



C I T Y O F  
**RENO**  
 Memorandum

**DATE:** September 11, 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 Q2 Report

Please find the attached 2025 Q2 (April 1 – June 30) Report for Waste Management.

Report Highlights:

Metric	Total	Q2 – over – Q1 Changes & Updates
Franchise Fees Paid to the City	\$1,639,317.22	▲ \$71,148.86
Host Fees Paid to the City	\$77,241.21	▲ \$9,970.65
Transfer Station Allowance Used	\$132,907.77	10.6% of Allowance
Collection Allowance Used	\$531,885.85	40% of Allowance
Lockwood Allowance Used	\$43,598.72	71.5% of Allowance
Total Waste Diverted	4,099.7 tons	▼ 93.3 tons

The entire report consists of these sections:

- Waste Management Data Report (provided by Waste Management) – 5 pages
- City Staff Supplemental Report – 1 page

## City of Reno Quarterly Report Q2 2025

Franchise Revenue for the quarter: **\$20,491,465.27**

Franchise Fees Paid to the City: **\$1,639,317.22**

Host Fees Paid to the City: **\$77,241.21**

Value of Disposal

Services Provided to the City	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Annual Total
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Transfer Station Usage (\$1,249,970.47 allowance)	\$83,149.47	\$49,758.30			\$132,907.77
Collection Services (\$1,287,891.53 allowance + \$19,111.16 clean up box value)	\$203,778.25	\$328,107.60			\$531,885.85
Lockwood Landfill (\$60,974.17)	\$35,369.00	\$8,229.72			\$43,598.72
Overall total	\$322,296.72	\$386,095.62			\$708,392.34

### Collection Service Summary:

Residential Accounts: 71,520

Commercial Accounts: 4,972

Reno Customer Cart Counts	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
<b>35 trash /64 recycle</b>	10,254	10,003	9,972	9,932	9,873
<b>Senior Rate *</b>	1,970	1,960	1,978	1,996	2,003
<b>35 trash /96 recycle</b>	1,902	1,736	1,754	1,768	1,741
<b>64 trash /96 recycle</b>	13,375	13,179	13,676	13,432	13,526
<b>96 trash/96 recycle</b>	46,770	46,143	47,330	46,351	46,380
<b>TOTAL</b>	72,301	71,061	72,732	71,483	71,520

*\*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: 125,501

Gross recycle tons: 12,430

## City of Reno Quarterly Report Q2 2025

### Residential Dump Pass Usage

(Included in disposal summary)	Number of customers	Disposal in yards
Commercial Row	9,672	29,849.50
Stead	2886	8,853.50

Residential		
Weight in Tons		
Total (Reno/ Sparks/ Washoe)		7281.8
		43.66%
Reno		3179.3
Composition		
Material	Percent	Weight (tons)
OCC	29.3%	930.7
ONP8	16.6%	526.4
Mixed Paper	6.7%	212.5
PET	0.9%	27.7
HDPE-N	2.8%	87.7
HDPE-C	3.5%	112.1
Mixed Rigid	2.0%	63.0
3-7 - Residue No Market	0.7%	22.3
Aluminum	0.2%	5.3
Steel	4.4%	141.4
Glass	6.5%	207.8
Residue	26.5%	842.3
Total	100.0%	3179.3

### Single Stream Diversion Tons Summary:

## City of Reno Quarterly Report Q2 2025

<b>Commercial FEL</b>		
<b>Weight in Tons</b>		
Total (Reno/ Sparks/ Washoe)		7281.8
		12.64%
Reno		920.4
<b>Composition</b>		
Material	Percent	Weight (tons)
OCC	92.2%	848.4
ONP8	2.5%	22.9
Mixed Paper	2.3%	21.6
PET	0.1%	0.5
HDPE-N	0.1%	1.3
HDPE-C	0.0%	0.0
Mixed Rigid	0.1%	0.5
3-7 - Residue No Market	0.0%	0.3
Aluminum	0.0%	0.0
Steel	0.0%	0.0
Glass	0.2%	2.0
Residue	2.5%	22.8
<b>Total</b>	<b>100.0%</b>	<b>920.4</b>

<b>Non Franchised Volume</b>		<b>Franchised Volume</b>	
Cardboard	720.545	Undeliverable Business Mailings	0.0
Coated Book Stock	0.0	Cardboard	1409.162
Office Paper	106.65	Coated Book Stock	3.53
Densified Polystyrene	0.0	Densified Polystyrene	0
LDPE	0.1	Office Paper	123.51
Total Tons	827.3	LDPE	11.87
		Total Tons	1548.1

### Outreach/Education Activities:

DORAL ACADEMY OF NORTHERN NEVADA	Meeting
WCSD NORTH VALLEY HS	MRF Tour
RSCVA	Presentation
RENO EARTH DAY (E)	Tabling
RENO, NV, CITY OF Commercial	MRF Tour

## City of Reno Quarterly Report Q2 2025

RENO, NV, CITY OF Commercial	MRF Tour
UNR-(RECY) SINGLE STREAM AND OCC	MRF Tour
NOTE-ABLE MUSIC THERAPY SERVICE (E)	Sponsorship
WCSD VERDI ES	Tabling
RSCVA	Tabling
KEEP TRUCKEE MEADOWS BEAUTIFUL	MRF Tour
WCSD RISLEY, AGNES ES	Presentations

### Neil Road Cooperation 6/30.

City Staff reported that service had been missed at the construction site on Neil Road. WM determined the problem occurred because construction trucks had parked in front of the bin in order to access the building. All parties worked together to better coordinate access and services.



Truck (rectangle) and bin (circle) location

City of Reno Quarterly Report Q2 2025





## City of Reno 2025 Q2 Quarterly Report

### City Staff Supplement

- Reno Direct did not receive any complaints or inquiries regarding Waste Management services in quarter two of 2025. The Environmental Services team received two calls directly from a customer wanting to change their Waste Management account information and a customer concerned about a missed trash pick-up. Both calls were redirected to Waste Management and addressed promptly. Additionally, Mayor Schieve received a letter from a constituent regarding their trash services, which the Environmental Services team helped to resolve.
- Waste Management helped fund a regional composting survey for residents in Reno, Sparks, and Washoe County to gauge constituent interest in composting services. Survey highlights can be viewed at: [Solid Waste & Recycling | City of Reno](#).
- Waste Management also began the soft roll-out of green waste drop-off at both the Lockwood Landfill and Commercial Row Transfer Station.
- Customer service reports show general satisfaction with Waste Management services, however lower survey scores are typically associated with complaints regarding trash left in bins or on the street after pick-ups, difficulty contacting Waste Management regarding services or issues, and Waste Management being the only service provider in the area. Customers also mentioned wanting more clarity on recycling services, wanting a green waste curbside service, and several customers mentioned that the dump service at the transfer station has too long of lines and unaccommodating hours.