



City of Wilsonville

2020 Annual Report and 2021 Updates

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Municipal Relationship Manager

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Municipal Contract Administrator



Service Facts: City of Wilsonville



Republic Services has 14 drivers servicing Wilsonville

Drivers are at the curbs of 5,447 homes each week

We have 14 CNG collection vehicles serving City of Wilsonville

Material hauled in 2020

Residential tons – 8,374

Commercial tons – 10,505

Industrial tons – 18,704

Wilsonville Customer Service Summary

Customer Group	Number of Lifts	Reported Complaints	% of Total	Average per month
Residential	495,677	11	0.002%	0.92
Commercial	30,797	4	0.013%	0.67
Industrial	5,568	3	0.054%	0.50

Customer Service Update: The complaints in 2020 have primarily centered around service level modifications and missed residential pick-ups. While all the issues were resolved as soon as possible, we are working to constantly improve our drivers' skills and effectiveness. We strive every day to deliver the best quality customer service experience, not only within our industry, but within our whole community.

Woodburn and Corvallis Call Centers

Both locations employ 7 full-time staff members

Call wait times in this period averaged 12 seconds

Temporary Services: Bulky Waste Pick-up for Senior Citizens/ADA Residents

Projected per haul cost was \$40, but the first seven months of implementation showed that number to be closer to \$65

Residents have placed anywhere from 1 to 12 yards of material out for collection under this program.

- This also included appliances with freon to be disposed of

This project successfully concluded at the end of May 2021



Temporary Services: Polystyrene

We have handled, sorted, bagged and hauled 7,980 pounds of polystyrene for processing

Contamination ranges from 26% to 45%

Most material does not come in bagged or boxed



Temporary Services: Commercial Poly.



2021 Leaf Drop

City Hall: 13.59 tons

Charbonneau: 8.34 tons



2021 Leaf Drop

6 30-yard drop boxes hauled 9 times
1/3 of a ton more material in 2021 v. 2020



New Service: Food Scraps Update

New Metro [commercial food waste mandates](#) still postponed due to COVID ([March 2022*](#)).

County enforcement updates to follow Metro announcement.





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