




C I T Y O F
RENO
 Memorandum

DATE: July 1, 2025

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager 

FROM: Suzanne Groneman, Environmental Services Manager
 Cynthia Esparza, Community Engagement & Services Director

DEPT: Community Engagement & Services

SUBJECT: Waste Management 2025 Review

In accordance with the City of Reno’s disposal, residential service, and commercial service franchise agreements with Waste Management (WM), staff will initiate a comprehensive periodic review of WM’s operation and services beginning in July 2025.

This review is a standard part of our agreement and presents an opportunity to evaluate the effectiveness, affordability, and sustainability of the solid waste and recycling services provided to our community. Over the next 24 months, City staff will conduct a thorough analysis that includes, but is not limited to, the following focus areas.

Waste Management Review Process Objective	
Ensure the services provided under this agreement are cost-effective, reliable, and reflective of community values.	
Focus Area	Analysis Description
Fees, Rates, and Services	Evaluate current fee structure and level of service to ensure they align with community expectations, industry standards, and cost efficiency.
Benchmarking with Other Jurisdictions	Rates and services comparison offered in similar cities to identify potential improvements or innovations in service delivery.
Reno Direct Calls & Customer Service	Data from Reno Direct will be reviewed to identify trends in customer service issues, such as missed pickups or service disruptions, and evaluate how issues have been resolved.

Recycling Performance	Review of recycling rates to help determine whether current programs are effective and what changes might be necessary to increase diversion from landfill.
Missed Pickups and Resolution Rates	An assessment of service reliability and the responsiveness of Waste Management to customer concerns.
Composting Survey Results	Analysis of recent composting survey that closed in to better understand community interest and the feasibility of expanding composting services.
Review of Other Jurisdictions' Contracts	Review of partner agencies to inform of any potential changes or improvements to our own agreement.
ESG (Environmental, Social, and Governance) Reporting	Evaluate Waste Management's ESG data to understand their operational sustainability and alignment with Reno's environmental goals.
Operational Interviews	Conduct interviews with Waste Management's operations personnel to assess field-level challenges and identify opportunities for improvement.
Transfer Station Utilization	A focused review to understand the current underutilization of the allowance at the transfer station and explore ways to improve efficiency and community access.
Complaint Resolution Performance	Review process and timeliness of complaint resolution to ensure responsiveness, accountability, and practices are meeting community needs.
Local Community Survey	A survey to gauge public satisfaction with existing services and inform recommendations for the future. Similar survey to previous review process.

Throughout this process, staff will brief Council periodically to seek input to guide priorities, provide updates, and share next steps.