



UTILITY BOARD STAFF REPORT

Item (2)
January 13, 2026
Regular Business

AGENDA ITEM INFORMATION

TITLE:	Recology Mercer Island Utility Board Presentation	<input checked="" type="checkbox"/> Discussion Only
RECOMMENDED ACTION:	Receive Report. No action necessary.	<input type="checkbox"/> Action Needed: <input type="checkbox"/> Motion <input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution

STAFF:	Jason Kintner, Chief of Operations Alanna DeRogatis, Sustainability Program Manager
COUNCIL LIAISON:	Wendy Weiker
EXHIBITS:	Recology Annual Report

SUMMARY

In December 2018, following a competitive RFP process, City Council selected Recology King County, Inc. (Recology) for a 10-year solid waste collection contract ([AB5514](#)), beginning on October 1, 2019. Every year, Recology presents an Annual Report to the Utility Board that provides a review of the prior year, as well as an explanation of rate changes for the coming year.

Technology and software upgrades were a theme for Recology in 2025, with Mercer Island customers due to transition to a new billing platform in Q1 2026, and continual improvements being made to Customer Relationship Management (CRM) software. The installation of new automated sorting technology at Recology's Seattle Material Recovery Facility (MRF) was completed in 2025, as well as the addition of service verification cameras on select collection vehicles.

In 2025, Recology continued to improve staff recruitment and training for both the Customer Service and Operations teams. Customer Satisfaction Scores (CSAT) averaged 4.7 out of 5, an increase from 4.6 in 2024. Since November 2024, Customer Service consistently answered more than 90% of calls within 20 seconds. In the first half of the year, the Operations Team navigated significant disruptions at King County Transfer Stations and were able to successfully minimize impacts on Mercer Island customers. The team also recruited a new supervisor in 2025. Missed collections trended low for the majority of 2025, though it spiked in November.

Each calendar year, Recology conducts two waste characterizations of the City's residential recyclables stream and measures the percentage by weight of each of the commodity types. These weight percentages, and their corresponding commodity prices, are used to calculate the rate adjustment for the next year. This resulted in a rate increase for 2026 of \$0.30 for residential customers and \$0.19 for multifamily customers. In 2025, rates decreased by \$1.34 and \$0.85, respectively.

Per the contract, the collection fee component of Recology's service fees and the miscellaneous fees and charges (such as roll out charges or return services) that do not have separate disposal fee components

increase each year by 100% of the annual percentage change in the Seattle – Tacoma – Bellevue CPI, which was 2.715% for 2026. The King County 2026 disposal rate also increased 7.998% from \$165.91/ton to \$179.18/ton. 2026 will be the third year that the King County Fixed Annual Charge (FAC) has appeared on customer invoices, following the [King County Solid Waste Rate Restructure](#) in 2023.

Recology is an active partner in the City's efforts to achieve the targets set in the Climate Action Plan ([AB 6246](#)). Recology participated in several outreach events in 2025, including a community MRF tour during Earth Month. Recology has also continued working with the City to ensure businesses on the Island are in compliance with Washington State Organics Legislation and is participating on the Advisory Council for the new Washington State Recycling Reform Act.

RECOMMENDED ACTION

Receive report. No action necessary.