



## Frequently Asked Questions

### What are the changes?

Metro is proposing to update two sections of Chapter 5.15 administrative rule, Regional Service Standard [2000](#) and General Education [5000](#). The purpose of this update is two-fold: first, changes are needed to Metro administrative rule to support implementation of the Plastic Pollution and Recycling Modernization Act and second, new rules are needed to set minimum service standards for improvements to multifamily bulky waste collection.

#### Regional service standards

Metro currently maintains Regional Service Standards related to city or county provided solid waste and recycling collection services. Standards relate to business services and residential services. The Regional Service Standards provide guidance to cities and counties within the Metropolitan Service District to ensure the provision of a minimum level of service and to maintain watershed compliance with the State of Oregon's Opportunity to Recycle Act requirements. Ultimately, the Regional Service Standards help ensure community members have access to adequate solid waste and recycling services throughout the region.

#### Plastic Pollution and Recycling Modernization Act updates

The [Plastic Pollution and Recycling Modernization Act](#) updated Oregon's outdated recycling system by building on local community programs and leveraging the resources of producers to create an innovative system that works for everyone. The Oregon legislature passed the Plastic Pollution and Recycling Modernization Act, Senate Bill 582, during the 2021 legislative session. The new law became effective Jan. 1, 2022, and recycling program changes will start in July 2025. Metro's Regional Service Standards need to be updated to facilitate the implementation of the Plastic Pollution and Recycling Modernization Act's new statewide recycling acceptance list administrative rule 5.15-2010 and allow additional flexibility for curbside collection of glass administrative rule 5.15-2025(5).

#### Multifamily bulky waste updates

Proposed updates to the multifamily bulky waste service standards are intended to ensure community members across the region are provided with at least a minimum level of service for bulky waste collection while also providing local flexibility for cities and counties to adapt programs. The proposed rules do not require city or county agencies to adopt certain rate models or approaches except to require that the program includes upfront and transparent pricing for customers.

Additionally, a definition of bulky waste will be added to 5.15-2010 and apply to single-family and multifamily customers. Bulky waste will also be added to information shared at least annually with all residents in the general education service standards 5.15-5020(1)(a).

### What does this require of me?

If you would like to provide feedback on these changes, we invite you to do so. Between May 29 and July 8, you can visit [Metro's Regional Services Standards updates webpage](#) to share your thoughts online. A [virtual oral hearing](#) will be held on Tuesday July 1, at 5:00 p.m. and includes a brief presentation and opportunity for verbal comments. You can also [email us](#) or mail written comments to:

Attn: Service Standards WPES  
600 NE Grand Avenue  
Portland, OR 97232

**If you are a multifamily housing resident or community-based organization:** Nothing is required of you.

**If you are a local government official or staff person:** Local governments may need to update their own service standards, which may be documented in local code, administrative rule or procedure, or hauler franchise or license agreements. They will also need to ensure properties are meeting the required standards.

**If you are a property manager or owner:** You will need to ensure that services at your property meet the new standards.

**If you are a collection company:** You will need to provide the services required in the new standards for multifamily housing.

### **What does the Plastic Pollution and Recycling Modernization Action change do?**

The Plastic Pollution and Recycling Modernization Act related changes mean that cities and counties may adjust the frequency of single-family customer curbside glass collection at a future point. The change to rule 5.15-2025(5) means that glass can be collected at either a weekly or every other week frequency, on the same day as garbage, as determined by each city or county. The changes also allow for updates to what is accepted in recycling programs across the region to align with new state requirements.

### **What does this bulky waste change do?**

This update requires upfront and transparent pricing for service, meaning the cost should be available to customers before completing a request for service. The cost or rates for service are determined by each city or county. Itemized rate sheets for bulky items are one method for upfront and transparent rates some cities and counties have already put in place.

The proposed approach allows for flexibility and innovation by cities and counties in setting up a newly formalized line of service while not mandating additional local collection costs via the regional service standards. Cities and counties may choose to implement set days for service, on-call services or other approaches. Metro, cities and counties are committed to monitoring and evaluating multifamily bulky waste services and learning from each other. Information about bulky waste collection services will also be available via educational materials sent to residents. Over time property managers and tenants will have reliable bulky waste collection services at a predictable price that meets the need of their property regardless of property type or unit count.

This Regional Service Standard update is a significant step forward in formalizing services for this waste stream and signaling the importance of the collection of this material.

### **What about bulky waste services for single-family homes?**

The bulky waste definition applies to both single-family and multifamily homes. Additionally, in jurisdictions that have implemented an itemized price list for bulky waste, including the City of Hillsboro and Washington County, the upfront and transparent pricing applies to both single-family and multifamily customers.

Metro, cities and counties have a successful history in collaborating to [address services for multifamily customers](#). Metro and local governments agree that a shared regional focus on multifamily services including bulky waste services is needed to bring this service to residents with the greatest barrier to accessing current services.

### **What will it cost to implement the service?**

Costs for services will be determined at the city or county level and will depend on the type of multifamily bulky waste collection services the city or county chooses to implement. The proposed service standard requires that service rates be upfront and transparent allowing customers to understand the cost of service prior to requesting it.

### **When will these services be implemented?**

The Regional Service Standards changes related to the Plastic Pollution and Recycling Modernization Act will be effective 30 days after Metro's Chief Operating Officer signs the rules. As a result of the Plastic Pollution and Recycling Modernization Act, in coming years garbage and recycling customers can expect changes to the curbside collection list.

The bulky waste rule change is proposed to be implemented by July 1, 2027. Some cities and counties have already developed upfront and transparent rates for service, and some currently exceed the two-week availability response time. Cities and counties have the flexibility to innovate and design programs that best meet their community needs and these three bulky waste standards:

- collect the defined materials
- at least two-week response time
- and upfront and transparent pricing.

Metro is committed to working with cities and counties as they develop programs and will monitor implementation to share best practices.

### **What informed the bulky waste changes?**

As part of this work Metro, cities and counties engaged people living in multifamily homes, property managers and garbage and recycling collection service providers to understand their issues and perspectives.

Bulky waste is one of the most variable waste streams to be collected and multifamily customers are a variable customer type. How a 5-unit property and a 300-unit property generate materials and how those materials are collected differs from property to property. Metro, local governments and collection companies have partnered on studies and have made significant progress over the last few years in understanding service to this customer type.

### **How often are regional waste standards and requirements updated?**

Not frequently. The Regional Service Standard was last updated in 2021. Before that update, standards for multifamily housing had not been updated in over 20 years. Standards are normally updated when the region adopts a new waste plan, the state makes a significant change to policy, or when significant changes in the garbage and recycling industry occur, such as a transition from a small bin to standard wheeled carts, or changes to what goes into the recycling.

### **Where can I provide my input and comments?**

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