CITY OF RENO

Memorandum

DATE: November 14, 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 Q3 Report

Please find the attached 2025 Q3 (July 1 – September 30) Report for Waste Management.

Report Highlights**:**

Metric	Total	Q3 – over – Q2 Changes & Updates
Franchise Fees Paid to the City	$1,625,975.97	▼ $13,341.25
Host Fees Paid to the City	$78,531.82	▲ $1,290.61
Transfer Station Allowance Used	$182,454.65	15% of Allowance
Collection Allowance Used	$748,578.11	57.3% of Allowance
Lockwood Allowance Used	$53,341.96	87.5% of Allowance
Total Waste Diverted	2,175.4 tons	▼ 93 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 Q3 2025

Franchise Revenue for the quarter: **$20,324,699.64**

Franchise Fees Paid to the City: **$1,625,975.97**

Host Fees Paid to the City: **$78,531.82**

Value of Disposal Services Provided to the City	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Annual Total
Transfer Station Usage ($1,249,970.47 allowance)	$83,149.47	$49,758.30	$49,546.88		$182,454.65
Collection Services ($1,287,891.53 allowance + $19,111.16 clean up box value)	$203,778.25	$328,107.60	$216,692.26		$748,578.11
Lockwood Landfill ($60,974.17)	$35,369.00	$8,229.72	$9,743.24		$53,341.96
Overall total	$322,296.72	$386,095.62	$275,982.38		$984,374.72

Collection Service Summary:
Residential Accounts: 71,755
Multi Family locations: 167
Commercial Accounts: 5077

Reno Customer Cart Counts	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025
35 trash /64 recycle	10,003	9,972	9,932	9,873	9,799
Senior Rate *	1,960	1,978	1,996	2,003	1,994
35 trash /96 recycle	1,736	1,754	1,768	1,741	1,741
64 trash /96 recycle	13,179	13,676	13,432	13,526	13,623
96 trash/96 recycle	46,143	47,330	46,351	46,380	46,592
TOTAL	71,061	72,732	71,483	71,520	71,755

**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.*

WASTE MANAGEMENT

City of Reno Quarterly Report Q3 2025

Transfer Station (Disposal) Summary:
Gross trash tonnage: 127,807
Gross recycle tons: 12,428

Residential Dump Pass Usage

(Included in disposal summary)	Number of customers	Disposal in yards
Commercial Row	8,741	27,817.87
Stead	2,462	7,362.50

Residential Weight of Trash Collected

Jurisdiction	Weight in Tons	Reno Percentage of Total
Total (Reno/Sparks/Washoe)	5818.1	
Reno	2553.0	43.88%

Residential Composition of Trash Collected

Material	Percent of Total Weight	Weight (Tons)
OCC	27.5%	702.9
ONP8	19.7%	503.4
Mixed Paper	13.2%	335.8
PET	1.7%	44.6
HDPE-N	4.0%	102.5
HDPE-C	2.1%	53.8
Mixed Rigid	1.7%	43.6
3-7 – Residue No Market	1.8%	46.5
Aluminum	0.7%	17.5
Steel	3.1%	79.3
Glass	14.8%	378.1
Residue	9.6%	244.9
Total	100%	2553.0

City of Reno Quarterly Report Q3 2025

Commercial Weight of Trash Collected

Jurisdiction	Weight in Tons	Reno Percentage of Total
Total (Reno/Sparks/Washoe)	1306.1	
Reno	162.4	12.43%

Commercial Composition of Trash Collected

Material	Percent of Total Weight	Weight (Tons)
OCC	85.6%	139.1
ONP8	4.9%	8.0
Mixed Paper	2.7%	4.4
PET	0.1%	0.1
HDPE-N	0.3%	0.5
HDPE-C	0.3%	0.5
Mixed Rigid	0.2%	0.3
3-7 – Residue No Market	0.0%	0.0
Aluminum	0.0%	0.0
Steel	0.5%	0.8
Glass	0.1%	0.2
Residue	5.2%	8.4
Total	100%	162.4

Single Stream Diversion Tons Summary:

Non-Franchised Volume

Material	Volume (tons)
Cardboard	458.6
Coated Book Stock	0.0
Office Paper	0.0
Densified Polystyrene	0.0
LDPE	4.9
Total	463.5

WASTE MANAGEMENT

City of Reno Quarterly Report Q3 2025

Franchised Volume

Material	Volume (tons)
Undeliverable Business Mailings	99.7
Cardboard	715.0
Coated Book Stock	0.0
Densified Polystyrene	0.0
Office Paper	0.0
LDPE	0.0
Total	814.7

Outreach/Education Activities:

Event	Location
MRF Tour for First Service Residential	Reno MRF
MRF Tour for Boys & Girls Club 1	Reno MRF
MRF Tour for Patagonia	Reno MRF
MRF Tour for Boys & Girls Club 2	Reno MRF
Presentations for Campers at Challenge Island	High Desert Montessori School 101 Fantastic Dr
Community Health Alliance - Back to School Vaccine Clinic High Desert Montessori School 101 Fantastic Dr	North Valleys HS
MRF Tour for small group	Reno MRF
MRF Tour for 2	Reno MRF
LaborFest	Idlewild Park
Milk & Honey	McKinley Arts & Culture Center
WM Day at Aces Ball Park	Greater Nevada Field

Public Comment – Sept 10, 2025 City of Reno Council Meeting Presented by Taylor Kern & Carly Norton

Good morning Mayor and Council Members,

My name is **Taylor Kern**, and this is my colleague Carly Norton we are Recycling Education Representatives for WM. Part of our role is to serve as a resource for the community, ensuring residents and businesses have access to recycling education, and helping connect customers with solutions when questions or concerns come up.

We wanted to take a few minutes today to introduce ourselves and share some of the outreach and initiatives WM has been leading in our community:

City of Reno Quarterly Report Q3 2025

- Over the past several months, we've hosted over 12 **tours of our Materials Recovery Facility**, where residents, students, and businesses can see firsthand how recycling is sorted and processed. Tours can be signed up for online through **Reno Recycles**.
- We've also been partnering with local **schools**, we have given three presentations on recycling, and visited two different schools to help support students who want to establish or expand recycling programs and encouraging hands-on involvement in sustainability, reaching over 200 students.
- We have attended the following community **events this summer such as Community health alliance vaccine clinic, labor fest, Milk & Honey where we set up outreach tables** and shared information on how to recycle right and reduce contamination, which helps keep our recycling program strong and folks on the same page. While sharing recycling education at these events we were able to speak with over 600 individuals.

This is what we have been up to this summer and Carly will share where to find WM in upcoming events.
Here is where our outreach tables will be, including where we will be bringing a WM truck for those residents who get extra excited about big trucks!

We are sponsoring a ballgame at Aces Ball Park on Sept 14th with a truck that will be parked outside the field entrance

On Sept 20th, We will be at Tahoe Bear Fest and Dozers & Dirt. We will be bringing a truck to D&D as well

September 27th we will be at Washoe County Sheriff's Office Community Picnic

We will be on a panel on Oct. 2nd for the Nevada's Energy and Economy Summit at the Reno-Sparks Chamber of Commerce

And on Oct 26th we will be tabling at the Reno DMV for a trunk or treat hosted by the Nevada State Police and we will be bringing a WM truck.

For those who don't know, we send out bill inserts to residents every quarter with their bills. For residents who have paperless billing it should come to their email. For this quarter we are highlighting the items which can go into the recycling, including gable top and aseptic containers which have had confusion around their recyclability. So we are highlighting that we do take them in your curb side recycling.

Another thing we aim to do each month is support multi-family buildings and business parks in starting or improving their recycling programs. Since recycling isn't mandated in Nevada, businesses and apartment complexes can choose whether or not to participate. Because there's often hesitation around setting up recycling, Taylor and I visit locations that request help. Whether

they're new to recycling or just need a refresher, we provide customized, on-site support to owners and managers.

Thanks for taking the time to hear from us today, we hope to see you around the city!

Around the Community:

City of Reno 2025 Q3 Quarterly Report

City Staff Supplement

- Reno Direct received 11 complaints or inquiries regarding Waste Management services in quarter three of 2025. Complaints regarded trash left in the street after pick-up, billing issues, addresses not being serviced, and dissatisfaction with placement of trash bins.
- 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.