

City of Wilsonville

2023 Annual Report

 Republic Services of Clackamas and Washington Counties



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Residential Material Hauled

January through December 2023

Material	Destination	Q1	Q2	Q3	Q4	2023
Commingled Recycling	Willamette Resources Inc. (WRI)	296.1	296.2	285.0	314.2	1,191.6
Glass	Willamette Resources Inc. (WRI)	59.4	55.5	53.9	58.5	227.2
Garbage	Willamette Resources Inc. (WRI)	965.8	1,028.3	1,010.4	1,010.0	4,014.5
Yard Debris with Food Waste	Willamette Resources Inc. (WRI)	341.8	670.9	414.2	695.9	2,122.9
Totals:		1,663.1	2,050.9	1,763.5	2,078.7	7,556.2

Page Note: All material is reported out in tons.

Residential Container Placement Reminder



Proper placement improves operational efficiencies and decreases service hazards.

Commercial Material Hauled

January through December 2023

Material	Destination	Q1	Q2	Q3	Q4	2023
Cardboard	Willamette Resources Inc. (WRI)	466.7	446.2	404.5	456.5	1,774.0
Commingle	Willamette Resources Inc. (WRI)	31.4	28.9	26.1	28.7	115.0
Glass	Willamette Resources Inc. (WRI)	19.7	19.3	18.7	18.1	75.8
Garbage	Willamette Resources Inc. (WRI)	1,480.3	1,477.1	1,425.6	1,540.3	5,923.3
Totals:		1,998.1	1,971.5	1,874.9	2,043.6	7,888.0

Page Note: All material is reported out in tons.



Drop Box & Compactor Material Hauled

January through December 2023

Material	Destination	Q1	Q2	Q3	Q4	2023
Cardboard	Willamette Resources Inc. (WRI)	182.6	148.1	155.4	158.5	644.5
Commingle	Willamette Resources Inc. (WRI)	6.9	15.9	7.5	6.9	37.2
Concrete	S&H Logging	995.0	929.8	890.0	886.5	3,701.3
	Brian Clopton	37.5	112.5	95.6	128.3	373.8
Dirt and Stone	S&H Logging	-	7.5	7.5	-	15.0
Dry Waste	Willamette Resources Inc. (WRI)	1,945.8	1,970.5	1,955.0	1,874.7	7,746.0
Glass	Potters Glass	13.9	203.4	199.5	169.0	585.8
	Willamette Resources Inc. (WRI)	351.9	219.7	242.6	175.9	990.0
Metal	Metro Metals	5.6	4.9	3.3	4.7	18.4
	Willamette Resources Inc. (WRI)	36.3	36.2	39.9	54.1	166.5
Garbage	Coffin Butte	113.3	209.6	143.3	46.0	512.3
	Hillsboro (Rose City)	17.4	75.7	53.3	22.2	168.6
	Marion County Burner	10.0	3.0	8.6	8.3	30.0
	Willamette Resources Inc. (WRI)	902.6	870.0	873.8	903.5	3,549.8
Sod	S&H Logging	6.0	15.0	9.0	6.0	36.0
Special Waste	Coffin Butte	67.5	96.6	112.4	84.9	361.6
Wood	Willamette Resources Inc. (WRI)	144.9	151.8	150.4	107.1	554.2
Yard Debris	S&H Logging	7.5	6.3	9.0	7.5	30.3
	Willamette Resources Inc. (WRI)	2.1	-	1.6	15.1	18.9
Totals:		4,848.7	5,077.1	4,958.1	4,660.4	19,544.3

Page Note: All material is reported out in tons.



Material Destinations

Name	Location	Quantity
Brian Clopton	Sherwood, Oregon	373.8
Coffin Butte Landfill	Corvallis, Oregon	873.8
Hillsboro (Rose City)	Hillsboro, Oregon	168.6
Marion County Burner, Covanta	Salem, Oregon	30.0
Metro Metal Northwest Inc.	Portland, Oregon	18.4
Potter's Industries	Canby, Oregon	585.8
S&H Recycling	Tualatin, Oregon	3,782.5
Willamette Resources Inc. (WRI)	Wilsonville, Oregon	29,151.1

Page Note: All material is reported out in tons.



Statement of Income

For Year Ending December 31, 2023

Line Items	2023
Revenue	\$8,096,208
Franchise Fees	379,529
Cost of Operations	6,931,085
Gross Profit	\$785,595
Sales, General and Administrative	616,764
Operating Income	\$168,831
<i>Op Income as a % of Revenue</i>	<i>2.1%</i>
Income Taxes	\$47,475
Net Income	\$121,355
<i>Net Income as a % of Revenue</i>	<i>1.5%</i>

Page note: 2023 financials are not final until Clackamas County completes their annual audit (*Direct Cost Report or DCR*). Financials will be updated during our next rate review.



Schedule of Expenses

For Year Ending December 31, 2023

Line items	2023
<i>Pass Through Expenses</i>	
Franchise Fees	\$379,529
Franchise Fees	\$379,529
<i>Cost of Operations</i>	
Disposal & Recycle	\$3,960,784
Labor	\$1,759,925
Truck & Equipment Expense	\$1,057,196
Other Direct Expense	\$153,180
Cost of Operations	\$6,931,085
<i>Sales, General and Administrative</i>	
Management & Administrative Expense	\$487,721
Other Overhead Expenses	\$129,044
Sales, General, and Administrative	\$616,764

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Customer Counts

Residential Customers

20-Gallon Can	736
35-Gallon Cart	2,866
65-Gallon Cart	2,051



Multifamily Customers

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



Commercial Customers

35-Gallon Cart	4
65-Gallon Cart	20
95-Gallon Cart	64
Front Load	333

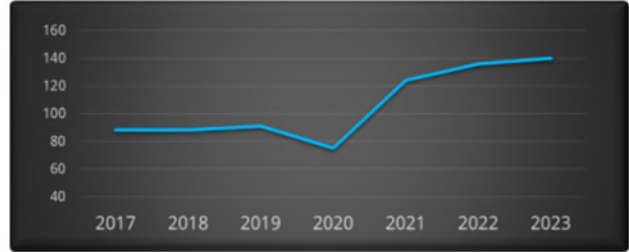
Industrial Hauls

10-Yard Drop Boxes	775
20-Yard Drop Boxes	1,211
30-Yard Drop Boxes	2,229
+40-Yard Drop Boxes	1,937

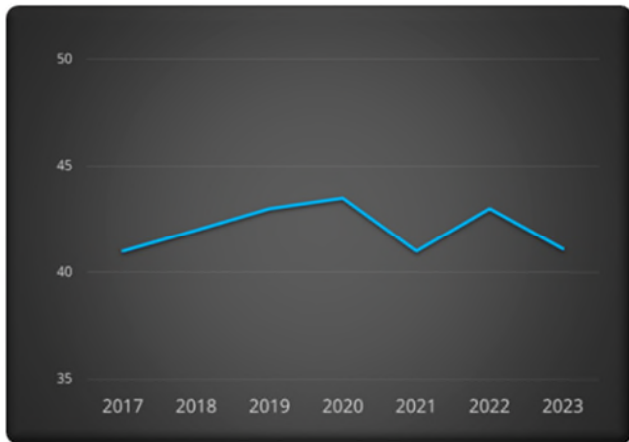


Operational Efficiency Tracker

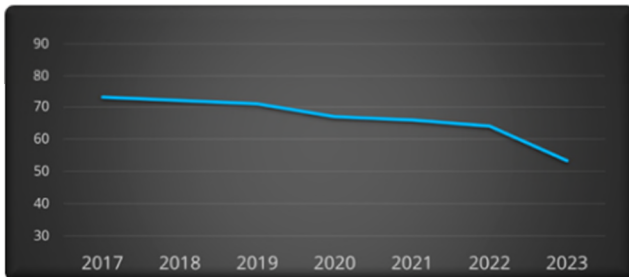
Residential Drive-bys Per Hour



Commercial Yards Per Hour



Industrial Minutes Per Haul



Wilsonville Customer Service

"Your customer service representative was pleasant and very full of customer zeal. She loves everyone!" -Janet

"Our driver went above and beyond! Wanted to let you know they get an +A!" -Keith, with US Bank

"Service exceeded her my expectations 10,000%! You were very kind, patient, and helped me understand my account. I give you an +A +A +A!" -Mary

"Driver did a fantastic job this morning! Lots of construction going and he proceeded to still pick up garbage and back down the road. Huge thank you to the driver!" -Jane

"Appreciate representative's clear and helpful info when answering drop-box questions and help setting up auto pay!" -Doug

Customer Service Summary

 10 customer complaints in 2023; all were resolved within 24hours









 10 customer compliments (five listed above)

Safety First Check-ins with Drivers



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



REPUBLIC[®]
SERVICES

Sustainability in Action



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



Wilsonville Bulky Waste Day

May 11th, 2024

Vehicles: 427 Tons Collected: 50.3



Wilsonville Leaf Drop Events

City Hall on Nov. 18th: 4 — 30yard drop boxes

Charbonneau on Nov. 9th: 2 — 30yard drop boxes

Charbonneau on Nov. 16th: 2 — 30yard drop boxes



Commercial Waste Audits

Tailored Waste Audits and Material Solution Plans

Company Specific Recycling Presentations

Certified *Partners in Sustainability*

Right Sizing Service Levels




Food Waste Overview

- ☆ 40% of Food Produced
- ☆ 15-20% of Food Purchased at Grocery Stores
- ☆ Global Food Waste 3rd Largest Emitter of GHGs
 - [Behind #1 China and #2 USA](#)
 - [Annually Account for 3.3 Billion Tons of CO2](#)

Oregon's Opportunity to Recycle

In 2023, the City of Wilsonville and Clackamas County reached out to Republic Services to help the City meet its Opportunity to Recycle Outreach requirements.

Republic Services sent out additional recycling messaging on customer invoices in 2023 and will continue to do that going forward. In 2024, Wilsonville and the County have expanded their request for full color bill inserts to be added to the outreach strategy.

State of Oregon Department of Environmental Quality
 **2023 Opportunity to Recycle Report**

City of Wilsonville

GENERAL REQUIREMENTS AND LOCAL GOVERNMENT PROGRAM ELEMENTS

Please check the boxes that describe the recycling activities occurring in your jurisdiction. **You must also include examples and documentation of all education and promotional activities being implemented.** If possible, please submit report and documentation electronically. (Note: This form is merely a summary of DEQ's requirements. The complete Opportunity to Recycle rules can be found in Oregon Administrative Rules [OAR 340-090-0030](#), [OAR 340-090-0040](#) and [OAR 340-090-0042](#).

Materials Collected

Check off those materials included in each type of collection program. For residential curbside programs, also indicate the frequency of collection, size of containers used and whether a free roll cart (C) or bin (B) is provided, or if no container (N) is provided. If the local government has selected Program Element (g) *Expanded Recycling Drop-Off Depots* to collect recyclable materials, list the drop-off depots in the blue section below.

	Container: C=Cart, B=Bin, N=None	Size of container	Frequency: W=Weekly, M=Monthly, E=Every other week, N=None	Cardboard & brown paper (Occ)	Paper		Metal			Plastic				Other					
					Newspaper (Onp)	Hi-grade (office) paper (Hi)	Mixed scrap paper (junk mail, etc) (Mwpp)	Steel (tinned) cans (Ti)	Aluminum containers, foil (Al)	Other scrap metal	Plastic bottles (minimum PET, HDPE) (Pb)	Plastic tubs (minimum HDPE, PP)	Other rigid plastic - not containers (Mp)	Plastic film (polyethylene)	Container glass (Gl)	Used motor oil (Uo)	Yard debris (Yd)	Wood waste (Ww)	Food waste (Fw)
Residential commingled	C	65	W	X	X	X	X	X	X	X	X	X							
Residential yard debris	C	60	W													X		X	
Residential materials not collected in the commingled container above	B	14	W											X	X/N				X
Multifamily collection				X	X	X	X	X	X	X	X	X	X	X	*	+		+X	
Commercial collection				X	X	X	X	X	X	X	X	X	X	X				X	

Recycling Direct Mailer

Reduce, reuse, and then recycle right
to reduce the energy needed to make new products, reduce pollution, and create jobs.

Recycling

ReciclaJe Yrwb Rác Tái chế 回收

Plastic bottles, plastic round containers, metal, paper & cardboard
6 in. or larger, empty & dry. Flatten cardboard.

Motor Oil: Put in a labeled, 2 gal. or less, screw-top container (e.g. milk jug) and set next to glass bin. Residential only.

Full guide online - 7 languages
www.clackamas.us/recycling/recycleguide.html
Metro's Recycling Information Center | 503-234-3000
ClackCo Sustainability & Solid Waste | 503-557-6363

Glass

In separate glass bin

Vidro Czekno Rác Thủy tinh 玻璃

Bottles & jars only
empty & dry, no lids

Batteries

Pilas Garapeakon Bin 电池

1. Prepare
2. Bag all batteries
3. Set on top of glass

Do NOT Tape

- Button cells
- Automotive
- Lithium/Aluminum
- Batteries in toys
- Rechargeable
- Carbons (AA, AAA, D)
- 6 & 9 volt
- Industrial (various)

Single family residential customers only.

YOUR GARBAGE & RECYCLING SERVICE

CHOOSE CONTAINER SIZE

20 GALLON Roll Cart	32 GALLON Roll Cart	60 GALLON Roll Cart	90 GALLON Roll Cart
60 POUNDS Weight Limit	60 POUNDS Weight Limit	100 POUNDS Weight Limit	120 POUNDS Weight Limit

CHOOSE YOUR SERVICE LEVEL

WEEKLY Pick up: One garbage container of any size, plus one additional container each for recycling, glass, and yard waste*.

MONTHLY Pick up: One, 32 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, 32 gallon garbage container. Call for pick up.

* Yard waste in urban areas only. Those within the Cities of Lake Oswego and Wilsonville can include food waste.

COLLECTION DAY REMINDERS

- Place containers within 3 ft. of curb with 1 ft. between them.
- Extra garbage? Set out an extra bag on your collection day for a small fee.
- Call your company to pick up 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.
- Many materials not accepted for curbside recycling can be recycled at drop-off sites.
- Toxic chemicals, light bulbs, computers, TVs, sharps, and other hazardous waste must be taken to facilities that properly handle them.

Information compiled by Clackamas County Sustainability & Solid Waste

Heat, snow, ice and ash... Will they pick up my trash?

Disruptions to garbage service are few and far between. However, safety is a top priority and can lead to delayed collections, especially during severe weather. Please make sure your contact info is current so you will receive notifications if your garbage day is impacted.

Update your contact info today!

Update your phone number and email address using one of these convenient options:

www.RepublicServices.com (Log in to make changes)

503-981-1278

Big Rig Day

Boeckman Creek Primary School



Toys for Tots Bulky Waste Drive



WRI Site Tours



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



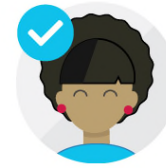
Printer optional



Carefully aligned to grade-level curriculum standards



Provided to you 100% free of charge



Written and vetted by real teachers



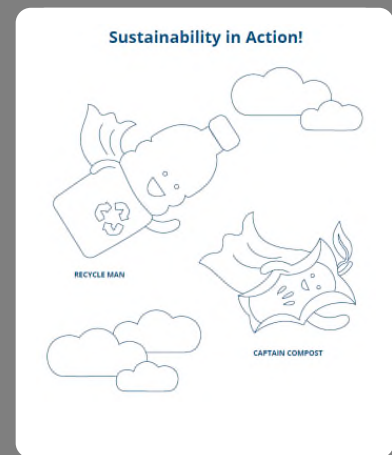
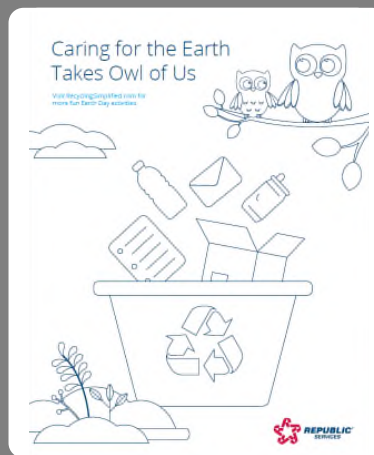
Lessons designed to fit within a typical class period



Lessons can be used individually or as a unit



Easy for teachers to implement, engaging for students



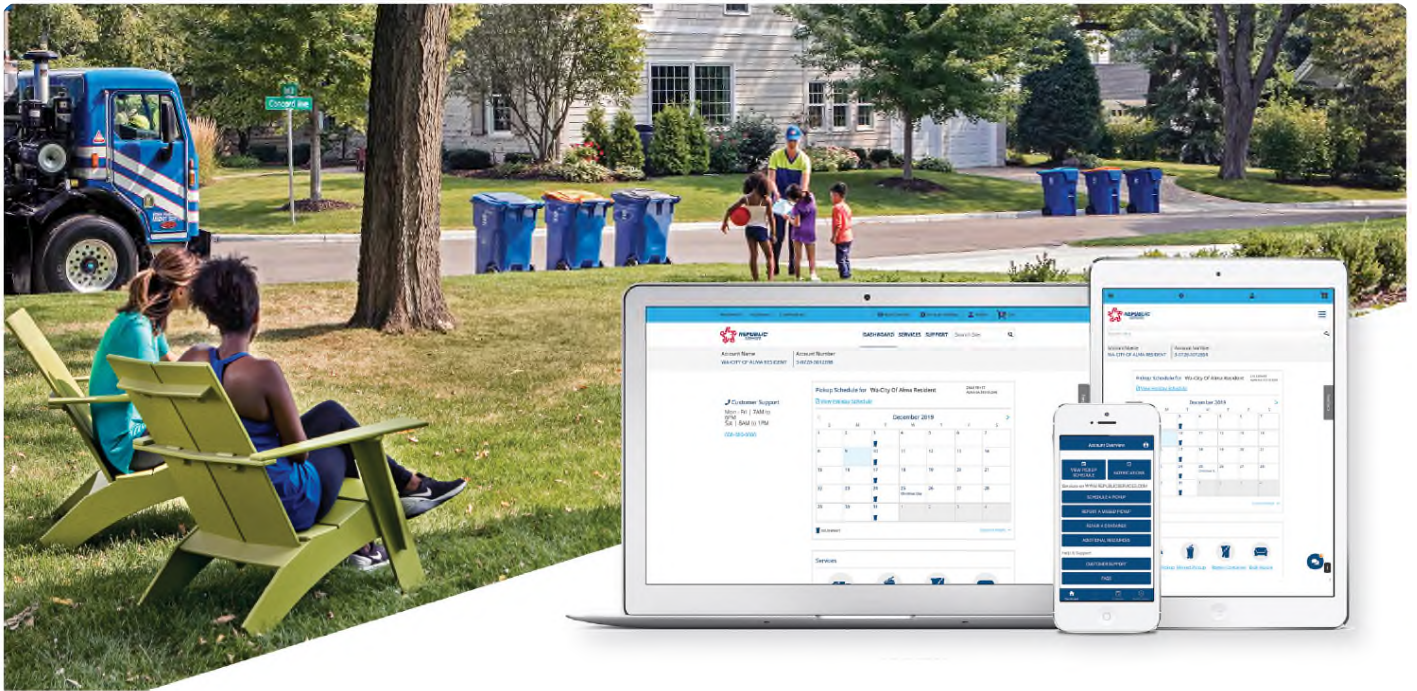
Recycling *Simplified*



Visit RepublicServices.com/EarthDay to learn more.

Celebrating Diversity





New! Manage your service from anywhere.

Now it's easier than ever to quickly request services and access resources you need in minutes.

The Republic Services® app is a convenient way to:

- Manage your personal info and communication preferences.
- Get exclusive access to LiveChat agents for questions and help.
- Set reminders to never forget trash day again.
- Gain access to resources including recycling tips.
- Get updates on holidays schedules, tree removal, etc.

Download the app or visit RepublicServices.com/Account to create your online account.



Sustainability in Action



Republic Services of Clackamas and Washington Counties

Annual Report assembled by
Travis Comfort, Municipal Administrator

10295 SW Ridder Road
Wilsonville, Oregon 97070



Sustainability in Action