



# Recology Mercer Island Utilities Board Presentation

January 2026



# 2025 Overview

- Billing Platform update and Customer Relationship Management (CRM) system improvements
- Continued enhancement of staff recruitment for Operations and Customer Service teams
- Completed installment of 6 new robotic additions at Recology's Material Recovery Facility (MRF)
- Completed truck verification technology update
- Second year of King County Fixed Annual Charge (FAC)
- Organics Management Law (OML) implementation support



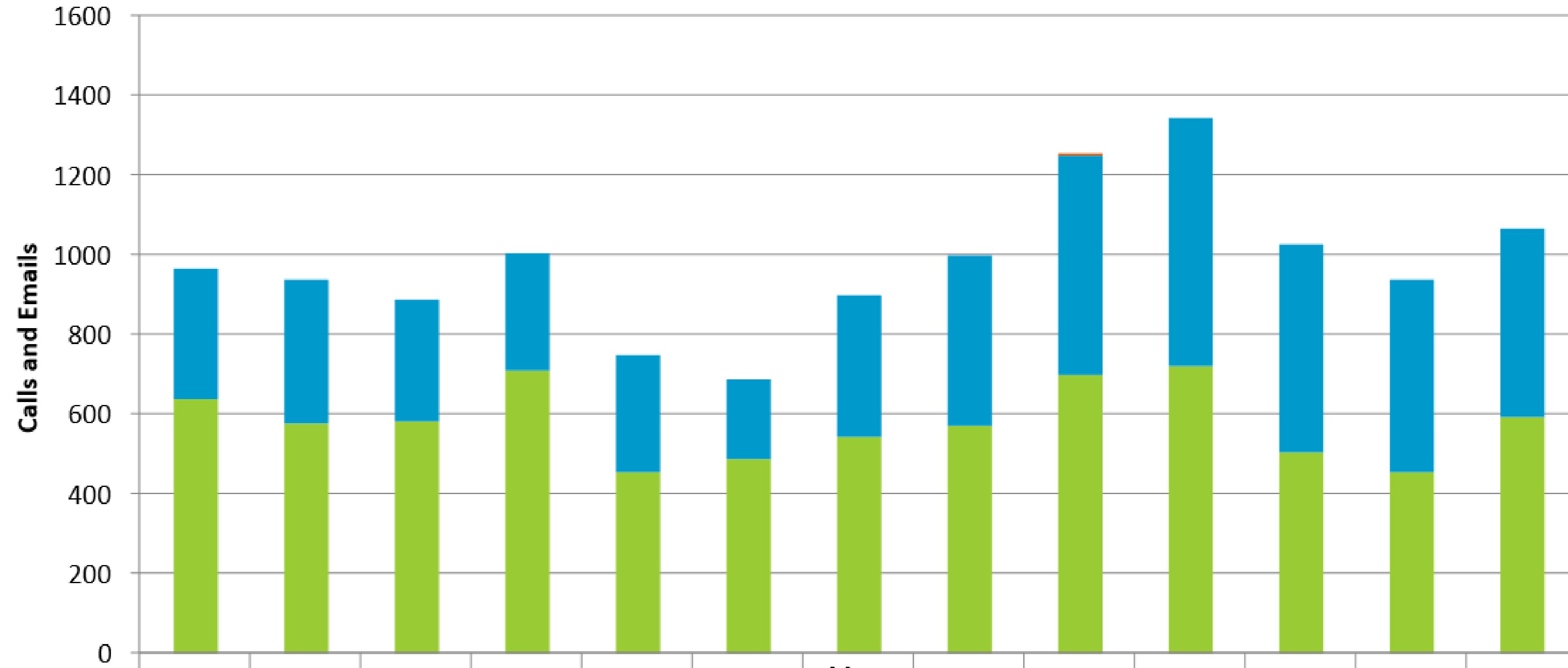


# Customer Service Update

- 2025 Mercer Island Average CSAT Score: **4.7 out of 5**
- Staffing increased by 15%
- Continued enhancement of training in coordination with operational advancements and companywide initiatives
- 2025 stat highlights: all calls answered in 20 seconds 90%+ on average and average seconds to answer less than 15 seconds
- Issaquah Recology Store location update to St. George's Square

# Customer Service Data

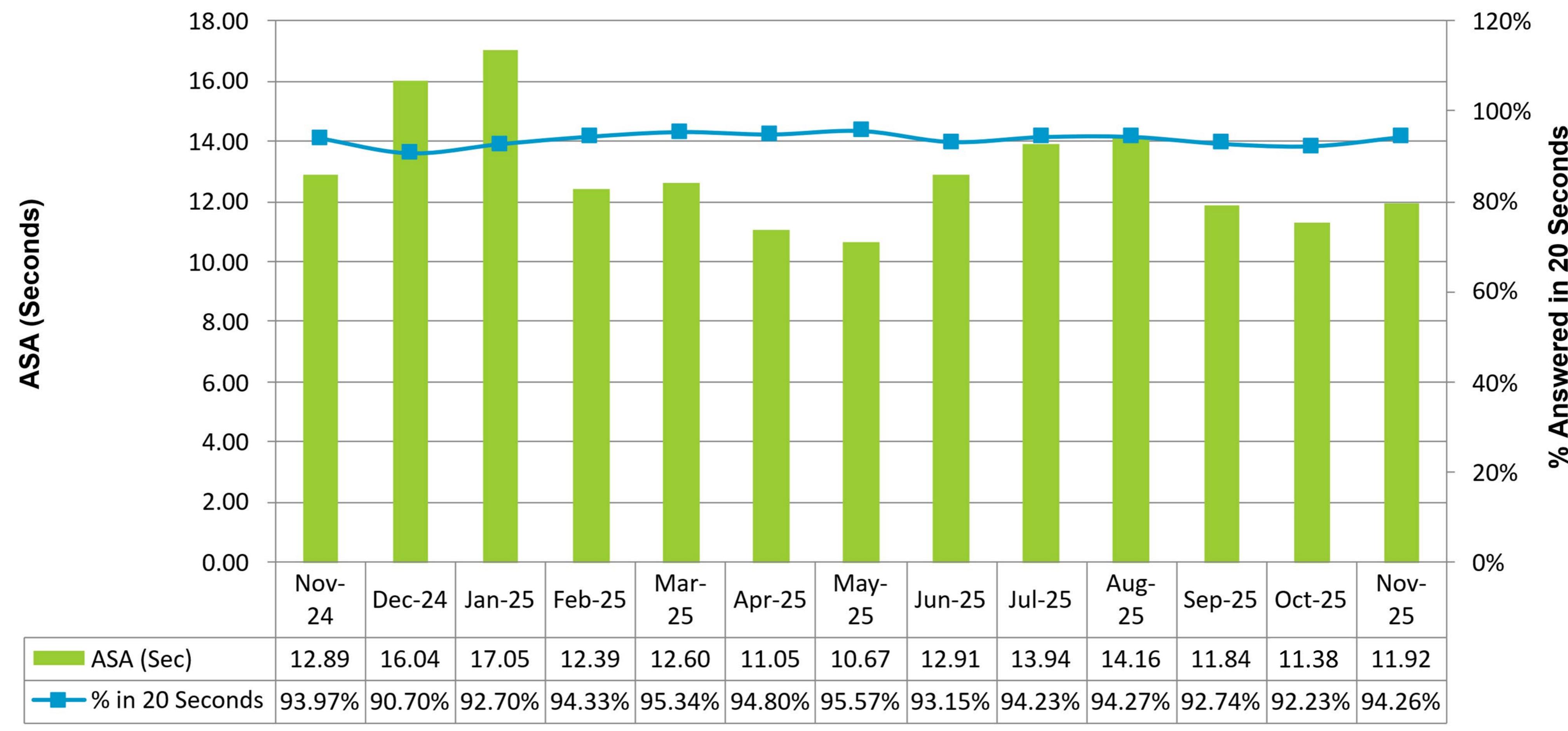
## Mercer Island Call and Email Volumes



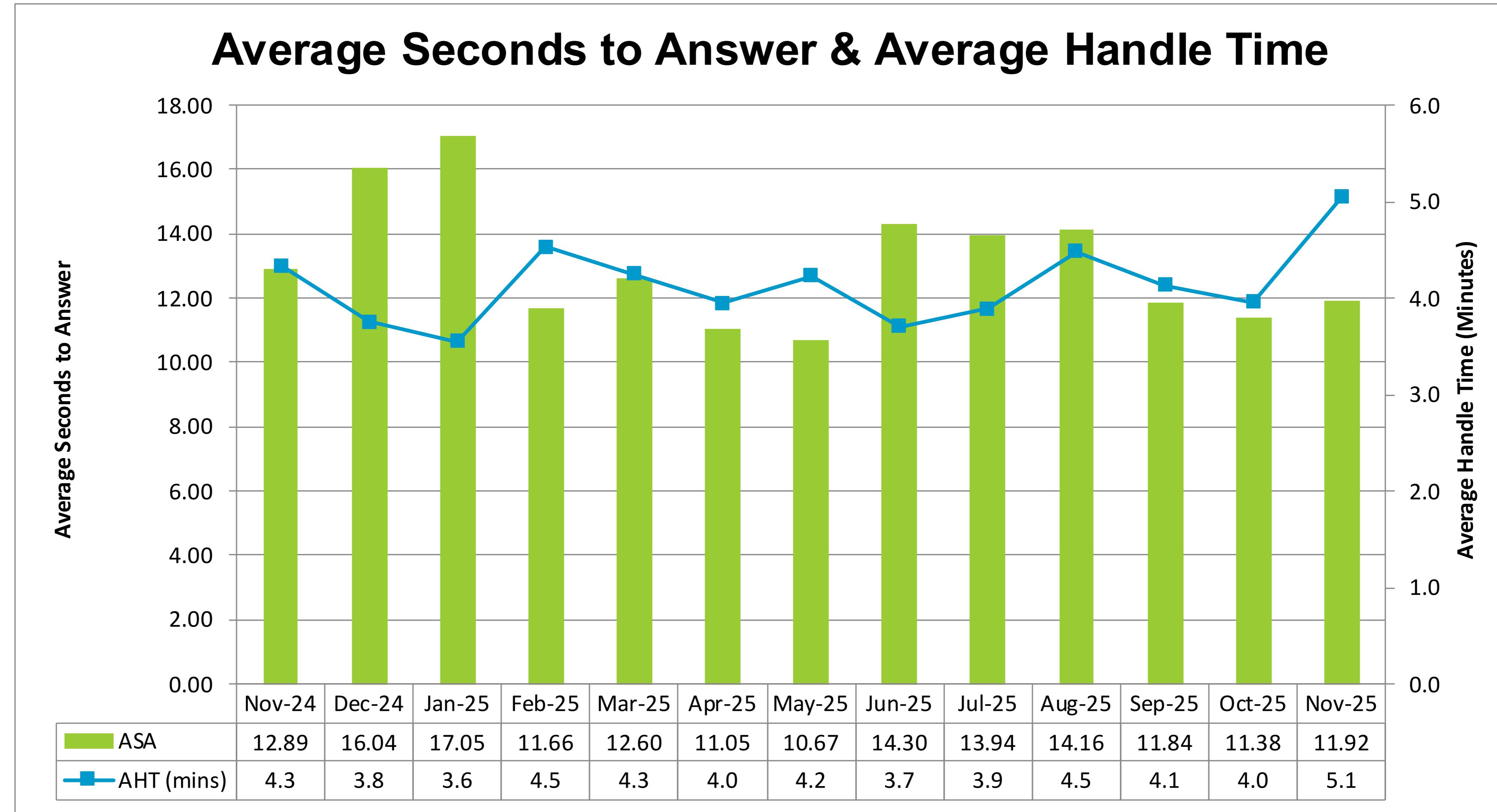
	Text	Calls	Customer Emails
Text	0	635	329
Customer Emails	0	577	361
Calls	0	579	307

# Customer Service Data

## Average Seconds to Answer and Calls Answered in 20 Seconds



# Customer Service Data

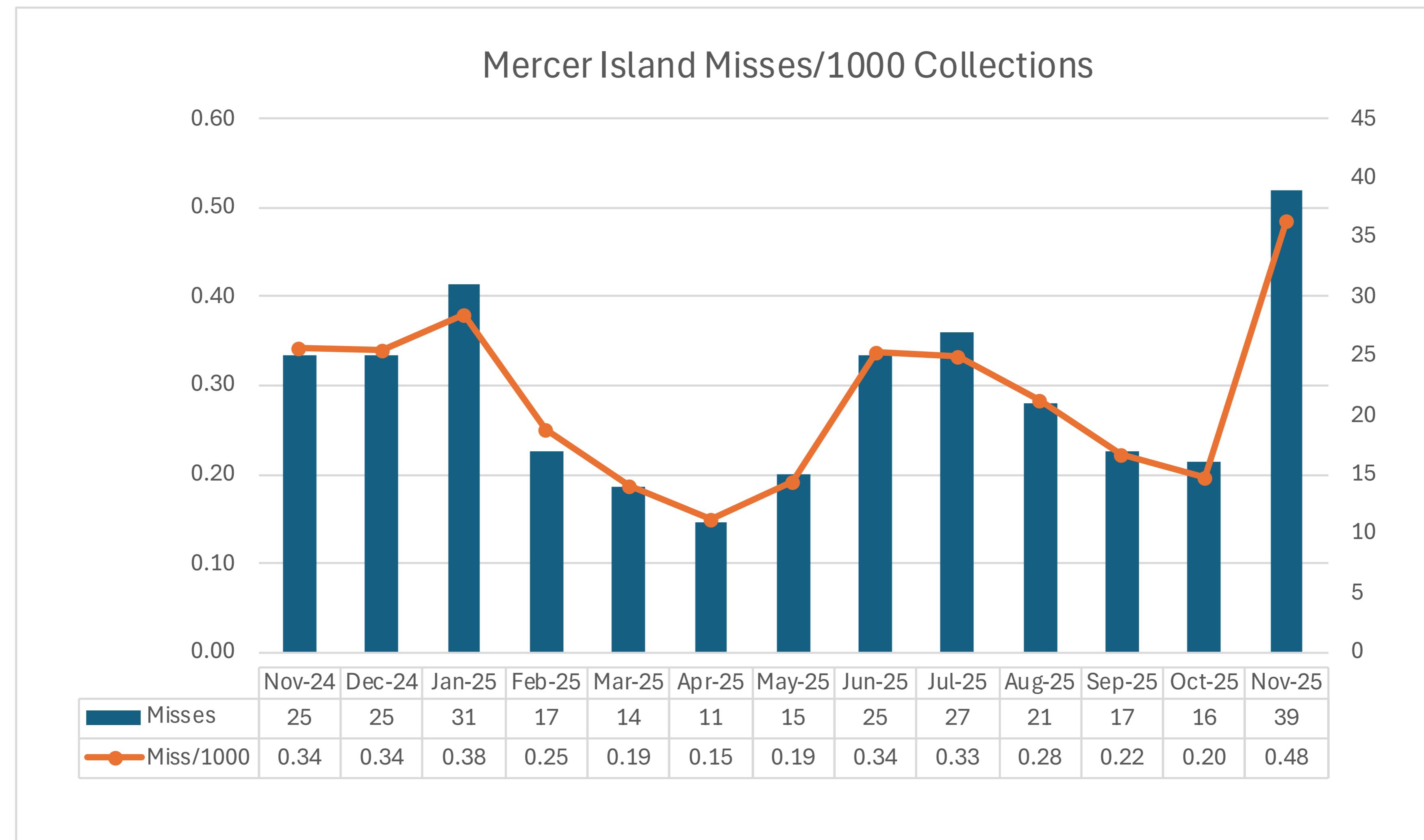


# Operations Update



- Promoted District Manager and recruited new Supervisor
- Continued enhancements to driver recruitment and training
- Expanded operational support assets
- King County transfer station service disruption response
- < .001 escalations per customer on average (monthly)

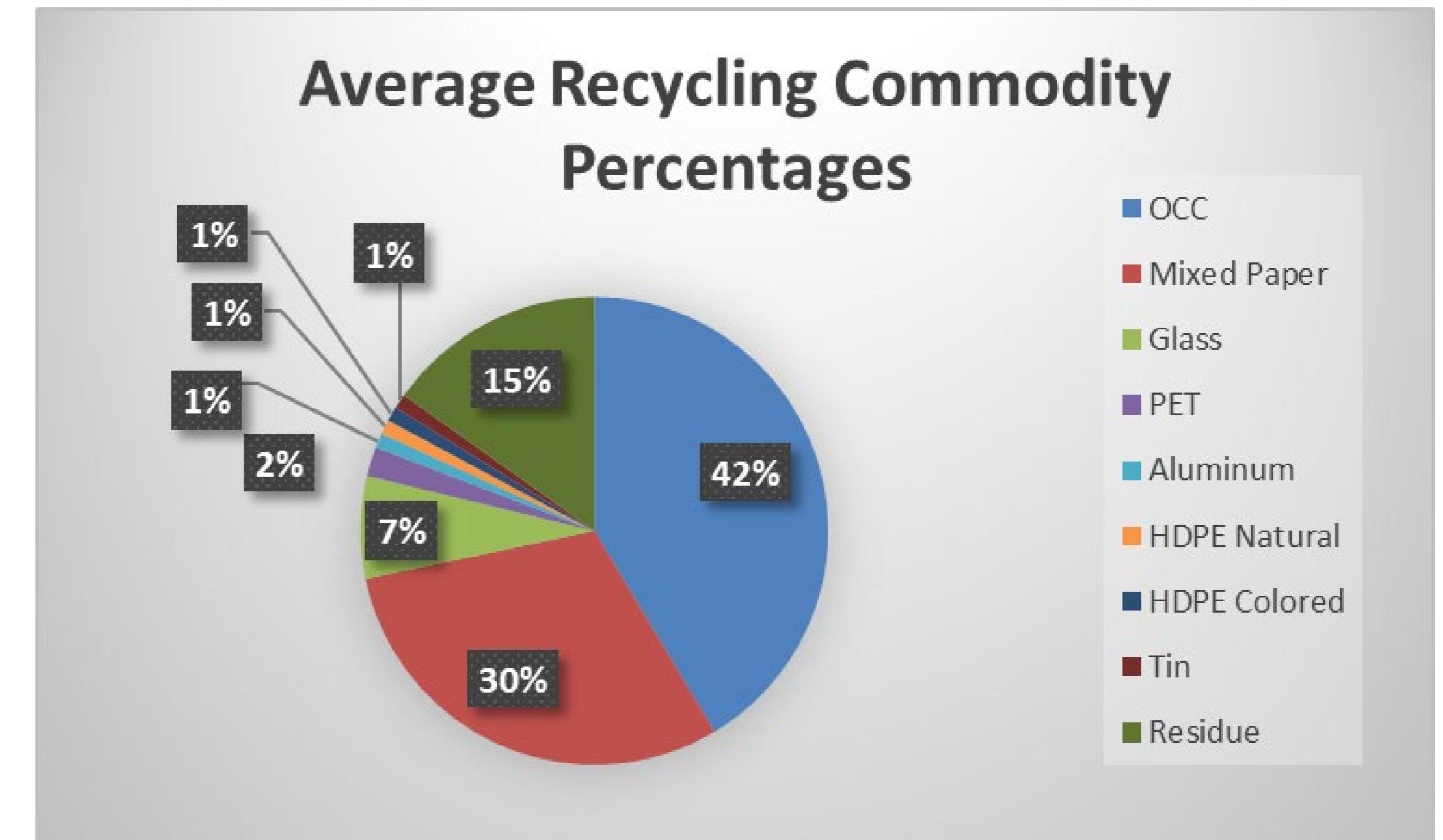
# Operations: Misses Per Thousand



# Recycling Rate Adjustment / Commodities

Each calendar year, Recology conducts two waste characterizations of the city's residential recyclables stream. The characterization measures the percentage by weight of each of the commodity types in the city's residential recycling stream. These weight percentages are then calculated with prices for these commodities and used to calculate a rate adjustment, up or down based on last year's commodity prices.

This year resulted in a rate **increase** of **\$0.30** for residential customers and **\$0.19** for Multifamily Customers.



# CPI Adjustment

As 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 shall increase each year by 100% of the annual percentage change in the Seattle – Tacoma – Bellevue CPI.

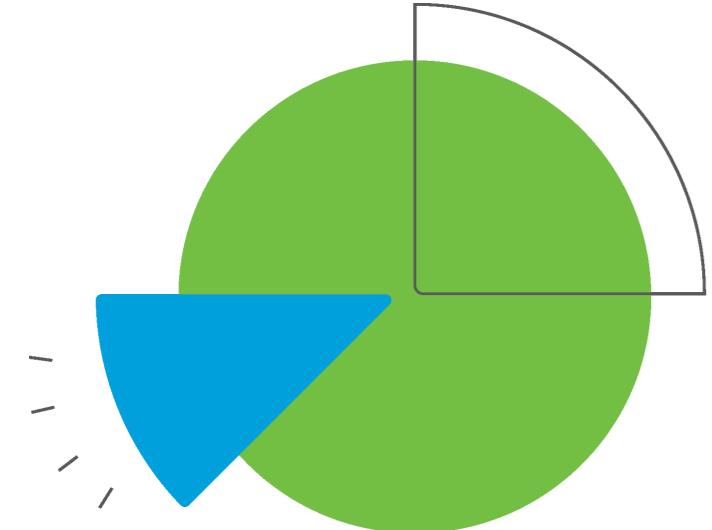
<b>2025 Period</b>	<b>2026 Period</b>	<b>% Change to PY Index</b>	<b>% Change to Rates</b>
348.323	357.780	2.715%	2.715%

# CPI Adjustment – Rate Impact & Fixed Annual Charge

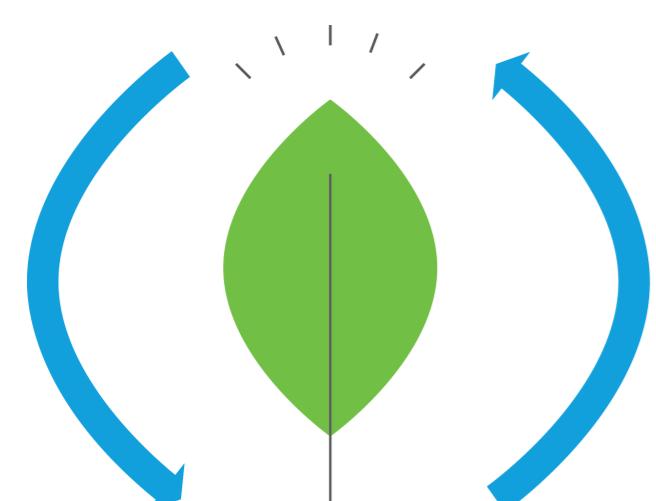
Residential Customers	2025 Rates*	2025 FAC	2026 Rates*	2026 FAC
20-gallon cart	\$19.42	\$0.59	\$20.57	\$0.59
32-gallon cart	\$36.64	\$1.00	\$38.41	\$1.01
64-gallon cart	\$58.63	\$1.90	\$61.27	\$1.91
96-gallon cart	\$73.99	\$2.67	\$77.37	\$2.69
Commercial Customers	2025 Rates*	2025 FAC	2026 Rates*	2026 FAC
1 Cubic Yard	\$148.18	\$5.97	\$154.29	\$6.01
1.25 Cubic Yard	\$206.48	\$8.95	\$214.70	\$9.02
2 Cubic Yard	\$284.98	\$11.95	\$296.90	\$12.03
3 Cubic Yard	\$412.70	\$17.92	\$430.17	\$18.05
4 Cubic Yard	\$540.43	\$23.90	\$563.46	\$24.07
6 Cubic Yard	\$795.90	\$35.85	\$830.06	\$36.11
8 Cubic Yard	\$1,043.56	\$47.80	\$1,088.63	\$48.14

\*King County 2026 disposal rate increased 7.998% (\$165.91 to \$179.180 per ton)

# Partnership in Waste Reduction



- **Mercer Island Climate Action Plan:** “Reduce community waste and the GHG emissions associated with the consumption and disposal of goods and materials;” (targets slated for 2030 and 2050).
- **Recology partnership in action:** Ongoing technical assistance at Multifamily and Commercial sites, tabling at community events, special programs (i.e. Earth Month MRF Tour, Holiday Light Recycling at City Hall Jan. 2025)
- **WA State Legislation:** Organics Management Laws HB 1799, 2301, & 1497 (New in 2025); Recycling Reform Act (RRA)



# Reducing Contamination & Increasing Diversion

## Single Family Outreach

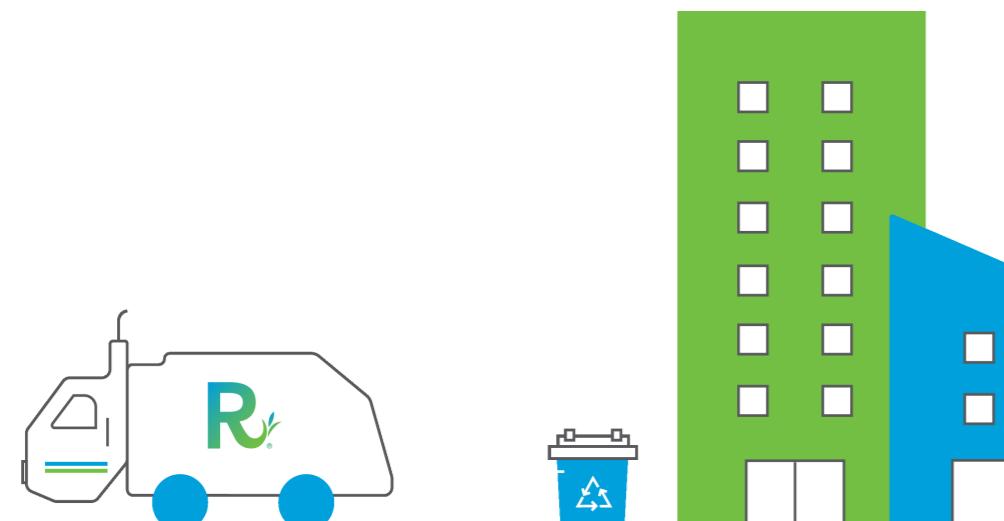
- Recology Store Workshops
  - February, May, December
- Bill insert educational campaigns
  - Compost & special recycling
- Public MRF Tours
  - January, April, July and October

## Multifamily Outreach

- Technical Assistsances, door hangings, and presentations
- 90 units received doorhanging
- 100% of Multifamily sites with recycle service; >50% with compost service

## Commercial Outreach

- Technical Assistsances, trainings, and presentations
- 4 presentations, 26 signage installations/provisions
- Continued contamination monitoring and custom reporting





Mercer Island  
Summer  
Celebration  
Fun!



Waste Zero at Mercer Island Farmer's Market

## Mercer Island & Waste Zero

- Leap For Green (4/5)
- Summer Celebration (7/12)
- Mercer Island Farmer's Market (8/17)
- Holiday Maker's Market (12/6)

## Looking Ahead:

- City and community events through the year; quarterly Recology Store Workshops and MRF Tours
- Earth Month collaboration – tabling and workshops at properties and events
- Recycling Reform Act (RAA) – Recology representing MRFs on Advisory Council
- Continued outreach to businesses for foodwaste diversion in line with local and state requirements
- Additional Recology Store in Maple Valley





Recology™  
WASTE ZERO

Thank you!

