




C I T Y O F
RENO
 Memorandum

DATE: May 8, 2026

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager 

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

DEPT: Community Engagement & Services

SUBJECT: Waste Management 2025 Q4 Report

Please find the attached 2025 Q4 (October 1 – December 31) Report for Waste Management, which includes two sections:

- Waste Management Data Report (provided by Waste Management)
 - Update: Allowances are now reported for the period from April 1 through March 31 of each year, in alignment with annual allowance increases and rate changes. Previously, balances were reported on a calendar year basis, which did not align with the allowance structure.
- City Staff Supplemental Report

For 2025 Q4, the following are key report highlights:

Metric	Total	Q4 – over – Q3 Changes & Updates
Franchise Fees Paid to the City	\$1,625,490.37	▼ \$485.6
Franchise Revenue Paid to WM	\$20,318,629.63	▼ \$6,070.01
Host Fees Paid to the City	\$91,585.72	▲ \$13,053.9
Transfer Station Allowance Used	\$183,803.05	15% of Allowance
Collection Allowance Used	\$863,659.05	66% of Allowance
Lockwood Allowance Used	\$26,258.80	43% of Allowance
Total Waste Diverted	2,988.2 tons	▲ 812.8 tons

Waste Management Data Report

- Franchise revenue for the quarter: **\$20,318629.63**
- Franchise fees paid to the City: **\$1,625,490.37**
- Host fees paid to the City: **\$91,585.72**

Value of Services Provided to the City	April 1 – June 30	July 1 – Sept 30	Oct 1 – Dec 31	Jan 1 – March 31	Total
Transfer Station Usage (\$1,249,970.47 allowance)	\$49,758.30	\$49,546.88	\$84,497.87		\$183,803.05
Collection Services (\$1,287,891.53 allowance + \$19,111.16 clean up box value)	\$328,107.6	\$216,692.2	\$318,859.1		\$863,659.05
Lockwood Landfill (\$60,974.17)	\$8,229.72	\$9,743.24	\$8,285.84		\$26,258.80
Overall total	\$386,095.62	\$275,982.38	\$411,642.90		\$1,073,720.90

Collection Service Summary

- Residential Accounts: 73,693
- Multi Family locations: 164
- Commercial Accounts: 5,128

Reno Customer Cart Counts	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025
35 trash/64 recycle	9,972	9,932	9,873	9,799	9,723
Senior Rate*	1,978	1,996	2,003	1,994	1,858
35 trash /96 recycle	1,754	1,768	1,741	1,741	1,920
64 trash /96 recycle	13,676	13,432	13,526	13,623	13,995
96 trash/96 recycle	47,330	46,351	46,380	46,592	48,058
TOTAL	72,732	71,483	71,520	71,755	73,696

**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 Tons: 132,401
- Gross Recycle Tons: 12,973

Residential Dump Pass Usage

(Included in Disposal Summary)	Number of Customers	Disposal In Yards
Commercial Row	8,372	26,323.70
Stead	2,253	6,655.50

Single Stream Diversion Tons Summary:

Residential		
Weight in Tons		
Total (Reno/ Sparks/ Washoe)		6449.0
		43.88%
Reno		2829.8
Composition		
Material	Percent	Weight (tons)
OCC	29.8%	842.8
ONP8	18.1%	511.3
Mixed Paper	7.4%	209.9
PET	1.2%	33.4
HDPE-N	6.9%	195.5
HDPE-C	3.0%	86.1
Mixed Rigid	2.2%	62.2
3-7 - Residue No Market	0.7%	20.2
Aluminum	0.4%	10.4
Steel	5.3%	150.7
Glass	10.1%	284.9
Residue	14.9%	422.5
Total	100.0%	2829.8

Commercial FEL		
Weight in Tons		
Total (Reno/ Sparks/ Washoe)		1274.3
		12.43%
Reno		158.4
Composition		
Material	Percent	Weight (tons)
OCC	70.9%	112.3
ONP8	11.6%	18.3
Mixed Paper	3.4%	5.4
PET	0.7%	1.1
HDPE-N	1.9%	3.0
HDPE-C	1.4%	2.2
Mixed Rigid	0.7%	1.1
3-7 - Residue No Market	1.3%	2.0
Aluminum	0.1%	0.2
Steel	1.0%	1.6
Glass	3.5%	5.5
Residue	3.6%	5.8
Total	100.0%	158.4

Non Franchised Volume	
Cardboard	486.4
Cardboard-Baled	192.8
Coated Book Stock	0.0
Office Paper	0.0
Densified Polystyrene	0.0
LDPE	4.2
Total Tons	683.4

Franchised Volume	
Undeliverable Business Mailings	90.4
Cardboard	488.4
Coated Book Stock	0.0
Densified Polystyrene	0.0
Office Paper	0.4
LDPE	0.0
Total Tons	579.2

Outreach/Education Activities

Date	Event Type	Event Name	Partner
10/21/2025	Presentations	Damonte Ranch HS JAG Presentations	Damonte Ranch JAG
10/22/2025	Materials Recovery Facility (MRF) Tour	MRF Tour for EH&S Department UNR	EH&S UNR
10/26/2025	Tabling Event	Trunk or Treat	Nevada State Police
10/30/2025	Tabling/Trunk or Treat	4th Annual Reno Trunk	City of Reno
11/4/2025	MRF Tour	MRF Tour for Senior Group	
11/15/2025	Tabling Event	The Discovery presents America Recycles Day	The Discovery Museum
11/17/2025	Presentation	Cub Scout Presentation	Cub Scouts
12/4/2025	MRF Tour	MRF Tour for Mt. Rose	Mt. Rose

Public Comment – October 22, 2025 City of Reno Council Meeting Presented by District Manager Steve McQuirk

Good morning, Mayor Schieve and Council Members,

Thank you for the opportunity to speak with you today. My name is Steve McQuirk, and I am a District Manager of Collections for Waste Management here in the Reno area. In short, if it goes into a container or one of our green trucks, it's my responsibility.

Today, I'm excited to share some key updates and innovations that reflect our ongoing partnership with the City of Reno.

I'm proud to first highlight our collaboration with the City's Streets Department, specifically with Matt Bow and Tim Hendricks. Your team was tasked with upgrading outdated concrete and black iron trash receptacles downtown. In their place, they deployed Big Belly solar waste compactors which offer triple the capacity and improved efficiency. Thanks to strong communication between our teams, we're able to adjust routing in real time to ensure these units are serviced promptly as the new containers are deployed.

As you know, our city's historic layout includes narrow roads and alleyways that can be difficult for modern service vehicles to navigate. To meet this challenge, we're piloting a smaller collection vehicle based on the Ford F-600 platform that allows us to maintain reliable service in areas with limited access, without compromising safety or efficiency.

Reno is a city that thrives on events—from Hot August Nights and the Italian Festival to the Santa Crawl and Chicken Wing Festival, our crews are working behind the scenes to ensure waste is managed seamlessly. We coordinate bin delivery and removal around the clock by navigating street closures and even the occasional creative parking situation that can block access. Our goal is to keep Reno clean and welcoming, no matter the occasion.

I also want to recognize the outstanding work of your Housing and Neighborhood Development Team, especially Roberto Lara and Cori Fisher. Their coordination with our Operations Managers ensures that Ward Cleanups are executed professionally and efficiently. These events involve staging full disposal sites in just a few hours and moving hundreds of residents through safely and smoothly. These efforts also help prevent illegal dumping, which is a win for the entire community.

As the weather begins to cool around Reno, you may be hearing more reports of bear activity in residential neighborhoods. One of the key recommendations from the Nevada Department of Wildlife to reduce bear encounters is securing trash. Waste Management offers locking, wildlife-resistant carts to residents within the City of Reno. These carts are serviced at a rate of approximately six dollars more per month than standard carts. Demand for these carts has increased significantly and while our current inventory has been depleted, we expect new stock to arrive and begin deployment by the end of next week.

Thank you again for your time and continued partnership. We look forward to sharing more updates in future meetings and continuing to support the City of Reno in keeping our community clean, safe, and sustainable.

Around the Community:



WM Now accepting to-go cups in recycling.



America Recycles Day at the Discovery Museum



Trunk or Treat at the DMV

City Staff Supplemental Report



- Reno Direct received 7 complaints or inquiries directly related to Waste Management services in quarter four of 2025. Complaints regarded early morning pick-up times as a nuisance near residential areas and missed pick-ups.
- Customer service reports show general satisfaction with Waste Management services, similar to the last quarter. Lower survey scores are still 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.