



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



Outreach

- 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. 6th)
- 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

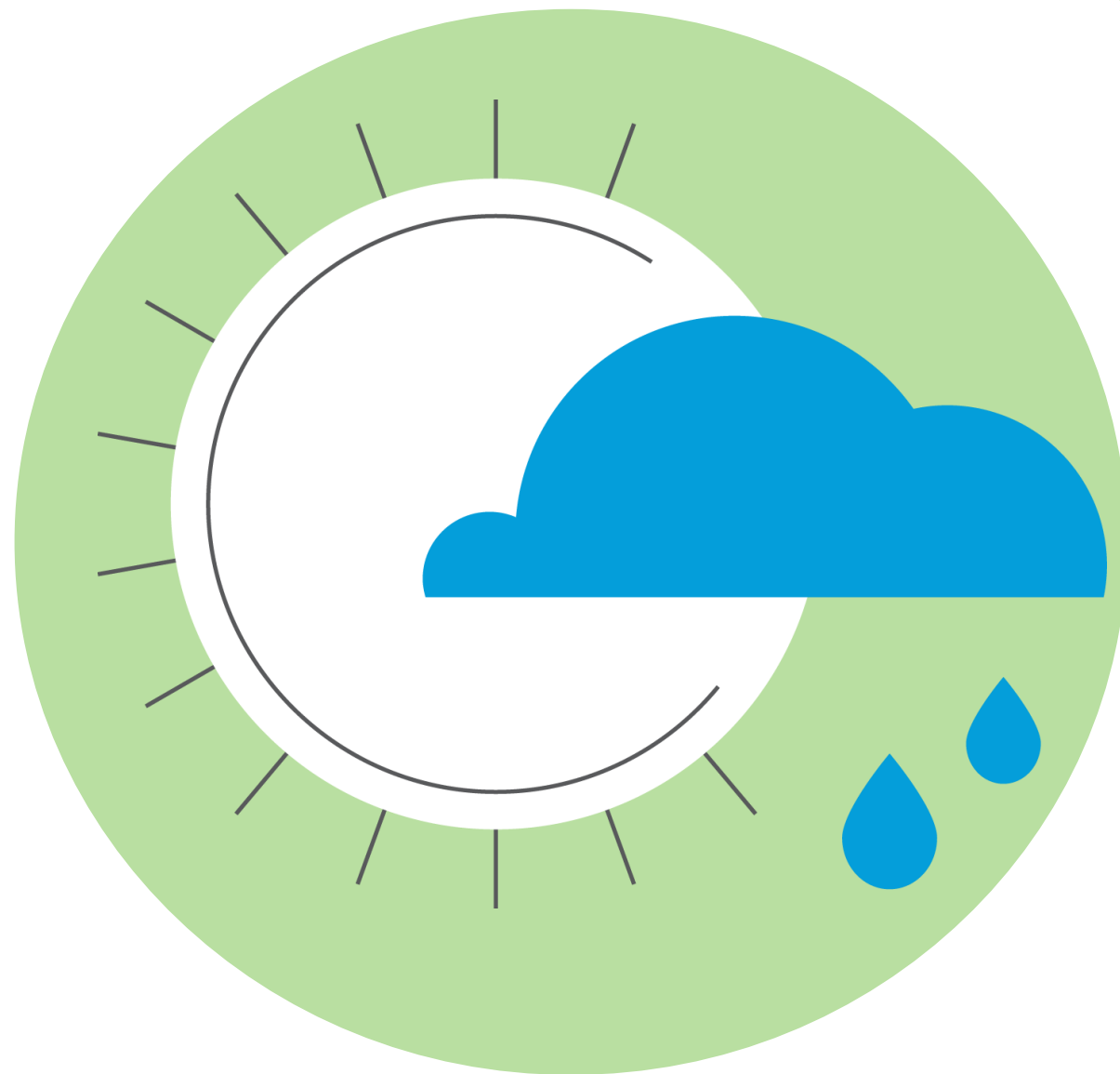
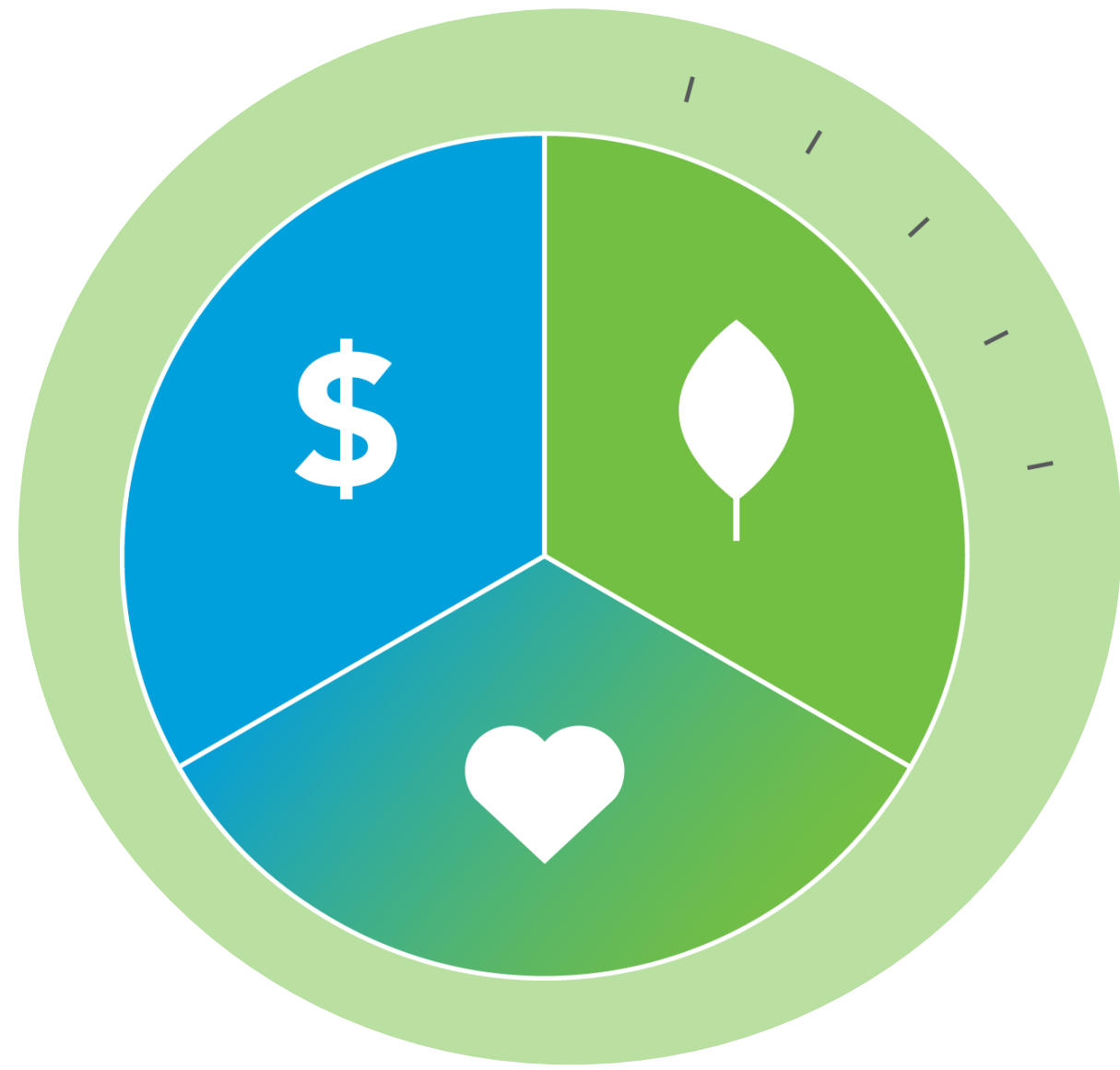


- All customer service staff hired and trained for Redmond support as of July 2025
- Ongoing outbound commercial and multifamily communications
- Ongoing service and contact verification for all customers
- Recology & Redmond partnered communications
- Call center hours (new for Redmond):
 - 7AM-7PM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