



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

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**DATE:** February 27, 2025

**TO:** Mayor and City Council

**THROUGH:** Jackie Bryant, City Manager

**FROM:** Jesse Jo Rego, Sustainability Management Assistant  
Suzanne Groneman, Sustainability and Utility Relations Manager

**DEPT:** Sustainability – City Manager’s Office

**SUBJECT:** Waste Management 2024 Q4 Report

A handwritten signature in black ink, appearing to read "Jesse Jo Rego".

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Please find the attached 2024 Q4 (October 1 – December 31) Report for Waste Management.

Report Highlights:

- Franchise fees paid to the City: \$1,575,419.79 (-\$38,538.36 from Q3)
- Host fees paid to the City: \$74,020.24 (+\$3,333.68 from Q3)
- Transfer Station allowance used: \$494,809.36 of \$1,196,831.17 (41% of allowance)
- Collection allowance used: \$1,121,105.93 of \$1,251,438.81 (89% of allowance)
- Lockwood allowance used: \$38,640.30 of \$58,382.01 (66% of allowance)
- Total waste diverted: 3,790.4 tons (-580.4 tons from previous quarter)

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 Q4 2024

Franchise Revenue for the quarter: **\$19,692,747.41**

Franchise Fees Paid to the City: **\$1,575,419.79**

Host Fees Paid to the City: **\$74,020.24**

Value of Disposal

Services Provided to the City	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Annual Total
Transfer Station Usage (\$1,196,831.17 allowance)	\$103,255.31	\$65,697.00	\$183,995.98	\$141,291.79	\$494,809.36
Collection Services (\$1,233,140.11 allowance + \$18,298.7 clean up box value)	\$247,908.17	\$296,710.20	\$293,022.03	\$283,465.53	\$1,121,105.93
Lockwood Landfill (\$58,382.01)	\$8,873.20	\$4,746.26	\$12,192.99	\$12,827.85	\$38,640.30
Overall total	\$360,036.68	\$367,722.74	\$489,211.00	\$437,585.17	\$1,654,555.59

### Collection Service Summary:

Residential Accounts: 72,732

Commercial Accounts: 4,995

Reno Customer Cart Counts	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
35 trash /64 recycle	10,355	8,493	10,254	10,003	9,972
Senior Rate *	1,982	2,019	1,970	1,960	1,978
35 trash /96 recycle	1,881	1,846	1,902	1,736	1,754
64 trash /96 recycle	13,135	13,875	13,375	13,179	13,676
96 trash/96 recycle	46,536	47,273	46,770	46,143	47,330
<b>TOTAL</b>	<b>71,907</b>	<b>73,506</b>	<b>72,301</b>	<b>71,061</b>	<b>72,732</b>

*\*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:

Commercial Row Transfer Station Tons: 138,319.23

Stead Transfer Station Tons: 2,972

Commercial Recycling Center Tons: 3,790

Eco Center MRF: 9,287



## City of Reno Quarterly Report Q4 2024

Residential Dump Pass Usage (Included in disposal summary)	Number of customers	Disposal in yards
Commercial Row	6,950	21,821
Stead	1,999	6,142

Single Stream Diversion Tons Summary:

<b>Residential</b>		
<b>Weight in Tons</b>		
Reno		2953.7
<b>Composition</b>		
Material	Percent	Weight (tons)
OCC	27.8%	822.3
ONP8	13.4%	396.4
Mixed Paper	16.6%	490.5
PET	0.7%	20.3
HDPE-N	2.8%	83.5
HDPE-C	2.1%	61.9
Mixed Rigid	0.1%	3.2
3-7 - Residue No Market	1.9%	57.1
Aluminum	2.6%	75.8
Steel	3.9%	114.9
Glass	18.3%	541.4
Residue	9.7%	286.3
<b>Total</b>	<b>100.0%</b>	<b>2953.7</b>

## City of Reno Quarterly Report Q4 2024

<b>Commercial FEL</b>		
<b>Weight in Tons</b>		
Reno		836.7
<b>Composition</b>		
Material	Percent	Weight (tons)
OCC	73.9%	618.2
ONP8	20.8%	174.3
Mixed Paper	1.5%	12.7
PET	0.1%	0.7
HDPE-N	0.2%	2.0
HDPE-C	0.2%	1.3
Mixed Rigid	0.7%	5.5
3-7 - Residue No Market	0.1%	0.5
Aluminum	0.1%	0.9
Steel	0.2%	1.4
Glass	0.6%	4.6
Residue	1.7%	14.6
<b>Total</b>	<b>100.0%</b>	<b>836.7</b>

<b>Non Franchised Volume</b>	
Cardboard	1516.1
Coated Book Stock	12.4
Office Paper	120.5
Densified Polystyrene	0.0
LDPE	4.0
<b>Total Tons</b>	<b>1653.1</b>

<b>Franchised Volume</b>	
Undeliverable Business Mailings	125.8
Cardboard	442.89
Coated Book Stock	20.43
<b>Total Tons</b>	<b>589.1</b>

## City of Reno Quarterly Report Q4 2024



### **Report on Downtown Reno Waste Management Audit and Improvements**

In response to concerns over missed collection of City cans in the Business Improvement District, an audit was conducted by a team of Route Managers to assess trash service, including Big Belly units, concrete cans, and black iron trash cans. During the audit it became clear that confusion existed about who was responsible for servicing the different trash cans. While some were routed and understood to be serviced by WM, the City retained responsibility for servicing a significant number of cans which had not been sent to WM for service routing.

To address this issue, WM compiled a comprehensive binder documenting each bin observed within the downtown area, from north of UNR to Plumb Lane. The binder includes detailed photographs and specific location data for each bin, providing a clear and organized reference for future service coordination.

This binder was delivered to Matt Bow and Tim Hendricks at City of Reno's Maintenance and Operations Department. To further strengthen our working relationship and ensure alignment on expectations, District Manager Steve McQuirk scheduled an in-person meeting between several of WM's Operations Managers (OMs) and City representatives. The meeting helped WM & City representatives to build stronger partnership, discuss service expectations, and present a plan for addressing the issues identified in the audit.

Since the meeting, communication between the City of Reno and the OMs has greatly improved. We have established regular correspondence—several times a week—through email, where we discuss observations made by Waste Management (WM) drivers during their routes. Additionally, we have shared updates on new Big Belly installations and have aligned on a coordinated service plan moving forward.

## City of Reno Quarterly Report Q4 2024

A key development resulting from this collaboration is the temporary use of a smaller 10-yard rear loader truck, pictured above. This vehicle is currently being utilized for the downtown route, and both Matt Bow and Tim Hendricks have expressed satisfaction with its performance and the dedication shown by our team. After significant frustration over failure to service some downtown cans, they were satisfied with the commitment to ensuring high-quality service for the community and WM's willingness to take proactive steps to meet those needs.

This audit and the subsequent improvements represent a significant step toward optimizing waste management in downtown Reno. It underscores the importance of effective communication, collaboration, and a shared commitment to service excellence. We look forward to continuing this partnership and building on the progress made to date.



**City of Reno 2024 Q4 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.