



MERCER ISLAND UTILITY BOARD

2021 SOLID WASTE RATE UPDATE



November 11, 2020

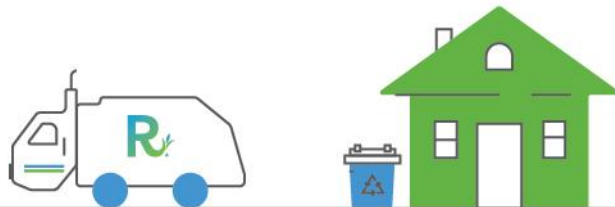
Agenda

Introduction

2020 Year in Review

2021 Rate Increase

Q&A



Introduction



RECOLOGY IS:

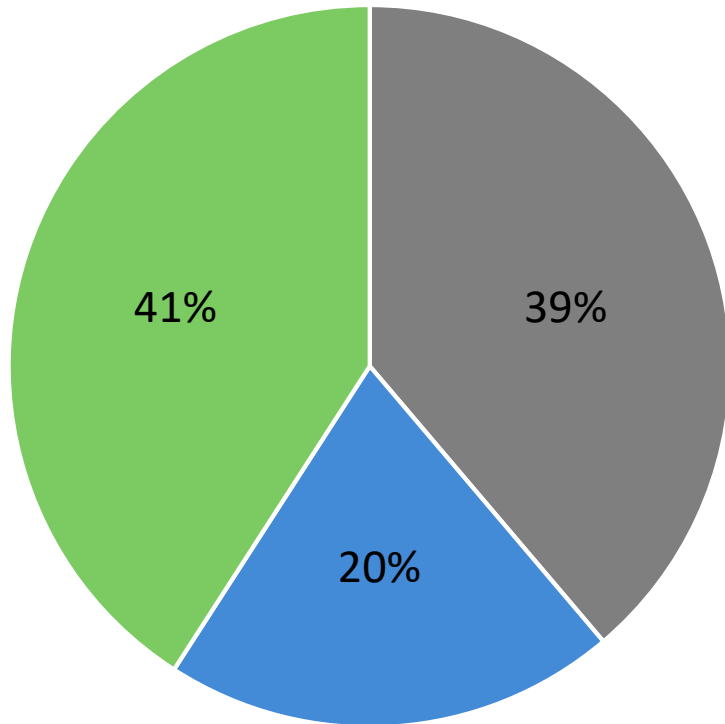
- 100% Employee-Owned
- A Resource Recovery Company

RECOLOGY PROVIDES:

- Collection Services
 - Residential: +6,400
 - Commercial/Multifamily: +500
- Recycle Processing
- Public Education & Outreach
- Retail Store/Drop-off Recycling

Operations – Waste Diversion

City Diversion (Tons)



5016



2627

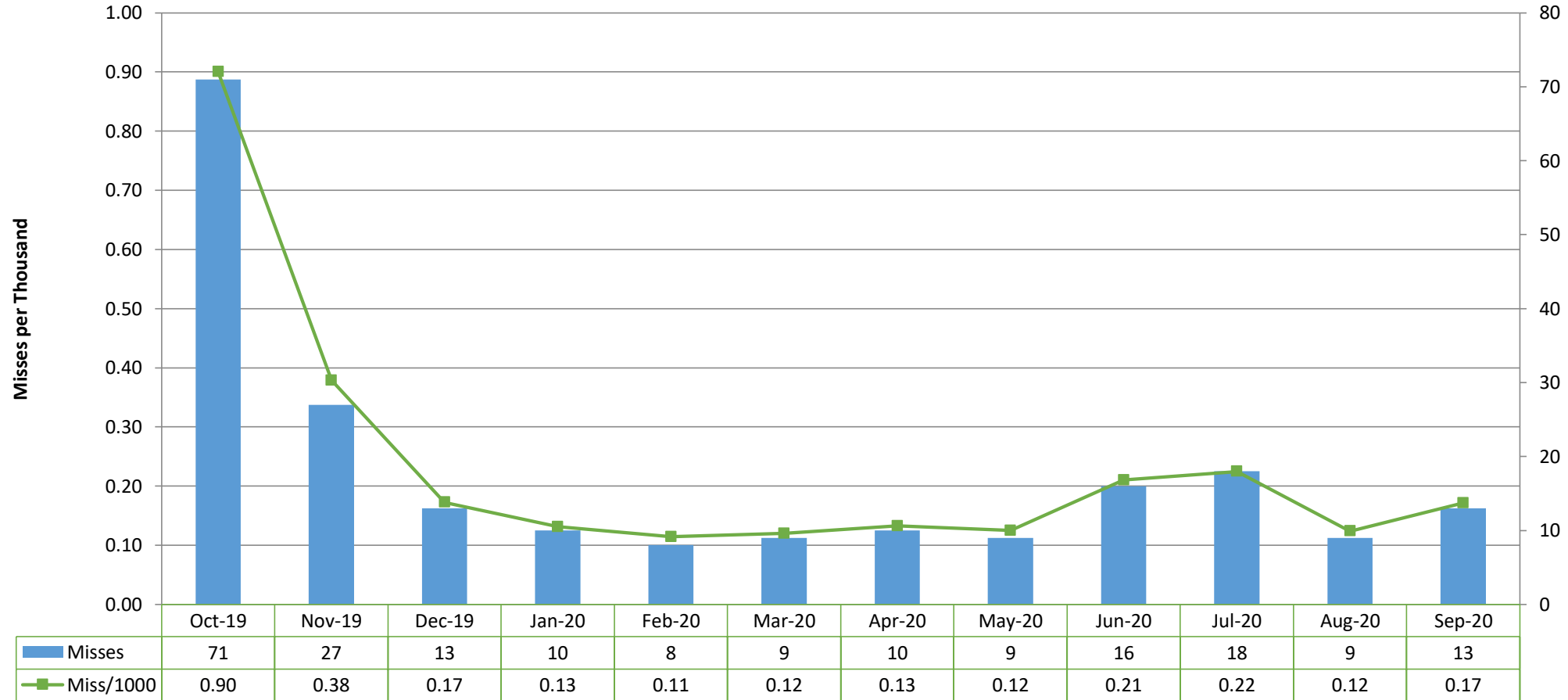


5285

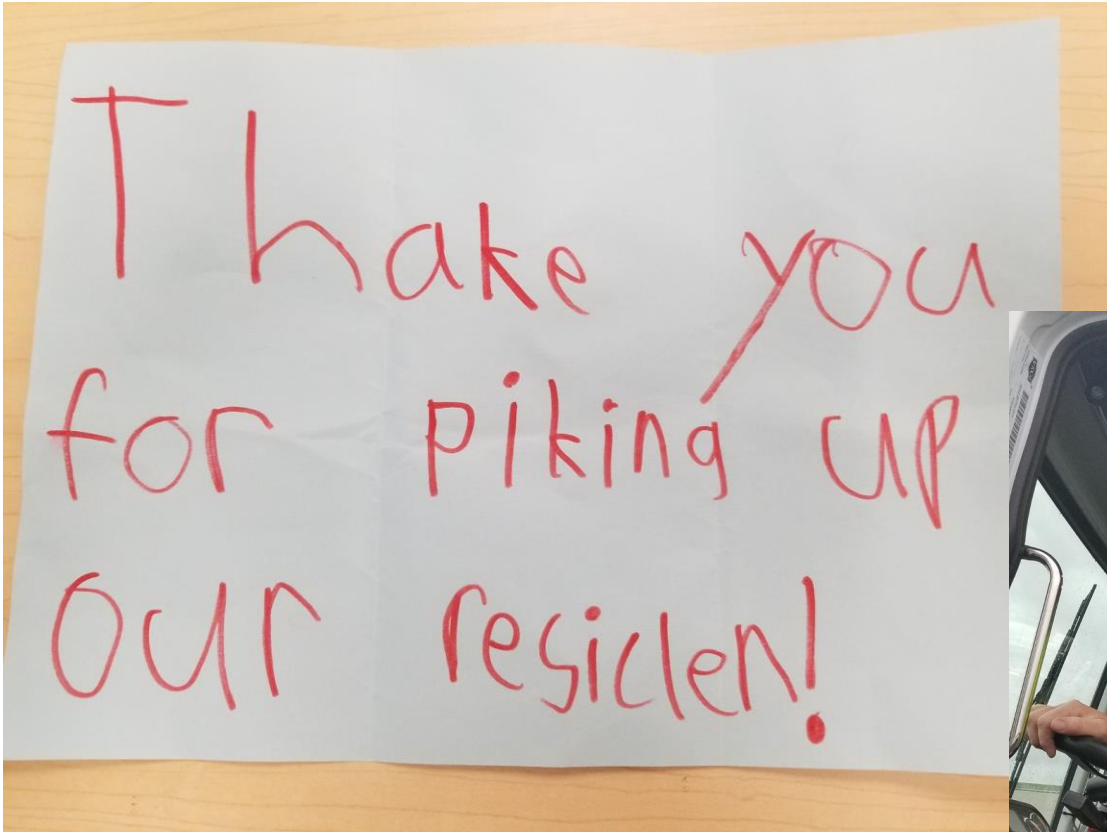


Operations - Misses

Misses/1000 Collections (target = <1)

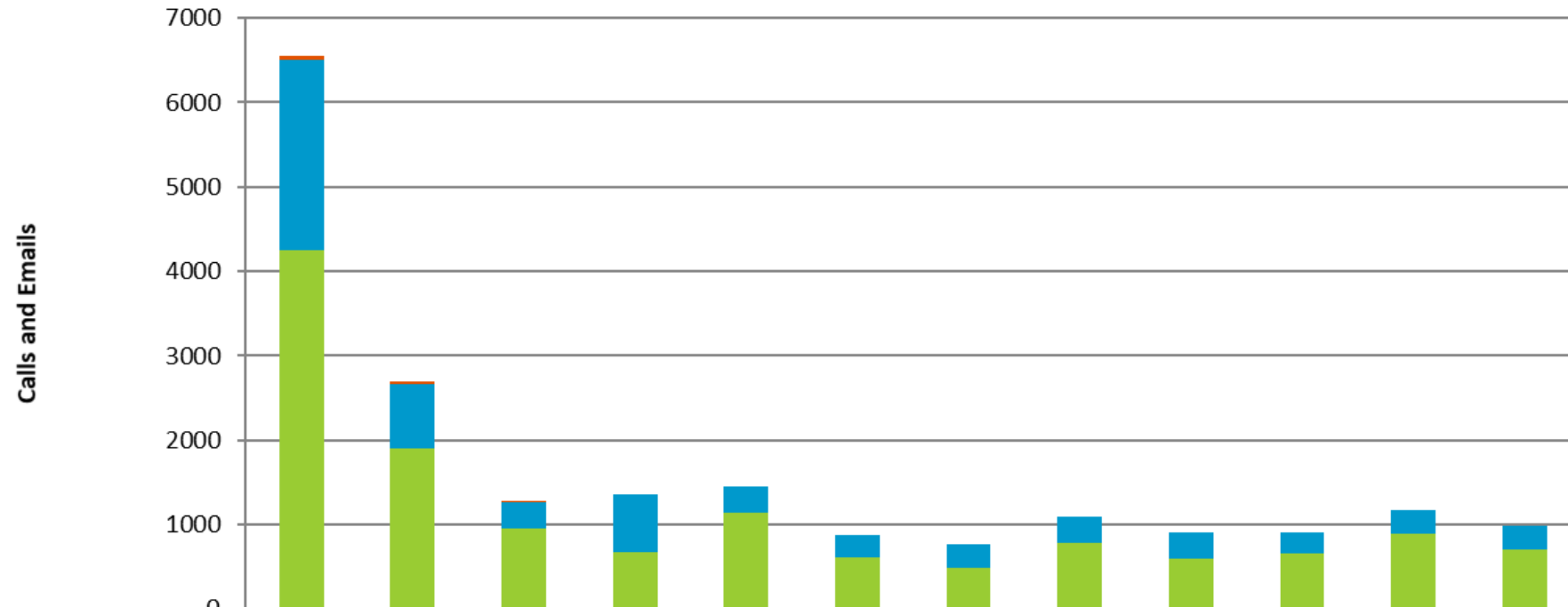


COVID-19 Response



Customer Service 2020

Mercer Island Call and Email Volumes

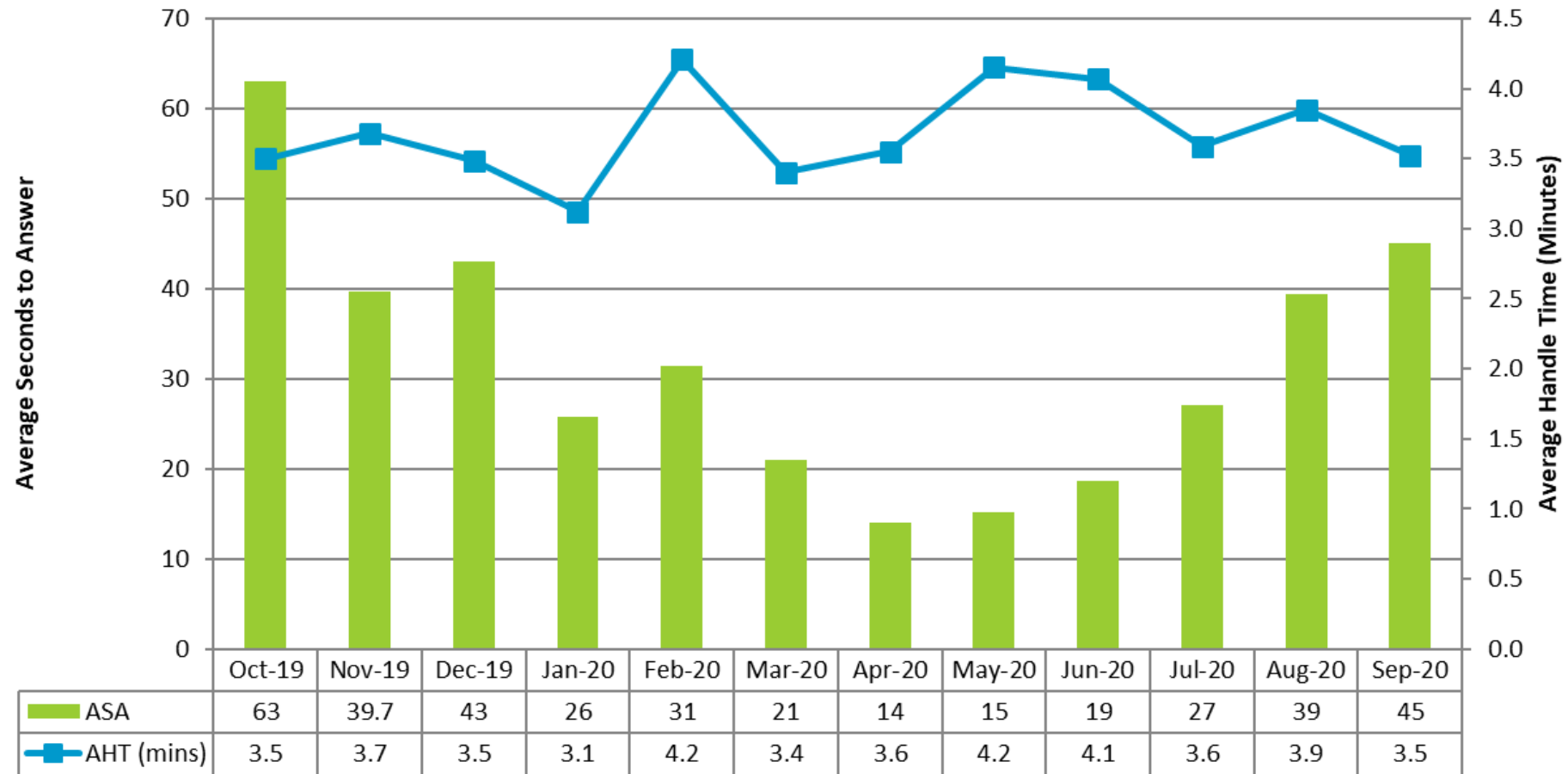


	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Text	53	24	4	0	0	0	0	0	0	0	0	0
Customer Emails	2248	761	316	686	302	267	277	308	317	259	277	289
Calls	4249	1908	955	678	1142	616	491	789	590	652	889	701



Customer Service 2020

Average Seconds to Answer & Average Handle Time



2020 Outreach

DATE	GROUP TYPE	ORGANIZATION	OUTREACH TYPE
1/20/2020	Multi-Family	Alijoya	Site Visit
1/21/2020	Multi-Family	Alijoya	Presentation
2/6/2020	Commercial	Mercer Island Chamber of Commerce	Presentation
2/18/2020	Community	Congregational Church	Presentation
2/18/2020	Commercial	Paul Allen Estate	Site Visit
2/27/2020	Community	Congregational Church	Materials

2020 Outreach: Post COVID-19

- Virtual Presentations
- Virtual workshops
- Virtual technical assistance
- Educational videos
- Social Media campaigns



RECYCLING REMINDER

**NO PLASTIC BAGS
OR WRAP!**



Sign the Pledge!

After you watch the videos with tips to help you recycle right, use the QR code or visit the link below to sign the pledge.



bit.ly/XXXXXX



*Thank you
for doing
your part to
Recycle Right!*



Follow us for more tips:
[@RecologyKingCounty](https://www.instagram.com/RecologyKingCounty)



INFLATION ADJUSTMENT

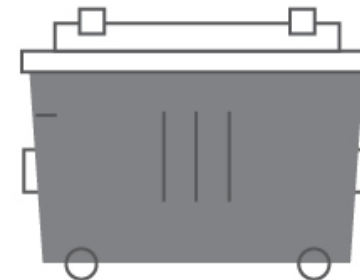
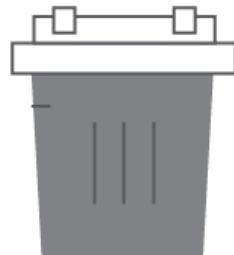
	2019 Period	2020 Period	% change to PY Index	% change to rates
CPI (3.3.1)	270.644	275.764	1.892%	1.892%

The collection fee component of the Contractor’s service fees contained in Exhibit B, and the miscellaneous fees and charges contained in Exhibit B that do not have separate disposal fee components, for each level of service shall increase each year by one hundred percent (100%) of the annual percentage change in the Consumer Price Index (CPI) for Seattle-Tacoma-Bellevue, Urban Wage Earners and Clerical Workers, All items, Series ID: CWURS49DSA0 (1982-84=100) prepared by the United States Department of Labor, Bureau of Labor Statistics, or a replacement index. Adjustments shall be based on the twelve (12) month period ending June 30th of the previous year that the request for increase is made. For example, an adjustment to the Contractor’s collection service charge effective January 1, 2021 will be based on the CPI for the twelve (12) month period ending June 30, 2020.



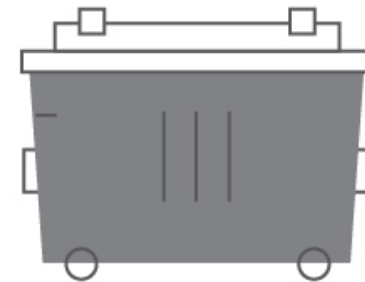
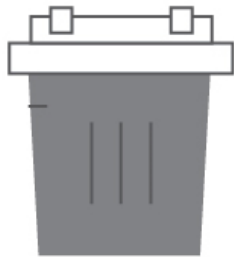
RECYCLING RATE ADJUSTMENT

Two waste characterizations of the City's residential Recyclables stream will be conducted each calendar year, one on or about May 1 and the other on or about November 1. Each characterization will measure the percentage by weight of each of the following commodity types in the City's residential Recyclables stream: OCC, Mixed Paper, Mixed Glass, Tin/Steel Cans, Aluminum Cans, Mixed HDPE, Natural HDPE, PET. For each commodity type, the weighted average of the May 1 and November 1 percentages will be used for purposes of calculating the following January's credit/debit adjustment.

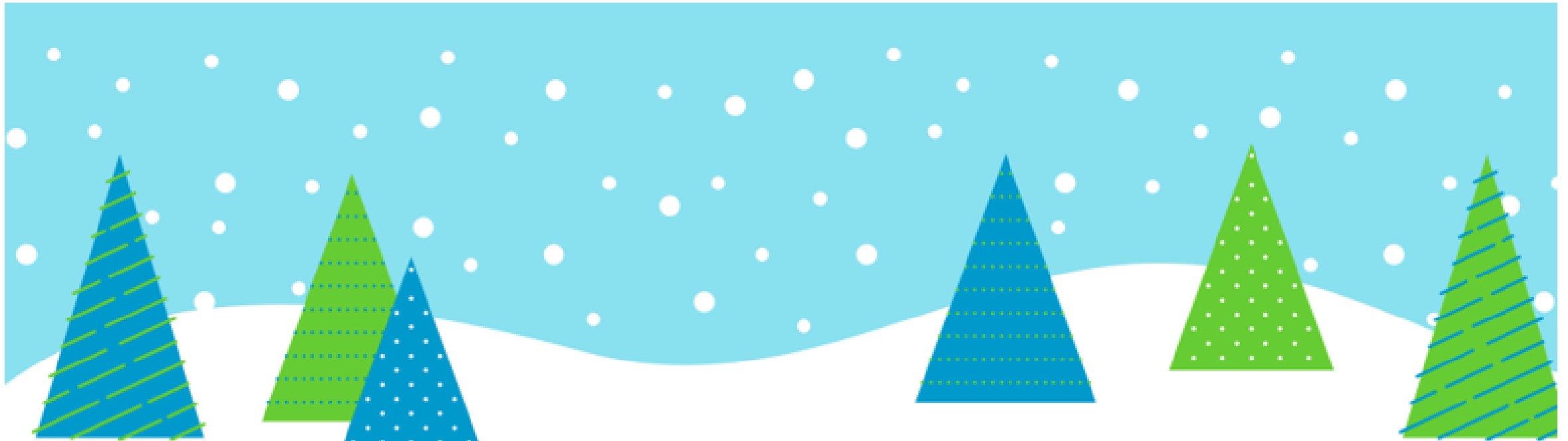


RECYCLING RATE ADJUSTMENT

Residential Garbage Collection	Current Rate	January 1, 2021 Rate	Commercial Garbage Collection	Current Rate	January 1, 2021 Rate
32-Gallon Cart - Monthly	\$7.41	\$7.18	2YD - Weekly	\$238.14	\$241.38
32-Gallon Cart - Weekly	\$32.04	\$32.19	4YD - Weekly	\$451.73	\$457.74
64-Gallon Cart - Weekly	\$50.41	\$50.83	6YD - Weekly	\$665.34	\$674.13
96-Gallon Cart - Weekly	\$63.26	\$63.83	8YD - Weekly	\$872.42	\$883.86



Upcoming Events



where does it go? workshop





Questions?