



C I T Y O F
RENO
Memorandum

DATE: June 23, 2025

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

FROM: Jesse Jo Rego, Management Assistant
Suzanne Groneman, Environmental Services Manager

DEPT: Community Engagement and Services

SUBJECT: Waste Management 2025 Q1 Report

Please find the attached 2025 Q1 (January 1 – March 31) Report for Waste Management.

Report Highlights:

- Franchise fees paid to the City: \$1,568,168.36 (-\$7,251.43 from Q4)
- Host fees paid to the City: \$67,270.56 (-\$6,749.68 from Q4) Waste Management overpaid host fees in the previous quarter, which is why the fees this quarter are lower.
- Transfer Station allowance used: \$83,149.47 of \$1,249,970.47 (6.7% of allowance)
- Collection allowance used: \$203,778.25 of \$1,307,002.69 (15% of allowance)
- Lockwood allowance used: \$35,369.00 of \$60,974.17 (58% of allowance)
- Total waste diverted: 4,193 tons (+402.6 tons from previous quarter)

The entire report consists of these sections:

- Waste Management Data Report (provided by Waste Management) – 4 pages
- City Staff Supplemental Report – 1 page

City of Reno Quarterly Report Q1 2025

Franchise Revenue for the quarter: **\$19,602,104.44**

Franchise Fees Paid to the City: **\$1,568,168.36**

Host Fees Paid to the City: **\$67,270.56**

| Value of Disposal Services Provided to the City | Q1 2025 | Q2 2025 | Q3 2025 | Q4 2025 | Annual Total |
|---------------------------------------------------------------------------------|--------------|---------|---------|---------|--------------|
| Transfer Station Usage (\$1,249,970.47 allowance) | \$83,149.47 | | | | \$83,149.47 |
| Collection Services (\$1,287,891.53 allowance + \$19,111.16 clean up box value) | \$203,778.25 | | | | \$203,778.25 |
| Lockwood Landfill (\$60,974.17) | \$35,369.00 | | | | \$35,369.00 |
| Overall total | \$322,296.72 | | | | \$322,296.72 |

Collection Service Summary:

Residential Accounts: 71,483

Commercial Accounts: 4,987

| Reno Customer Cart Counts | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| 35 trash /64 recycle | 8,493 | 10,254 | 10,003 | 9,972 | 9,932 |
| Senior Rate * | 2,019 | 1,970 | 1,960 | 1,978 | 1,996 |
| 35 trash /96 recycle | 1,846 | 1,902 | 1,736 | 1,754 | 1,768 |
| 64 trash /96 recycle | 13,875 | 13,375 | 13,179 | 13,676 | 13,432 |
| 96 trash/96 recycle | 47,273 | 46,770 | 46,143 | 47,330 | 46,351 |
| TOTAL | 73,506 | 72,301 | 71,061 | 72,732 | 71,483 |

**The senior rate line item listed above is also included in the 35-gallon trash/64-gallon recycle number. Therefore, the senior rate line item is not included in the total, since it is included in the first line item of the table.*

Transfer Station (Disposal) Summary:

Gross trash tonnage: 107,754

Gross recycle tons: 120,126

City of Reno Quarterly Report Q1 2025

Residential Dump Pass Usage

| (Included in disposal summary) | Number of customers | Disposal in yards |
|--------------------------------|---------------------|-------------------|
| Commercial Row | 6,732 | 20,266.39 |
| Stead | 2,008 | 6,184 |

Single Stream Diversion Tons Summary:

| Residential | | |
|------------------------------|---------|---------------|
| Weight in Tons | | |
| Total (Reno/ Sparks/ Washoe) | | 7447.4 |
| | | 43.66% |
| Reno | | 3251.6 |
| Composition | | |
| Material | Percent | Weight (tons) |
| OCC | 25.5% | 828.8 |
| ONP8 | 16.2% | 525.3 |
| Mixed Paper | 16.3% | 528.6 |
| PET | 2.8% | 91.3 |
| HDPE-N | 4.0% | 129.2 |
| HDPE-C | 3.6% | 117.4 |
| Mixed Rigid | 1.2% | 39.0 |
| 3-7 - Residue No Market | 1.9% | 61.6 |
| Aluminum | 0.4% | 11.5 |
| Steel | 2.8% | 91.3 |
| Glass | 8.7% | 284.2 |
| Residue | 16.7% | 543.4 |
| Total | 100.0% | 3251.6 |

City of Reno Quarterly Report Q1 2025

| Commercial FEL | | |
|------------------------------|---------|---------------|
| Weight in Tons | | |
| Total (Reno/ Sparks/ Washoe) | | 7447.4 |
| | | 12.64% |
| Reno | | 941.4 |
| Composition | | |
| Material | Percent | Weight (tons) |
| OCC | 93.5% | 879.9 |
| ONP8 | 1.5% | 14.4 |
| Mixed Paper | 2.1% | 20.0 |
| PET | 0.2% | 1.5 |
| HDPE-N | 0.1% | 0.7 |
| HDPE-C | 0.1% | 0.7 |
| Mixed Rigid | 0.3% | 2.8 |
| 3-7 - Residue No Market | 0.3% | 2.6 |
| Aluminum | 0.0% | 0.3 |
| Steel | 0.1% | 1.2 |
| Glass | 0.8% | 7.7 |
| Residue | 1.0% | 9.5 |
| Total | 100.0% | 941.4 |

City of Reno Quarterly Report Q1 2025

| Non Franchised Volume | | Franchised Volume | |
|-----------------------|--------|---------------------------------|---------|
| Cardboard | 1250.5 | Undeliverable Business Mailings | 118.3 |
| Coated Book Stock | 0.0 | Cardboard | 969.885 |
| Office Paper | 0.6 | Coated Book Stock | 23.1925 |
| Densified Polystyrene | 0.0 | Densified Polystyrene | 3.5 |
| LDPE | 0.1 | Office Paper | 130.43 |
| Total Tons | 1251.2 | LDPE | 24.63 |
| | | Total Tons | 1269.9 |

Outreach/Education Activities:

January 2nd – Cub Scout Tour

January 7th – Redwood Materials MRF Tour

January 22nd – 9000 Lemmon Dr Outreach to 45 mobile home units

January 23rd- KTMB MRF Tour

January 28th – MT Rose Elem MRF Tour

February 4th – Fernley Chamber of Commerce Presentation

February 25th – Earth Day Planning with KTMB and GACF

February 26th – Cub Scout Presentation

March 2nd- Girl Scout Troop Presentation

March 4th – Washoe County MRF Tour 1

March 11th- MRF Tour for 6th graders and families

March 13th- MRF Tour for Washoe County 2

March 15th – Education for Car Cares Day at the Discovery Museum

March 25th – Washoe County MRF Tour 3

March 26th – Tabling at the Discovery Museum during spring break

Outreach/Education Activities:

In partnership with the City of Reno, WM has committed \$50,000 per year over two years for the River Ranger Property Patrol program.



City of Reno 2025 Q1 Quarterly Report City Staff Supplement

- Reno Direct received **2** calls this quarter related to Waste Management. One call was a request to file a formal complaint against Waste Management and the other was a question regarding Waste Management services.
- WM hosted 15 outreach and education activities this quarter.
- In partnership with the City of Reno, WM has committed \$50,000 per year over two years for the River Ranger Property Patrol program.
- Waste Management customer survey reports show a high amount of customer satisfaction with service, with a substantial amount of surveys reflecting scores 8-10 and comments around prompt pick-up, kind and friendly drivers, and dependable service. Reports also reflect some moderate to low scores with comments typically regarding trash still left in bins after pick-up and lids being left open, customer service issues, and dissatisfaction with lack of green waste and recycling options.