

Meeting: WestRock Community Conversation  
Date/time: Wednesday, April 24, 2019  
Place: Wattles Boys and Girls Club  
Purpose: To discuss conditions involving WestRock Recycling facility since the issuance of Metro's six-month license and to discuss whether any further improvements are needed as Metro considers extending the term of WestRock's license to September 30, 2023.

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0:00:10 Enrique Vargas: All right, guys. It's a little past six, I'd like to get started. First of all, my name's Enrique. My official title [indistinct] Metro. I've been working [indistinct] for about 15 years. Today I'll be acting as a community outreach specialist. So it's nice to meet all of you. Thank you for being here today. We know that everyone has extremely busy lives. [indistinct] First, let's get a few things out of the way. Actually Renee would you start us off? Sorry to put you on the spot. Wherever you're comfortable.

0:00:48 Renee Dutton: My name's Renee Dutton and first I want to say a little bit about LNLA Lents Neighborhood Livability Association. David [indistinct] created that group in 2017. And because of their heart to bless this community, I joined. And it's been a pleasure.

0:01:19 We've had a good time. So I'd just like to thank you guys. Thank you. [indistinct] [laughter] And also I'd like to welcome you folks from Metro into our community. Hila and Will and Jeremy and Ken and Rob. [laughter] So anyway, welcome to our community and hopefully we can come together at this meeting and get some answers.

0:02:10 Enrique Vargas: I'll go over a few things before we get started. Just wanted everybody to know, this conversation is being recorded right now, okay? Restrooms, there are restrooms located right next to the gymnasium but those are for children only until 6:30. after 6:30 everyone can use them. Until 6:30, if you go past the pool tables, there's an exit sign. Right underneath there, there are some restrooms. Emergency exit will be right here and I know we won't need it but just so everybody knows. And I'd like to go over the ground rules real quick before we get started.

0:02:41 They are on the far poster. I'll read them out to you. Be respectful. Just speak for yourself. Don't interrupt others. Please limit side conversations. Please silence your cell phones. I know I just did mine. And we ask that, you know, usually in larger groups, the applause, we ask people to keep those to zero. Instead of applauding or booing, [indistinct] uses this for applause and once to boo.

0:03:16 Hopefully there won't be any. Just give me a sad face. [laughter] Yes, and we'd like to give everyone the opportunity if there's something they'd like to change or add before we get started. This is a community conversation we're all here for the same reason. If anybody would like to modify that or [indistinct] will to have a conversation before we get started. Okay, I'll take that as a no. I know we already heard this from Renee but again, I'd like to recognize the [indistinct] leaders for coming out and also [indistinct] strong presence here. [indistinct]

0:03:59 So this is such a small group. I know it's going to take a little bit of time but I do see the value of everyone going around and introducing yourself. So if you would please just give us your name, organization, if applicable, a title, and that might help us understand where everybody is in the room. Please start over there, please.

Vance Dutton: I'm Vance Dutton, neighbor from across the street from West Rock.

Tuesday Dorr: Tuesday, also a neighbor across from West Rock.

Rob Nathan: Hey, folks. I'm Rob Nathan. I work at Metro I do community engagement work.

0:04:30 Matt Miller: I'm Matt Miller. I'm just a citizen here.

Ken Ray: I'm Ken Ray. I'm on the communications development affairs staff at Metro.

Jeff Murray: Jeff Murray, interested party.

Renee Dutton: Renee Dutton, neighbor across the street from West Rock.

Julie Whitmore: Julie Whitmore with the LNLA

Penny Wilson: Penny Wilson with the LNLA and also West Rock neighbor.

Char Pennie: Char Pennie, [indistinct] with LNLA.

David Potts: David Potts, president chair of the Lents Neighborhood Livability Association.

0:05:03 Luke Whitmore: Luke Whitmore, neighbor and member of the LNLA.

Phil Nameny: Phil Nameny, planner with the City of Portland [indistinct].

Gabe Favelle: Gabe Favelle, operations manager at West Rock.

Steve Hamilton: Steve Hamilton, I'm Environmental Director for West Rock.

David Schmidt: David Schmidt, west region director for West Rock.

Wayne Jackson: Wayne Jackson, general manager at West Rock [indistinct].

Courtland Benson: Courtland Benson and I'm here just as a community member.

Hila Ritter: Let's cut to the back and then we'll come back to the front. Jeremy, who are you? [indistinct]

0:05:43 Audrey O'Brien: I'm Audrey O'Brien with Oregon Department of Environmental Quality.

Will Ennis: Will Ennis with Metro, facility inspector.

Hila Ritter: And I'll just give them a minute to get settled. My name's Hila Ritter. I am the interim compliance manager with Metro and I wrote the license and will be writing license extensions. So I'm really grateful for all of your input and excited for our conversation today.

Jeremy Kirby: Hopefully everyone in this room I've talked to if I'm doing my job. I was really trying to make sure that we could all get together in this place to have this conversation.

0:06:17 So that's me. I do work for Metro. I work out in St. Johns but I have been fortunate enough to be working here alongside Hila for the last few months on some community engagement projects so welcome.

Enrique Vargas: Did we miss anybody?

Louis Sasnett: I'm Louis Sasnett. I'm parking enforcement lead currently on the swing shift right now.

Phena H.: I am officer Phena [indistinct] with parking enforcement. So any question about parking, feel free to call or ask us now. I can't take any ticket [indistinct].  
[laughter]

0:06:56 Enrique Vargas: All right, we do have a posted agenda right there on the wall to take a look at. We're going to try to stick pretty close to that agenda so everyone does have time to speak. [indistinct] Real quick, I'm going to say a few things. I'm going to turn it over to Hila here. Just that we're here today to continue the conversation about [indistinct] operating permit for the West Rock [indistinct] facility.

0:07:25 As of January 1, Metro now has the responsibility to [indistinct] and observe certain aspects of West Rock and other public facilities in the region. Over the past six months, residents, West Rock, and Metro have all worked together to make improvements in and around West Rock [indistinct] facility. We are here tonight to gather any thoughts or feedback regarding the West Rock operating permit. So with that, I'm going to turn it over to Hila.

0:07:58 Rob Nathan: Hila, before you speak, just so folks know, when we are having discussions today, I'm going to -- if you're not speaking loud enough, I might ask you to speak up and I'll also be our time check today if I need to move us on to the next topic. So I'm bad cop today. Sorry. [laughter]

Hila Ritter: Okay, well, thank you. So just to set the stage a little bit and give a little bit of history, Enrique just did it beautifully and I feel like we may have talked about this before but just as a reminder, West Rock is what we call a source separated recyclable material recovery facility or a MRF and they take materials that have been put on the curb or in the bin specifically for recycling and sort those and prepare them for market.

0:08:46 And that class of facility, that type of facility had been previously exempt from having to obtain Metro licensing and so for many years they were operating -- they and the other similar facilities in the region were operating outside of Metro oversight. And Metro historically thinks of change over time. You know, if you remember from recycling from way back in the day, there used to be multiple containers for each material and then over time the recycling industry has changed and markets have changed.

0:09:25 And now we're putting everything together in one. And because of the changes in the market and because of other changes over time, Metro took a look at our own rules and decided that we needed to revise our rules and bring this class of facility

under Metro authorization and Metro oversight. So we went through a several-year process that involved industry and local government and others to have that discussion and to rewrite our metro code and the administrative rules for that class of facilities.

0:10:04 And so that went into effect January of 2019. That's when the Metro license for West Rock was issued, West Rock and the other five similar facilities in the region. They were all written identically, essentially with the exception that West Rock had a shorter term than all the others. Metro can -- the maximum term that we can have for this kind of a license is five year for our Metro code. And we put in a six-month license for West Rock, a full term for the others, and six months specifically for West Rock because we wanted to see if our license, you know, as written was going to satisfy the concerns of the community.

0:10:53 'Cause when we did our public comment period, we got a lot of helpful feedback from everyone and we believe that, you know, our licenses are very thoughtful and comprehensive and that they would be able to address the issues and the concerns that we have heard during the public comment period. But we're always open to improvement and to continue to hear from folks. And so that's why we decided for West Rock specifically, where there had been, you know, additional concern communicated to us from the community to do a shorter term license.

0:11:29 So we'll put this license in place as is for six months and then come back to the community after it's been in place for a while and check in and say, "How are things going? Is the license as written sufficient? Is it meeting the community needs? If so, great. We're going to extend the term to match the others. If not, let's have a conversation about that and understand what can we improve what we need to be doing differently, other things that we need to focus more closely on." So we have observed pretty noticeable improvements around the facility.

0:12:06 We've gotten good feedback from the community, from you folks. But we'd like to hear if it's enough and what else, if anything, can change and be different. And for this conversation today, we also invited our government partners to be here so that we can be working better together and understanding our different strengths and our different areas of expertise and our different jurisdictions and putting those together so that we can be, you know, serving you the way that you need and deserve.

0:12:40 So that's what we're here to do. We're just here to have a conversation and talk about what's working and what's not working and there are going to be questions, I'm sure that you've come here to talk about that hopefully we can address here in the room. If we can't, we'll work to get answers for you. As Enrique said, we're audio recording this. We're going to post the transcript online for folks who weren't able to attend who want to hear about what happened and also just as a reference.

0:13:10 So you can come back to it if you want. So that's really what I have to say. We're going to hear from a couple more folks just so that you can have an understanding of the lay of the land or who's doing what at this facility and around the facility. And then we're going to really spend most of our time here just talking and having a Q&A. So, I'm going to hand it over to Phil.

0:13:39 Phil Nameny: [indistinct] develops [indistinct] regulations and land-use plans. For example, one of our planners is working on planning for the Rossing Farm area, and things like that. We have a partner bureau, bureau of development services that implements our land-use regulations by reviewing permits and doing land-use reviews.

0:14:09 And so I'm actually going to provide a quick overview from that standpoint. So the West Rock facility, the zoning areas is EG2, which stands for general employment 2. As was mentioned, they are running a recycling operation. Those are classified as industrial service use. And these categories allows by right in the EG2 zone.

0:14:37 So basically from a zoning perspective, it's an allowed use -- the facility has been operating, potentially since 1993, I think when a previous owner developed the buildings and the yard and [indistinct] focused more on paper recycling. Over time it's kind of kept in operations and so generally, the bureau of development services does not get involved unless there's new permits that come in to improve the site, build a new building, things like that.

0:15:14 But then a couple permits, I think, they changed the [indistinct] doors a few years ago and things like that. [indistinct] for development services looked at. But when it comes to the interaction with Metro, what Metro is looking at in terms of their

licensing is they just want to find out from the bureau about whether the use is allowed use, whether it needs to go through the initial use review and those kinds of things. So they actually, for the first go around back in April last year West Rock came in with a planner with development services with what's known as the land use compatibility form [indistinct].

0:15:52 It gets filled out. They take it to Metro and provide it as part of the licensing. So on that form, it was essentially stated that this operation was an allowed use in that zone. So there really hasn't been much happening from a city standpoint on that. There are co-compliance in the [indistinct] compliance issues. There's [indistinct] code to report things if there's issues that are coming up online.

0:16:23 Over the years, there's been calls now and then on that. But that goes -- another part of development services has a code compliance [indistinct]. They go out and see if they're doing something that doesn't match the plans or if they're doing something - - if they add an operation that wasn't allowed, things like that. But for the most part, the city's involvement with this more recent go around was just providing [indistinct]. So that's about all I have. [laughter]

0:16:57 Hila Ritter: Yeah, that's great, thank you. Louis?

Man: I'm still checking to see if there was any last minute communication or anything. I haven't heard yet.

Hila Ritter: Okay, all right. Well, hopefully he's okay. So then let's talk parking.

0:17:14 Louis Sasnett: Okay, so my name's Louis Sasnett. I'm with parking enforcement. As far as West Rock is concerned, there's -- unless they're storing vehicles on the street, there isn't much that parking enforcement can do. 'Cause we really only deal with vehicles that are parked on the [indistinct]. If they're on private property then that's [indistinct] compliance issue. If they're, you know, they're parked illegally in some manner, wrong way and stuff like that, we can deal with all that kind of stuff.



0:17:50 As far as getting zones changed to not allow parking on certain streets or in certain areas, that would be a parking control issue because they determine where zones go. And we can enforce those [indistinct]. And so I can help you steer questions and whatnot, parking control issues [indistinct], or have any issues with [indistinct]. That's about all I have.

Hila Ritter: Okay. So now I'll turn it over to Wayne, I believe.

0:18:32 Wayne Jackson: Okay. Great, well, thank you very much for having us and having this meeting. We really appreciate it. It's good to match faces to names and email addresses and get to know people a little bit. Just a little. Short background on me. I've been in recycling in one form or another for almost 35 years. I don't know why I've got a passion for recycling. I just really enjoy the business.

0:19:04 The way that West Rock does recycling and has developed, you know, like you were mentioning, from the old source separated ever bin and bag and bundles of newspapers. You know, things have changed and our business has changed quite a bit and our business model has changed. And that's why we've done things differently. We have [indistinct] and [indistinct] equipment, optical equipment, different types of ways to separate material that comes in.

0:19:34 You know, we've been doing that at that location for almost 26 years. And we're diverting thousands of tons of material from the landfill and separating those materials and adding value to those materials to be used as [indistinct] for paper, for plastic, and even some metal. So our plan is to [indistinct] the system in the metro area, the five major companies.

0:20:03 It takes all of us to get it done. You know, they're spread out strategically so to speak, whether on purpose or by accident, that's the way it's turned out. And it works for haulers, it works for us, and it helps us provide material for our own paper mills to recycle material. We collect and process about 70 tons of material for residents and businesses. We have domestic and international customers.

0:20:36 So our environmental mission on that part is important but probably the things that gets me most excited about recycling is the people in it. We've got 55 employees,

very hard-working people. We have dayshift, nightshift. We have people in and out. We've got a lot of really good people and we provide decent jobs for folks. And our payroll's at \$2.79 that goes right back into this community.

- 0:21:14      So operating a small facility, you know, I say "small". Our building is relatively small for what we do. And, you know, being surrounded by residences and having industrial type land use right next to houses is definitely challenging. It's challenging for all of us. And, you know, one day I want to take -- we are absolutely committed to being good neighbors and working with the neighborhood to try to do the right thing.
- 0:21:47      And that's just -- we try to do the right thing. There's going to be inherent challenges with an industrial facility next to a neighborhood but, you know, we want to keep listening. We want to keep talking together. We want to keep working at solutions that work for everyone. And, you know, even over the past year -- I've been at West Rock for just over a year. I started end of November 2017 and I immediately started on a project, in my mind, was to just, you know, [indistinct] wasn't there yet was, you know, we've gotta get material inside the fence line.
- 0:22:30      So let's focus on that we're focusing inside the fence line and inside the building now and developing processes and procedures with our employees to keep it that way as much as we possibly can. You know, we've implemented dozens of ideas, some from Metro, some from neighbors, some just responses to complaints to try to fix a lot of the issues.
- 0:23:02      We're always open and keep track of complains so we can try to find trends, try to figure out different ways to fix it. We are also still in the process of working with BDS to get a permit approved for the big wall that we've all been talking about and waiting for a year and a half now. The contractor's working directly with the city, trying to get [indistinct] approved the correct way.
- 0:23:41      It's getting there. I've got the paperwork. It's moving forward. So we're definitely working on that. That's a visual and it will help with some of the noise. And hopefully, that's going, you know, it's not going to solve everything but it's going to definitely help things quite a bit. And, you know, we've partnered with the neighborhoods, the visibility association. And to me, I think that's a great

partnership where you help us clean around the edges and get some things done on the weekends when the traffic is less.

0:24:18 And to me, it's a good partnership. [crosstalk] So our goal is to be good neighbors, to keep the conversation going, keep working on issues as they arise and, you know, also some of the more obnoxious things that happen, we're constantly working on things to figure out how to make things better. So I feel like the process with Metro was very good.

0:24:53 We developed an operating plan that's been accepted and seems to me to address the major issues within the license requirements. So I know your time's valuable and we appreciate your time and we're here to listen. So we have over an hour of questions and answers so I wanted to remind folks, just like back in Jr. High, there are no silly questions.

0:25:25 If you have them, please ask them. Nobody's going to laugh at you. It's really important that we hear everything. That's what we're here to do. So I just want to remind everybody of that. And I encourage everyone to speak up. And, you know, it is a conversation here. We have these microphones [indistinct] but it's such a small room here I think we'll do fine without. Are there any questions? Does anybody want to ask anything? Yes, Renee, please.

0:25:51 Renee Dutton: I want to know how long is that wall going to be in the corner. Is it just going to be to where the [indistinct] barriers are now?

Wayne Jackson: The plan we have is from - let me see if I get my directions right - from the southern corner of Woodstock and 100<sup>th</sup> all the way down to the new gate. The new gate will be attached to --

Renee Dutton: That's what I thought.

Wayne Jackson: And then just north of that on the kitty-corner piece that faces your house, it'll be there.

0:26:28 Vance Dutton: In front of the propane.

Wayne Jackson: Yes.

Vance Dutton: So there's still going to be a giant hole where everything comes through already.

Renee Dutton: Before when I mentioned the noise, "Well, we're going to have a 14-foot-high wall there." But wait a minute. It stops on that side where all the noise is created.

Wayne Jackson: So when that gets together, one of the ideas we had may be some [indistinct]. It's obviously only going to go as high as the gate. [indistinct]

0:27:03 Renee Dutton: But the noise is coming mostly from inside of the building and it goes out [crosstalk].

Vance Dutton: That's what's facing us the most is that driveway and that green gate and if the wall is only coming to each side of that gate, there's still a gaping hole where it's coming right at us.

Wayne Jackson: That's true. But it's still going to balance a lot of that noise out. And I guess, you know, we get the wall up and we keep problem-solving from there.

0:27:35 Renee Dutton: Did you get an acoustic professional out there yet?

Wayne Jackson: Not yet but that's, you know, that's on the list of things to look at to see. There are different kinds of paints that you can use that are acoustic that might be better. Foam or something like that but we're looking at all kinds of [indistinct].

Vance Dutton: It's not going to be an improvement too after the fact, I think. That could be a treatment to something after the fact.

Wayne Jackson: Absolutely.

Vance Dutton: You know, if it's not enough, let's do some more to the wall.

Wayne Jackson: Yeah, it's not like we put up the wall and go, "Oh, yep, the wall's up." I mean, we're going to keep talking and listening.

0:28:13 Vance Dutton: With a taller gate there that completes the wall in that section so that it shuts when you're not -- maybe when you're using the heavy equipment outside that's causing a lot of the noise that maybe that thing gets shut after all the stuff has docked inside and then close that off to us so that it provides more protection and a way that we get some peace and quiet.

0:28:42 The hours of operation are, you know, I don't even know what to say. It's just -- it's not -- that place opened seven years before our child was born. She's going to college this year and we've been living in that environment for that many years.

Renee Dutton: Since '93.

0:29:10 Vance Dutton: No matter what company it is or who's there or what they're doing, it's still heavy equipment, it's still semis, it's still exhaust fumes blowing at you when you're sitting on your porch is the east wind's coming at you. You still get a big hit of exhaust. It's still all the little problems that seem like we are battling a little at a time. But it doesn't seem like there's an easy fix. I'm hopeful.

0:29:42 Wayne Jackson: Yeah, well, I'm hopeful too. And you're right. Some of those issues are not simple issues.

Vance Dutton: I mean, you mentioned to us offline before about a turnaround that you have with employees and that it takes retraining. And then it seems like it starts all over again with the little issues we have about employees not being respectful to the neighborhood around them and how they're operating the equipment. And it just seems like that's a battle that is going to be reoccurring.

0:30:13 And I was reading some of Portland's plan for recycling, which is great but they have an end goal of 2030, which is to try to capture many percent of the reuse material and they're at about 65, 70 percent now. So I see another 25 percent coming your way based on the city's plan, which only means that a facility that has -- a city that has allowed a facility to -- it started out with two docks and now they have been allowed to put three more in.

0:30:55 So now you have five docks, potentially for unloading. So this plant has increased by three more docks, whatever the percentage is. Not that you use them but you still have five bays to unload in and you started with two. So the initial planning for this facility by the city was a two-bay inlet for recycling and it's grown over the years. And I understand that but do you see where I'm going?

0:31:26 It's been allowed to have a capacity of way more than it was originally designed for. And that's what we're seeing as neighbors is a company that has grown so huge and trying to absorb all this recycling. It comes with a lot of issues and it's an ongoing battle that we have with the things that are going on around us based on its growth.

0:31:57 And it's really hard to sit like that because it's been so long that we've been living in the face of this. And kudos to you guys for trying to fix it and good luck. I'm frustrated. [crosstalk]

Renee Dutton: I have another question. With your operating hours being 7am 'til 10pm, most days of the week, I noticed lately it's a little less on the weekend and sometimes you're closed on Sunday.

0:32:35      However, he lives next door to me, he goes to bed at 8 because he has to get up at 4 in the morning to do his job. But when he's listening to it until 10:00, how's he supposed to be able to do his job to the best of his ability on five and a half, six hours of sleep? No time from the time we wake up until after we go to bed, we have no daylight hours to enjoy peace.

0:33:16      And we as homeowners are entitled to -- homeowners have the right to peaceful and quiet enjoyment of their homes regardless. And no hours that we're awake do we get to experience that. He and I were standing out on the street at 6am because we both got up early. It was a nice day and we wanted to look at the sunrise and it was so incredibly peaceful.

0:33:53      I said, "Doesn't this remind you of something, like, since before '93?" When we moved in that neighborhood, even though it's a crappy little neighborhood -- was but there's a lot of improvement now. There's 17 new houses. It used to be a quiet, quaint neighborhood, even with the 17 new houses. And we could have barbeques. We could have a yard sale. We could be out in our yard and enjoy our yard. But not when we have to deal with West Rock's business every waking moment of our life.

0:34:35      Hila Ritter: So could you clarify for us what your operating hours are for you -- and I know you have [indistinct] different hours.

Wayne Jackson: Right. Our normal is 7am 'til 10pm. We do try to get inside as much as possible after 7. It's not always possible. And we've actually done quite a lot of work on noise. We've even diverted 500 bins, you know, the bins. [crosstalk]

0:35:12      Vance Dutton: That's been 20 years going.

Wayne Jackson: Not all of them but a lot of them have been diverted to another location. [indistinct] the sort line. The back-up beepers on our equipment are the white noise beepers now. And we do try to schedule trucks, sometimes somebody comes in later. But we're going to close it -- we're not going to be loading after 10pm. [indistinct] we're not done, sorry.

0:35:47 Woman: Renee sent me a list of the other West Rock facilities she could find and they're hours and most of them close at 7.

Wayne Jackson: You know, I think our actual posted hours [crosstalk]. I don't know where that came from, honestly. Other recycling plants -- what, from our website? Or is it one of those websites [crosstalk]. If that's the case, it needs to be updated. But a lot of our other facilities are 24/7.

0:36:25 Vance Dutton: That's fine. And I did some research on Google Maps and this particular facility is four times closer to any other houses of most of the other facilities. And the one that I did find that is about twice the distance from houses, there's a big buffer of trees between it about 20 feet wide. And the back of the facility faces those houses. So the operation seems to be forward of that. So this is a unique case where this facility obviously should have been turned around.

0:37:04 Wayne Jackson: I think it was Will that said, "I agree. I can't tell you how many times I've thought if our plant was just split."

Vance Dutton: Wouldn't it be cheaper if we just turned our houses around? [laughter] I don't know what to do here. I could build a wall, yeah. Just turn my house around and build a wall out front.

0:37:25 Renee Dutton: You shouldn't have to though. And I remember, I asked DJ [indistinct] when he was here with David in October of 2017, I said, "DJ, how many facilities that West Rock owns are in a neighborhood." He said, "Just this one. We'll have to consider the hours then," he says.

0:37:55 But why do we -- who grants West Rock the right to rob us of our quiet and peaceful -- our homes that we've paid for, worked all our lives for? Why does anybody have the right to deny that to anyone? And I know this side of the street sold this and this side of the street sold that. But still, that should be a critical consideration in a neighborhood.



0:38:30 Wayne Jackson: It is a critical consideration [crosstalk]. We do have the zoning issues. And like I keep saying [crosstalk] [indistinct].

Rob Nathan: I want to make sure we're not creating a culture of interrupting each other and we're following our group agreements. And so I just want to let you finish what you're saying and the focus on the follow-up question. I know this is tough. [indistinct] I don't mean to silence you. I just want to keep --

0:39:01 Wayne Jackson: Yeah, I understand that and we're committed to doing everything we can to try to minimize the negative effects.

Renee Dutton: Are you saying you're not going to consider the hours, then? Is that what you're saying.

Vance Dutton: Are we going to let Metro do that or is that what you're waiting for or would you like to be good neighbors and change that yourself for us? Can West Rock do that for us as opposed to us having to complain enough that Metro takes a stance on it and makes that happen if that's possible.

0:40:40 Wayne Jackson: That's a good question and I think the way I would answer that is it's very complicated as you know. If we shorten our hours, even if we decrease volume, we're going to have people losing jobs.

Renee Dutton: We're losing our minds.

Vance Dutton: We've lost our quality of life. So what's more important? We have no quality of life in front of our houses. Period.

0:40:15 Renee Dutton: It's been taken.

Vance Dutton: It's been gone. It's been gone 20 years. And we've been trying, trying, trying to be as polite and with emails and with questions and trying to get people together to help and to figure this out. Decades have gone by and we're still dealing with it.

Wayne Jackson: I can't speak to the decades before -- the time before I got there. We're trying to be good neighbors in all of the topics that we're talking about. Some of them are very complicated. Zoning is complicated. What we do is complicated.

0:40:52 Vance Dutton: Let's take the zoning out of it. West Rock go above and beyond the zoning and say, "Oh, the city says we're allowed to do this. We're going to do exactly that." Forget about the zoning. Can't you go over and above as a company, as a corporation, as people to understand what we're going through and make that change yourselves and not wait for a city official or an entity to listen to us enough to hopefully we get someone to change that? That's on you guys as good neighbors to make that change without somebody forcing you to.

0:41:31 Hila Ritter: I'd like to ask a clarifying question if I can. What would be the hours that you would like to see? What, to you, is --

Renee Dutton: I'd like to see them move somewhere else.

Hila Ritter: Yeah, I understand that. But if limiting the operating hours was something that could be achieved --

Vance Dutton: Most people get home at 5:00 and you want to relax. You want to sit on your porch and drink a beer and think about life. You know, what's the norm?

0:42:02 Renee Dutton: Well, the 22 facilities that are listed, only ten had their operating hours not long over 5:00. But Portland's is the only one in a neighborhood. They'll stay open until 5:00 and seem to manage to do their business.

0:42:27 Wayne Jackson: Renee, those are usually business hours, not operating hours. [crosstalk] Let me ask you a hypothetical question just because I hear [indistinct] complete. Let's say two people across the street move out-- two new people move in and they work graveyard. So now we've got neighbors that want to sleep at night. We've got neighbors that want to sleep during the day. Can you see the position that that would put us in.

0:42:56 Renee Dutton: Well, they need to do their due diligence, find out what they're walking into. I saw 19 people look at the house across the street from your driveway. 19 people looked at that house for sale. No way. Look at this mess. No way we're living here. Are you kidding me?

Rob Nathan: I just want to apologize 'cause it sounded like you were going on to a new topic and I would like to keep the Q&A organized on topic so we can be collecting more information --

Vance Dutton: I'm pretty much done.

0:43:28 Rob Nathan: Information that we need on the license agreement. And so I'm curious, we've heard a lot of concerns around noise. I wish that we had our noise specialist here. We did invite them. I apologize for that. But in terms of the license and what we can control, I'm assuming noise may not be something we regulate. I'm not playing dumb. I actually don't know. I'm curious if -- and I don't mean to derail that conversation. I just know that that's a complex conversation about people's jobs and people's living.

0:44:03 And I want to keep this conversation productive. So are there other issues around mitigating burden on neighbors that we can talk about with the licenses or changes that have been made and improved or things that still need to be addressed beyond noise?

Wayne Jackson: Just a quick comment on that. On the above and beyond, [indistinct] you're comfortable with above and beyond but relative to all those other recycling facilities, we wouldn't be here talking about this if we hadn't already done a lot.

0:44:37 I mean, we've got dozens - I didn't even bring the list - dozens of things that we do, have done differently in trying to implement to make things better for the neighborhood that a recycling plant that's not in a neighborhood would never even think about. I'm not trying to minimize what you're saying but, you know, hours and hours of work and effort and talking with the crew, 'How can we do this differently? What if we did this at this time?' I mean, it's a constant ongoing conversation at our plant with our supervisors, with our crew. So --

0:45:14 Vance Dutton: We're not saying you're not trying. Don't get me wrong. You guys are doing a great job. I understand it's hard. It's a business. You've got to make money. I get that. I understand.

Wayne Jackson: I want to just mention --

Rob Nathan: Before you do, did you have something --

Man: Yeah, I just had a question. What is the hold up with the city and the permit for the wall? [indistinct]

0:45:44 Wayne Jackson: It is. Not in defense of the Portland permitting process but just having done projects in a different life, it takes a long time. And this one in particular is pretty complex because we want to put the fence where it's [indistinct]. We want to put a wall that's five times [indistinct] than standard. And it's going to be made out of steel that you can't see through and hopefully a lot of the noise.

0:46:14 So the contractor who's an industrial contractor who's gone in and out and back and forth and tries to give great answers. And like I said, I'm going to throw the city under the bus but every permit person I've talked to with the city, you'll get a slightly different version. He has to go and do something and come back. He has to go and do something and come back. I think we have most of that worked out to date. Actually, as a matter of fact, we've been bugging him to get some things. We've got, I think it's actually registered by tomorrow that we've got a permit in the process. And it's just taking them that long to weed through the red tape [indistinct].

[indistinct]

0:47:00 Wayne Jackson: In the defense of the city, it's a complicated variance type project. It's not like, you know, replacements [indistinct].

Hila Ritter: That's something that I would just add on that is that you shared with us is that you have all the pieces, right? The wall, it's manufactured. You have all the stuff. It's onsite so [indistinct].

[crosstalk]

0:47:39 Phil Nameny: First off, channeling [indistinct]. I think what he was saying is that I think they're probably working within the quiet hours of the city and the city has decibel levels that apply in the daytime and decibel levels that apply in the nighttime and I don't have the code for any of these so I'm not really sure -- I'm pretty sure it's very similar to the camping quiet hours, you know, 10pm to 7am.

0:48:11 [indistinct] run 7am to 10pm that's going to be pretty much within the boundaries of, you know, during that time they have a higher decibel level than neighboring residential properties after 10pm. So just a quick piece on that. As far as the fence piece, it's probably not so much the permit aspect of it. The city zoning code, generally, when you have exterior storage, exterior work areas, and once again, this is about permits 25, 26 years ago have changed over time.

0:48:46 But oftentimes when somebody has, say, a landscape strip and they have an area they want to secure, the city usually wants the fence on, you know, so if the landscape strip is still providing this softening, buffering next to the sidewalk and the fence is on the other side. I think with this facility - I haven't been out there lately but, you know, what they're looking at is trying to potentially ask for an adjustment to where they put the fence because they have that landscaping provision. [crosstalk]

0:49:27 And since it's a new proposal then it's a new code. And so they have to go apply for an adjustment. So I think what's happened is there's probably been a lot of conversations with planners and possibly building officials about the safety requirements for a 14-foot-tall wall that happened before they submit it [indistinct].

Vance Dutton: So in planning and codes, is there anything looked at as far as how an industrial area affects a neighborhood and potentially saying, well, yes, this is an EG2 industrial area but maybe that's a little much for its closest-to residents and the fact that houses are built and filling up that area? Is there any type of thought there from the city that says --?

0:50:19 Phil Nameny: Well, I assume it just went through and updated [indistinct] plan and give zoning product on that. But oftentimes, in places where there's established plan patterns, they can't necessarily move lines or change things. And the EG was [indistinct] before. So my assumption - I worked directly on that project - my assumption is they kind of looked at land patterns and kept it. There are some places, especially within industrial zones where there have sort of been buffer overlays.

0:50:50 But I don't know that the buffer overlay would be something that would achieve what you guys are looking at 'cause it's generally another extra ten feet of landscaping or something like that. It's not necessarily --

Vance Dutton: Maybe not enough.

Phil Nameny: Yeah. I mean, I agree with -- I think it was Wayne, I was looking at the site, not being real familiar, being like, "why did they, you know, especially with the traffic light on 101<sup>st</sup> and bus routes. Why did the building get shifted? Why did the [indistinct]?" 26 years of hindsight.

0:51:26 Vance Dutton: Yeah, right, right.

Renee Dutton: And your hours of operation, the reason you cannot go out [indistinct]? Are your hours of operation the reason you cannot go out and make your facility on freeway land?

Wayne Jackson: No.

Renee Dutton: You just -- why can't you move your facility near freeway land, the 77 acres out there?

Wayne Jackson: Yeah, there's a lot of land out there and whether it's available or not at the moment, I don't know.

0:52:00 Renee Dutton: Because I asked before and it was, "We can't do that." Because they close at 9:30 at night and lock the gate, I just wondered if that's the reason because of your hours of operation.

Wayne Jackson: No, I've never even heard that [indistinct].

Enrique Vargas: Can I interrupt real quick? Were there any other questions. I've heard a lot from Renee and Vance. Again, I don't want to silence you. There are a lot of people in the room. So anybody else? Yes, ma'am.

Char Pennie: I have a question. Because your facility runs so long, I guess it's swing shift, right, you have day and night, 24 hours?

0:52:31 Wayne Jackson: It's not 24. We run 5am to 10pm but nothing outside until 7am. And if we run, we do run past 10 sometimes but the doors are closed.

Char Pennie: My concern is the reason you run those long hour days is because you have so much coming into the facility.

Wayne Jackson: Actually, most recently with a lot of our internal improvements, we've been, especially on the last [indistinct]. [crosstalk] We've been able to get it all done before 10:00.

0:53:07 Char Pennie: I just wondered 'cause you're going to increase it with the permit, right? Increase how much you're taking in?

Wayne Jackson: No, not specific to the permit.

Char Pennie: Oh, okay.

Enrique Vargas: Was there anyone else?

Hila Ritter: Yeah, well, I'll just put it back out one more time and I'll let it sit if you want to think about it. But I am really seeking your input and feedback about what Metro could or should do differently in the license itself.

0:53:44 Like I said at the start, we intend to amend the license and extend the term to match the other facilities. And when we do that, if there are other things that we should be looking at, please let us know so we can talk to you. If you have ideas or thoughts on that, you have plenty of time. I'm happy to have that conversation now. If you want to think on it a little bit, all of our licenses are available online. And I can make sure you have access to that.

0:54:16 It's [oregonmetro.gov/solidwasteauthorizations](http://oregonmetro.gov/solidwasteauthorizations). They're all available for your review. And if there's something that you'd like to see different in the license going forward, I would really welcome your thoughts and feedback on that. The license currently expires on June 30 so I would ask that if you have those thoughts that you please communicate that to me by the end of May so that I have enough time to make, you know, have the internal discussions about that and make any necessary adjustments and make that happen before the license expires.



- 0:54:54      The other thing that I want to just throw out there and make sure that everybody's aware of is that if you are experiencing issues that you want Metro to be aware of, we like to hear those things, you know, ongoing. We're going to continue to have a presence there. Will is here tonight. He's the inspector who's currently assigned to that facility, has spent a lot of time out there, since January. We're going to continue to be providing that oversight. And you can contact us directly.
- 0:55:27      We also have a complaint webform that's online. We do ask for an email address on that but you don't have to put in any other identifying information. All of those other fields are optional if you want. The great thing about using the webform for us is that there's multiple people that are tracking that. So, for example, if you email me and I happen to not be in the office that day for whatever reason, there's always somebody that's checking the general mailbox where those complaints go. So we have somebody -- the benefit of that is that we have people checking it regularly and we can immediately contact the facility and say, "Hey, what's going on? We're hearing from folks that there's an issue happening today."
- 0:56:11      And so the faster we get that information, the faster we can connect with the facility and see what's going on or send Will or another inspector out there if needed. We also have our recycling information center hotline. So if you don't care to use a computer, if that just isn't convenient for you, you can also call. That phone number, we have cards in the back. Make sure you have all the phone numbers: (503) 234-3000. That phone line is operated Monday through Saturday from 8:30 to 5 and real life people answer the phone.
- 0:56:45      So that's our resource to you for complaints if there's issues. That's one way they'll connect you to me and our team. And they can also answer any other questions that you have about recycling or disposal, help point you in the right direction for those things and they can also get you connected with our illegal dumping program that we have at Metro if you are experiencing that in your communities too. So it's kind of a lot of information. We have all of that written down and I'm just going to sit for a minute and check in.
- 0:57:22      Man: One more question. What are they doing with the rats? [indistinct] What's happening with the rats? What's happening when the rats are caught?

Wayne Jackson: We've implemented, I think continually increasing efforts.

Man: Yes, no I understand that. But what's done with the rats?

Renee Dutton: They're not caught, they're fed.

Man: They're what?

Renee Dutton: They're fed poison, right?

Man: Do the rats die or do they live? That's all I want to know.

Renee Dutton: They don't go in a trap. They're fed poison, right?

[crosstalk]

Man: All of the above.

[crosstalk]

0:58:04 Man: So it's decreasing the rat population is what I'm getting at. [crosstalk]

Man: It's a combination of a lot -- several different things. We noticed that there's more activity --

Man: Well, I see a lot of cats and birds of prey out there plenty. [crosstalk] So I'm wondering, giving them poison that the birds are going to eat and the neighborhood

cats are going to eat and maybe a dog here and there is going to eat a rat and then poison.

[crosstalk]

[indistinct]

Man: I'm not that familiar with the details.

0:58:45 Hila Ritter: And that's actually another thing that we were able to provide. We have a person at Metro who's the integrated pest management coordinator. So he came out and provided technical assistance with West Rock to help advice on the [indistinct] rat situation that they've had going on down there and that helped get it pointed in the right direction.

Renee Dutton: Were you able to get that colony?

0:59:17 Man: As soon as I saw your email, they called a guy and they got a plan for Saturday.

Renee Dutton: Good.

[crosstalk]

Penny Wilson: I walk by your facility every morning. And I see that a lot of your bait boxes are not properly set and not properly positioned. You have to have the hole against the wall because they run the walls. Vector Control and I are great friends because ya'll have created such a lovely population of rats that I have them.

0:59:54 And so Chris and I are exchanging Christmas cards. I think I owe him cookies now. But he said that there's holes on both ends and they have to be against a wall, a solid

place because they run walls. Rats don't like to go out in the open until they absolutely are forced to. And I see that most of your traps are turned the other direction, your bait boxes and a lot of them are against the cyclone or kind of sneaking out under the cyclone. So [indistinct].

1:00:26 Wayne Jackson: Okay, well, that's good feedback and I'll talk to the pest control guys tomorrow.

Penny Wilson: Are you using a one-byproduct that will kill the rat but won't kill anything that eats the rat?

Wayne Jackson: I don't know the answer to that but I can find out.

Penny Wilson: You might want to find out. 'Cause there are products out there that will only kill first -- whoever takes the first bite and unlike [indistinct] products that buy at Fred Meyer and BiMart and things --

1:00:57 Wayne Jackson: I can't remember but it's not that.

Penny Wilson: That just successfully kills. You can kill 15 to 20 animals from a dead rat.

Man: So what bug will we have more of if we kill all the rats? What do rats eat? And that's what we're going to have more of if we kill a bunch of rats.

[crosstalk]

Vance Dutton: There's a flip side to this, right?

1:01:29 Renee Dutton: Son, we don't want more rats. [laughter]

Vance Dutton: I understand but you see where I'm going with this. We have an affect based on what we're doing here.

Wayne Jackson: Yeah, I'll check into it.

Man: I mean, it's just something to think about, something to chew on.

Enrique Vargas: Are there any other questions -- I'm sorry to step on you Wayne. Are there any questions regarding what Metro can do?

Renee Dutton: [indistinct] Am I out of line?

Enrique Vargas: No, we're all friends here. [indistinct]

1:01:56 Renee Dutton: I have a question for [indistinct]. It's been an ongoing thing because I need clarification because I'm just an old lady who has to see pictures. Anyway, queuing, parking, waiting, what's the difference?

Louis Sasnett: Between parking and waiting?

1:02:22 Renee Dutton: No, waiting, queuing, you know, the trucks come in and they park in front of residents and block their driveways and mailboxes. Some can be there for 15 minutes, some I've seen up to an hour. It's all on my video. Some might be there for three minutes. However, they're parked on the wrong side of the street, blocking driveways and the mailboxes. Is that queuing, waiting, or parking and what differentiates the three?

1:02:53 Louis Sasnett: Well, all of those violations do apply. They can't park the wrong way. They can't block the driveway. They can't block the mailbox. And so those can be called in as [indistinct].

Renee Dutton: And as soon as you call then the truck takes off. I don't see a truck.

Louis Sasnett: So as soon as you call us, we can come out and respond and if the violation is there by the time we get there then we can address that.

Renee Dutton: [indistinct] but these truck drivers are going to get a ticket because I called it in.

1:03:26 Louis Sasnett: [indistinct] called in is not information given to us. It's just that there's this violation that's occurring at this location and to go out and address that issue.

Renee Dutton: So what's the difference? Queuing, waiting, and no par-- but is there a difference in the time that this is queuing, this is parking --

Louis Sasnett: No [indistinct] for any reason. They're not allowed to block a mailbox between 8am and 6pm Monday through Saturday. They're not allowed to park the wrong way on the street. They can't stage their vehicle on the residential side, on the commercial side. So any of those issues can be addressed by us and you can call us anytime.

1:04:05 Renee Dutton: I mean, you said, we do this, we do this, we get instructions up, we tell them, we do this, and they still don't -- but administrative rules say that you're responsible for those people. So you catch them when they come in or they're reported. Can't you just say we're going to not take your loads anymore?

Wayne Jackson: Yes and I have actually threatened a hauler to not come back. It's, like, you've got to play by the rules. Our driver that went down the street, we have a corrective action process. I don't like the word "disciplinary process" but --

1:04:46 Renee Dutton: Still?

Wayne Jackson: Yeah, we still have that process and he was written up for going down the street. I don't know if you -- so you need to look out the window all that time. [crosstalk] I'm running after trucks. [crosstalk] We work with the haulers. You know, the garbage trucks, for the most part kind of have it figured out. It's the third party guys. Part of the problem with some of the third party guys, I'm not paying the freight.

1:05:18 It's a customer pickup. All we can do is try to deal with that driver while he's right there. We can't do much else. If it's somebody working freight for us, I've got a little more control. And if it's our driver, I've got 100 percent control. So, you know, we're constantly talking to these guys. [indistinct] email the other day, somebody went straight down Woodstock westbound. We literally talked that driver through exactly what to do, exactly where to turn, and he just flat out ignored it.

1:05:55 I don't know what to do with that other than when we see him we go, "Hey, don't do that again." And we keep working with him. [crosstalk] for the freight, I don't have a lot of control other than we can --

Vance Dutton: I see improvement. I see improvement as far as the amount of trucks. It's still going on but it's not crowded [indistinct] like it had been before.

Wayne Jackson: Right. And part of our operating plan has the queuing process that if they're not going to get unloaded immediately, we sent them someplace else. We've got their cell phone number. When it's their turn to dock, we call them [crosstalk]. It's not a perfect process but it helps a lot.

1:06:35 Vance Dutton: And it's helping.

Renee Dutton: With the increase in vendors and product, it's only going to compound the problem.

Wayne Jackson: We'll keep working on the flow.

Enrique Vargas: Were there any other questions regarding --

Man: This may be a small thing but I'm looking out the window and I see graffiti over there. You get that wall, are you going to have a graffiti control program? Because it will spring up --

1:07:09 Wayne Jackson: Well, we put the new fence up on the south end. The next day, it had graffiti and 20 minutes after a trip to Home Depot I fixed that. Yes, we will definitely -- it's not going to become graffiti -- I can't stop 'em from going on. We can cover it up and leave.

Man: Yeah, the neighbors aren't going to like it any better than the noise.

Man: Isn't there some tricky paint out now that you paint it with and then --

Man: And then when they draw on it, it sticks to their hand? [laughter]

[crosstalk]

1:07:46 Enrique Vargas: So were there any more questions regarding actual permitting? Anything like that? I know we keep kind of -- I want to make sure everyone's being heard. That's very important to us. I also want to make sure that we're checking the boxes while we're here about permits. So I guess we'll meet in June and this feedback is critical to us targeting the issues and really making an impact where we can.

1:08:14 Vance Dutton: Well, I like that the sweeper keeps it under 8:00. That's great.  
[crosstalk]

Wayne Jackson: If they come after 8, just tell me and I'll go --



Renee Dutton: He's a good guy. He's a good guy.

Wayne Jackson: Real big tall guy?

Renee Dutton: Yeah. Nice guy.

Vance Dutton: You know and the thing with the rubber piece on the bucket, it was meant originally to keep the metal from scraping on the blacktop when using it as a dustpan. When it hits the smooth concrete surface inside the building, it now has another noise that is vibrating something horrible.

1:08:57 Wayne Jackson: I don't know if it happened this morning but what happened [indistinct] scheduled all the operators [indistinct] constant group meetings about little things like that. And it's not little to you. To the operators it's, like, "You've gotta be kidding." It's like, "No. Just try to keep the bucket off the ground just enough." You know, you're still gonna bump it now and then because I'm a loader operator so you're gonna bump it. But if you know that you're pushing and it starts making the noise, stop and [indistinct]. We're working on the training.

1:09:34 Vance Dutton: Thank you.

Renee Dutton: That was going on today, I noticed. [crosstalk]

Vance Dutton: Stuff gets a little better and then when we say something -- er, it escalates and then we say something and [indistinct].

Wayne Jackson: And that's a culture problem that we're sustaining a lot of effort. We're not just trying to do it for the neighbors. We're trying to do it for ourselves. We're trying to develop what I call high performance work team that everybody understands what they're supposed to do and you don't, you know, it's not just showing up and driving a forklift.

1:10:07 It's, like, hey, we've got to goal every day and we're working hard. Gabe works endless hours with the supervisors trying to get everybody on the same page. And then, you know, you said it's getting better but it's not -- our goal is not for it to get better and then let it fall apart again. We're trying to replicate the processes and the training.

Vance Dutton: It's a culture you have to build with the people.

Wayne Jackson: Exactly.

Vance Dutton: Has to be, not a priority but it has to be a value that they understand and take to heart. The turnaround thing doesn't help because then you've got to train somebody else in that culture.

1:10:49 Wayne Jackson: Ma'am, did you have a question.

Julie Whitmore: Actually, it was a thank you. I love your security guard. [laughter] He is fantastic. And because the "No Parking at Night" signs that DJ told us he already had in his possession and were going up a year and a half ago haven't materialized yet, your security officer is the sole reason that I am not on the phone every morning at two minutes after 8 reporting illegally dumped cars on 100. It used to be something that I did daily.

1:11:29 Man: They're on Woodstock now when I call them. [laughter]

Julie Whitmore: That's fine. Go ahead. But he runs them off. He's fantastic.

[crosstalk]

Julie Whitmore: And I tell him. We chat 'cause [indistinct]. And he is doing a really good job and has made a difference in the community as far as [indistinct]. That was a fantastic place for stolen cars.

Man: Any plans for a steel baler? A metal baler?

[crosstalk] [laughter]

1:12:14 Hila Ritter: So just to make sure that I'm hearing the right things here, so what I remember from our public comment period and the things that we've been talking about was that there was -- one of the major issues was litter and by and large, that has been significantly improved. Is that fair? Is that representative of what you all are experiencing?

Vance Dutton: Well, the big pile moved over into a new location. Is that going to stay in that location over there and just have bales there next to the scale? Or is the pile that's coming up over the concrete barriers going to come back?

1:12:52 Wayne Jackson: Well, that was last week when we were baling but the normal plan at this time is that's where we're going to stack some bales. We'll have a little bit of that loose area -- no, actually, the cardboard's going to be up against that whole dock. And we're trying to get all the residential insight.

Vance Dutton: It does seem to help because it, you know, before, it only had about this far before it was over the fence. And it was making a run for it and it's like --

1:13:20 Wayne Jackson: So you know what we did with that? And this was Gabe's idea. Whoever was running the loader had to be the person that cleaned the fence. So guess what - they quit pushing it over the fence. [laughter]

Hila Ritter: So the litter has improved and that's thanks in large part to your efforts and the work that you -- the partnership that you've created. And then operational

changes that West Rock has implemented. The noise has improved, still considerable room to grow, improve but it's improved from the different operational things that they've implemented with the white noise beepers and taking off that siren.

1:14:00 And they've got plans in the works for the gate/wall/fence/barrier, hopefully, intended to improve and, you know, commitment that we were hearing from them to continue to figure out ways to mitigate the noise. And so it seems like there's improvement in that area. And then operating hours, it sounds like it's another issue that is still ongoing and could use improvement and some more clarification around what the operating hours are, business hours, and adherence to those is something that I'm hearing as an ongoing concern.

1:14:45 The vector control situation, the rat situation, which is another thing that I remember hearing a lot about from the public comment period. I've heard you say that that's significantly improved. There's things that need to be done to continue to improve it. They're going to be looking into that very first thing tomorrow and ongoing with the vector control company. So what are the -- I feel like there's a lot of really good comments being made. Are there other things that need to be brought up or that we'd like to have more discussion in the room while we've got city folks here and Metro here in the facility? Or have we covered -- I mean, I feel like we've covered some pretty good ground. Are there other things that we should be discussion?

1:15:30 Vance Dutton: Maybe they should -- more direct lighting pointed that way instead of everything glaring this way, as far as big light, floodlights on the back of these equipment pieces.

Renee Dutton: Yeah, 'cause you cannot have your curtains open once it starts getting dark.

Vance Dutton: After dark in the back of that building, it's -- so I don't know if there's something that can be done there that maybe there's more task lighting outside for those vehicles that shine onto the pile or onto the bale area or wherever they're working. Point it at the building as opposed to --

1:16:08 Wayne Jackson: Yeah, 'cause there is one light that's in the queue to get repaired by the diesel tanks that would --

Vance Dutton: Or maybe there's lights on that equipment, point down a little more possible and maybe more spotlight than flood.

Wayne Jackson: Right. We'll look at that. We'll definitely look at the angles. I wonder if --

Vance Dutton: It's like the guy that didn't remember to adjust that one headlight and he gets behind you on the freeway [laughs] [indistinct] you know?

1:16:41 Wayne Jackson: Yeah, that's a good point. We'll look at that.

Vance Dutton: It's spring. I like to open the bedroom window.

Wayne Jackson: It can be as simple as the angle on the lights and if we fix the one outside, you know, even if we have to add one or something to that, we might be able to get it to where they don't have to have the lights on.

Vance Dutton: Maybe in a strategic location where they're not -- like the light --

Wayne Jackson: -- on the building that's problematic?

Vance Dutton: No, it's the [crosstalk] -- the loader equipment's got four big lights on the back.

1:17:12 Renee Dutton: I remember I was sitting on my couch and the loader and the [indistinct] were parked next to each other right in the doorway of the building and

guess where they were both shining their lights - in my face. Well, I sat in my living room and just sat there. And I thought, "That's intentional."

[crosstalk]

Wayne Jackson: Yeah, the wall would help some of that.

Renee Dutton: Not from the open area of the building though.

Wayne Jackson: Yeah but it's going to help some of it for sure.

1:17:45 Renee Dutton: Okay.

Man: The elevation is a little higher [indistinct].

Renee Dutton: 'Cause it was going back and forth like this on my front porch in my front window like this. Then all of sudden it just stopped right in my face. And I thought, "What are you doing?" [indistinct].

Wayne Jackson: Well, it would be eight-foot fence if you had the 14-foot. I mean, I think the lighting issue would probably be resolved, however, certainly we can look into it.

Renee Dutton: It's more toward the open area.

1:18:15 Wayne Jackson: Which open area, Renee?

Renee Dutton: Where the fence starts --

Wayne Jackson: And we've had that so we'll take a look at the gate and how it closes and when we install the wall, see how we can --

Renee Dutton: The lights were up here.

Man: And the angles of the forklifts too. [indistinct] You can probably tip 'em two degrees and make a big difference.

Vance Dutton: And I've been [indistinct].

David Schmidt: I think what you point out is legitimate and certainly we can look at it. Was there any more questions? Yes, ma'am.

1:18:49 Char Pennie: There was an architect that came last week or the one before and he's currently focused with his class on the [indistinct] area.

Wayne Jackson: Focused on what?

Char Pennie: Doing some architectural design on [indistinct]. I asked him in their next class, which is next session or whatever, if they could focus on West Rock. They have done recycling centers and done awesome things to cut noise and he said maybe next semester they could focus on West Rock. Would you guys be open to looking at designs if I could talk them into do that?

1:19:30 Man: Sure.

Char Pennie: It's like planting trees and that kind of stuff to make -- the neighborhood.

[crosstalk]

Char Pennie: Okay, 'cause we're going to meet with him next month. [crosstalk]  
Okay, okay.

Man: The professor, where --

Char Pennie: He's OHSU -- or Oregon -- U of O [crosstalk]. And he's got a studio down  
in [indistinct].

[crosstalk]

1:20:11 Enrique Vargas: Was there anything else? We're starting to wrap things up here but  
we don't want to silence anybody. We want to make sure we hear everyone. All  
right. Rob, did you have anything before we close up?

Rob Nathan: I think we're good. It's really nice to see that there's open dialogue. It  
sounds like there's some other issues between West Rock and its really close  
neighbors that needed to be addressed today and it sounds like you all are keeping a  
dialogue open. It sounds like, you know, something with lights, you know, sounds  
like the door's open to keep that dialogue going so that they can adjust operations.

1:20:47 And that's the type of relationship we want to encourage here at Metro. So I'm glad  
to see that dialogue happening. We know that we can't solve all your issues but we  
want to make sure that we're being good servants to our businesses and our  
residents in the region with the jurisdiction that we do have, which is the permitting  
process. And so Hila, is there anything that you heard today related to permitting  
that you had questions on?

1:21:19 Hila Ritter: Yeah, I don't have any questions. I just really appreciate everybody's  
time and your openness and your feedback with us, sharing with us. And just like I  
said, continue to be in communication with me if you have other thoughts or ideas



or issues as they come up. I will make sure [indistinct] and we have business cards that will also have new information -- the recycling information center for that phone number and for the complaint webform. So you can have all those tools, you know, easily accessible to you can be in touch with us.

1:21:52 Renee Dutton: I just have a question. Is there any hope that someday, I mean, I'm a senior citizen and I don't want to have to spend the rest of my senior years tattling [indistinct] with West Rock. I'd like to be able to just play in my yard without having to even entertain the idea that they're over there, quite frankly, because I'm tired. I'm tired of it.

1:22:25 Vance Dutton: Policing. I think that's where she's going.

Renee Dutton: And that is the reason I put cameras up. There are cameras in three houses right there. But we had to do it for our own safety. But is there ever going to come a time where we're not going to have to feel like, "Oh, I've got to talk to Will or talk to Jeremy or Hila." Or, you know, I don't want to have to live like that. I didn't sign up for that when I retired, much less becoming a senior. I didn't sign up for that. And it's not a very good paying job.

1:23:05 Hila Ritter: Yeah, no, I understand that and I would just say that, you know, if you're over it, you know, you don't have to. I mean, we appreciate the information and it's helpful for us and we try to respond as quickly as possible. But if --

Renee Dutton: It would just be nice if the business could do its business and I could play in my yard and fee free.

Vance Dutton: I don't want to do it any year when I retire.

Renee Dutton: But you're going to have to, my son.

1:23:39 Vance Dutton: Hopefully not. Hopefully [indistinct] will just work out. They're working towards that. Hopefully that sticks.

Rob Nathan: Yeah, that's the hope and that's why we appreciate you all showing up and coming out and that's why we're trying to do our due diligence with the license and this is new for us providing this type of license permit for mature covered facilities. And hopefully the wall provides some additional mitigation and we appreciate you all leaning into this and maybe we can lean in for the next year.

1:24:17 And hopefully we can see once the [indistinct] permit gets approved, we can see some progress to where you don't have to keep calling and keep policing.

Phil Nameny: One thing I do want to add, they have asked for an adjustment to minimize away some sort of development standard. That is [indistinct]. There's a notice -- it's not a large [indistinct] within 150 feet of their site, they should get mail notices, the neighborhood association should get a notice.

1:24:54 One of the things I mention is, you know, both that there's concerns and if there's a support for waiting that -- it helps to have letters, either way, they go to the planner. 'Cause what the planner going to just be reviewing is, you know, there's supposed to be some sort of landscaping strip and a fence and that's not happening. But if there's a sense of, like, this still provides the buffer that you want, you would support it. And that can help --

1:25:26 David Schmidt: Can I see if I understand what you're saying? You're saying [indistinct] neighbors write to the planning department and say, "Please put a wall up."

Phil Nameny: Well, if there's land issues that says there's a wall that's going to be put in and it's not going to have the current amount of landscaping in the front that's required possibly --

[crosstalk]

1:25:51 David Schmidt: But none of this is about the wall going in. you're saying --

Phil Nameny: The notice will be about the adjustment to the standard saying, yeah, this still is great because it still provides a buffer to support that.

Woman: You're not getting rid of your landscaping are you? [crosstalk] Okay, okay.

Wayne Jackson: And we'd be open to having some too. So if that's the requirement then we'll do that.

Man: [indistinct]

Man: 'Cause technically, if they were meeting all the code, they could come in and get a permit and be done. I don't know what the building code had their issues with. Maybe how tall it is from a structural standpoint. But, I mean, a permit for that could improve [indistinct]. I think it's this other issue --

[crosstalk]

1:26:39 Vance Dutton: Just drive some sheet pile into the ground right there. I mean, come on. I've been in construction 30 years. I've seen it happen.

[indistinct]

Woman: I hope they get a mural. I want a mural one.

Man: Yeah, I think we should have that conversation with Metro.



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[crosstalk]

1:27:10 Hila Ritter: Thank you everybody.

Jeremy Kirby: [indistinct] Please come back here and enjoy some food if you didn't get enough time [indistinct]. And there are some resources [indistinct].

[end of file]