



C I T Y O F
RENO
Memorandum

DATE: July 16, 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 and Services

SUBJECT: Waste Management 2026 Q1 Report

Please find the attached 2026 Q1 (January 1 – March 31) Report for Waste Management, which includes two sections:

- Waste Management Data Report (provided by Waste Management)
- City Staff Supplemental Report

For 2026 Q1, the following are key report highlights:

Metric	Total	2026 Q1 – over – 2025 Q4 Changes & Updates
Franchise Fees Paid to the City*	\$1,663,714.59	▲ \$38,224.22
Franchise Revenue Paid to WM	\$20,796,432.41	▲ \$477,802.78
Host Fees Paid to the City	\$82,849.33	▼ \$8,736.39
Transfer Station Allowance Used	\$249,049.91	20% of Allowance
Collection Allowance Used	\$1,194,660.87	91% of Allowance
Lockwood Allowance Used	\$32,273.85	53% of Allowance
Total Waste Diverted	2,770 tons	▼ 218.2 tons

** This quarter's franchise fees do not reflect the 2026 rate or franchise fee increases.*

Q1 2026 Waste Management Data Report

- Franchise Revenue for the quarter: **\$20,796,432.41**
- Franchise Fees Paid to the City: **\$1,663,714.59**
- Host Fees Paid to the City: **\$82,849.33**

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	\$65,246.86	\$249,049.91
Collection Services (\$1,287,891.53 allowance + \$19,111.16 clean up box value)	\$328,107.60	\$216,692.26	\$318,859.19	\$331,001.82	\$1,194,660.87
Lockwood Landfill (\$60,974.17)	\$8,229.72	\$9,743.24	\$8,285.84	\$6,015.05	\$32,273.85
Overall total	\$386,095.62	\$275,982.38	\$411,642.90	\$402,263.73	\$1,475,984.63

Collection Service Summary:

- Residential Accounts: 73,500
- Multi Family locations: 171
- Commercial Accounts: 5,142

Reno Customer Cart Counts	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
35 trash /64 recycle	9,932	9,873	9,799	9,723	9,713
Senior Rate *	1,996	2,003	1,994	1,858	1,930
35 trash /96 recycle	1,768	1,741	1,741	1,920	1,934
64 trash /96 recycle	13,432	13,526	13,623	13,995	14,051
96 trash/96 recycle	46,351	46,380	46,592	48,058	48,085
TOTAL	71,483	71,520	71,755	73,696	73,783

**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: 131,506.88
- Gross recycle tons: 12,014.72

Residential Dump Pass Usage

(Included in disposal summary)	Number of customers	Disposal in yards
Commercial Row	7,271	23,961
Stead	1,999	6,100

Single Stream Diversion Tons Summary:

Residential Diversion

Total Diversion for Reno, Sparks, Washoe County	5948.3 tons
Total Diversion for Reno	2610.1
Reno Percent of Regional Diversion	43.88%

Residential Recycling Composition

Material	Percent	Weight (tons)
OCC	20.5%	534.1
ONP8	16.2%	422.3
Mixed Paper	10.7%	280.5
PET	0.7%	19.2
HDPE-N	2.5%	66.0
HDPE-C	2.1%	54.0
Mixed Rigid	2.6%	68.1
3-7 - Residue No Market	2.6%	69.1
Aluminum	0.2%	5.0
Steel	2.8%	72.5
Glass	23.9%	624.5
Residue	15.1%	394.9
Total	100.0%	2610.1

Commercial FEL Diversion

Total Diversion for Reno, Sparks, Washoe County	1286.7 tons
Total Diversion for Reno	159.9 tons
Reno Percent of Regional Diversion	12.43%

Commercial FEL Recycling Composition

Material	Percent	Weight (tons)
OCC	80.2%	128.2
ONP8	4.3%	6.9
Mixed Paper	5.9%	9.4
PET	0.1%	0.2
HDPE-N	0.1%	0.1
HDPE-C	0.0%	0.0
Mixed Rigid	0.5%	0.7
3-7 - Residue No Market	0.3%	0.5
Aluminum	0.0%	0.0
Steel	0.3%	0.4
Glass	2.3%	3.7
Residue	6.1%	9.7
Total	100.0%	159.9

Non-Franchised Volume of Diversion

Material	Weight (tons)
Cardboard	0.0
Cardboard-Baled	177.3
Coated Book Stock	0.0
Office Paper	0.0
Densified Polystyrene	0.0
LDPE	3.8
Total	181.1

Franchised Volume of Diversion

Material	Weight (tons)
Undeliverable Business Mailings	86.1
Cardboard	309.3
Coated Book Stock	0.0
Densified Polystyrene	0.0
Office Paper	0.4
LDPE	0.0
Total	395.9

Outreach/Education Activities:

Date	Event Type	Event Name	Partner
1/20/2026	MRF Tour	Schulter System	EcoCenter MRF
1/28/2026	WM Facility Tour	Washoe Co Transitions Academy	Commercial Row
1/30/2026	MRF Tour	Reno Sparks Chamber of Commerce	EcoCenter MRF
2/04/2026	MRF Tour	Schulter Systems	EcoCenter MRF
3/28/2026	Outreach Table	Car Care Day	Discovery Museum
3/31/2026	MRF Tour	Self-Directed Senior Group	EcoCenter MRF

Public Comment – Reno City Council (March 25)

Mayor and council. I'm Kendra Kostelecky with WM.

I'd like to start by thanking you, City Manager Bryant, Suzanne Groneman, Cynthia Esparza, Roberto Lara, and the Parks and Streets departments for continuing to work closely with us to provide the best service possible to the community.

I'm here to provide additional clarification about the april 1st rate change for both commercial and residential customers. I'll also touch on services residents and the city receive through the franchise agreement.

As you know, under the franchise agreement, wm may only apply one adjustment per year. It is based on the u.s. consumer price index for garbage and trash. This year, the cpi was 5.27%. Even if fuel, steel, or other required supplies see major inflation swings, rates stay locked for the entire year.

Separately, the franchise fee moved from 8% to 14%. When you combine the cpi adjustment with the city's fee increase, the overall impact to customers is a little over 11%.

Given the complexity of commercial rates, i won't break down an example now – but for a typical household with the largest service level, this comes to about \$1.42 **\$3.18** per month. Smaller service levels will see lower increases.

Senior and income-restricted rates are available for qualified residents, who can apply at our customer service desk at 100 Vassar Street. More details are included in the next bill insert. Customer service can be reached at 775-329-8822.

Reno households receive four transfer station drop-offs each year and twenty extra-waste stickers for curbside collection.

Wm also provides substantial services directly to the city, including waste collection at public buildings and parks, five cleanup bins per ward to support spring and fall clean-ups, and transfer station and landfill access. Together these services are valued at more than \$2.5 million annually.

Outside of the agreement, WM offers hhw vouchers each July for disposal of up to 50 pounds of material without charge. Free dump days at Lockwood landfill are a residential program – accounts are not required – and this year's dates are April 16th through the 25th.

Wm is currently working with the reno fire department on their fire fuel mitigation efforts by donating one bin for every two funded by a state farm grant.

These programs help keep neighborhoods clean, reduce illegal dumping, and give residents flexible, low-cost disposal options. These are services many cities do not receive as part of their base franchise, and they directly support Reno's goals around safety and cleanliness.

Thank you for your time and for your commitment to open communication with the community.

WM in the Community

Taylor Kern leads a tour for the public at the EcoCenter Materials Recovery Facility (MRF) on Commercial Row.



Channel 2 interviews Carly Norton about the importance and availability of Animal Resistant carts in the Reno area.



Kids are invited to climb inside a WM collection truck at Car Care Day at the Discovery



City Staff Supplemental Report



- Reno Direct received 3 complaints or inquiries directly related to Waste Management services in the first quarter of 2026. Complaints included bins in the wrong place and needing to be moved, difficulty contacting Waste Management regarding a missed pick-up, and the last complaint was regarding a private residence nuisance in which Waste Management was contacted to help the constituent adjust their service to a more adequate bin volume.
- 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.