

# Recycling and Solid Waste

## General Information

The Recycling and Solid Waste program administers one franchised hauler and sets collection service rates of garbage, recycling, and yard debris for all residential and commercial customers within city limits.

**WM** (formerly known as Waste Management) is the City of Troutdale's exclusive franchised hauler, and offers a range of services for residential and commercial customers in addition to the standard collection service of garbage, **recycling**, and **yard debris**. Not sure what goes into which bin? You can download their **quick reference guide**, which is an excellent cheat sheet to keep handy so you know what's accepted at the curb.

Call **WM's customer service line at (800) 808-5901** with questions about service, missed pick-ups and billing. Call hours are Monday-Friday, 7:00 a.m. - 5:00 p.m., and Saturday, 9:00 a.m. - 1:00 p.m. Other **WM customer service communication options** on their website include links for an automated virtual assistant, live chat, and email. Finally, please check **their service alert website** for real-time updates.

## Services

- Administer franchise agreement with hauler
- Set collection service rates of garbage, recycling, and yard debris
- Comply with State and Metro garbage and recycling requirements



[Recycling Resources](#)



[Troutdale Cleanup Events](#)



[Business Recycling Requirement](#)



[Business Food Scrap Requirement](#)

**Department Staff**

[Ryan Largura](#)  
Environmental Specialist

**Supporting Documents**

Waste Management Franchise Agreement 11.68 MB

Recycling and Solid Waste Collection Services and Rates 361.38 KB