li> </ul>	12
<i>Increase education and outreach regarding waste reduction and reuse and/or repair opportunities.</i>	<ul style="list-style-type: none"> <li>“We all have to shop, so since Metro see all that the public is doing with waste. I feel Metro has a responsibility to educate on the reduction of use of so much stuff.”</li> <li>“Regular people need to be aware that they can get things repaired, not just "mindful" people.”</li> </ul>	7
<i>Incentivize public to reduce consumption of disposables and extraneous packaging.</i>	<ul style="list-style-type: none"> <li>“We need to go back to the old ways of using, for example, glass bottles which can be reuse, instead of plastic ones which contaminate our waters.”</li> <li>“This is important as well in order to retreat from our extremely disposable society.”</li> </ul>	6

### Screen 3: Reuse and repair

Total number of comments: 247

**TABLE B.31**

Reuse and repair: Top five themes and sample comments from Screen 3

Theme	Sample verbatim comments	No. of comments
<i>Sponsor and promote additional repair and reuse opportunities like Tool Libraries, Repair Fairs and Libraries of Things.</i>	<ul style="list-style-type: none"> <li>“Film more of the activities at Repair fairs and develop 'manuals' somewhat along the iFixit model. Make available through convenient channels locally.”</li> <li>“Would like to see a Clackamas County loaner library for infrequently needed items. Power tools, carpet cleaners, etc.”</li> </ul>	78
<i>Educate society to move towards purchasing less disposables and more sustainable products.</i>	<ul style="list-style-type: none"> <li>“It would be so much better if we moved away from the "disposable mindset" about our things - could expect them to last a long time, with proper upkeep and repair, and if that repair were affordable and accessible.”</li> <li>“Reduce (eliminate?) our disposable mindset, incentivize reuse and repair.”</li> </ul>	38
<i>Create more innovative options and, accessible, conveniently located reuse drop-off or repair locations.</i>	<ul style="list-style-type: none"> <li>“Enable peer-to-peer sharing via an app and a hotline.”</li> <li>“Curbside donation of "fixable" items with conveniently located storefronts or warehouses for sale and redistribution of repaired and recycled items. Mini grants offered through Metro...to support "upcycling" and sale of used items through existing local businesses.”</li> </ul>	36
<i>All of these options are important.</i>	<ul style="list-style-type: none"> <li>“Seriously, how are we supposed to pick from these options? Don't they all matter?”</li> <li>“These are all good. We throw away far too much stuff because it's cheaper to replace than to repair or upgrade.”</li> </ul>	28
<i>Supporting reuse and repair organizations and ideas is critical for our region.</i>	<ul style="list-style-type: none"> <li>“You can't repair or upgrade something that was designed to be disposable, or so difficult to repair... If most products were repairable and/or upgradeable, it would be a significant boost to the local economy.”</li> <li>“City wide campaign on the importance of reusing and innovative ways to repurpose things.”</li> </ul>	23

## Screen 2: Local economy

Total number of comments: 54

**TABLE B.32**

Local economy: Top themes and sample comments from Screen 2

Theme	Sample verbatim comments	No. of comments
<i>In support of local businesses and jobs in the garbage, recycling, composting, reuse sectors.</i>	<ul style="list-style-type: none"><li>• “If these types of services are integrated into our local economy it will mean more for communities and help in education.”</li><li>• “We are doing it right when we can make new jobs from old products, containers, etc.”</li></ul>	12
<i>General support for local businesses, “keeping it local”.</i>	<ul style="list-style-type: none"><li>• “Use of incentives, small business opportunities, and other small-scale alternatives to being held hostage to global commodity markets.”</li><li>• “stay local.”</li></ul>	11
<i>In support of waste reduction, reuse and repair activities and programs.</i>	<ul style="list-style-type: none"><li>• “to some degree, but there needs to be greater reuse”</li><li>• “Please also open (or help open/support) No Waste stores (groceries, drugstores).”</li></ul>	6
<i>All of the options on the screen are equally important</i>	<ul style="list-style-type: none"><li>• “still in strong support of those I could not pick”</li><li>• “All of these items are important for the local economy and the environment of our region.”</li></ul>	4



### Screen 3: Local economy

Total number of comments: 138

**TABLE B.33**

Local economy: Top themes and sample comments from Screen 3

Theme	Sample verbatim comments	No. of comments
<i>Localize the garbage and recycling system, from haulers to end-of-life disposal to recycling processors.</i>	<ul style="list-style-type: none"> <li>“Let us wisely keep recycling local. It reduces greenhouse gas by less transporting and creates jobs.”</li> <li>“As much as possible, products and materials are recycled locally, adding to the local economy.”</li> </ul>	67
<i>Comments in support of waste reduction, reuse and repair as a better alternative to recycling and disposal.</i>	<ul style="list-style-type: none"> <li>“Recycling is important for things that wear out, like tires. More important is not creating waste in the first place by making all containers generic and tough and re-usable for a multitude of products.”</li> <li>“It seems we do a pretty good job in our area on making products from recycled materials. Can we focus on reducing trash in the first place - less packaging, less plastic etc.”</li> </ul>	15
<i>This is not the government's role: Rely on private industry and don't increase regulations.</i>	<ul style="list-style-type: none"> <li>“Governments must get the most bang for the taxpayer's buck. No more biodiesel boondoggles like trimet has perpetrated on the taxpayers. If that means not buying local, then so be it.”</li> <li>“Use private contractors to the greatest extent possible. Adding employees to the government side is too costly and efficiency gets lost in government bureaucracy.”</li> </ul>	14
<i>All of these options are important.</i>	<ul style="list-style-type: none"> <li>“Ideally all on all of these.”</li> <li>“Frankly, I'd choose all three of the options. I choose the third in that it could be inclusive of the second. Generally, I go for more public ownership or control, and less privatization of public needs.”</li> </ul>	10
<i>Suggested changes and concerns about the garbage and recycling system</i>	<ul style="list-style-type: none"> <li>“No monopoly on garbage and recycling.”</li> <li>“The business of waste should be as green as possible.”</li> </ul>	10