

City of Wilsonville

2024 Annual Report



Republic Services of Clackamas and Washington Counties



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Services Available in Wilsonville

Residential Collection Service

- Weekly and On-Call curbside garbage cart service
- Weekly curbside recycling cart service
- Weekly curbside glass recycling service, which includes motor oil and batteries
- Weekly food waste and yard debris cart collection service
- Bulky Waste Pickup available upon request
- Drop-boxes available upon request
- Optional, Recycle+ service available for hard to recycle items.

Commercial/Industrial Collection Services:

- Standard or On-Call waste collection
- Multi-family trash, recycling, and food waste composting service
- Food Waste cart or container collection service
- Yard Debris cart collection service and drop-box options
- Compactor and Drop-box services available (Including construction debris)

Ridder Road Recycling Depot

- Open to Residents and Business Monday through Friday
- Recycle Cardboard, Household Electrics, Glass Bottles, Metal, and all Uniform Statewide Collection List Items (Curbside Recycling Items).

Other Services available for all customers:

- Holiday collection -all holidays, except Thanksgiving, Christmas and New Year's Day
- Seasonal service stops for customers gone more than four weeks
- Convenient payment via *My Republic*
- Christmas tree collection
- Annual Fall and Spring Clean Up (Bulky Waste drop-off) Days
- Annual Fall Leaf Drop-off Events



Customer Counts

Residential Customers

20-Gallon Can	736
35-Gallon Cart	2,875
65-Gallon Cart	2,095



Multifamily Customers

35-Gallon Cart	3
65-Gallon Cart	1
95-Gallon Cart	1
Front Load	52



Commercial Customers

35-Gallon Cart	5
65-Gallon Cart	17
95-Gallon Cart	64
Front Load	336

Chart note: Front Load customers includes all 1yard to 8yard container options.

Industrial Hauls

10-Yard Drop Boxes	782
20-Yard Drop Boxes	1,234
30-Yard Drop Boxes	2,183
+40-Yard Drop Boxes	1,913



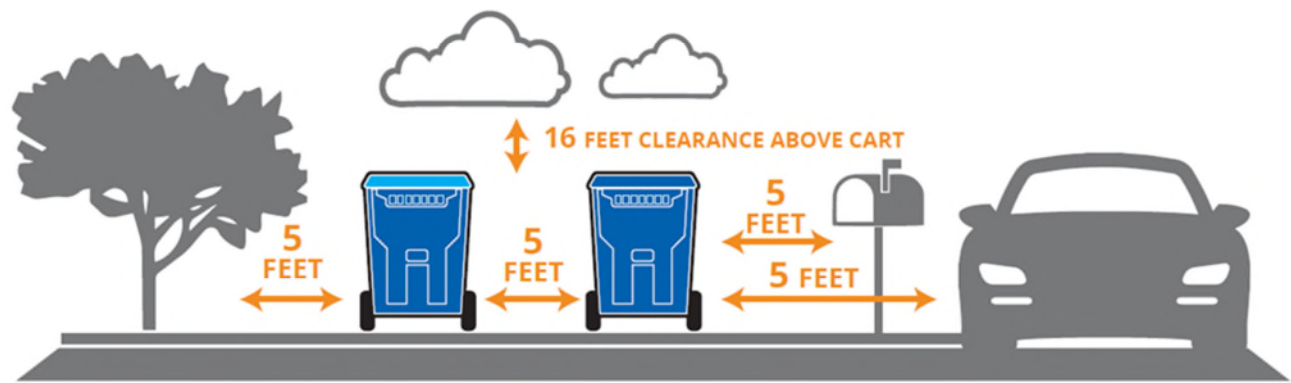
Residential Material Hauled

January through December 2024

Material	Destination	Q1	Q2	Q3	Q4	2024
Commingled Recycling	Willamette Resources Inc.	231	255	217	258	961
Glass	Willamette Resources Inc.	37	37	36	41	151
Garbage	Willamette Resources Inc.	1,023	1,064	1,086	1,109	4,281
Yard Debris with Food Waste	Willamette Resources Inc.	354	720	470	754	2,297
Totals:		1,644	2,077	1,808	2,162	7,690

Page Note: All materials are reported in tons. There were no loads of Yard Debris with Food Waste rejected for contamination by the composting facility .

Residential Container Placement Reminder



Proper placement improves operational efficiencies and decreases service hazards.

Commercial Material Hauled

January through December 2024

Material	Destination	Q1	Q2	Q3	Q4	2024
Cardboard	Willamette Resources Inc.	464	440	431	477	1,812
Commingle	Willamette Resources Inc.	28	33	36	34	131
Food Waste	Willamette Resources Inc.	30	27	27	32	117
Glass	Willamette Resources Inc.	17	17	18	17	69
Garbage	Willamette Resources Inc.	1,669	1,661	1,649	1,699	6,678
Totals:		2,208	2,180	2,160	2,259	8,807

Page Note: All materials are reported in tons. [There were no loads of Food Waste rejected for contamination by the composting facility .](#)



Drop Box & Compactor Material Hauled

January through December 2024

Material	Destination	Q1	Q2	Q3	Q4	2024
Cardboard	Willamette Resources Inc.	149	155	154	189	647
Commingle	Willamette Resources Inc.	24	5	19	17	65
Concrete	Brian Clopton	143	127	136	45	451
	S&H Logging	774	783	747	674	2,978
Dirt and Stone	S&H Logging	8	6	6	5	25
Dry Waste	Willamette Resources Inc.	1,932	2,107	1,897	1,840	7,776
Glass	Potters Glass	146	182	128	128	584
	Willamette Resources Inc.	129	134	188	180	631
Metal	Metro Metals	4	6	6	5	21
	Willamette Resources Inc.	43	26	19	22	110
Garbage	Coffin Butte	121	119	162	110	512
	Hillsboro (Rose City)	18	62	62	-	142
	ReWorld	8	9	4	15	36
	Willamette Resources Inc.	851	894	884	927	3,556
Sod	S&H Logging	6	6	14	14	40
Special Waste	Coffin Butte	99	98	126	84	407
Wood	Willamette Resources Inc.	201	138	136	132	607
Yard Debris	S&H Logging	6	-	3	10	19
	Willamette Resources Inc.	6	3	2	31	42
Totals:		4,668	4,860	4,693	4,428	18,649

Page Note: All materials are reported in tons.



Material Destinations

Name	Location	Quantity
Brian Clopton	Sherwood, Oregon	451
Coffin Butte Landfill	Corvallis, Oregon	919
Hillsboro (Rose City)	Hillsboro, Oregon	142
ReWorld	Brooks, Oregon	36
Metro Metal Northwest Inc.	Portland, Oregon	21
Potter's Industries	Canby, Oregon	584
S&H Recycling	Tualatin, Oregon	3,062
Willamette Resources Inc. (WRI)	Wilsonville, Oregon	29,932

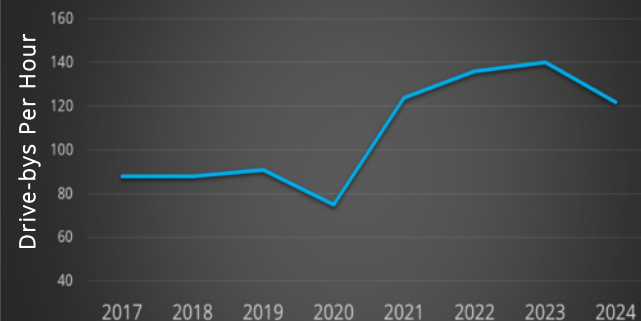
Table note: All material weights in this report are in tons.



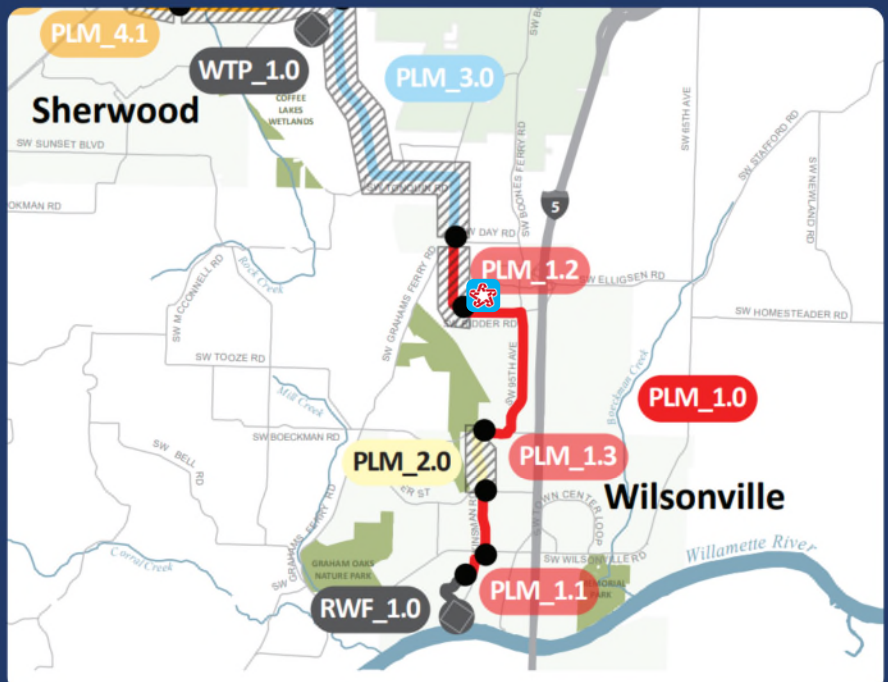
Operational Efficiency Tracker

Residential - Side-load Service

Residential efficiency is tracked by the drive-bys (lifts) per hour. Year over year, we saw an increase in performance from 2020 to 2023, primarily due to the decrease in road traffic during the pandemic and our rerouting activities. Each year, our Operations Team reviews the routes and use special software designed to build the most efficient routes possible. Since 2024, road construction in Wilsonville, including the Water Pipeline project, has impacted our operational efficiencies.

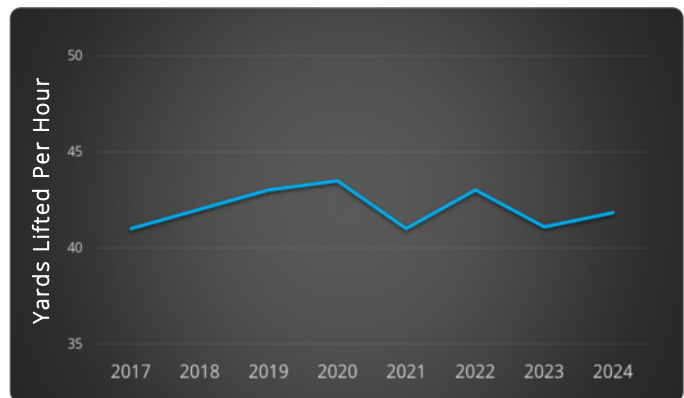


Water Pipeline & Road Construction



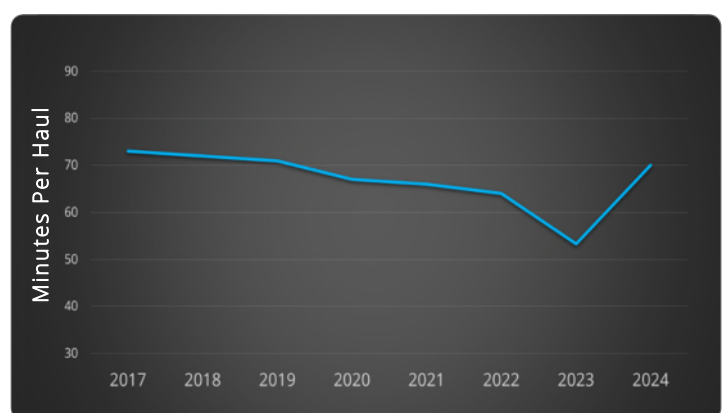
Commercial - Front-load Service

Commercial efficiency is tracked by the yards-lifted-per-hour we are able to haul. Year over year, we saw an increase in performance from 2017 to 2020, before the pandemic reduced the material being generated by commercial customers. There was a slight recovery in 2022, before Wilsonville saw a 7% decrease in commercial customers in 2023. 2024 saw an increase in the yards-lifted-per-hour .



Industrial - Drop Box and Compactor Service

Industrial efficiency is tracked by the time it takes haul a drop box or compactor. The industry metric is minutes-per-haul. We have seen steady progress from 2017 to 2023. In 2023, a large-scale construction project near Willamette Resources Inc., our location, impacted our minutes-per-haul by driving it down. As with Residential and Commercial services, since 2024 the Water Pipeline project and road construction has impacted our Industrial hauls by increasing the time it takes to haul each drop-box or compactor.



Customer Service Summary

We are proud to report our customer service information (data listed below). Out of the 32 complaints, 30 were for missed pick-ups, and the remaining were for container swaps. In all cases, our Wilsonville operations staff reached out to the customers and the issues were resolved as soon as possible. In 2024, we did not see a pattern in these complaints, because these instances happened on different routes and with different drivers. Our Operations Manager works with supervisors and drivers to ensure a high level of customer service.

Customer Type	Number of Lifts	Reported Complaints	% of Total	Average per Month	Reported Complements
Residential	821,664	27	0.003%	2.25	7
Commercial	105,442	3	0.003%	0.25	1
Industrial	6,112	2	0.033%	0.17	-

2024 Wilsonville Complements

"Call to say that your drivers are wonderful!" -Linda

"Your driver Fred and the rest of the team are so awesome with our son! Wanted to give them a shout out!" -Amber

"Went to your depot on Ridder Road to drop off some cardboard and was met by Harrison! Who provided exceptional service assistance in unloading my cardboard. Harrison is an impressive employee to represent Republic Services" -Shawn

"Your drivers are very nice. Always been consistent and reliable!" -Susanna

"Harrison at your Ridder Road facility is great! Keep him!" -Riverwood Business Partners

Oregon's Opportunity to Recycle

State Statute requires cities over 4,000 in population to offer their residents the opportunity to recycle. This includes education and outreach requirements. Republic Services and Clackamas County make sure that Wilsonville stays in compliance and meets its requirements on time. Samples of the recycling guide from our e-mail blast and bill insert last year can be seen below. These also went out in the Boones Ferry Messenger. Clackamas County takes care of the City mandated reporting and recycling outreach requirements, in partnership with Republic Services.

2025 Wilsonville Recycling Guide

Recycling

ReciclaJe Rác Tái chế
Утиль 回收

Plastic bottles, plastic round containers, metal, paper, cardboard & cartons
6 oz or larger, empty & dry. No plastic lids. Flatten cardboard.

Food & Yard Waste

Food scraps, coffee filters, small branches, plants & trimmings

Glass

In separate glass bin
Bottles & jars empty & dry, no lids

Batteries

Household batteries only

Garbage

Basura Rác còn lại
Mycop 垃圾

Garbage includes to-go cups, polystyrene blocks and "peanuts", lids, enamelware containers, plastic bags, packaging, wires and extension cords

Recycling Drop-Off Locations

Deposit Containers: Return for refund to BottleDrop Centers, retailers or grocery stores. bottledropcenters.com

Fred Meyer, Old Town Square Shop, Ctr 30300 SW Boones Ferry Rd., Wilsonville

Safeway, Town Center Shop, Ctr 8235 SW Wilsonville Rd., Wilsonville

Paints and Stains: Drop off for free at PaintCare locations. paintcare.org

Clark Lumber & True Value Hardware 11234 SW Tongue Rd., Sherwood

Habitat ReStore North Willamette Valley 411 S Redwood St., Canby

Plastic Bags and Wrap: Drop off for free at: Fred Meyer, Old Town Square Shop, Ctr 30300 SW Boones Ferry Rd., Wilsonville; Target, Argyle Square Shop, Ctr 25925 SW Heather Pl., Wilsonville; Safeway, Town Center Shop, Ctr 8235 SW Wilsonville Rd., Wilsonville

Computers/Monitors/TVs/Cell Phones/Electronics: Recycle computers, monitors, TVs, printers, keyboards and mice for free. recyclecyls.org

Shrubs (Needles, Lances, Syringes): Check with your local pharmacy about joining a pharmacy container exchange program, or take to Metro South's Hazardous Waste Facility.

Prescription Medications Disposal: CVS Pharmacy in Target, Argyle Square Shop, Ctr 25925 SW Heather Pl.; Site Aid Pharmacy, Town Center Shop, Ctr 8235 Wilsonville Rd.

Motor Oil: Put in a labeled, 2 gal. or less, screw-top container and set next to your glass bin. Residential only.

Tips for Better Service: Place carts 2-3 feet apart and away from parked cars, hanging branches, etc.; Villages: carts must be placed at arterial roads, not in alleys; Multi-family communities: do not block garbage enclosures

Wilsonville's Special Free Drop-Off Garbage Days: Bulky Waste Day (spring, fall); Leaf Collection (November); Paper Shredding (fall)

Contact Information

Your Garbage Company: Republic Services 503-981-1278 503-682-3900 RepublicServices.com	Recycling Questions & Ideas: Clackamas County Sustainability & Solid Waste 503-557-6363 clackamas.us/recycling	Online References, Regulations, Rate Schedule & Comment Form: City of Wilsonville 503-682-1011 cl.wilsonville.or.us/recycling
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Solid Waste Garbage and Recycling Info

REPUBLIC SERVICES - WILSONVILLE'S FRANCHISED COLLECTOR

CHOOSE CONTAINER SIZE

20 GALLON Roll Cart
35 GALLON Roll Cart
60 GALLON Roll Cart

60 POUNDS Weight
80 POUNDS Weight
100 POUNDS Weight

CHOOSE YOUR SERVICE LEVEL

WEEKLY Pick Up: One garbage container, plus additional containers each for recycling, glass/batteries, and organics/yard waste*.

MONTHLY Pick Up: One 35 gallon garbage container, plus one additional container each for recycling and glass. Garbage pick up is monthly, other collections are weekly.

ON-CALL Pick Up: One 35 gallon garbage container. Call for pick up.

* Organics such as yard waste and food scraps only in City of Wilsonville.

www.RepublicServices.com Log into account to make changes
503-981-1278, 503-682-3900

COLLECTION DAY REMINDERS

- Place containers within 3 feet of curb with 1 foot between them no more than 24 hours before collection; return from curb within 24 hours.
- Extra garbage? Set out an extra bag on your collection day for a small fee.
- Call Republic Services to pick up bulky items too large to fit in your garbage cart for an extra fee.

BEYOND THE CURB

- Buying good-condition, secondhand items saves money and avoids waste. Learn more at www.clackamas.us/recycling/ReduceReuseRecycle
- Many materials not accepted for curbside recycling can be recycled at drop-off sites.
- Toxic chemicals, fluorescent lights, computers, TVs, sharps, tires, and hazardous waste must be taken to drop-off sites that properly handle them – see other side for drop-off sites that take special items.

ELECTRONIC DEVICES WITH EMBEDDED BATTERIES

Many rechargeable devices such as electric razors, toys, e-bikes and cell phones have built-in batteries that require proper disposal; check with Metro at 503-234-3800 for a list of drop-off sites.

Recycle+ Opt-in Program for Hard-to-Recycle Items

Conveniently recycle more items with this optional service available to residents of single-family homes through four-plexes. Republic Services is now testing to see how these programs can be implemented at multi-family community facilities.

Recycle+ is an on-call service with a monthly base fee and a pickup fee per collection at the curb; for an additional fee, customers may arrange pickup at an agreed upon location other than the curb.

Materials accepted in the Recycle+ collection service include:

- Stretchy plastic film/bags**
 - Plastic bags - Produce bags - Dry cleaning bags
 - Plastic padded envelopes (no padded manila envelopes)
 - Plastic overwrap for paper towels, paper plates, napkins, etc.
- Clear plastic #1 clamshell containers**
 - Egg cartons
 - Fruit containers
 - Bakery containers
 - Take-out containers
- Textiles**
 - Bed linens
 - Clothing
 - Towels/rags
- Compact fluorescent light bulbs**
 - Long fluorescent tubes used in commercial lighting are NOT accepted
 - Bulbs must be contained in a zip-sealed bag

Customers opting into Recycle+ receive a purple bin and bags prior to the first collection day. Contact Republic Services at least two business days before collection day to request pick up. Set the special bin at the curb by 6 a.m. on collection day. All bagged materials must fit inside the bin, with the lid on.

Customers with a lawful disability can request non-curbside pickup at no extra charge; contact Republic Services for more information.

The Recycle+ service includes special collections a few times each year of specific items for recycling or donation, such as silverware, kitchen utensils, cutting boards and more.

Items NOT accepted by Recycle+: Knives, Dishes, Small appliances, Broken or rusty items



Community Outreach

Wilsonville Earth Day—May 10, 2025

Republic Services is a proud annual supporter of Wilsonville's Earth Day Celebration. We value all of our in-person community engagement events and are always looking for more to add to our calendar. These events give us and our customers an ideal opportunity for face-to-face interactions and provide them with information on changes in recycling, like the Recycling Modernization Act (RMA).



Community Outreach

Boeckman Creek Primary School—March 13, 2024

We welcome any invitations to speak to Wilsonville classrooms or to participate in touch-a-truck opportunities. Kids love seeing the truck and it gives us the chance to speak with them about safety, our #1 priority. While our trucks might draw their attention, we want to make sure they know to keep a safe distance and stay where the driver can see them. We teach them how to give the hand signal for the driver to honk the horn. This allows for maximum visibility and the child gets confirmation that the driver sees them when they hear the horn. Since school is back in session, we are working to get into more schools throughout the coming school year.



Community Outreach

Birthday Parades and Stops

Just as the kids love our trucks, our drivers are also happy to see the kids. Our drivers will often stop to meet kids that are out. Parents have expressed so much thanks for our drivers going the extra mile for their children. We have parents, grandparents, and even family friends that will reach out to us about one of our younger fans having a birthday. When it is possible, we organize a parade of our trucks servicing Wilsonville that day, and then their driver stops at the end so they can safely take a closer look and even get a photo.



Community Outreach

More Birthday Parades and Stops



Community Outreach - Giving Back

Toys for Tots Annual Toy Drive

For the past two years, we have partnered with the Marines and their Toys for Tots annual toy drive. Republic Services employs nine veterans in Wilsonville and it means a great deal to us to help out in this way. It was a veteran staff member that established this connection and we are so thankful!



Recycling Depot

Wilsonville Residents can drop-off the following materials, without charge, at our Ridder Road Recycling Depot.

-  Cardboard
-  Electronic Waste (e-Waste)
-  Glass Bottles
-  Metal
-  Metal Cans
-  Paper
-  Plastic Jugs
-  Plastic Tubs



Sustainability in Action



Located just off Interstate 5 at 10295 SW Ridder Road, Wilsonville, Oregon.

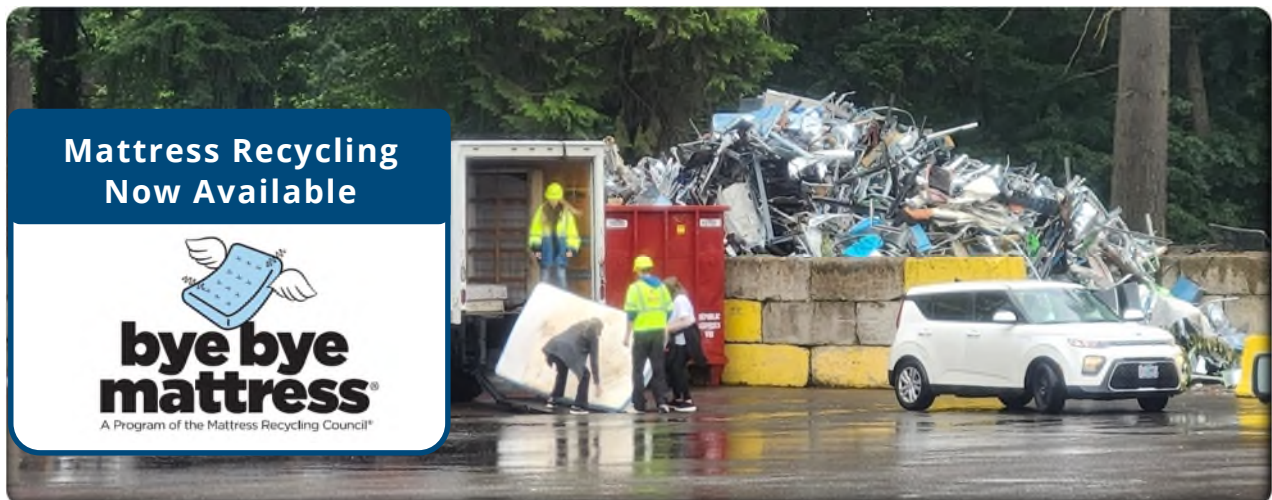


Wilsonville Clean-Up Days

(Self-haul Bulky Waste Drop-off Events)

Wilsonville residents typically have two opportunities each year to drop-off bulky waste items for free. These events give the City an opportunity to fundraise for local charities. Bulky waste are items too large to fit in roll-carts and excludes household trash. We have recently built a partnership with the Mattress Recycling Council and the mattresses dropped off on June 21st, 2025 were recycled. We hope that this will become a new component of Wilsonville's bi-annual Community Clean-Up Days.

Wilsonville Residents	5/11/2024	10/5/2024	6/21/2025
Number of Vehicles	427	323	463
Bulky Waste in Tons	50.3	40.5	55.3



Fall Leaf Clean-up Events

November 23rd, 2024

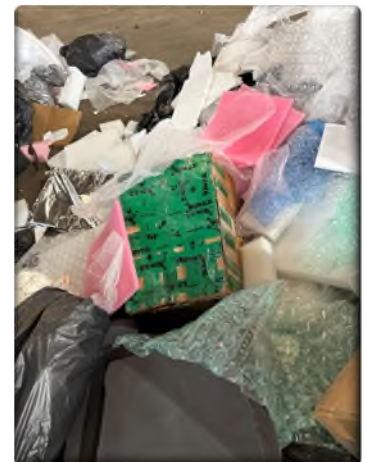
Each Fall, Wilsonville Residents get an annual opportunity to drop-off as many leaves as they would like. There are two site locations, one at City Hall, and the second in Charbonneau. On November 23rd, 2024, we collected 14.06 tons in four 30yard drop-boxes hauled from City Hall and we collected 4.3 tons in two 30yard drop-boxes hauled from Charbonneau. Both Republic Services and the City of Wilsonville hear great community feedback for providing this event to residents each year.



Commercial Waste Stream Audits

November 23rd, 2024

We work with many companies and multi-family sites in Wilsonville to audit their material streams. Just like the City of Wilsonville, our local business community is committed to sustainability. We provide detailed reports, breaking out the volume by material type, and provide recycling options. These are 100% confidential and only released directly to the customer. The pictures below, and on page 22, are an example from a recent waste audit for a large Wilsonville based company.



Commercial Customer Waste Stream Audits

Pictures Below: Weighing Customer's Material by Type



Multi-Family and Commercial Customer Site Visits

Waste Stream and Right Size Analysis



Customers request that we review their service levels to ensure that they have the right size container(s) and frequency. We also setup site visits to monitor and give customer feedback on contamination.



Recycling *Simplified*

Republic Services collaborated with professional educators to develop a free Pre-K through High School academic resource for educators. This project turned into *Recycling Simplified* (<https://recyclingsimplified.com/for-educators>). Available resources include lesson prep for teachers, grade level presentations and lesson plans, children's stories, activity worksheets, student certificates, and take home materials for parents. Visual examples below and on pages 18-20. All of this is provided to all Wilsonville Schools **free** of charge.

Accessible Value



Engaging activities for learning at home



Developed by teachers, vetted by parents



Empowers entire family to make a difference by recycling



Flexible and easy – complete any time, in any order



Easily access on any device



Printer optional

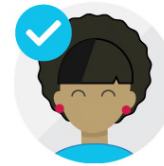




Carefully aligned to grade-level curriculum standards



Provided to you 100% free of charge



Written and vetted by real teachers



Lessons designed to fit within a typical class period



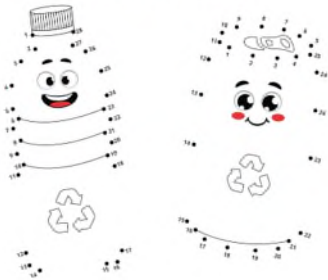
Lessons can be used individually or as a unit



Easy for teachers to implement, engaging for students

Connect the dots to complete these recyclables!

Once you're finished, these can be tossed in the recycling bin. Make sure all recyclables are empty, clean and dry!

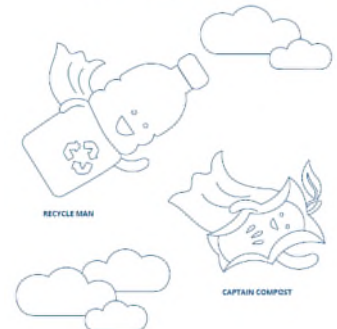


Caring for the Earth Takes Owl of Us

Visit [RecyclingSimplified.com](https://www.RecyclingSimplified.com) for more fun Earth Day activities.



Sustainability in Action!



Recycling *Simplified*



REPUBLIC
SERVICES

Visit [RepublicServices.com/EarthDay](https://www.RepublicServices.com/EarthDay) to learn more.

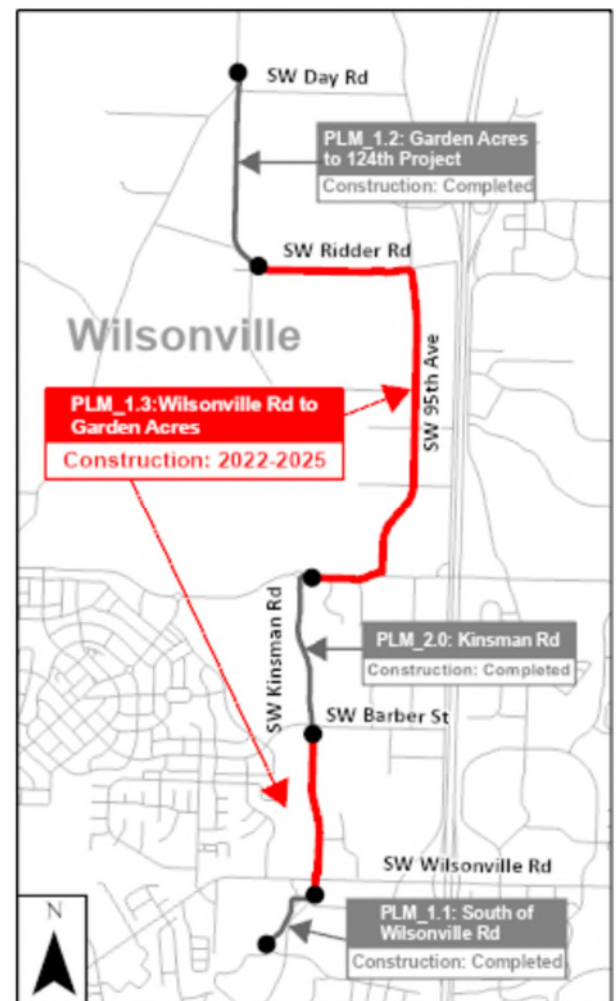


A look at 2025

We received our first electric truck in late 2024 and our second truck in August 2025. The electrification of garbage and recycling trucks compliments the city's proposed Climate Action Plan and the city's move toward zero emission vehicles. There are many advantages to going electric besides lower emissions. Electric trucks have more safety technology, including 360 degree camera and large windows that increase visibility

The Willamette Water Supply Program started impacting our operations in 2023. It has continued through 2025 and is projected go into 2026. Our operations team has been working very hard to make all of the necessary adjustments to minimize the impacts of the Willamette Water Supply Program.

Oregon's Recycling Modernization Act took effect on July 1st, 2025. This is a rolling implementation that will bring more recycling opportunities to the residents of Wilsonville. More updates to come.





Annual Report Assembled by
Travis Comfort, Municipal Contract Administrator

10295 SW Ridder Road
Wilsonville, Oregon 97070



Sustainability in Action