

FAQ

Q: Why do we need to complete this questionnaire?

A: The data collected in the questionnaire will be used to prioritize investments and to estimate the full cost of service expansion in the first program plan period (July 1, 2025 - December 31, 2027). Completing the questionnaire is essential for CAA to prioritize funding. By completing the questionnaire, your jurisdiction will be included in the schedule of investments in CAA's next program plan submission. The questionnaire is not an application for reimbursement. If you do not complete the questionnaire, you will not lose *eligibility* for CAA investment, but CAA will have no basis for scheduling investments or reimbursements for your jurisdiction.

Q: When do I need to complete the questionnaire?

A: Questionnaires should be completed as soon as possible and by July 26th at the latest. We understand that this is a tight timeline and we appreciate your cooperation in allowing us to meet the deadline requirements.

Q: How do I log in to the questionnaire?

A: If you are the designated primary contact, a temporary username and password were sent to you. You can log in with the temporary information and then create your own password. If you did not receive a temporary username and password, contact us. If you are *not* the designated primary contact, the designated primary contact may share login information with you. See below for more information about the primary contact.

Q: How do I know who the primary contact is?

A: The primary contact for each jurisdiction is the contact on file from the Phase One Needs Assessment (commissioned by DEQ in 2023) OR the service provider designated as point of contact for DEQ for each jurisdiction. In cases where neither of these were available, the County wasteshed contact has been designated as the primary contact. If you are unsure and would like to know the primary contact for your jurisdiction, please email orsop.help@recycle.com.

Q: My username and password is not allowing me to log in to the questionnaire, what do I do?

A: If you are getting an error message when entering your username and password, please try the following: 1) check login credentials against the original login information we sent (unless you have already changed the password) – login information for the questionnaire is case-sensitive; 2) ask anyone you may have shared your login information with if they have changed the password; and 3) reload the page (it may be pulling from the previous log-in on your computer), and if that does not work then clear your web browser cache and go to the website again. If you are still unable to login, please contact us at orsop.help@recycle.com, saying you have tried all of this already, and please include a screenshot of the error message you are getting.

Q: No one from my jurisdiction has been sent a survey, what do I do?

A: If your jurisdiction responded to the 2023 Needs Assessment, you should have received a questionnaire login. If you responded to that needs assessment, please contact us if your jurisdiction has not received notification and temporary login information. If your jurisdiction did not respond to the needs assessment, there is no questionnaire for you – we will not be adding questionnaires for jurisdictions that did not complete the needs assessment. However, in some cases where the county of such as jurisdiction is completing the questionnaire on their behalf, along with information for other unincorporated areas within their county borders, they may request to have separate questionnaires for each of these areas (see question below)

Q: I am not the primary contact. Can I request access to the questionnaire?

A: Yes. First, please reach out to the primary contact for the jurisdiction you would like access to and request access so that all respondents are coordinating. If the primary would like for an additional login to be created for you instead of sharing their own, please fill out [this form](#).

Q: Who will be able to see the information I enter as a service provider into the secondary account I requested be made for my jurisdiction(s)?

A: The primary contact for your jurisdiction (or anyone they have shared their login information with) will be able to see everything you are entering for their jurisdiction. If there are other service providers completing questionnaires for the same jurisdiction(s) as you, neither of you will be able to see what each other enters (unless in rare cases where one of you is the primary contact for the jurisdiction).

Contact us: orsop.help@recycle.com or (734) 274-9408.

Updated June 7, 2024

Q: For areas that are within the UGB, but outside of the City Limits, which entity should respond to anticipate the future needs of these areas? Should Cities forecast these needs or Counties?

A: Counties and Cities across OR have taken a different approach to addressing these areas. The project team believes a case-by-case approach to capturing the needs of the unincorporated areas of the UGB can continue to be taken. However, there must be close communication between cities and counties to determine which jurisdiction will be reporting for these areas, as well as Special Designated Areas. It is important that duplication and/or total omission of these areas be avoided.

Q: I am not currently receiving information updates about the questionnaire and would like to, can I be added to the mailing list?

A: Yes! We would be happy to add you to the mailing list for all future communications, simply email orsop.help@recycle.com with your contact information, title/organization, and jurisdiction (if applicable).

Q: Are wastesheds also jurisdictions?

A: No. "Jurisdiction" does not refer to wastesheds. Jurisdictions are the cities and counties.

Q: Can I complete multiple questionnaires for each of the unincorporated areas in my county?

A: Yes. Contact us and we can create additional questionnaires so that a county can respond for multiple unincorporated areas.

Q: What information are we supposed to be providing as a county?

A: Counties should be completing the questionnaires for the unincorporated areas within their boundaries. They should not be answering on behalf of cities that are already completing the questionnaire.

Q: What if I don't know the answer to a question?

A: Jurisdictions will likely need to collaborate with their service providers and other partners to complete the questionnaire. Not all jurisdictions will be able to answer all questions. Questionnaires may be submitted with incomplete answers if necessary. However, the more complete your questionnaire is, the better prepared you will be to request reimbursement in the future.

Q: We don't track multi-family versus single-family accounts, we just know whether it is roll-cart service or container service, how should we complete the On-Route Collection questions?

A: We understand that many service providers may track accounts by the type of service provided (cart or container) and not by customer type (single family, multi family, commercial). In such cases, we ask that you provide your best estimate of the accounts of each type requested in the questionnaire.

Q: Some of our collection routes cross jurisdictional lines, which jurisdiction should we be entering those routes for?

A: We understand that many service providers have routes that cross jurisdictional boundaries. In such cases, we recommend estimating the total routes allocated to a jurisdiction. For example, if you have 3 trucks serving 5 jurisdictions, you may use the same allocation factor you might use for ratemaking to assign the appropriate percentage of routes to each jurisdiction.

Q: Who can I contact for additional support in completing the questionnaire?

A: You can reach out to RRS for support by email at ORSOP.help@recycle.com or phone at (734) 274-9408. You can also schedule an office hour session for support by completing [this form](#)