

# City of Redmond Implementation Update

October 21st, 2025

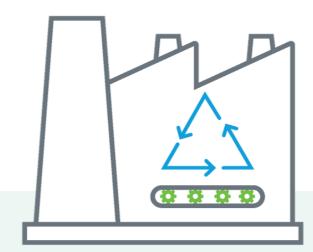


## Recology Service Agreement Overview



#### **Diversion**

- Redmond Recology Store
- New multifamily and commercial programs
- Embedded organics service
- Curbside collection of select special items for recycling
- Battery collection and recycling at select City facilities



#### **Operations**

- New collection vehicles
- Optimized routing for residential and commercial customers
- All electric support vehicles
- New Recology facility features – Broadway Hauling Yard, and Seattle Recycling Facility



- 2 full time Waste Zero Specialists
- Enhanced communications for weather events and holidays
- Community tabling events
- Recology Store workshops
- Customized education tools

#### New Contract Communications

- Redmond Derby Days (July 12th), Big Truck Days (August 15th), Redmond Lights (Dec. 6<sup>th</sup>)
- Website and call center live as of July 2025
- Ongoing print communications through Fall 2025

Recology outreach staff at Redmond Derby Days (July 2025)

- Outbound calls to commercial and multifamily customers
- Ongoing site visits and in-field service verification
- Waste Zero staff visits to begin in November



Redmond Welcome Post Card

## Recology Store

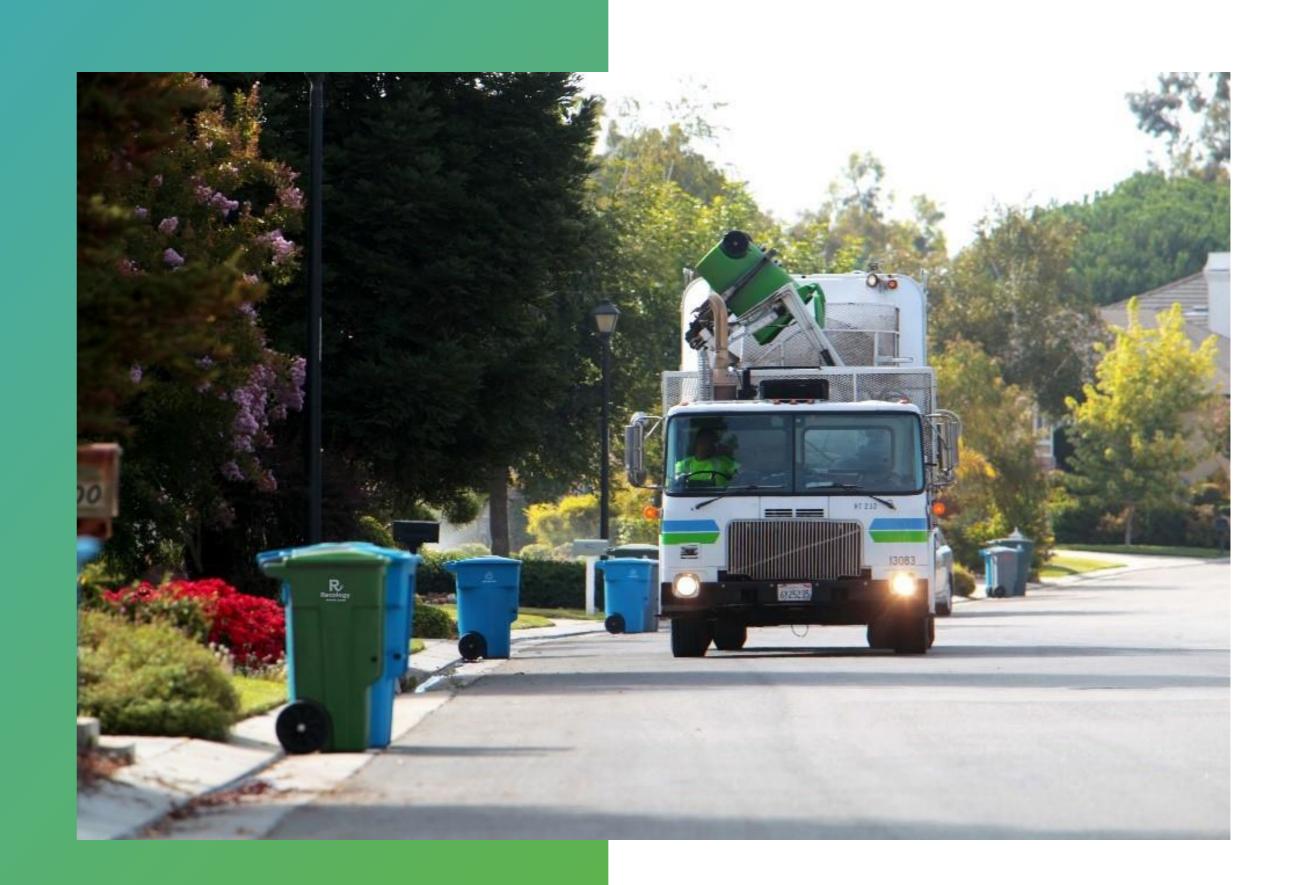
- Recology Store to be launched in Redmond this Fall!
- Residents able to bring hard-to-recycle item drop offs at no cost (such as Styrofoam, lightbulbs, electronics, textiles and more)
- All customers able to complete bill pay, make customer service requests and ask questions about their Recology services
- The Store will also host quarterly workshops to engage residents in opportunities to reduce waste and engage in creative reuse activities
- Pop-up events to be scheduled and promoted through the Fall leading up to official Store opening





# Operations Updates

- Operations team conducting in-field audits of commercial and multifamily sites for service needs and container conditions
- Commercial and Residential routes have received optimization from Recology GIS team and are being audited in the field
- New Redmond collection fleet receiving service-verification software updates and mechanical testing
- All-electric support vehicles (deliveries,
   Operations support staff, and Waste Zero)
- Ongoing driver recruitment





## Customer Service Updates

- All customer service staff hired and trained for Redmond support as of July 2025
- Ongoing outbound commercial and multifamily communications
- Ongoing service and contact verification for all customers
- Recology & Redmond partnered communications
- Call center hours (new for Redmond):
  - 7AM-7PM Mon-Fri; 8AM-7PM Sat/Sun

#### Waste Zero Outreach

- 2 Full time staff to be hired by November
- Onsite visits with Multifamily and Commercial customers starting Fall 2025
- Recycle and Organics contamination program to be launched Winter of 2026
- WA Organics Management Law (OML) outreach ongoing
- New cart and dumpster decals being installed on containers in Winter 2026
- Ongoing provision of tools for right-sizing service, increasing diversion, and reducing contamination
- Support for Redmond's Environmental Sustainability Action Plan









# Residential Service Updates

- Curbside Special Item recycling

  —Styrofoam, batteries, textiles and lightbulbs
- Christmas Tree Collection all SF & MF residences
- Storm Debris Collection City storm event, 96 extra gallons
- Free Compostables Cart Cleaning offered on an annual basis for SF, MF & COM service
- Wildlife Carts available for all commodities (surcharge added)
- Senior/Low-Income Discount senior and disabled resident discount of 50% on garbage service

#### What's Next?

- Pre-launch Communications new service rates, service day reminders, Recology Store promotion, and holiday week information
- Recology Store Grand Opening December 2025
- New Contract Outreach through 2026 and beyond
- New Activities and Reporting for contamination & outreach programs starting in 2026





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