



CITY OF MERCER ISLAND

UTILITY BOARD HYBRID MEETING

Tuesday, January 13, 2026, at 5:00 PM

BOARD MEMBERS:

Brian Thomas – Chair
Steve Milton – Vice Chair
Meredith Lehr, George Marshall,
Craig Olson, Geraldine Poor, and Todd White

LOCATION & CONTACT

Mercer Island Community & Event Center & Zoom
8236 SE 24th Street | Mercer Island, WA 98040
Phone: 206.275.7793 | www.mercerisland.gov

We strive to create an inclusive and accessible experience. Those requiring accommodation for meetings should notify the City Clerk's Office 3 days prior to the meeting at 206.275.7793 or by emailing cityclerk@mercerisland.gov.

The virtual meeting will be broadcast live on Zoom and recorded and saved on the City Council's YouTube Channel

Individuals wishing to speak live during Appearances will need to register their request with the City Clerk at 206.275.7793 or email the City Clerk and leave a message before 4 PM on the day of the Utility Board meeting. Each speaker will be allowed three (3) minutes to speak.

Join the meeting at 5:00 PM by: Join the meeting at 5:00 PM by:

- **Telephone:** Call 253.215.8782 and enter Webinar ID 821 0509 6031 and Password 670394
- **Zoom:** Click this [link](#) (Webinar ID 821 0509 6031; Password 670394)
- **In Person:** Mercer Island Community & Event Center (8236 SE 24th Street, Mercer Island, WA 98040)

MEETING AGENDA

CALL TO ORDER & ROLL CALL

PUBLIC APPEARANCES

REGULAR BUSINESS

1. Utility Board Special Hybrid Meeting Minutes October 28, 2025

Recommended Action: Approve the Utility Board Special Hybrid Meeting Minutes of October 28, 2025.

2. Recology Annual Report

Recommended Action: Receive report.

3. 2026 Work Plan Discussion

Recommended Action: Receive report.

OTHER BUSINESS

4. Staff Liaison Report

ADJOURNMENT



UTILITY BOARD MINUTES

SPECIAL HYBRID MEETING

October 28, 2025

Item 1.

CALL TO ORDER & ROLL CALL

The meeting was called to order at approximately 5:02 pm from the Mercer Island Community and Event Center. Chief of Operations Jason Kintner conducted roll call.

Chair Brian Thomas, Vice Chair Steve Milton, and Board Members Meredith Lehr, Geraldine Poor (remote start), and Craig Olson participated in person. Board Members George Marshall and Todd White were absent.

PUBLIC APPEARANCES

There were no public appearances.

REGULAR BUSINESS

Utility Board Regular Hybrid Meeting Minutes of September 9, 2025

It was moved by Lehr; seconded by Olson to:

Approve the Utility Board Regular Hybrid Meeting Minutes of September 9, 2025

Passed: 5-0

2026 EMS Rate Discussion & Recommendation

Financial Analyst Ben Schumacher presented the EMS Rate Memo.

It was moved by Olson; seconded by Lehr to:

Approve to increase the EMS Utility Rate by 4.97% for fiscal year 2026.

Passed: 5-0

2026 Water, Sewer and Stormwater Rate Discussion & Recommendation

Consultants Angie Virnoche and Chase Bozette from FCS Bowman presented the Water, Sewer and Stormwater Rate Memos and rate study materials.

It was moved by Milton; seconded by Lehr to:

Approve to increase the Water Utility Rate by 8% for the fiscal year 2026.

Passed: 5-0

It was moved by Thomas, seconded by Olson to:

Approve to increase the Sewer Utility Rate by 4.0% for the fiscal year 2026.

Passed: 5-0

It was moved by Milton; seconded by Poor to:

Approve to increase the Stormwater Utility Rate by 6% for the fiscal year 2026.

Passed: 5-0

OTHER BUSINESS

Chief of Operations Jason Kintner discussed the amended SPU Contract agreement.

ADJOURNMENT

The meeting adjourned at 6:15pm.



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.



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





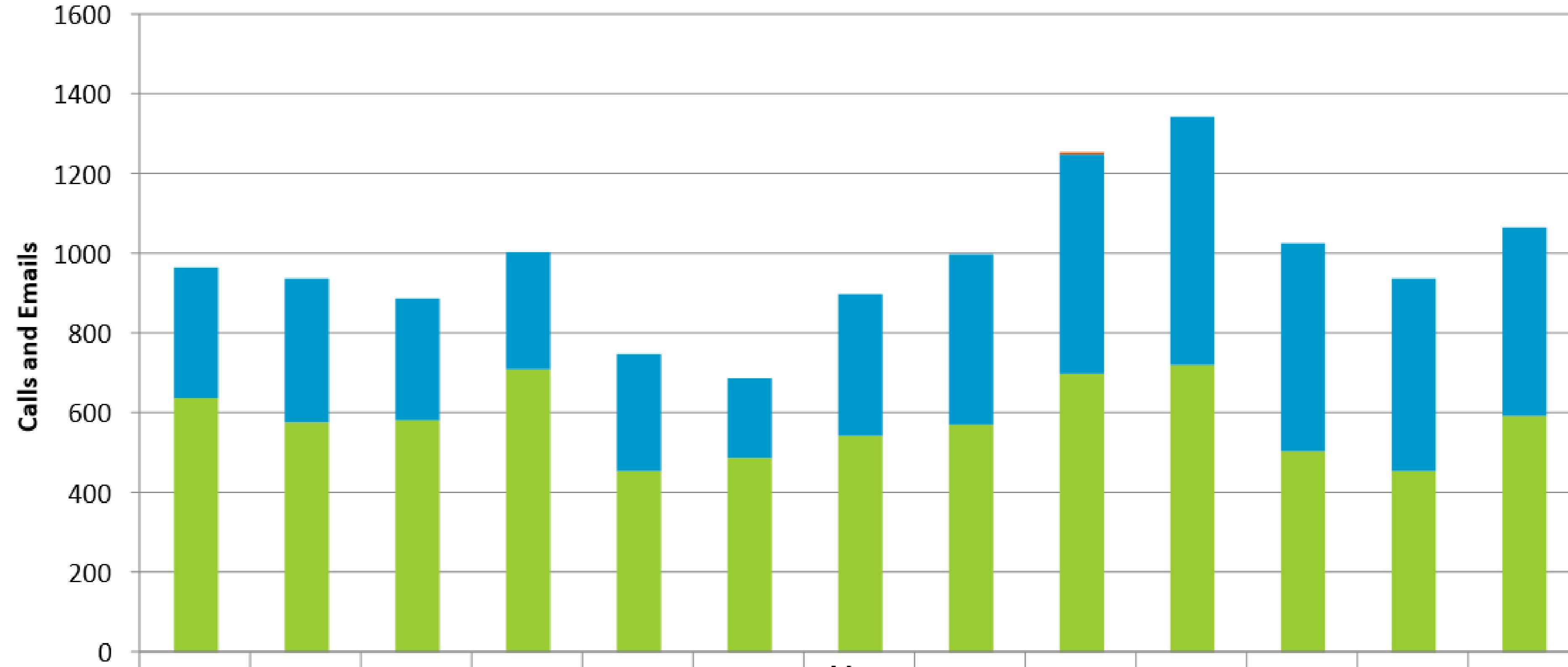
Customer Service Update

- 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

Item 2.

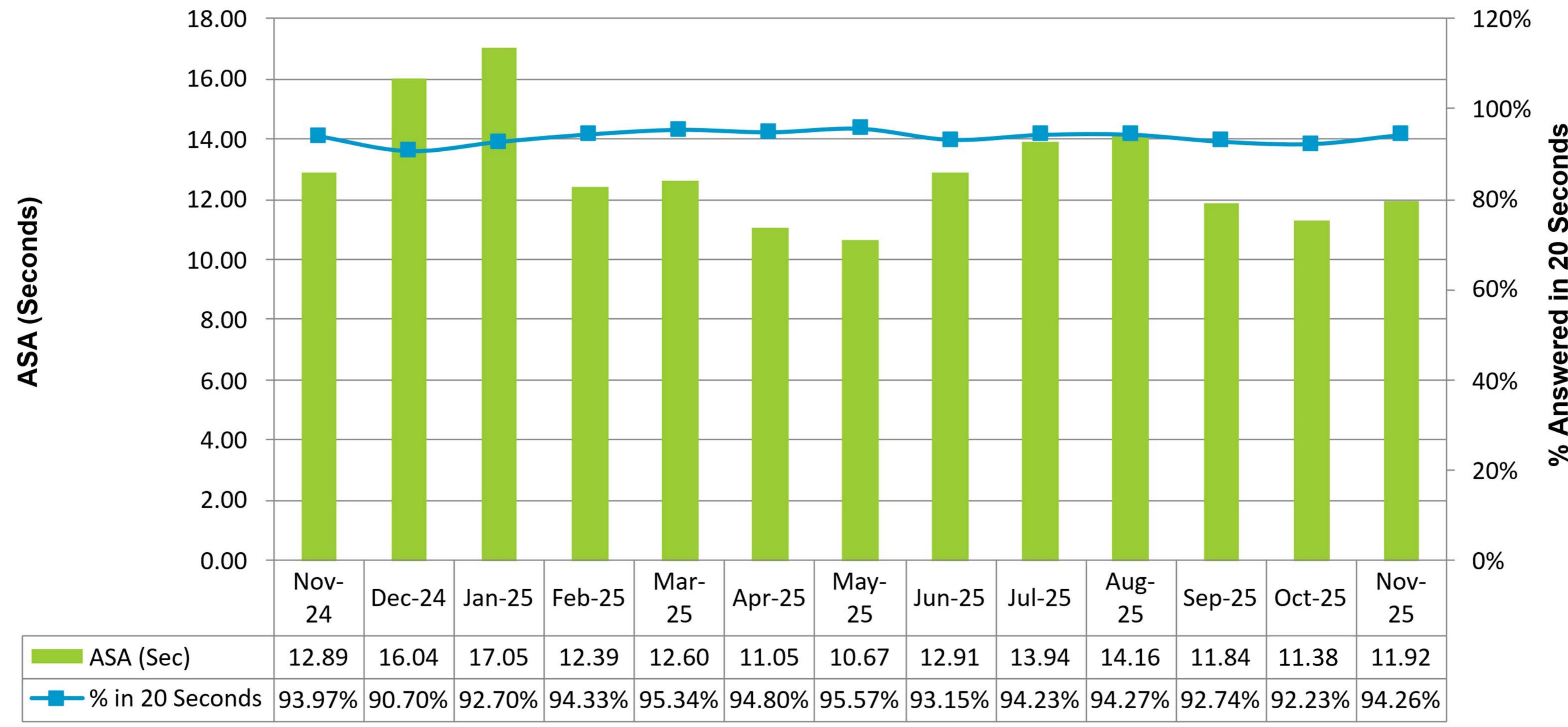
Mercer Island Call and Email Volumes



Text	0	0	0	0	0	0	0	1				
Customer Emails	329	361	307	297	293	203	355	426	551	623	521	484
Calls	635	577	579	707	455	485	545	570	697	722	505	452

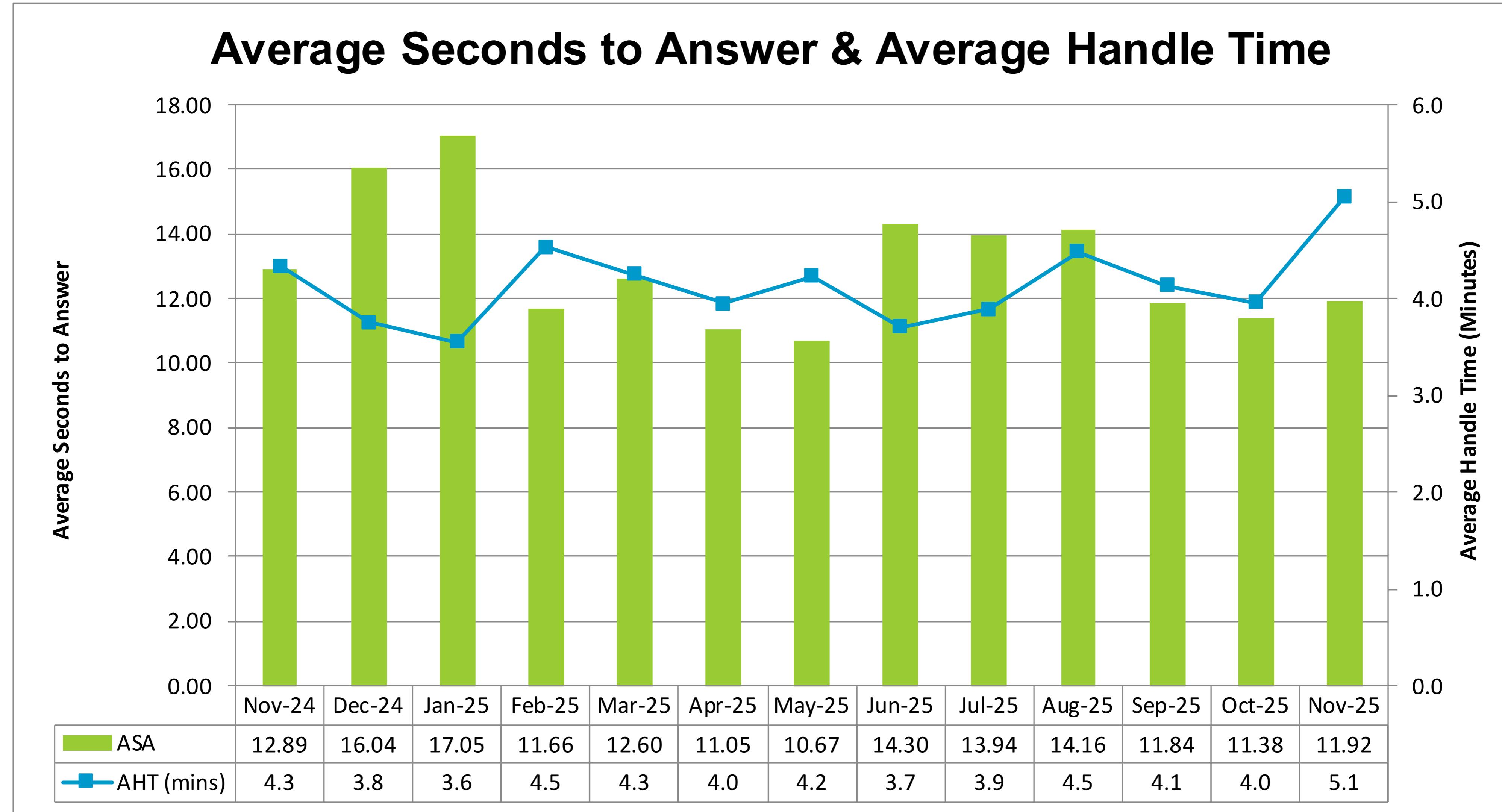
Customer Service Data

Average Seconds to Answer and Calls Answered in 20 Seconds



Customer Service Data

Item 2.



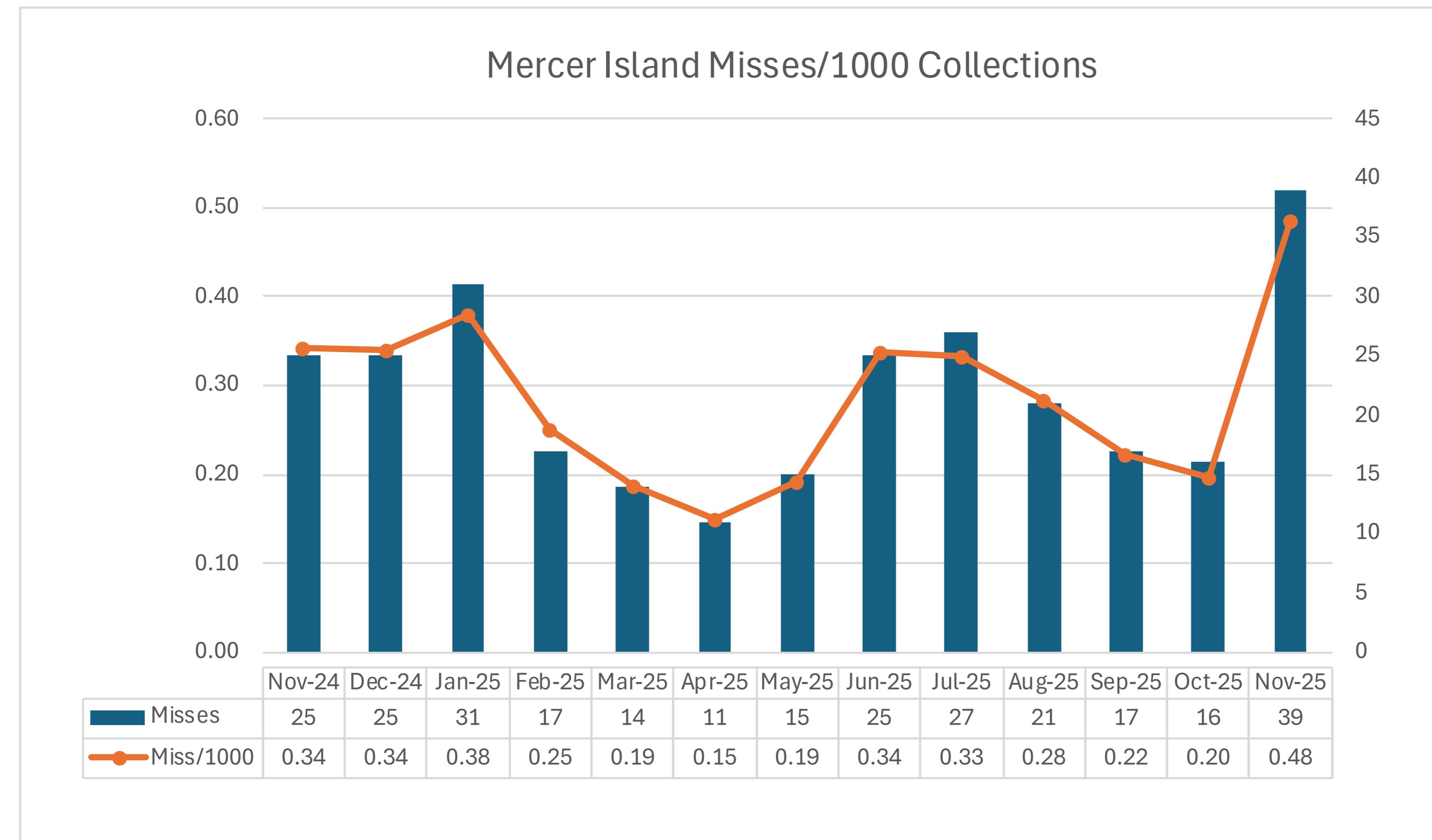


Operations Update

- 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

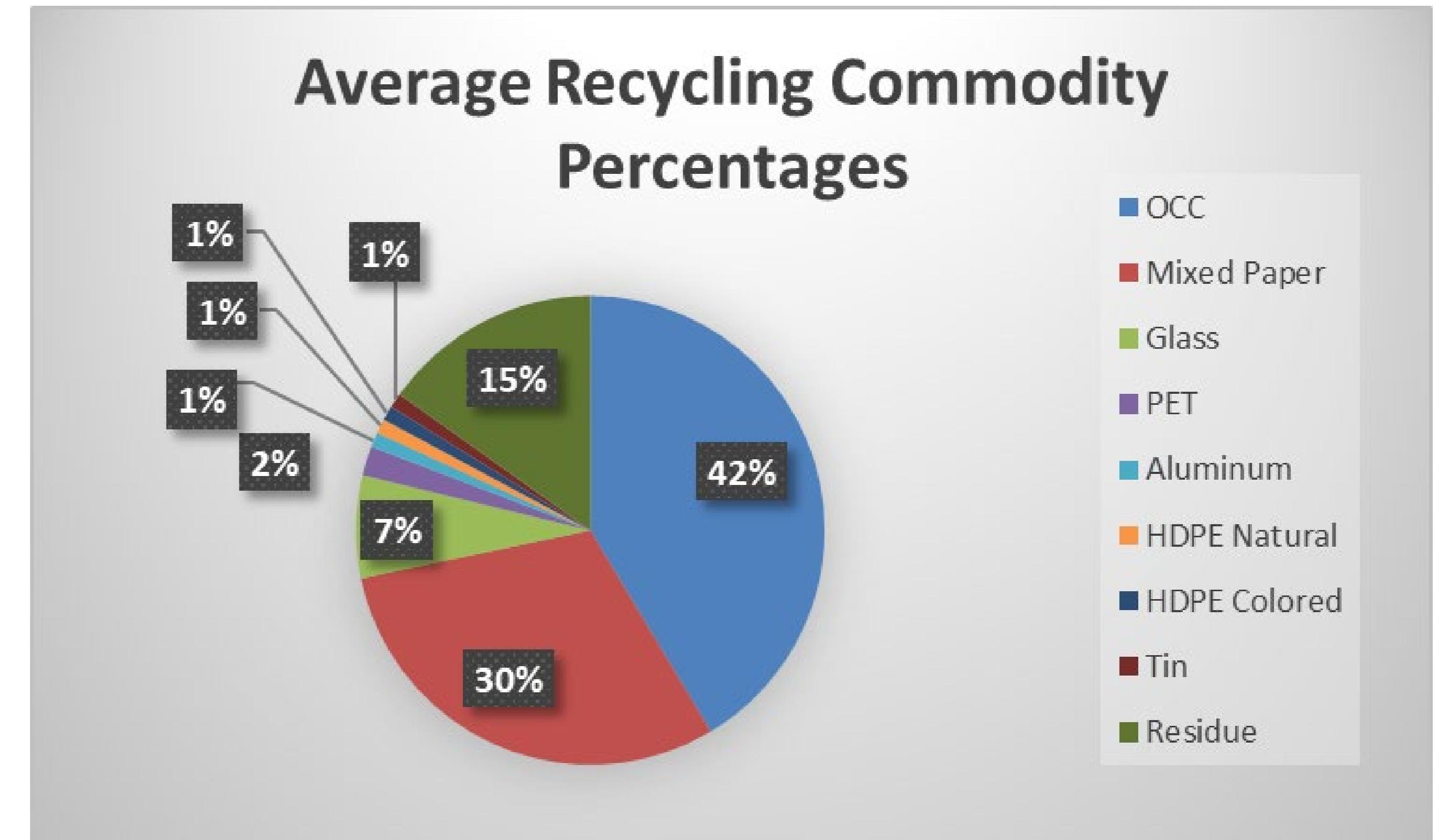
Item 2.



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.

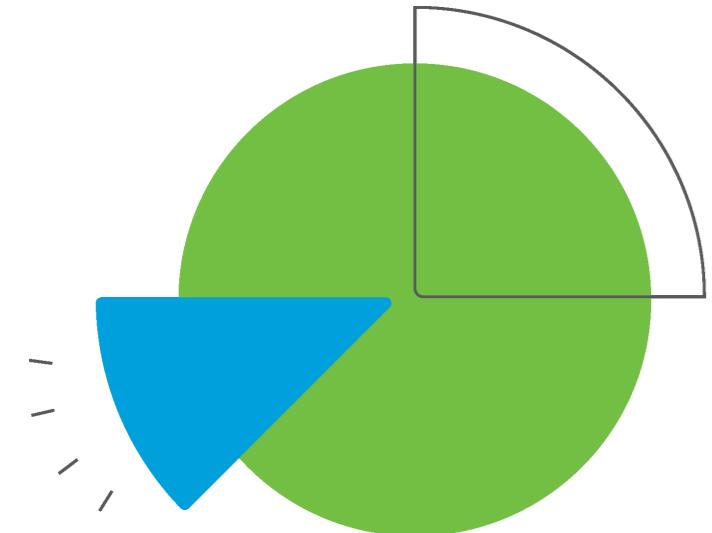
2025 Period	2026 Period	% Change to PY Index	% Change to Rates
348.323	357.780	2.715%	2.715%

CPI Adjustment – Rate Impact & Fixed Annual Charge

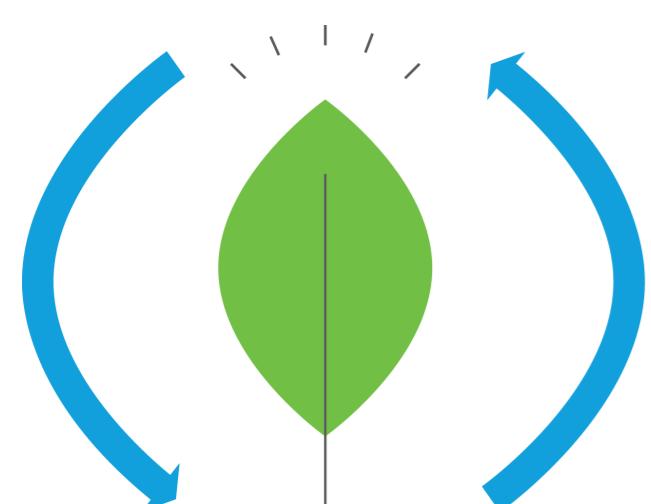
Residential Customers	2025 Rates*	2025 FAC	2026 Rates*	2026 FAC
20-gallon cart	\$19.42	\$0.59	\$20.57	\$0.59
32-gallon cart	\$36.64	\$1.00	\$38.41	\$1.01
64-gallon cart	\$58.63	\$1.90	\$61.27	\$1.91
96-gallon cart	\$73.99	\$2.67	\$77.37	\$2.69
Commercial Customers	2025 Rates*	2025 FAC	2026 Rates*	2026 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

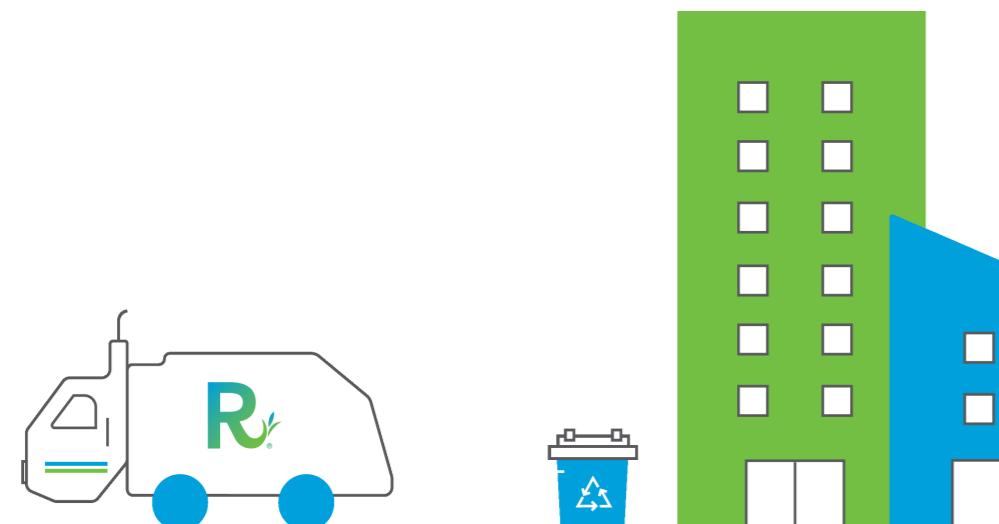
- Recology Store Workshops
 - February, May, December
- Bill insert educational campaigns
 - Compost & special recycling
- Public MRF Tours
 - January, April, July and October

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



Thank you!

