

Recology Contract Update

June 16, 2026



Redmond
WASHINGTON

Contract Overview

Contract began on January 1, 2026

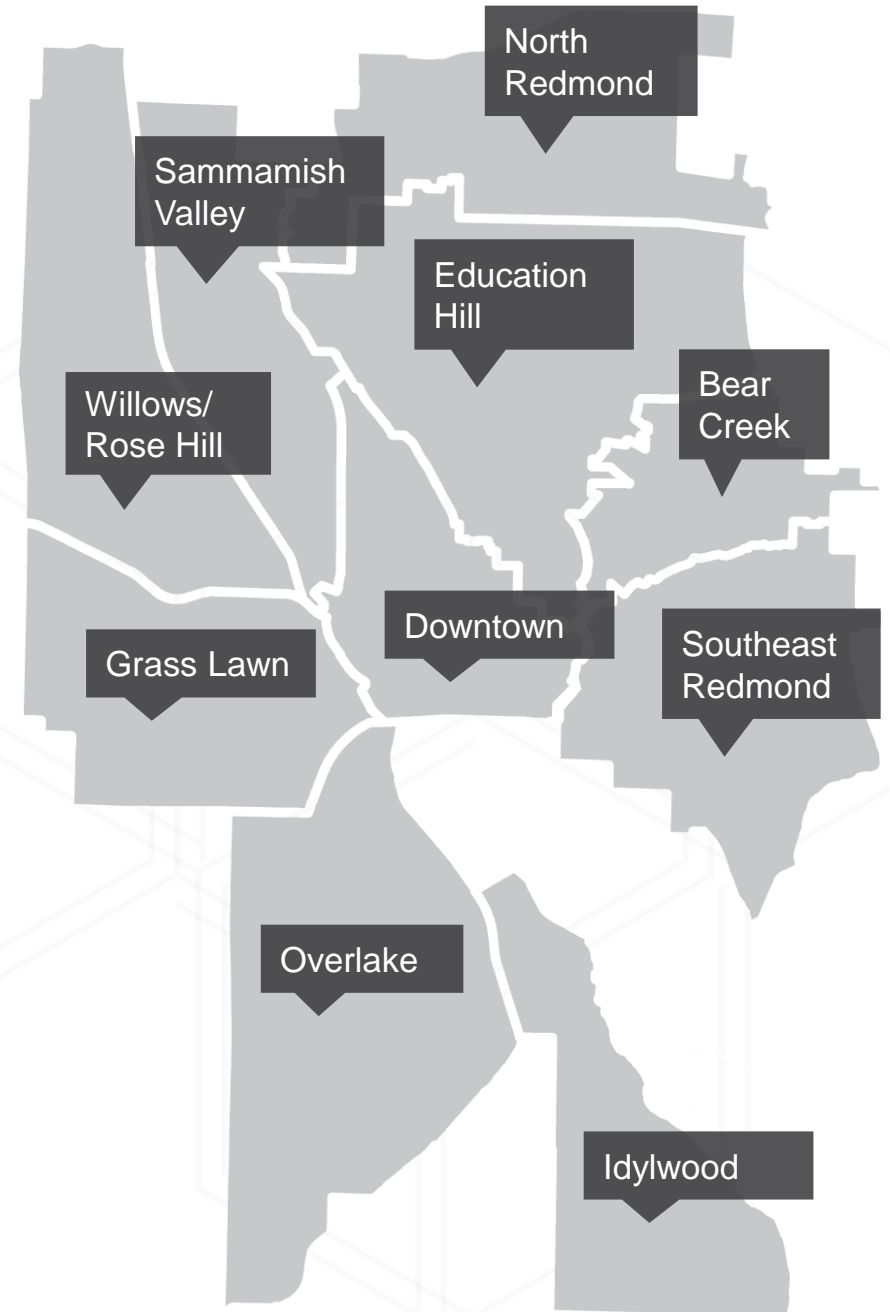
- Services include residential, commercial, multifamily, landfill, organics, recycling, Recology Store, bulky item collection, Waste Zero Specialists, recycling events
- Performance tracked monthly across service delivery, customer service, compliance, and community programs



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 generally consistent with room for improvement in some areas
- The Recology Store has been popular with residents for both shopping and recycling
- Citywide diversion is increasing



Solid Waste Cost Increases

WM proposed a 100% increase over 2025 rates

Recology proposed a ~20% increase over WM's 2025 rates along with more sustainability options for Redmond

Rates are increasing due many factors including rising operational costs at the Cedar Hills landfill, major King County capital improvement projects, regulatory and environmental compliance, and more.



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 commercial exception zones in Willows and SE Redmond to minimize residential impacts
- Collection in residential areas have consistently met the 7:00 AM–6:00 PM window with no complaints.
- Missed collections: 0.37 per 1,000 stops; all reported misses have been resolved within 24 hours
- Call center escalation process has been problematic at times. Working with Recology to improve this process for more reliable resolutions.
- 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 notifications sent consistently, 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)
7498	6328	27.5	5.6	77.125

January – April 2026 Data

- Issues escalated to the City have been addressed through regular meetings with Recology's management and 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: 57 garbage, 41 recycling, 13 organics
- 12 multifamily accounts have added new or increased organics services
- Waste Zero audits completed at all commercial/multifamily sites in Q1 2026
- Prioritized contamination list established and monitored monthly
- Citywide diversion at 48.99% in April (3.8% increase from January)

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 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

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



Hello Redmond 

Ask me what to do with your recycling and everything else!



Recology Customer Service and Escalation Contact

Report all issues with solid waste or recycling to Recology first.

Recology Customer Service

(425) 552-1008 or Redmond@recology.com

If an issue goes unresolved and needs to be escalated, please contact:

Jesse Dunbar

Solid Waste and Recycling Program Administrator

(425) 556-2771 or jdunbar@redmond.gov



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Thank you

Any Questions?



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