

Recology Contract Update

June 2, 2026



Redmond
WASHINGTON

Contract Overview

Contract began on January 1, 2026

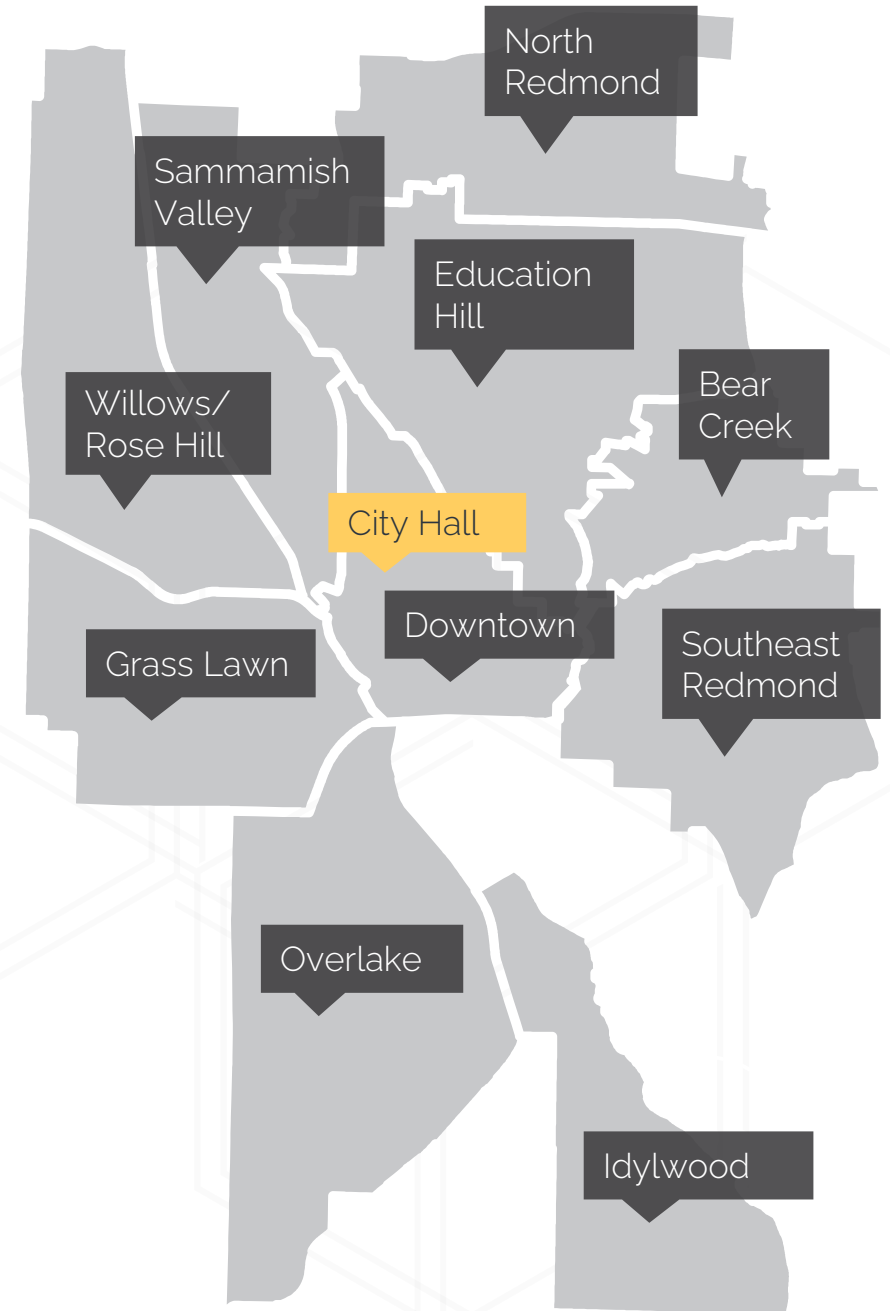
- Services include residential, commercial, multifamily, landfill, organics, recycling, Recology Store, bulky item collection, Waste Zero Specialists, recycling events
- Performance tracked monthly across service delivery, customer service, compliance, and community programs



Overall Performance

Since January 1, 2026, Recology has had a strong performance across all service areas.

- Recology is meeting all contract standards
- Customer service has been consistent
- The Recology Store has been popular with residents for both shopping and recycling
- Citywide diversion is increasing



Service Delivery & Collection Hours

Recology's services have been strong, but some issues have been reported.

- Early pre-7:00 AM collections impacted Downtown and Marymoor in January
- City established early-collection exception zones in Willows and SE Redmond
- Collection in residential areas have consistently met the 7:00 AM-6:00 PM window with no complaints.
- Missed collections: 0.36 per 1,000 stops; all resolved within 24 hours
- Three missed block segments; all completed within 1 business day per contract
- Cart replacement delays due to internal Recology staffing issues; fix implemented and ongoing



Material Handling and Spill Response

- Materials are processed appropriately per the contract
- Contamination tags have a clear message and are consistently applied
- Spill response prompt; cleanup meets City and State standards
- Spill notification even for very small volumes (as low as one quart)



Customer Service Performance

Recology's local customer service provides a valuable resource to Redmond residents.

Emails	Calls Answered	Average Seconds to Answer	Average Call Handle Time (Minutes)	Average Hold Time (Seconds)
1942	1663	25	5.53	76.61

- Issues escalated to the City have been addressed through coaching call center staff
- Repeated customer service issues rare after coaching
- Cart replacement escalation process has been reiterated to call center staff

Commercial & Multifamily Service Growth



Recology's Waste Zero team is making a difference

- New commercial accounts added: 45 garbage, 35 recycling, 20 organics
- Waste Zero audits completed at all commercial sites in Q1 2026
- Prioritized contamination list established and monitored
- Citywide diversion at 47.31% in March (2.4% increase from February)

Communications, Containers, & Fleet



Communications

- Website and customer communications up to date
- Effective snow day messaging
- Monthly reporting sent on time



Containers

Container relabeling on schedule for completion by end of summer 2026



Fleet

- New, contract-compliant fleet with minimal leaks
- New 5-year driver labor agreement reduces service disruption risk

Community Programs & The Recology Store

Strong foot traffic and in-store collection of hard-to-recycle materials (Q1)

- Styrofoam - 3488 lbs.
- Batteries - 1850 lbs.
- Fluorescent bulbs - 1400
- Small Electronics - 1300
- Small Appliances - 320
- Textiles - 450 lbs.

Community shred event: 150 vehicles, 5000 lbs. paper collected



Free Bulky Item and Hard-To-Recycle Collection

108 free bulky collections completed in Q1

- Mattresses & box springs - 71
- Furniture - 44 pieces
- Televisions - 14
- Large appliances - 12

Hard-To-Recycle Item Collection For Multifamily

Currently working with Recology's Waste Zero team to implement multifamily onsite hard-to-recycle collection at 20 buildings at no cost to residents.



Thank you

Any Questions?



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