



# QUARTERLY REPORT TO THE SBWMA FOR 1<sup>st</sup> Quarter 2020

Submitted April 30, 2020



April 30, 2020

Joe La Mariana  
Executive Director  
SBWMA/RethinkWaste  
610 Elm Street, Suite 202  
San Carlos, CA 94070

Dear Mr. La Mariana:

Enclosed is a copy of the Recology 1<sup>st</sup> Quarter 2020 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

In accordance with the requirements of Section 9.04 B of the Agreement, the undersigned hereby certifies, under penalty of perjury, that the report submitted herewith is true and correct to the best knowledge of the undersigned after reasonable inquiry.

If you should have any questions or require additional information, please call me at (650) 598-8226.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Michael Kelly', is written over a white background.

Michael Kelly  
General Manager  
Recology San Mateo County

cc: John Mangini



# **RECOLOGY SAN MATEO COUNTY**

## **QUARTERLY REPORT TO THE SBWMA**

**For  
1<sup>st</sup> Quarter 2020**

**Submitted  
APRIL 30, 2020**



## 1<sup>st</sup> QUARTER 2020 REPORT

### TABLE OF CONTENTS

	Page
A. Definitions	ii - iii
B. Summary	iv
C. Tonnage Summary and Cumulative Comparison	1 - 28
D. Inquiry, Service Request and Complaint Data	29
E. Call Center Data and Quality Assurance Calls Made	30
F. On-Site Customer Assessments, Visual Audits, and Recycling Tote-Bag Delivery Information	31
G. Liquidated Damages Summary	32 - 37
H. Performance Incentives and Disincentives	38 - 40
I. Summary Assessment	41 - 42
J. Commercial Recycling Promotion Program Status Report	43 - 53



## 1<sup>st</sup> QUARTER 2020 REPORT

### DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

**Commercial Solid Waste** – Franchised solid waste collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**Commercial Recycling** – Franchised recyclable materials collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. This includes construction and demolition debris collected from agency facilities. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**Commercial Organics** – Franchised organic materials collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**MFD Solid Waste** – Franchised solid waste collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**MFD Recycling** – Franchised recyclable materials collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**MFD Organics** – Franchised organic materials collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**Roll-Off Solid Waste** – Franchised solid waste collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**Roll-Off Recycling** – Franchised recyclable materials collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. This includes construction and demolition debris. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**Roll-Off Organics** – Franchised organic materials collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**Residential Solid Waste** – Franchised solid waste collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**Residential Recycling** – Franchised recyclable materials collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**Residential Organics** – Franchised organic materials collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

**Tonnage Allocations** – During Quarter 1, system tonnage allocations were updated as follows: effective January 8 for usual and customary service changes.

Bulky item collection tonnage is allocated based on the number of collection events for solid waste and on the basis of the number of items collected for recyclables. The allocation methodology is applied consistently each month.



## 1<sup>st</sup> QUARTER 2020 QUARTERLY REPORT SUMMARY

Quarterly	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	2020 Year End
<b>Commercial Tonnage Collected</b>					
Solid Waste	18,910.41				18,910.41
Recyclables	6,511.22				6,511.22
Organics	6,646.72				6,646.72
<b>Multi-Family Tonnage Collected</b>					
Solid Waste	8,073.25				8,073.25
Recyclables	2,313.39				2,313.39
Organics	252.89				252.89
<b>Residential Tonnage Collected</b>					
Solid Waste	14,719.92				14,719.92
Recyclables	9,825.06				9,825.06
Organics	17,830.15				17,830.15
<b>Diversion Rates</b>					
Commercial	36.82%				36.82%
Multi-Family	24.12%				24.12%
Residential	65.26%				65.26%
Overall	50.98%				50.98%
<b>Inquiries, Service Requests &amp; Complaints</b>					
Inquiries, Service Requests & Complaints	20,110				20,110
Calls Received	41,588				41,588
Avg. Hold Time	12.48				12.48
Assessments	180				180
Quality Assurance	521				521

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>ATHERTON</b>								
<b>Commercial</b>								
Commercial Solid Waste	33.06	27.69	25.82	86.57	0.00	0.00	0.00	86.57
Commercial Recycling	20.07	12.33	11.17	43.57	0.00	0.00	0.00	43.57
Commercial Organics	33.68	23.36	18.79	75.83	0.00	0.00	0.00	75.83
Subtotal - Disposed	33.06	27.69	25.82	86.57	0.00	0.00	0.00	86.57
Subtotal - Diverted	53.75	35.69	29.96	119.40	0.00	0.00	0.00	119.40
Diversion Rate	61.92%	56.31%	53.71%	57.97%	0.00%	0.00%	0.00%	57.97%
<b>MFD</b>								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	154.77	127.77	155.16	437.70	0.00	0.00	0.00	437.70
Residential Curbside Recycling	110.77	95.73	121.50	328.00	0.00	0.00	0.00	328.00
Residential Curbside Organics	694.34	515.31	516.57	1,726.22	0.00	0.00	0.00	1,726.22
Subtotal - Disposed	154.77	127.77	155.16	437.70	0.00	0.00	0.00	437.70
Subtotal - Diverted	805.11	611.04	638.07	2,054.22	0.00	0.00	0.00	2,054.22
Diversion Rate	83.88%	82.71%	80.44%	82.44%	0.00%	0.00%	0.00%	82.44%
<b>Total Disposed</b>	<b>187.83</b>	<b>155.46</b>	<b>180.98</b>	<b>524.27</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>524.27</b>
<b>Total Diverted</b>	<b>858.86</b>	<b>646.73</b>	<b>668.03</b>	<b>2,173.62</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,173.62</b>
<b>Total Diversion Rate</b>	<b>82.05%</b>	<b>80.62%</b>	<b>78.68%</b>	<b>80.57%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>80.57%</b>
Single-Family Measured Diversion Rate	83.88%	82.71%	80.44%	82.44%	0.00%	0.00%	0.00%	82.44%
Commercial Measured Diversion Rate	61.92%	56.31%	53.71%	57.97%	0.00%	0.00%	0.00%	57.97%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	82.05%	80.62%	78.68%	80.57%	0.00%	0.00%	0.00%	80.57%



**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2019 -	2019 -
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>Atherton</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	149.57	137.91	108.15	110.78	109.30	103.44	100.33	101.30	92.00	86.57	(5.43)	-5.90%	
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Recycling	43.12	34.44	36.21	41.67	41.30	55.71	49.76	60.55	46.35	43.57	(2.78)	-6.00%	
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	122.81	70.66	97.49	91.00	202.83	155.51	132.61	117.97	110.02	75.83	(34.19)	-31.08%	
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Roll-Off Organics	0.00	26.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
<b>SUBTOTAL - Disposed Tons</b>	<b>149.57</b>	<b>137.91</b>	<b>108.15</b>	<b>110.78</b>	<b>109.30</b>	<b>103.44</b>	<b>100.33</b>	<b>101.30</b>	<b>92.00</b>	<b>86.57</b>	<b>(5.43)</b>	<b>-5.90%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>165.93</b>	<b>131.67</b>	<b>133.70</b>	<b>132.67</b>	<b>244.13</b>	<b>211.22</b>	<b>182.37</b>	<b>178.52</b>	<b>156.37</b>	<b>119.40</b>	<b>(36.97)</b>	<b>-23.64%</b>	
<b>Residential</b>													
Residential Solid Waste	599.09	423.29	416.18	406.14	405.49	418.24	430.74	426.65	426.50	437.70	11.20	2.63%	
Residential Curbside Recycling	311.50	316.27	322.91	344.90	332.61	360.02	361.15	350.51	343.39	328.00	(15.39)	-4.48%	
Residential Curbside Organics	1,810.92	1,891.67	1,761.86	1,731.26	1,791.95	1,912.61	2,000.79	1,898.87	1,939.82	1,726.22	(213.60)	-11.01%	
<b>SUBTOTAL - Disposed Tons</b>	<b>599.09</b>	<b>423.29</b>	<b>416.18</b>	<b>406.14</b>	<b>405.49</b>	<b>418.24</b>	<b>430.74</b>	<b>426.65</b>	<b>426.50</b>	<b>437.70</b>	<b>11.20</b>	<b>2.63%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>2,122.42</b>	<b>2,207.94</b>	<b>2,084.77</b>	<b>2,076.16</b>	<b>2,124.56</b>	<b>2,272.63</b>	<b>2,361.94</b>	<b>2,249.38</b>	<b>2,283.21</b>	<b>2,054.22</b>	<b>(228.99)</b>	<b>-10.03%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>748.66</b>	<b>561.20</b>	<b>524.33</b>	<b>516.92</b>	<b>514.79</b>	<b>521.68</b>	<b>531.07</b>	<b>527.95</b>	<b>518.50</b>	<b>524.27</b>			
<b>TOTAL TONS DIVERTED</b>	<b>2,288.35</b>	<b>2,339.61</b>	<b>2,218.47</b>	<b>2,208.83</b>	<b>2,368.69</b>	<b>2,483.85</b>	<b>2,544.31</b>	<b>2,427.90</b>	<b>2,439.58</b>	<b>2,173.62</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>52.59%</b>	<b>48.84%</b>	<b>55.28%</b>	<b>54.50%</b>	<b>69.07%</b>	<b>67.13%</b>	<b>64.51%</b>	<b>63.80%</b>	<b>62.96%</b>	<b>57.97%</b>			
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>77.99%</b>	<b>83.91%</b>	<b>83.36%</b>	<b>83.64%</b>	<b>83.97%</b>	<b>84.46%</b>	<b>84.58%</b>	<b>84.06%</b>	<b>84.26%</b>	<b>82.44%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>75.35%</b>	<b>80.65%</b>	<b>80.88%</b>	<b>81.04%</b>	<b>82.15%</b>	<b>82.64%</b>	<b>82.73%</b>	<b>82.14%</b>	<b>82.47%</b>	<b>80.57%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>BELMONT</b>								
<b>Commercial</b>								
Commercial Solid Waste	201.43	193.69	176.71	571.83	0.00	0.00	0.00	571.83
Commercial Recycling	85.66	77.88	74.31	237.85	0.00	0.00	0.00	237.85
Commercial Organics	82.57	71.36	53.54	207.47	0.00	0.00	0.00	207.47
Subtotal - Disposed	201.43	193.69	176.71	571.83	0.00	0.00	0.00	571.83
Subtotal - Diverted	168.23	149.24	127.85	445.32	0.00	0.00	0.00	445.32
Diversion Rate	45.51%	43.52%	41.98%	43.78%	0.00%	0.00%	0.00%	43.78%
<b>MFD</b>								
MFD Solid Waste	169.42	148.37	167.18	484.97	0.00	0.00	0.00	484.97
MFD Recycling	52.20	41.96	50.37	144.53	0.00	0.00	0.00	144.53
MFD Organics	4.87	3.99	3.55	12.41	0.00	0.00	0.00	12.41
Subtotal - Disposed	169.42	148.37	167.18	484.97	0.00	0.00	0.00	484.97
Subtotal - Diverted	57.07	45.95	53.92	156.94	0.00	0.00	0.00	156.94
Diversion Rate	25.20%	23.65%	24.39%	24.45%	0.00%	0.00%	0.00%	24.45%
<b>Roll-Off</b>								
Roll-Off Solid Waste	9.06	8.91	9.54	27.51	0.00	0.00	0.00	27.51
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	9.06	8.91	9.54	27.51	0.00	0.00	0.00	27.51
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	274.46	252.10	276.49	803.05	0.00	0.00	0.00	803.05
Residential Curbside Recycling	253.31	184.42	222.39	660.12	0.00	0.00	0.00	660.12
Residential Curbside Organics	357.61	282.78	308.99	949.38	0.00	0.00	0.00	949.38
Subtotal - Disposed	274.46	252.10	276.49	803.05	0.00	0.00	0.00	803.05
Subtotal - Diverted	610.92	467.20	531.38	1,609.50	0.00	0.00	0.00	1,609.50
Diversion Rate	69.00%	64.95%	65.78%	66.71%	0.00%	0.00%	0.00%	66.71%
<b>Total Disposed</b>	<b>654.37</b>	<b>603.07</b>	<b>629.92</b>	<b>1,887.36</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,887.36</b>
<b>Total Diverted</b>	<b>836.22</b>	<b>662.39</b>	<b>713.15</b>	<b>2,211.76</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,211.76</b>
<b>Total Diversion Rate</b>	<b>56.10%</b>	<b>52.34%</b>	<b>53.10%</b>	<b>53.96%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>53.96%</b>
Single-Family Measured Diversion Rate	69.00%	64.95%	65.78%	66.71%	0.00%	0.00%	0.00%	66.71%
Commercial Measured Diversion Rate	37.23%	35.74%	33.96%	35.71%	0.00%	0.00%	0.00%	35.71%
MFD Measured Diversion Rate	25.20%	23.65%	24.39%	24.45%	0.00%	0.00%	0.00%	24.45%
Overall Measured Diversion Rate	56.10%	52.34%	53.10%	53.96%	0.00%	0.00%	0.00%	53.96%

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2019 -</u>	<u>2019 -</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2020 Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>Belmont</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	457.45	712.21	568.23	610.11	554.65	553.22	577.33	560.32	611.05	571.83	(39.22)	-6.42%	
MFD Solid Waste	405.78	448.84	535.26	545.29	504.57	518.34	499.06	473.77	509.35	484.97	(24.38)	-4.79%	
Roll-Off Solid Waste	113.38	116.63	110.54	110.85	112.33	114.23	90.54	99.16	26.47	27.51	1.04	3.93%	
Commercial Recycling	123.19	162.31	148.62	198.63	197.81	232.39	249.58	236.83	244.00	237.85	(6.15)	-2.52%	
MFD Recycling	107.37	99.06	123.22	129.50	136.04	151.54	150.56	155.71	134.47	144.53	10.06	7.48%	
Roll-Off Recycling	0.00	0.00	1.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	93.36	104.87	112.82	138.21	166.78	215.51	228.05	261.17	246.33	207.47	(38.86)	-15.78%	
MFD Organics	5.80	3.99	14.51	15.42	16.61	19.73	19.38	16.01	20.77	12.41	(8.36)	-40.25%	
Roll-Off Organics	0.00	7.02	0.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
<b>SUBTOTAL - Disposed Tons</b>	<b>976.61</b>	<b>1,277.68</b>	<b>1,214.03</b>	<b>1,266.25</b>	<b>1,171.55</b>	<b>1,185.79</b>	<b>1,166.93</b>	<b>1,133.25</b>	<b>1,146.87</b>	<b>1,084.31</b>	<b>(62.56)</b>	<b>-5.45%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>329.72</b>	<b>377.25</b>	<b>401.19</b>	<b>481.76</b>	<b>517.24</b>	<b>619.17</b>	<b>647.57</b>	<b>669.72</b>	<b>645.57</b>	<b>602.26</b>	<b>(43.31)</b>	<b>-6.71%</b>	
<b>Residential</b>													
Residential Solid Waste	827.14	820.22	795.35	796.22	803.62	828.54	838.73	792.81	791.87	803.05	11.18	1.41%	
Residential Curbside Recycling	965.06	704.80	695.96	712.37	691.10	750.18	720.62	693.63	652.43	660.12	7.69	1.18%	
Residential Curbside Organics	902.16	881.23	945.53	897.57	1,000.98	985.77	1,044.51	927.15	978.31	949.38	(28.93)	-2.96%	
<b>SUBTOTAL - Disposed Tons</b>	<b>827.14</b>	<b>820.22</b>	<b>795.35</b>	<b>796.22</b>	<b>803.62</b>	<b>828.54</b>	<b>838.73</b>	<b>792.81</b>	<b>791.87</b>	<b>803.05</b>	<b>11.18</b>	<b>1.41%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>1,867.22</b>	<b>1,586.03</b>	<b>1,641.49</b>	<b>1,609.94</b>	<b>1,692.08</b>	<b>1,735.95</b>	<b>1,765.13</b>	<b>1,620.78</b>	<b>1,630.74</b>	<b>1,609.50</b>	<b>(21.24)</b>	<b>-1.30%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>1,803.75</b>	<b>2,097.90</b>	<b>2,009.38</b>	<b>2,062.47</b>	<b>1,975.17</b>	<b>2,014.33</b>	<b>2,005.66</b>	<b>1,926.06</b>	<b>1,938.74</b>	<b>1,887.36</b>			
<b>TOTAL TONS DIVERTED</b>	<b>2,196.94</b>	<b>1,963.28</b>	<b>2,042.68</b>	<b>2,091.70</b>	<b>2,209.32</b>	<b>2,355.12</b>	<b>2,412.70</b>	<b>2,290.50</b>	<b>2,276.31</b>	<b>2,211.76</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>25.24%</b>	<b>22.80%</b>	<b>24.84%</b>	<b>27.56%</b>	<b>30.63%</b>	<b>34.30%</b>	<b>35.69%</b>	<b>37.15%</b>	<b>36.02%</b>	<b>35.71%</b>			
<b>MFD DIVERSION RATE</b>	<b>21.81%</b>	<b>18.67%</b>	<b>20.47%</b>	<b>21.00%</b>	<b>23.23%</b>	<b>24.84%</b>	<b>25.40%</b>	<b>26.60%</b>	<b>23.36%</b>	<b>24.45%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>69.30%</b>	<b>65.91%</b>	<b>67.36%</b>	<b>66.91%</b>	<b>67.80%</b>	<b>67.69%</b>	<b>67.79%</b>	<b>67.15%</b>	<b>67.31%</b>	<b>66.71%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>54.91%</b>	<b>48.34%</b>	<b>50.41%</b>	<b>50.35%</b>	<b>52.80%</b>	<b>53.90%</b>	<b>54.61%</b>	<b>54.32%</b>	<b>54.00%</b>	<b>53.96%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>BURLINGAME</b>								
<b>Commercial</b>								
Commercial Solid Waste	692.98	598.25	556.27	1,847.50	0.00	0.00	0.00	1,847.50
Commercial Recycling	315.26	313.24	267.68	896.18	0.00	0.00	0.00	896.18
Commercial Organics	284.60	293.52	241.84	819.96	0.00	0.00	0.00	819.96
Subtotal - Disposed	692.98	598.25	556.27	1,847.50	0.00	0.00	0.00	1,847.50
Subtotal - Diverted	599.86	606.76	509.52	1,716.14	0.00	0.00	0.00	1,716.14
Diversion Rate	46.40%	50.35%	47.81%	48.16%	0.00%	0.00%	0.00%	48.16%
<b>MFD</b>								
MFD Solid Waste	243.11	210.61	220.86	674.58	0.00	0.00	0.00	674.58
MFD Recycling	82.24	73.57	78.19	234.00	0.00	0.00	0.00	234.00
MFD Organics	10.63	9.80	8.81	29.24	0.00	0.00	0.00	29.24
Subtotal - Disposed	243.11	210.61	220.86	674.58	0.00	0.00	0.00	674.58
Subtotal - Diverted	92.87	83.37	87.00	263.24	0.00	0.00	0.00	263.24
Diversion Rate	27.64%	28.36%	28.26%	28.07%	0.00%	0.00%	0.00%	28.07%
<b>Roll-Off</b>								
Roll-Off Solid Waste	727.86	523.16	447.86	1,698.88	0.00	0.00	0.00	1,698.88
Roll-Off Recycling	58.78	47.82	24.09	130.69	0.00	0.00	0.00	130.69
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	727.86	523.16	447.86	1,698.88	0.00	0.00	0.00	1,698.88
Subtotal - Diverted	58.78	47.82	24.09	130.69	0.00	0.00	0.00	130.69
Diversion Rate	7.47%	8.38%	5.10%	7.14%	0.00%	0.00%	0.00%	7.14%
<b>Residential</b>								
Residential Solid Waste	323.28	296.66	331.99	951.93	0.00	0.00	0.00	951.93
Residential Curbside Recycling	257.59	205.41	254.89	717.89	0.00	0.00	0.00	717.89
Residential Curbside Organics	437.39	349.07	389.51	1,175.97	0.00	0.00	0.00	1,175.97
Subtotal - Disposed	323.28	296.66	331.99	951.93	0.00	0.00	0.00	951.93
Subtotal - Diverted	694.98	554.48	644.40	1,893.86	0.00	0.00	0.00	1,893.86
Diversion Rate	68.25%	65.15%	66.00%	66.55%	0.00%	0.00%	0.00%	66.55%
<b>Total Disposed</b>	<b>1,987.23</b>	<b>1,628.68</b>	<b>1,556.98</b>	<b>5,172.89</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5,172.89</b>
<b>Total Diverted</b>	<b>1,446.49</b>	<b>1,292.43</b>	<b>1,265.01</b>	<b>4,003.93</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>4,003.93</b>
<b>Total Diversion Rate</b>	<b>42.13%</b>	<b>44.24%</b>	<b>44.83%</b>	<b>43.63%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>43.63%</b>
Single-Family Measured Diversion Rate	68.25%	65.15%	66.00%	66.55%	0.00%	0.00%	0.00%	66.55%
Commercial Measured Diversion Rate	31.11%	35.65%	33.63%	33.33%	0.00%	0.00%	0.00%	33.33%
MFD Measured Diversion Rate	27.64%	28.36%	28.26%	28.07%	0.00%	0.00%	0.00%	28.07%
Overall Measured Diversion Rate	42.13%	44.24%	44.83%	43.63%	0.00%	0.00%	0.00%	43.63%

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2019 -</u>	<u>2019 -</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2020 Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>Burlingame</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	1,831.60	2,234.31	1,993.69	2,072.68	1,991.48	2,223.26	2,209.90	2,054.03	2,109.83	1,847.50	1,847.50	(262.33)	-12.43%
MFD Solid Waste	700.76	609.79	729.55	716.41	716.98	748.60	777.14	723.89	719.57	674.58	674.58	(44.99)	-6.25%
Roll-Off Solid Waste	2,010.95	1,974.47	1,831.23	1,777.92	1,788.53	2,209.48	2,269.73	2,392.20	2,525.93	1,698.88	1,698.88	(827.05)	-32.74%
Commercial Recycling	564.93	690.21	722.85	926.50	961.52	1,045.18	962.20	899.52	935.51	896.18	896.18	(39.33)	-4.20%
MFD Recycling	158.23	144.66	210.30	217.54	233.34	241.85	260.28	241.34	251.94	234.00	234.00	(17.94)	-7.12%
Roll-Off Recycling	36.27	127.56	31.89	33.29	38.57	43.14	43.91	140.93	122.53	130.69	130.69	8.16	6.66%
Commercial Organics	612.78	463.93	652.28	708.36	816.36	766.81	863.47	834.86	1,042.14	819.96	819.96	(222.18)	-21.32%
MFD Organics	20.44	10.04	16.52	12.68	13.49	16.88	19.69	19.01	25.93	29.24	29.24	3.31	12.77%
Roll-Off Organics	95.04	159.37	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,543.31</b>	<b>4,818.57</b>	<b>4,554.47</b>	<b>4,567.01</b>	<b>4,496.99</b>	<b>5,181.34</b>	<b>5,256.77</b>	<b>5,170.12</b>	<b>5,355.33</b>	<b>4,220.96</b>	<b>4,220.96</b>	<b>(1,134.37)</b>	<b>-21.18%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,487.69</b>	<b>1,595.77</b>	<b>1,633.84</b>	<b>1,898.37</b>	<b>2,063.28</b>	<b>2,113.86</b>	<b>2,149.55</b>	<b>2,135.66</b>	<b>2,378.05</b>	<b>2,110.07</b>	<b>2,110.07</b>	<b>(267.98)</b>	<b>-11.27%</b>
<b>Residential</b>													
Residential Solid Waste	1,120.58	902.47	878.60	886.75	904.50	937.14	963.11	913.01	916.02	951.93	951.93	35.91	3.92%
Residential Curbside Recycling	756.96	736.85	732.80	740.47	738.63	767.67	796.81	759.60	730.85	717.89	717.89	(12.96)	-1.77%
Residential Curbside Organics	1,157.62	1,130.31	1,137.03	1,142.44	1,217.20	1,248.80	1,278.29	1,177.56	1,253.19	1,175.97	1,175.97	(77.22)	-6.16%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,120.58</b>	<b>902.47</b>	<b>878.60</b>	<b>886.75</b>	<b>904.50</b>	<b>937.14</b>	<b>963.11</b>	<b>913.01</b>	<b>916.02</b>	<b>951.93</b>	<b>951.93</b>	<b>35.91</b>	<b>3.92%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,914.58</b>	<b>1,867.16</b>	<b>1,869.83</b>	<b>1,882.91</b>	<b>1,955.83</b>	<b>2,016.47</b>	<b>2,075.10</b>	<b>1,937.16</b>	<b>1,984.04</b>	<b>1,893.86</b>	<b>1,893.86</b>	<b>(90.18)</b>	<b>-4.55%</b>
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>5,663.89</b>	<b>5,721.04</b>	<b>5,433.07</b>	<b>5,453.76</b>	<b>5,401.49</b>	<b>6,118.48</b>	<b>6,219.88</b>	<b>6,083.13</b>	<b>6,271.35</b>	<b>5,172.89</b>	<b>5,172.89</b>		
<b>TOTAL TONS DIVERTED</b>	<b>3,402.27</b>	<b>3,462.93</b>	<b>3,503.67</b>	<b>3,781.28</b>	<b>4,019.11</b>	<b>4,130.33</b>	<b>4,224.65</b>	<b>4,072.82</b>	<b>4,362.09</b>	<b>4,003.93</b>	<b>4,003.93</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>24.67%</b>	<b>24.88%</b>	<b>26.40%</b>	<b>29.36%</b>	<b>31.45%</b>	<b>28.98%</b>	<b>29.02%</b>	<b>29.23%</b>	<b>30.75%</b>	<b>33.33%</b>	<b>33.33%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.32%</b>	<b>20.24%</b>	<b>23.72%</b>	<b>24.32%</b>	<b>25.61%</b>	<b>25.68%</b>	<b>26.48%</b>	<b>26.45%</b>	<b>27.86%</b>	<b>28.07%</b>	<b>28.07%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>63.08%</b>	<b>67.42%</b>	<b>68.03%</b>	<b>67.98%</b>	<b>68.38%</b>	<b>68.27%</b>	<b>68.30%</b>	<b>67.97%</b>	<b>68.41%</b>	<b>66.55%</b>	<b>66.55%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>37.53%</b>	<b>37.71%</b>	<b>39.21%</b>	<b>40.94%</b>	<b>42.66%</b>	<b>40.30%</b>	<b>40.45%</b>	<b>40.10%</b>	<b>41.02%</b>	<b>43.63%</b>	<b>43.63%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>EAST PALO ALTO</b>								
<b>Commercial</b>								
Commercial Solid Waste	134.81	121.71	112.86	369.38	0.00	0.00	0.00	369.38
Commercial Recycling	61.50	56.45	50.72	168.67	0.00	0.00	0.00	168.67
Commercial Organics	57.86	53.58	35.61	147.05	0.00	0.00	0.00	147.05
Subtotal - Disposed	134.81	121.71	112.86	369.38	0.00	0.00	0.00	369.38
Subtotal - Diverted	119.36	110.03	86.33	315.72	0.00	0.00	0.00	315.72
Diversion Rate	46.96%	47.48%	43.34%	46.08%	0.00%	0.00%	0.00%	46.08%
<b>MFD</b>								
MFD Solid Waste	230.50	214.46	205.53	650.49	0.00	0.00	0.00	650.49
MFD Recycling	33.01	29.98	30.58	93.57	0.00	0.00	0.00	93.57
MFD Organics	6.39	6.40	7.26	20.05	0.00	0.00	0.00	20.05
Subtotal - Disposed	230.50	214.46	205.53	650.49	0.00	0.00	0.00	650.49
Subtotal - Diverted	39.40	36.38	37.84	113.62	0.00	0.00	0.00	113.62
Diversion Rate	14.60%	14.50%	15.55%	14.87%	0.00%	0.00%	0.00%	14.87%
<b>Roll-Off</b>								
Roll-Off Solid Waste	59.35	65.95	47.01	172.31	0.00	0.00	0.00	172.31
Roll-Off Recycling	1.99	8.54	0.00	10.53	0.00	0.00	0.00	10.53
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	59.35	65.95	47.01	172.31	0.00	0.00	0.00	172.31
Subtotal - Diverted	1.99	8.54	0.00	10.53	0.00	0.00	0.00	10.53
Diversion Rate	3.24%	11.46%	0.00%	5.76%	0.00%	0.00%	0.00%	5.76%
<b>Residential</b>								
Residential Solid Waste	588.44	508.18	591.45	1,688.07	0.00	0.00	0.00	1,688.07
Residential Curbside Recycling	147.10	131.25	154.95	433.30	0.00	0.00	0.00	433.30
Residential Curbside Organics	278.72	259.18	292.13	830.03	0.00	0.00	0.00	830.03
Subtotal - Disposed	588.44	508.18	591.45	1,688.07	0.00	0.00	0.00	1,688.07
Subtotal - Diverted	425.82	390.43	447.08	1,263.33	0.00	0.00	0.00	1,263.33
Diversion Rate	41.98%	43.45%	43.05%	42.80%	0.00%	0.00%	0.00%	42.80%
<b>Total Disposed</b>	<b>1,013.10</b>	<b>910.30</b>	<b>956.85</b>	<b>2,880.25</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,880.25</b>
<b>Total Diverted</b>	<b>586.57</b>	<b>545.38</b>	<b>571.25</b>	<b>1,703.20</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,703.20</b>
<b>Total Diversion Rate</b>	<b>36.67%</b>	<b>37.47%</b>	<b>37.38%</b>	<b>37.16%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>37.16%</b>
Single-Family Measured Diversion Rate	41.98%	43.45%	43.05%	42.80%	0.00%	0.00%	0.00%	42.80%
Commercial Measured Diversion Rate	27.46%	27.82%	25.36%	26.95%	0.00%	0.00%	0.00%	26.95%
MFD Measured Diversion Rate	14.60%	14.50%	15.55%	14.87%	0.00%	0.00%	0.00%	14.87%
Overall Measured Diversion Rate	36.67%	37.47%	37.38%	37.16%	0.00%	0.00%	0.00%	37.16%

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2019 -</u>	<u>2019 -</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2020 Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>East Palo Alto</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	316.97	378.88	310.85	309.47	392.50	389.37	384.21	352.31	353.21	369.38	16.17	4.58%	
MFD Solid Waste	592.18	583.89	642.36	670.81	630.05	655.18	690.54	635.52	619.64	650.49	30.85	4.98%	
Roll-Off Solid Waste	168.95	341.59	323.55	291.09	267.83	164.13	155.70	204.71	243.95	172.31	(71.64)	-29.37%	
Commercial Recycling	134.80	544.13	146.27	127.59	130.43	137.38	139.47	162.02	179.52	168.67	(10.85)	-6.04%	
MFD Recycling	6.72	37.44	52.79	66.14	81.41	92.57	96.12	91.93	93.57	93.57	0.00	0.00%	
Roll-Off Recycling	9.46	6.44	0.00	4.93	5.12	6.75	8.80	8.96	5.41	10.53	5.12	94.64%	
Commercial Organics	78.19	74.25	72.36	91.17	117.87	123.43	138.01	152.07	141.59	147.05	5.46	3.86%	
MFD Organics	13.72	5.81	18.81	17.87	20.85	17.64	20.73	22.58	18.18	20.05	1.87	10.29%	
Roll-Off Organics	0.00	9.41	0.00	0.00	0.00	93.68	88.48	115.01	0.00	0.00	0.00	0.00%	
<b>SUBTOTAL - Disposed Tons</b>	<b>1,078.10</b>	<b>1,304.36</b>	<b>1,276.76</b>	<b>1,271.37</b>	<b>1,290.38</b>	<b>1,208.68</b>	<b>1,230.45</b>	<b>1,192.54</b>	<b>1,216.80</b>	<b>1,192.18</b>	<b>(24.62)</b>	<b>-2.02%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>242.89</b>	<b>677.48</b>	<b>290.23</b>	<b>307.70</b>	<b>355.68</b>	<b>471.45</b>	<b>491.61</b>	<b>552.57</b>	<b>438.27</b>	<b>439.87</b>	<b>1.60</b>	<b>0.37%</b>	
<b>Residential</b>													
Residential Solid Waste	1,547.40	1,546.48	1,521.89	1,552.43	1,645.84	1,682.60	1,755.02	1,633.00	1,649.11	1,688.07	38.96	2.36%	
Residential Curbside Recycling	334.91	328.41	327.94	357.36	373.15	397.67	437.73	414.20	405.39	433.30	27.91	6.88%	
Residential Curbside Organics	795.21	733.28	836.16	813.82	923.21	981.42	919.27	827.18	833.64	830.03	(3.61)	-0.43%	
<b>SUBTOTAL - Disposed Tons</b>	<b>1,547.40</b>	<b>1,546.48</b>	<b>1,521.89</b>	<b>1,552.43</b>	<b>1,645.84</b>	<b>1,682.60</b>	<b>1,755.02</b>	<b>1,633.00</b>	<b>1,649.11</b>	<b>1,688.07</b>	<b>38.96</b>	<b>2.36%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>1,130.12</b>	<b>1,061.69</b>	<b>1,164.10</b>	<b>1,171.18</b>	<b>1,296.36</b>	<b>1,379.09</b>	<b>1,357.00</b>	<b>1,241.38</b>	<b>1,239.03</b>	<b>1,263.33</b>	<b>24.30</b>	<b>1.96%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>2,625.50</b>	<b>2,850.84</b>	<b>2,798.65</b>	<b>2,823.80</b>	<b>2,936.22</b>	<b>2,891.28</b>	<b>2,985.47</b>	<b>2,825.54</b>	<b>2,865.91</b>	<b>2,880.25</b>			
<b>TOTAL TONS DIVERTED</b>	<b>1,373.01</b>	<b>1,739.17</b>	<b>1,454.33</b>	<b>1,478.88</b>	<b>1,652.04</b>	<b>1,850.54</b>	<b>1,848.61</b>	<b>1,793.95</b>	<b>1,677.30</b>	<b>1,703.20</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>18.39%</b>	<b>34.18%</b>	<b>18.52%</b>	<b>19.49%</b>	<b>21.61%</b>	<b>28.06%</b>	<b>28.55%</b>	<b>31.66%</b>	<b>26.48%</b>	<b>26.95%</b>			
<b>MFD DIVERSION RATE</b>	<b>3.34%</b>	<b>6.90%</b>	<b>10.03%</b>	<b>11.13%</b>	<b>13.96%</b>	<b>14.40%</b>	<b>14.47%</b>	<b>15.27%</b>	<b>15.28%</b>	<b>14.87%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>42.21%</b>	<b>40.71%</b>	<b>43.34%</b>	<b>43.00%</b>	<b>44.06%</b>	<b>45.04%</b>	<b>43.61%</b>	<b>43.19%</b>	<b>42.90%</b>	<b>42.80%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>34.34%</b>	<b>37.89%</b>	<b>34.20%</b>	<b>34.37%</b>	<b>36.01%</b>	<b>39.03%</b>	<b>38.24%</b>	<b>38.83%</b>	<b>36.92%</b>	<b>37.16%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>FOSTER CITY</b>								
<b>Commercial</b>								
Commercial Solid Waste	247.00	220.80	225.14	692.94	0.00	0.00	0.00	692.94
Commercial Recycling	118.53	102.35	101.18	322.06	0.00	0.00	0.00	322.06
Commercial Organics	202.45	182.45	151.07	535.97	0.00	0.00	0.00	535.97
Subtotal - Disposed	247.00	220.80	225.14	692.94	0.00	0.00	0.00	692.94
Subtotal - Diverted	320.98	284.80	252.25	858.03	0.00	0.00	0.00	858.03
Diversion Rate	56.51%	56.33%	52.84%	55.32%	0.00%	0.00%	0.00%	55.32%
<b>MFD</b>								
MFD Solid Waste	262.25	223.67	243.28	729.20	0.00	0.00	0.00	729.20
MFD Recycling	96.40	80.97	88.42	265.79	0.00	0.00	0.00	265.79
MFD Organics	10.51	9.21	7.85	27.57	0.00	0.00	0.00	27.57
Subtotal - Disposed	262.25	223.67	243.28	729.20	0.00	0.00	0.00	729.20
Subtotal - Diverted	106.91	90.18	96.27	293.36	0.00	0.00	0.00	293.36
Diversion Rate	28.96%	28.73%	28.35%	28.69%	0.00%	0.00%	0.00%	28.69%
<b>Roll-Off</b>								
Roll-Off Solid Waste	69.43	52.89	54.42	176.74	0.00	0.00	0.00	176.74
Roll-Off Recycling	13.27	13.31	14.36	40.94	0.00	0.00	0.00	40.94
Roll-Off Organics	30.47	33.53	42.51	106.51	0.00	0.00	0.00	106.51
Subtotal - Disposed	69.43	52.89	54.42	176.74	0.00	0.00	0.00	176.74
Subtotal - Diverted	43.74	46.84	56.87	147.45	0.00	0.00	0.00	147.45
Diversion Rate	38.65%	46.97%	51.10%	45.48%	0.00%	0.00%	0.00%	45.48%
<b>Residential</b>								
Residential Solid Waste	259.94	245.46	273.00	778.40	0.00	0.00	0.00	778.40
Residential Curbside Recycling	197.17	158.60	192.00	547.77	0.00	0.00	0.00	547.77
Residential Curbside Organics	246.65	203.98	224.63	675.26	0.00	0.00	0.00	675.26
Subtotal - Disposed	259.94	245.46	273.00	778.40	0.00	0.00	0.00	778.40
Subtotal - Diverted	443.82	362.58	416.63	1,223.03	0.00	0.00	0.00	1,223.03
Diversion Rate	63.06%	59.63%	60.41%	61.11%	0.00%	0.00%	0.00%	61.11%
<b>Total Disposed</b>	<b>838.62</b>	<b>742.82</b>	<b>795.84</b>	<b>2,377.28</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,377.28</b>
<b>Total Diverted</b>	<b>915.45</b>	<b>784.40</b>	<b>822.02</b>	<b>2,521.87</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,521.87</b>
<b>Total Diversion Rate</b>	<b>52.19%</b>	<b>51.36%</b>	<b>50.81%</b>	<b>51.48%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>51.48%</b>
Single-Family Measured Diversion Rate	63.06%	59.63%	60.41%	61.11%	0.00%	0.00%	0.00%	61.11%
Commercial Measured Diversion Rate	44.90%	45.89%	43.67%	44.82%	0.00%	0.00%	0.00%	44.82%
MFD Measured Diversion Rate	28.96%	28.73%	28.35%	28.69%	0.00%	0.00%	0.00%	28.69%
Overall Measured Diversion Rate	52.19%	51.36%	50.81%	51.48%	0.00%	0.00%	0.00%	51.48%



**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2019 -	2019 -
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>Foster City</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	899.86	906.20	687.99	693.92	650.09	663.56	748.26	690.53	752.78	692.94	(59.84)	-7.95%	
MFD Solid Waste	1,114.22	630.10	784.54	778.82	788.77	785.67	767.77	719.82	749.34	729.20	(20.14)	-2.69%	
Roll-Off Solid Waste	521.46	349.14	318.12	276.15	258.53	250.15	232.04	260.95	239.93	176.74	(63.19)	-26.34%	
Commercial Recycling	150.18	259.90	230.89	256.07	250.96	308.19	351.04	326.81	328.93	322.06	(6.87)	-2.09%	
MFD Recycling	131.27	111.29	179.85	232.19	226.77	269.65	294.49	286.32	280.32	265.79	(14.53)	-5.18%	
Roll-Off Recycling	11.85	9.06	5.73	3.55	2.36	4.30	1.75	8.84	22.83	40.94	18.11	79.33%	
Commercial Organics	368.91	373.02	414.90	468.42	465.02	528.77	567.53	580.14	587.85	535.97	(51.88)	-8.83%	
MFD Organics	8.91	5.35	12.84	9.78	8.80	9.83	26.89	29.51	30.54	27.57	(2.97)	-9.72%	
Roll-Off Organics	55.84	140.73	113.63	132.42	144.27	146.02	170.79	128.44	121.18	106.51	(14.67)	-12.11%	
<b>SUBTOTAL - Disposed Tons</b>	<b>2,535.54</b>	<b>1,885.44</b>	<b>1,790.65</b>	<b>1,748.89</b>	<b>1,697.39</b>	<b>1,699.38</b>	<b>1,748.07</b>	<b>1,671.30</b>	<b>1,742.05</b>	<b>1,598.88</b>	<b>(143.17)</b>	<b>-8.22%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>726.96</b>	<b>899.35</b>	<b>957.84</b>	<b>1,102.43</b>	<b>1,098.18</b>	<b>1,266.76</b>	<b>1,412.49</b>	<b>1,360.06</b>	<b>1,371.65</b>	<b>1,298.84</b>	<b>(72.81)</b>	<b>-5.31%</b>	
<b>Residential</b>													
Residential Solid Waste	700.61	786.85	783.42	751.10	770.87	804.07	831.35	778.91	769.05	778.40	9.35	1.22%	
Residential Curbside Recycling	612.19	598.82	582.55	572.19	595.87	638.69	602.33	585.21	548.03	547.77	(0.26)	-0.05%	
Residential Curbside Organics	600.18	605.67	621.31	593.27	656.10	657.76	661.81	615.31	675.94	675.26	(0.68)	-0.10%	
<b>SUBTOTAL - Disposed Tons</b>	<b>700.61</b>	<b>786.85</b>	<b>783.42</b>	<b>751.10</b>	<b>770.87</b>	<b>804.07</b>	<b>831.35</b>	<b>778.91</b>	<b>769.05</b>	<b>778.40</b>	<b>9.35</b>	<b>1.22%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>1,212.37</b>	<b>1,204.49</b>	<b>1,203.86</b>	<b>1,165.46</b>	<b>1,251.97</b>	<b>1,296.45</b>	<b>1,264.14</b>	<b>1,200.52</b>	<b>1,223.97</b>	<b>1,223.03</b>	<b>(0.94)</b>	<b>-0.08%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>3,236.15</b>	<b>2,672.29</b>	<b>2,574.07</b>	<b>2,499.99</b>	<b>2,468.26</b>	<b>2,503.45</b>	<b>2,579.42</b>	<b>2,450.21</b>	<b>2,511.10</b>	<b>2,377.28</b>			
<b>TOTAL TONS DIVERTED</b>	<b>1,939.33</b>	<b>2,103.84</b>	<b>2,161.70</b>	<b>2,267.89</b>	<b>2,350.15</b>	<b>2,563.21</b>	<b>2,676.63</b>	<b>2,560.58</b>	<b>2,595.62</b>	<b>2,521.87</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>22.28%</b>	<b>32.30%</b>	<b>34.85%</b>	<b>38.66%</b>	<b>39.28%</b>	<b>42.71%</b>	<b>44.69%</b>	<b>44.87%</b>	<b>44.05%</b>	<b>44.82%</b>			
<b>MFD DIVERSION RATE</b>	<b>11.18%</b>	<b>15.62%</b>	<b>19.72%</b>	<b>23.70%</b>	<b>23.00%</b>	<b>26.24%</b>	<b>29.51%</b>	<b>30.50%</b>	<b>29.32%</b>	<b>28.69%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>63.38%</b>	<b>60.49%</b>	<b>60.58%</b>	<b>60.81%</b>	<b>61.89%</b>	<b>61.72%</b>	<b>60.33%</b>	<b>60.65%</b>	<b>61.41%</b>	<b>61.11%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>37.47%</b>	<b>44.05%</b>	<b>45.65%</b>	<b>47.57%</b>	<b>48.77%</b>	<b>50.59%</b>	<b>50.92%</b>	<b>51.10%</b>	<b>50.83%</b>	<b>51.48%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>HILLSBOROUGH</b>								
<b>Commercial</b>								
Commercial Solid Waste	20.16	20.61	16.87	57.64	0.00	0.00	0.00	57.64
Commercial Recycling	15.20	22.52	13.33	51.05	0.00	0.00	0.00	51.05
Commercial Organics	16.89	6.98	27.26	51.13	0.00	0.00	0.00	51.13
Subtotal - Disposed	20.16	20.61	16.87	57.64	0.00	0.00	0.00	57.64
Subtotal - Diverted	32.09	29.50	40.59	102.18	0.00	0.00	0.00	102.18
Diversion Rate	61.42%	58.87%	70.64%	63.93%	0.00%	0.00%	0.00%	63.93%
<b>MFD</b>								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	203.22	177.89	211.40	592.51	0.00	0.00	0.00	592.51
Residential Curbside Recycling	162.41	133.06	173.09	468.56	0.00	0.00	0.00	468.56
Residential Curbside Organics	452.05	338.36	398.58	1,188.99	0.00	0.00	0.00	1,188.99
Subtotal - Disposed	203.22	177.89	211.40	592.51	0.00	0.00	0.00	592.51
Subtotal - Diverted	614.46	471.42	571.67	1,657.55	0.00	0.00	0.00	1,657.55
Diversion Rate	75.15%	72.60%	73.00%	73.67%	0.00%	0.00%	0.00%	73.67%
<b>Total Disposed</b>	<b>223.38</b>	<b>198.50</b>	<b>228.27</b>	<b>650.15</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>650.15</b>
<b>Total Diverted</b>	<b>646.55</b>	<b>500.92</b>	<b>612.26</b>	<b>1,759.73</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,759.73</b>
<b>Total Diversion Rate</b>	<b>74.32%</b>	<b>71.62%</b>	<b>72.84%</b>	<b>73.02%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>73.02%</b>
Single-Family Measured Diversion Rate	75.15%	72.60%	73.00%	73.67%	0.00%	0.00%	0.00%	73.67%
Commercial Measured Diversion Rate	61.42%	58.87%	70.64%	63.93%	0.00%	0.00%	0.00%	63.93%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	74.32%	71.62%	72.84%	73.02%	0.00%	0.00%	0.00%	73.02%

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2019 -</u>	<u>2019 -</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2020 Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>Hillsborough</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	158.19	86.94	86.76	53.64	87.01	93.70	91.61	69.12	55.26	57.64	2.38	4.31%	
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Roll-Off Solid Waste	5.24	1.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Recycling	240.28	38.57	82.16	35.34	89.48	155.02	63.97	76.02	175.46	51.05	(124.41)	-70.91%	
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Roll-Off Recycling	0.00	10.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	77.05	54.09	68.47	74.99	87.08	114.03	146.39	99.82	55.99	51.13	(4.86)	-8.68%	
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
<b>SUBTOTAL - Disposed Tons</b>	<b>163.43</b>	<b>88.74</b>	<b>86.76</b>	<b>53.64</b>	<b>87.01</b>	<b>93.70</b>	<b>91.61</b>	<b>69.12</b>	<b>55.26</b>	<b>57.64</b>	<b>2.38</b>	<b>4.31%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>324.87</b>	<b>108.50</b>	<b>150.63</b>	<b>110.33</b>	<b>176.56</b>	<b>269.05</b>	<b>210.36</b>	<b>175.84</b>	<b>231.45</b>	<b>102.18</b>	<b>(129.27)</b>	<b>-55.85%</b>	
<b>Residential</b>													
Residential Solid Waste	883.62	595.95	540.11	538.19	552.77	574.74	593.99	563.59	601.22	592.51	(8.71)	-1.45%	
Residential Curbside Recycling	764.72	448.19	465.30	473.61	466.03	492.81	485.82	480.90	466.36	468.56	2.20	0.47%	
Residential Curbside Organics	873.87	1,014.87	993.76	1,010.93	1,101.63	1,140.09	1,221.79	1,165.87	1,192.68	1,188.99	(3.69)	-0.31%	
<b>SUBTOTAL - Disposed Tons</b>	<b>883.62</b>	<b>595.95</b>	<b>540.11</b>	<b>538.19</b>	<b>552.77</b>	<b>574.74</b>	<b>593.99</b>	<b>563.59</b>	<b>601.22</b>	<b>592.51</b>	<b>(8.71)</b>	<b>-1.45%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>1,638.59</b>	<b>1,463.06</b>	<b>1,459.06</b>	<b>1,484.54</b>	<b>1,567.66</b>	<b>1,632.90</b>	<b>1,707.61</b>	<b>1,646.77</b>	<b>1,659.04</b>	<b>1,657.55</b>	<b>(1.49)</b>	<b>-0.09%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>1,047.05</b>	<b>684.69</b>	<b>626.87</b>	<b>591.83</b>	<b>639.78</b>	<b>668.44</b>	<b>685.60</b>	<b>632.71</b>	<b>656.48</b>	<b>650.15</b>			
<b>TOTAL TONS DIVERTED</b>	<b>1,963.46</b>	<b>1,571.56</b>	<b>1,609.69</b>	<b>1,594.87</b>	<b>1,744.22</b>	<b>1,901.95</b>	<b>1,917.97</b>	<b>1,822.61</b>	<b>1,890.49</b>	<b>1,759.73</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>66.53%</b>	<b>55.01%</b>	<b>63.45%</b>	<b>67.29%</b>	<b>66.99%</b>	<b>74.17%</b>	<b>69.66%</b>	<b>71.78%</b>	<b>80.73%</b>	<b>63.93%</b>			
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>64.97%</b>	<b>71.06%</b>	<b>72.98%</b>	<b>73.39%</b>	<b>73.93%</b>	<b>73.97%</b>	<b>74.19%</b>	<b>74.50%</b>	<b>73.40%</b>	<b>73.67%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>65.22%</b>	<b>69.65%</b>	<b>71.97%</b>	<b>72.94%</b>	<b>73.16%</b>	<b>73.99%</b>	<b>73.67%</b>	<b>74.23%</b>	<b>74.23%</b>	<b>73.02%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>MENLO PARK</b>								
<b>Commercial</b>								
Commercial Solid Waste	782.37	704.58	649.81	2,136.76	0.00	0.00	0.00	2,136.76
Commercial Recycling	294.02	276.89	237.86	808.77	0.00	0.00	0.00	808.77
Commercial Organics	666.61	602.95	388.93	1,658.49	0.00	0.00	0.00	1,658.49
Subtotal - Disposed	782.37	704.58	649.81	2,136.76	0.00	0.00	0.00	2,136.76
Subtotal - Diverted	960.63	879.84	626.79	2,467.26	0.00	0.00	0.00	2,467.26
Diversion Rate	55.11%	55.53%	49.10%	53.59%	0.00%	0.00%	0.00%	53.59%
<b>MFD</b>								
MFD Solid Waste	200.32	178.46	189.64	568.42	0.00	0.00	0.00	568.42
MFD Recycling	74.57	64.27	65.68	204.52	0.00	0.00	0.00	204.52
MFD Organics	13.16	10.97	10.70	34.83	0.00	0.00	0.00	34.83
Subtotal - Disposed	200.32	178.46	189.64	568.42	0.00	0.00	0.00	568.42
Subtotal - Diverted	87.73	75.24	76.38	239.35	0.00	0.00	0.00	239.35
Diversion Rate	30.46%	29.66%	28.71%	29.63%	0.00%	0.00%	0.00%	29.63%
<b>Roll-Off</b>								
Roll-Off Solid Waste	45.36	39.95	38.60	123.91	0.00	0.00	0.00	123.91
Roll-Off Recycling	100.75	85.64	61.10	247.49	0.00	0.00	0.00	247.49
Roll-Off Organics	104.46	89.30	59.62	253.38	0.00	0.00	0.00	253.38
Subtotal - Disposed	45.36	39.95	38.60	123.91	0.00	0.00	0.00	123.91
Subtotal - Diverted	205.21	174.94	120.72	500.87	0.00	0.00	0.00	500.87
Diversion Rate	81.90%	81.41%	75.77%	80.17%	0.00%	0.00%	0.00%	80.17%
<b>Residential</b>								
Residential Solid Waste	365.96	334.98	361.72	1,062.66	0.00	0.00	0.00	1,062.66
Residential Curbside Recycling	298.93	230.05	288.18	817.16	0.00	0.00	0.00	817.16
Residential Curbside Organics	723.78	548.80	577.11	1,849.69	0.00	0.00	0.00	1,849.69
Subtotal - Disposed	365.96	334.98	361.72	1,062.66	0.00	0.00	0.00	1,062.66
Subtotal - Diverted	1,022.71	778.85	865.29	2,666.85	0.00	0.00	0.00	2,666.85
Diversion Rate	73.65%	69.93%	70.52%	71.51%	0.00%	0.00%	0.00%	71.51%
<b>Total Disposed</b>	<b>1,394.01</b>	<b>1,257.97</b>	<b>1,239.77</b>	<b>3,891.75</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3,891.75</b>
<b>Total Diverted</b>	<b>2,276.28</b>	<b>1,908.87</b>	<b>1,689.18</b>	<b>5,874.33</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5,874.33</b>
<b>Total Diversion Rate</b>	<b>62.02%</b>	<b>60.28%</b>	<b>57.67%</b>	<b>60.15%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>60.15%</b>
Single-Family Measured Diversion Rate	73.65%	69.93%	70.52%	71.51%	0.00%	0.00%	0.00%	71.51%
Commercial Measured Diversion Rate	54.94%	55.04%	48.41%	53.13%	0.00%	0.00%	0.00%	53.13%
MFD Measured Diversion Rate	30.46%	29.66%	28.71%	29.63%	0.00%	0.00%	0.00%	29.63%
Overall Measured Diversion Rate	62.02%	60.28%	57.67%	60.15%	0.00%	0.00%	0.00%	60.15%

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2019 -	2019 -
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons	Incr/(Decr)	% Change
<b>Menlo Park</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	2,905.71	2,619.44	2,282.63	2,240.47	2,351.95	2,393.10	2,480.26	2,444.19	2,462.37	2,136.76	(325.61)	-13.22%	
MFD Solid Waste	701.22	393.83	519.64	516.07	551.97	571.73	554.41	563.05	554.05	568.42	14.37	2.59%	
Roll-Off Solid Waste	168.84	154.75	109.89	96.33	123.09	123.52	136.20	203.51	167.71	123.91	(43.80)	-26.12%	
Commercial Recycling	467.61	628.12	675.80	698.49	724.44	836.21	920.04	988.37	993.00	808.77	(184.23)	-18.55%	
MFD Recycling	122.46	110.25	178.41	179.45	189.67	210.09	210.82	204.92	202.28	204.52	2.24	1.11%	
Roll-Off Recycling	186.70	79.66	84.93	172.11	226.69	187.55	214.26	294.67	314.09	247.49	(66.60)	-21.20%	
Commercial Organics	904.72	825.84	1,015.69	1,001.96	1,059.94	1,454.63	1,771.94	1,886.35	2,078.86	1,658.49	(420.37)	-20.22%	
MFD Organics	31.57	15.44	27.26	28.83	28.77	31.13	32.48	38.20	38.73	34.83	(3.90)	-10.07%	
Roll-Off Organics	49.94	172.66	92.61	45.93	42.83	109.79	53.16	144.24	383.78	253.38	(130.40)	-33.98%	
<b>SUBTOTAL - Disposed Tons</b>	<b>3,775.77</b>	<b>3,168.02</b>	<b>2,912.16</b>	<b>2,852.87</b>	<b>3,027.01</b>	<b>3,088.35</b>	<b>3,170.87</b>	<b>3,210.75</b>	<b>3,184.13</b>	<b>2,829.09</b>	<b>(355.04)</b>	<b>-11.15%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>1,763.00</b>	<b>1,831.97</b>	<b>2,074.70</b>	<b>2,126.77</b>	<b>2,272.34</b>	<b>2,829.40</b>	<b>3,202.70</b>	<b>3,556.75</b>	<b>4,010.74</b>	<b>3,207.48</b>	<b>(803.26)</b>	<b>-20.03%</b>	
<b>Residential</b>													
Residential Solid Waste	1,077.72	1,067.99	1,050.43	1,053.85	1,084.18	1,116.50	1,126.60	1,074.19	1,046.19	1,062.66	16.47	1.57%	
Residential Curbside Recycling	886.89	879.68	876.85	863.73	892.45	899.91	906.80	881.83	844.48	817.16	(27.32)	-3.24%	
Residential Curbside Organics	1,995.88	1,890.37	1,812.50	1,775.57	1,834.62	1,999.13	2,032.33	1,863.64	2,026.18	1,849.69	(176.49)	-8.71%	
<b>SUBTOTAL - Disposed Tons</b>	<b>1,077.72</b>	<b>1,067.99</b>	<b>1,050.43</b>	<b>1,053.85</b>	<b>1,084.18</b>	<b>1,116.50</b>	<b>1,126.60</b>	<b>1,074.19</b>	<b>1,046.19</b>	<b>1,062.66</b>	<b>16.47</b>	<b>1.57%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>2,882.77</b>	<b>2,770.05</b>	<b>2,689.35</b>	<b>2,639.30</b>	<b>2,727.07</b>	<b>2,899.04</b>	<b>2,939.13</b>	<b>2,745.47</b>	<b>2,870.66</b>	<b>2,666.85</b>	<b>(203.81)</b>	<b>-7.10%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>4,853.49</b>	<b>4,236.01</b>	<b>3,962.59</b>	<b>3,906.72</b>	<b>4,111.19</b>	<b>4,204.85</b>	<b>4,297.47</b>	<b>4,284.94</b>	<b>4,230.32</b>	<b>3,891.75</b>			
<b>TOTAL TONS DIVERTED</b>	<b>4,645.77</b>	<b>4,602.02</b>	<b>4,764.05</b>	<b>4,766.07</b>	<b>4,999.41</b>	<b>5,728.44</b>	<b>6,141.83</b>	<b>6,302.22</b>	<b>6,881.40</b>	<b>5,874.33</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>31.83%</b>	<b>36.64%</b>	<b>41.60%</b>	<b>42.71%</b>	<b>42.88%</b>	<b>47.81%</b>	<b>50.25%</b>	<b>52.56%</b>	<b>55.74%</b>	<b>53.13%</b>			
<b>MFD DIVERSION RATE</b>	<b>18.01%</b>	<b>24.19%</b>	<b>28.36%</b>	<b>28.75%</b>	<b>28.35%</b>	<b>29.67%</b>	<b>30.50%</b>	<b>30.16%</b>	<b>30.31%</b>	<b>29.63%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>72.79%</b>	<b>72.17%</b>	<b>71.91%</b>	<b>71.46%</b>	<b>71.55%</b>	<b>72.20%</b>	<b>72.29%</b>	<b>71.88%</b>	<b>73.29%</b>	<b>71.51%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>48.91%</b>	<b>52.07%</b>	<b>54.59%</b>	<b>54.95%</b>	<b>54.87%</b>	<b>57.67%</b>	<b>58.83%</b>	<b>59.53%</b>	<b>61.93%</b>	<b>60.15%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>NORTH FAIR OAKS</b>								
<b>Commercial</b>								
Commercial Solid Waste	171.78	155.06	155.48	482.32	0.00	0.00	0.00	482.32
Commercial Recycling	64.90	55.21	53.80	173.91	0.00	0.00	0.00	173.91
Commercial Organics	42.52	42.42	28.32	113.26	0.00	0.00	0.00	113.26
Subtotal - Disposed	171.78	155.06	155.48	482.32	0.00	0.00	0.00	482.32
Subtotal - Diverted	107.42	97.63	82.12	287.17	0.00	0.00	0.00	287.17
Diversion Rate	38.47%	38.64%	34.56%	37.32%	0.00%	0.00%	0.00%	37.32%
<b>MFD</b>								
MFD Solid Waste	78.93	68.04	73.02	219.99	0.00	0.00	0.00	219.99
MFD Recycling	12.91	10.98	12.20	36.09	0.00	0.00	0.00	36.09
MFD Organics	1.87	1.65	1.50	5.02	0.00	0.00	0.00	5.02
Subtotal - Disposed	78.93	68.04	73.02	219.99	0.00	0.00	0.00	219.99
Subtotal - Diverted	14.78	12.63	13.70	41.11	0.00	0.00	0.00	41.11
Diversion Rate	15.77%	15.66%	15.80%	15.74%	0.00%	0.00%	0.00%	15.74%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	2.00	0.87	2.87	0.00	0.00	0.00	2.87
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	2.00	0.87	2.87	0.00	0.00	0.00	2.87
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	237.96	224.42	250.23	712.61	0.00	0.00	0.00	712.61
Residential Curbside Recycling	97.63	78.58	106.07	282.28	0.00	0.00	0.00	282.28
Residential Curbside Organics	182.67	157.13	167.71	507.51	0.00	0.00	0.00	507.51
Subtotal - Disposed	237.96	224.42	250.23	712.61	0.00	0.00	0.00	712.61
Subtotal - Diverted	280.30	235.71	273.78	789.79	0.00	0.00	0.00	789.79
Diversion Rate	54.08%	51.23%	52.25%	52.57%	0.00%	0.00%	0.00%	52.57%
<b>Total Disposed</b>	<b>488.67</b>	<b>449.52</b>	<b>479.60</b>	<b>1,417.79</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,417.79</b>
<b>Total Diverted</b>	<b>402.50</b>	<b>345.97</b>	<b>369.60</b>	<b>1,118.07</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,118.07</b>
<b>Total Diversion Rate</b>	<b>45.17%</b>	<b>43.49%</b>	<b>43.52%</b>	<b>44.09%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>44.09%</b>
Single-Family Measured Diversion Rate	54.08%	51.23%	52.25%	52.57%	0.00%	0.00%	0.00%	52.57%
Commercial Measured Diversion Rate	32.77%	32.88%	29.47%	31.77%	0.00%	0.00%	0.00%	31.77%
MFD Measured Diversion Rate	15.77%	15.66%	15.80%	15.74%	0.00%	0.00%	0.00%	15.74%
Overall Measured Diversion Rate	45.17%	43.49%	43.52%	44.09%	0.00%	0.00%	0.00%	44.09%

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2019 -	2019 -
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>North Fair Oaks</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	400.61	536.35	486.22	482.90	509.19	530.68	533.53	499.10	517.88	482.32	(35.56)	-6.87%	
MFD Solid Waste	181.89	150.27	212.95	242.46	245.53	249.16	247.17	226.58	235.51	219.99	(15.52)	-6.59%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.47	3.01	2.87	(0.14)	-4.65%	
Commercial Recycling	109.32	122.94	123.66	138.46	148.20	174.07	197.49	191.30	215.40	173.91	(41.49)	-19.26%	
MFD Recycling	26.17	18.50	28.96	28.25	31.41	37.30	39.80	39.22	43.56	36.09	(7.47)	-17.15%	
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	87.76	87.11	85.52	93.85	123.65	125.35	110.19	98.53	96.17	113.26	17.09	17.77%	
MFD Organics	0.72	0.26	0.40	0.30	0.61	1.92	4.14	3.61	4.16	5.02	0.86	20.67%	
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
<b>SUBTOTAL - Disposed Tons</b>	<b>582.50</b>	<b>686.62</b>	<b>699.17</b>	<b>725.36</b>	<b>754.72</b>	<b>779.84</b>	<b>780.70</b>	<b>728.15</b>	<b>756.40</b>	<b>705.18</b>	<b>(51.22)</b>	<b>-6.77%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>223.97</b>	<b>228.81</b>	<b>238.54</b>	<b>260.86</b>	<b>303.87</b>	<b>338.64</b>	<b>351.62</b>	<b>332.66</b>	<b>359.29</b>	<b>328.28</b>	<b>(31.01)</b>	<b>-8.63%</b>	
<b>Residential</b>													
Residential Solid Waste	586.08	634.02	675.33	693.26	692.92	760.19	752.50	737.90	733.43	712.61	(20.82)	-2.84%	
Residential Curbside Recycling	236.37	268.89	277.26	283.65	279.57	298.98	308.34	291.58	310.73	282.28	(28.45)	-9.16%	
Residential Curbside Organics	482.75	442.36	478.76	464.01	496.68	524.85	515.40	473.41	488.28	507.51	19.23	3.94%	
<b>SUBTOTAL - Disposed Tons</b>	<b>586.08</b>	<b>634.02</b>	<b>675.33</b>	<b>693.26</b>	<b>692.92</b>	<b>760.19</b>	<b>752.50</b>	<b>737.90</b>	<b>733.43</b>	<b>712.61</b>	<b>(20.82)</b>	<b>-2.84%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>719.12</b>	<b>711.25</b>	<b>756.02</b>	<b>747.66</b>	<b>776.25</b>	<b>823.83</b>	<b>823.74</b>	<b>764.99</b>	<b>799.01</b>	<b>789.79</b>	<b>(9.22)</b>	<b>-1.15%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>1,168.58</b>	<b>1,320.64</b>	<b>1,374.50</b>	<b>1,418.62</b>	<b>1,447.64</b>	<b>1,540.03</b>	<b>1,533.20</b>	<b>1,466.05</b>	<b>1,489.83</b>	<b>1,417.79</b>			
<b>TOTAL TONS DIVERTED</b>	<b>943.09</b>	<b>940.06</b>	<b>994.56</b>	<b>1,008.52</b>	<b>1,080.12</b>	<b>1,162.47</b>	<b>1,175.36</b>	<b>1,097.65</b>	<b>1,158.30</b>	<b>1,118.07</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>27.77%</b>	<b>24.99%</b>	<b>25.44%</b>	<b>26.45%</b>	<b>28.71%</b>	<b>30.28%</b>	<b>31.05%</b>	<b>31.36%</b>	<b>32.20%</b>	<b>31.77%</b>			
<b>MFD DIVERSION RATE</b>	<b>12.88%</b>	<b>11.10%</b>	<b>12.12%</b>	<b>10.53%</b>	<b>11.54%</b>	<b>13.60%</b>	<b>15.09%</b>	<b>15.90%</b>	<b>16.85%</b>	<b>15.74%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>55.10%</b>	<b>52.87%</b>	<b>52.82%</b>	<b>51.89%</b>	<b>52.84%</b>	<b>52.01%</b>	<b>52.26%</b>	<b>50.90%</b>	<b>52.14%</b>	<b>52.57%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>44.66%</b>	<b>41.58%</b>	<b>41.98%</b>	<b>41.55%</b>	<b>42.73%</b>	<b>43.01%</b>	<b>43.39%</b>	<b>42.82%</b>	<b>43.74%</b>	<b>44.09%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>REDWOOD CITY</b>								
<b>Commercial</b>								
Commercial Solid Waste	1,363.63	1,207.17	1,149.09	3,719.89	0.00	0.00	0.00	3,719.89
Commercial Recycling	430.21	386.18	344.05	1,160.44	0.00	0.00	0.00	1,160.44
Commercial Organics	362.96	352.14	286.66	1,001.76	0.00	0.00	0.00	1,001.76
Subtotal - Disposed	1,363.63	1,207.17	1,149.09	3,719.89	0.00	0.00	0.00	3,719.89
Subtotal - Diverted	793.17	738.32	630.71	2,162.20	0.00	0.00	0.00	2,162.20
Diversion Rate	36.78%	37.95%	35.44%	36.76%	0.00%	0.00%	0.00%	36.76%
<b>MFD</b>								
MFD Solid Waste	593.41	527.82	573.46	1,694.69	0.00	0.00	0.00	1,694.69
MFD Recycling	155.91	133.69	140.03	429.63	0.00	0.00	0.00	429.63
MFD Organics	10.65	9.33	9.40	29.38	0.00	0.00	0.00	29.38
Subtotal - Disposed	593.41	527.82	573.46	1,694.69	0.00	0.00	0.00	1,694.69
Subtotal - Diverted	166.56	143.02	149.43	459.01	0.00	0.00	0.00	459.01
Diversion Rate	21.92%	21.32%	20.67%	21.31%	0.00%	0.00%	0.00%	21.31%
<b>Roll-Off</b>								
Roll-Off Solid Waste	303.00	257.32	239.58	799.90	0.00	0.00	0.00	799.90
Roll-Off Recycling	25.19	35.25	28.00	88.44	0.00	0.00	0.00	88.44
Roll-Off Organics	69.36	68.42	71.19	208.97	0.00	0.00	0.00	208.97
Subtotal - Disposed	303.00	257.32	239.58	799.90	0.00	0.00	0.00	799.90
Subtotal - Diverted	94.55	103.67	99.19	297.41	0.00	0.00	0.00	297.41
Diversion Rate	23.78%	28.72%	29.28%	27.10%	0.00%	0.00%	0.00%	27.10%
<b>Residential</b>								
Residential Solid Waste	837.53	783.52	879.25	2,500.30	0.00	0.00	0.00	2,500.30
Residential Curbside Recycling	619.41	515.92	652.50	1,787.83	0.00	0.00	0.00	1,787.83
Residential Curbside Organics	1,044.41	864.27	936.87	2,845.55	0.00	0.00	0.00	2,845.55
Subtotal - Disposed	837.53	783.52	879.25	2,500.30	0.00	0.00	0.00	2,500.30
Subtotal - Diverted	1,663.82	1,380.19	1,589.37	4,633.38	0.00	0.00	0.00	4,633.38
Diversion Rate	66.52%	63.79%	64.38%	64.95%	0.00%	0.00%	0.00%	64.95%
<b>Total Disposed</b>	<b>3,097.57</b>	<b>2,775.83</b>	<b>2,841.38</b>	<b>8,714.78</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>8,714.78</b>
<b>Total Diverted</b>	<b>2,718.10</b>	<b>2,365.20</b>	<b>2,468.70</b>	<b>7,552.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>7,552.00</b>
<b>Total Diversion Rate</b>	<b>46.74%</b>	<b>46.01%</b>	<b>46.49%</b>	<b>46.43%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>46.43%</b>
Single-Family Measured Diversion Rate	66.52%	63.79%	64.38%	64.95%	0.00%	0.00%	0.00%	64.95%
Commercial Measured Diversion Rate	31.81%	33.08%	30.95%	31.96%	0.00%	0.00%	0.00%	31.96%
MFD Measured Diversion Rate	21.92%	21.32%	20.67%	21.31%	0.00%	0.00%	0.00%	21.31%
Overall Measured Diversion Rate	46.74%	46.01%	46.49%	46.43%	0.00%	0.00%	0.00%	46.43%



**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2019 -</u>	<u>2019 -</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>Redwood City</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	3,382.71	4,170.51	3,675.35	3,837.33	4,004.53	4,202.21	4,305.50	4,101.45	4,015.35	3,719.89	(295.46)	-7.36%	
MFD Solid Waste	1,838.60	1,485.84	1,893.97	1,757.19	1,733.64	1,910.42	1,950.00	1,822.59	1,833.95	1,694.69	(139.26)	-7.59%	
Roll-Off Solid Waste	929.18	1,095.98	941.47	956.79	986.75	959.63	952.53	949.63	904.78	799.90	(104.88)	-11.59%	
Commercial Recycling	732.47	934.54	851.02	938.56	1,031.21	1,255.96	1,366.64	1,310.35	1,357.04	1,160.44	(196.60)	-14.49%	
MFD Recycling	281.54	204.75	328.54	324.46	321.00	413.84	460.18	456.35	478.17	429.63	(48.54)	-10.15%	
Roll-Off Recycling	20.04	35.55	33.26	51.30	95.11	86.64	102.87	98.39	102.17	88.44	(13.74)	-13.44%	
Commercial Organics	614.57	595.97	750.07	878.49	1,012.29	1,203.89	1,124.76	1,016.42	1,035.18	1,001.76	(33.42)	-3.23%	
MFD Organics	31.68	21.54	29.69	28.25	25.74	28.68	37.83	35.73	28.63	29.38	0.75	2.62%	
Roll-Off Organics	147.73	262.46	127.52	166.79	154.88	162.83	201.31	213.81	206.54	208.97	2.43	1.18%	
<b>SUBTOTAL - Disposed Tons</b>	<b>6,150.49</b>	<b>6,752.33</b>	<b>6,510.79</b>	<b>6,551.31</b>	<b>6,724.92</b>	<b>7,072.26</b>	<b>7,208.03</b>	<b>6,873.67</b>	<b>6,754.08</b>	<b>6,214.48</b>	<b>(539.60)</b>	<b>-7.99%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>1,828.03</b>	<b>2,054.81</b>	<b>2,120.10</b>	<b>2,387.85</b>	<b>2,640.23</b>	<b>3,151.84</b>	<b>3,293.59</b>	<b>3,131.05</b>	<b>3,207.73</b>	<b>2,918.62</b>	<b>(289.12)</b>	<b>-9.01%</b>	
<b>Residential</b>													
Residential Solid Waste	2,713.04	2,516.21	2,469.11	2,407.79	2,459.46	2,545.94	2,589.68	2,509.10	2,493.83	2,500.30	6.47	0.26%	
Residential Curbside Recycling	1,740.35	1,729.46	1,797.68	1,855.94	1,867.51	1,922.81	1,975.93	1,906.65	1,858.29	1,787.83	(70.46)	-3.79%	
Residential Curbside Organics	2,701.68	2,621.64	2,829.54	2,731.84	3,040.84	3,100.41	3,109.91	2,847.77	2,952.40	2,845.55	(106.85)	-3.62%	
<b>SUBTOTAL - Disposed Tons</b>	<b>2,713.04</b>	<b>2,516.21</b>	<b>2,469.11</b>	<b>2,407.79</b>	<b>2,459.46</b>	<b>2,545.94</b>	<b>2,589.68</b>	<b>2,509.10</b>	<b>2,493.83</b>	<b>2,500.30</b>	<b>6.47</b>	<b>0.26%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>4,442.03</b>	<b>4,351.10</b>	<b>4,627.22</b>	<b>4,587.78</b>	<b>4,908.35</b>	<b>5,023.22</b>	<b>5,085.84</b>	<b>4,754.42</b>	<b>4,810.69</b>	<b>4,633.38</b>	<b>(177.31)</b>	<b>-3.69%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>8,863.53</b>	<b>9,268.54</b>	<b>8,979.90</b>	<b>8,959.10</b>	<b>9,184.38</b>	<b>9,618.20</b>	<b>9,797.71</b>	<b>9,382.77</b>	<b>9,247.91</b>	<b>8,714.78</b>			
<b>TOTAL TONS DIVERTED</b>	<b>6,270.06</b>	<b>6,405.91</b>	<b>6,747.32</b>	<b>6,975.63</b>	<b>7,548.58</b>	<b>8,175.06</b>	<b>8,379.43</b>	<b>7,885.47</b>	<b>8,018.42</b>	<b>7,552.00</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>22.91%</b>	<b>23.33%</b>	<b>24.56%</b>	<b>26.71%</b>	<b>28.19%</b>	<b>30.83%</b>	<b>31.36%</b>	<b>31.30%</b>	<b>32.20%</b>	<b>31.96%</b>			
<b>MFD DIVERSION RATE</b>	<b>14.56%</b>	<b>13.22%</b>	<b>15.91%</b>	<b>16.72%</b>	<b>16.67%</b>	<b>18.81%</b>	<b>20.34%</b>	<b>21.26%</b>	<b>21.65%</b>	<b>21.31%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>62.08%</b>	<b>63.36%</b>	<b>65.21%</b>	<b>65.58%</b>	<b>66.62%</b>	<b>66.36%</b>	<b>66.26%</b>	<b>65.46%</b>	<b>65.86%</b>	<b>64.95%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>41.43%</b>	<b>40.87%</b>	<b>42.90%</b>	<b>43.78%</b>	<b>45.11%</b>	<b>45.94%</b>	<b>46.10%</b>	<b>45.66%</b>	<b>46.44%</b>	<b>46.43%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN CARLOS</b>								
<b>Commercial</b>								
Commercial Solid Waste	509.07	445.22	423.50	1,377.79	0.00	0.00	0.00	1,377.79
Commercial Recycling	216.88	189.11	183.63	589.62	0.00	0.00	0.00	589.62
Commercial Organics	164.46	139.09	101.14	404.69	0.00	0.00	0.00	404.69
Subtotal - Disposed	509.07	445.22	423.50	1,377.79	0.00	0.00	0.00	1,377.79
Subtotal - Diverted	381.34	328.20	284.77	994.31	0.00	0.00	0.00	994.31
Diversion Rate	42.83%	42.43%	40.21%	41.92%	0.00%	0.00%	0.00%	41.92%
<b>MFD</b>								
MFD Solid Waste	136.15	119.87	130.00	386.02	0.00	0.00	0.00	386.02
MFD Recycling	47.40	39.81	42.55	129.76	0.00	0.00	0.00	129.76
MFD Organics	11.18	9.58	8.30	29.06	0.00	0.00	0.00	29.06
Subtotal - Disposed	136.15	119.87	130.00	386.02	0.00	0.00	0.00	386.02
Subtotal - Diverted	58.58	49.39	50.85	158.82	0.00	0.00	0.00	158.82
Diversion Rate	30.08%	29.18%	28.12%	29.15%	0.00%	0.00%	0.00%	29.15%
<b>Roll-Off</b>								
Roll-Off Solid Waste	55.92	43.24	51.14	150.30	0.00	0.00	0.00	150.30
Roll-Off Recycling	18.57	17.57	18.31	54.45	0.00	0.00	0.00	54.45
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	55.92	43.24	51.14	150.30	0.00	0.00	0.00	150.30
Subtotal - Diverted	18.57	17.57	18.31	54.45	0.00	0.00	0.00	54.45
Diversion Rate	24.93%	28.89%	26.36%	26.59%	0.00%	0.00%	0.00%	26.59%
<b>Residential</b>								
Residential Solid Waste	385.80	330.57	368.21	1,084.58	0.00	0.00	0.00	1,084.58
Residential Curbside Recycling	342.25	255.32	297.41	894.98	0.00	0.00	0.00	894.98
Residential Curbside Organics	511.83	416.12	445.64	1,373.59	0.00	0.00	0.00	1,373.59
Subtotal - Disposed	385.80	330.57	368.21	1,084.58	0.00	0.00	0.00	1,084.58
Subtotal - Diverted	854.08	671.44	743.05	2,268.57	0.00	0.00	0.00	2,268.57
Diversion Rate	68.88%	67.01%	66.87%	67.65%	0.00%	0.00%	0.00%	67.65%
<b>Total Disposed</b>	<b>1,086.94</b>	<b>938.90</b>	<b>972.85</b>	<b>2,998.69</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,998.69</b>
<b>Total Diverted</b>	<b>1,312.57</b>	<b>1,066.60</b>	<b>1,096.98</b>	<b>3,476.15</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3,476.15</b>
<b>Total Diversion Rate</b>	<b>54.70%</b>	<b>53.18%</b>	<b>53.00%</b>	<b>53.69%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>53.69%</b>
Single-Family Measured Diversion Rate	68.88%	67.01%	66.87%	67.65%	0.00%	0.00%	0.00%	67.65%
Commercial Measured Diversion Rate	39.54%	39.38%	36.92%	38.68%	0.00%	0.00%	0.00%	38.68%
MFD Measured Diversion Rate	30.08%	29.18%	28.12%	29.15%	0.00%	0.00%	0.00%	29.15%
Overall Measured Diversion Rate	54.70%	53.18%	53.00%	53.69%	0.00%	0.00%	0.00%	53.69%

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2019 -</u>	<u>2019 -</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>San Carlos</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	1,562.89	1,530.45	1,454.09	1,517.07	1,572.09	1,535.16	1,617.22	1,448.33	1,504.61	1,377.79	(126.82)	-8.43%	
MFD Solid Waste	451.33	292.74	397.98	390.34	379.82	395.31	432.19	411.57	413.78	386.02	(27.76)	-6.71%	
Roll-Off Solid Waste	390.26	277.32	199.74	197.99	212.49	232.26	209.34	181.31	175.79	150.30	(25.49)	-14.50%	
Commercial Recycling	377.86	425.67	431.88	495.41	492.14	558.99	546.93	523.56	604.12	589.62	(14.50)	-2.40%	
MFD Recycling	97.30	64.90	106.28	116.72	115.57	124.11	128.37	122.43	122.97	129.76	6.79	5.52%	
Roll-Off Recycling	68.09	52.30	26.39	32.21	55.18	29.89	58.91	49.79	50.81	54.45	3.64	7.16%	
Commercial Organics	147.91	193.53	191.03	223.33	281.92	366.84	448.22	446.91	447.77	404.69	(43.08)	-9.62%	
MFD Organics	18.67	10.77	14.16	29.05	29.23	30.30	27.63	28.04	31.67	29.06	(2.61)	-8.24%	
Roll-Off Organics	38.86	2.13	9.28	2.29	0.00	0.00	0.00	0.00	3.40	0.00	(3.40)	-100.00%	
<b>SUBTOTAL - Disposed Tons</b>	<b>2,404.48</b>	<b>2,100.51</b>	<b>2,051.81</b>	<b>2,105.40</b>	<b>2,164.40</b>	<b>2,162.73</b>	<b>2,258.75</b>	<b>2,041.21</b>	<b>2,094.18</b>	<b>1,914.11</b>	<b>(180.07)</b>	<b>-8.60%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>748.69</b>	<b>749.30</b>	<b>779.02</b>	<b>899.01</b>	<b>974.04</b>	<b>1,110.13</b>	<b>1,210.06</b>	<b>1,170.73</b>	<b>1,260.74</b>	<b>1,207.58</b>	<b>(53.16)</b>	<b>-4.22%</b>	
<b>Residential</b>													
Residential Solid Waste	1,166.48	1,097.79	1,053.28	1,073.81	1,057.20	1,088.69	1,130.25	1,085.73	1,107.07	1,084.58	(22.49)	-2.03%	
Residential Curbside Recycling	979.01	949.67	962.58	952.62	943.76	973.76	975.00	889.53	910.12	894.98	(15.14)	-1.66%	
Residential Curbside Organics	1,347.55	1,357.71	1,378.24	1,348.83	1,471.37	1,476.05	1,546.19	1,356.64	1,451.20	1,373.59	(77.61)	-5.35%	
<b>SUBTOTAL - Disposed Tons</b>	<b>1,166.48</b>	<b>1,097.79</b>	<b>1,053.28</b>	<b>1,073.81</b>	<b>1,057.20</b>	<b>1,088.69</b>	<b>1,130.25</b>	<b>1,085.73</b>	<b>1,107.07</b>	<b>1,084.58</b>	<b>(22.49)</b>	<b>-2.03%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>2,326.56</b>	<b>2,307.38</b>	<b>2,340.82</b>	<b>2,301.45</b>	<b>2,415.13</b>	<b>2,449.81</b>	<b>2,521.19</b>	<b>2,246.17</b>	<b>2,361.32</b>	<b>2,268.57</b>	<b>(92.75)</b>	<b>-3.93%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>3,570.96</b>	<b>3,198.30</b>	<b>3,105.09</b>	<b>3,179.21</b>	<b>3,221.60</b>	<b>3,251.42</b>	<b>3,389.00</b>	<b>3,126.94</b>	<b>3,201.25</b>	<b>2,998.69</b>			
<b>TOTAL TONS DIVERTED</b>	<b>3,075.25</b>	<b>3,056.68</b>	<b>3,119.84</b>	<b>3,200.46</b>	<b>3,389.17</b>	<b>3,559.94</b>	<b>3,731.25</b>	<b>3,416.90</b>	<b>3,622.06</b>	<b>3,476.15</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.74%</b>	<b>26.29%</b>	<b>27.52%</b>	<b>29.92%</b>	<b>31.04%</b>	<b>33.92%</b>	<b>34.88%</b>	<b>36.45%</b>	<b>37.58%</b>	<b>38.68%</b>			
<b>MFD DIVERSION RATE</b>	<b>20.44%</b>	<b>20.54%</b>	<b>23.23%</b>	<b>27.19%</b>	<b>27.60%</b>	<b>28.09%</b>	<b>26.52%</b>	<b>26.77%</b>	<b>27.21%</b>	<b>29.15%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>66.61%</b>	<b>67.76%</b>	<b>68.97%</b>	<b>68.19%</b>	<b>69.55%</b>	<b>69.23%</b>	<b>69.05%</b>	<b>67.41%</b>	<b>68.08%</b>	<b>67.65%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>46.27%</b>	<b>48.87%</b>	<b>50.12%</b>	<b>50.17%</b>	<b>51.27%</b>	<b>52.26%</b>	<b>52.40%</b>	<b>52.22%</b>	<b>53.08%</b>	<b>53.69%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO</b>								
<b>Commercial</b>								
Commercial Solid Waste	1,162.80	1,024.83	968.61	3,156.24	0.00	0.00	0.00	3,156.24
Commercial Recycling	475.98	387.27	383.81	1,247.06	0.00	0.00	0.00	1,247.06
Commercial Organics	331.75	310.81	226.09	868.65	0.00	0.00	0.00	868.65
Subtotal - Disposed	1,162.80	1,024.83	968.61	3,156.24	0.00	0.00	0.00	3,156.24
Subtotal - Diverted	807.73	698.08	609.90	2,115.71	0.00	0.00	0.00	2,115.71
Diversion Rate	40.99%	40.52%	38.64%	40.13%	0.00%	0.00%	0.00%	40.13%
<b>MFD</b>								
MFD Solid Waste	903.32	801.80	858.52	2,563.64	0.00	0.00	0.00	2,563.64
MFD Recycling	278.00	231.30	247.82	757.12	0.00	0.00	0.00	757.12
MFD Organics	24.87	21.58	18.29	64.74	0.00	0.00	0.00	64.74
Subtotal - Disposed	903.32	801.80	858.52	2,563.64	0.00	0.00	0.00	2,563.64
Subtotal - Diverted	302.87	252.88	266.11	821.86	0.00	0.00	0.00	821.86
Diversion Rate	25.11%	23.98%	23.66%	24.28%	0.00%	0.00%	0.00%	24.28%
<b>Roll-Off</b>								
Roll-Off Solid Waste	354.78	354.99	295.79	1,005.56	0.00	0.00	0.00	1,005.56
Roll-Off Recycling	59.01	42.58	21.19	122.78	0.00	0.00	0.00	122.78
Roll-Off Organics	45.09	38.34	35.39	118.82	0.00	0.00	0.00	118.82
Subtotal - Disposed	354.78	354.99	295.79	1,005.56	0.00	0.00	0.00	1,005.56
Subtotal - Diverted	104.10	80.92	56.58	241.60	0.00	0.00	0.00	241.60
Diversion Rate	22.69%	18.56%	16.06%	19.37%	0.00%	0.00%	0.00%	19.37%
<b>Residential</b>								
Residential Solid Waste	1,087.24	985.15	1,071.52	3,143.91	0.00	0.00	0.00	3,143.91
Residential Curbside Recycling	788.86	604.51	693.04	2,086.41	0.00	0.00	0.00	2,086.41
Residential Curbside Organics	1,174.73	953.88	1,076.94	3,205.55	0.00	0.00	0.00	3,205.55
Subtotal - Disposed	1,087.24	985.15	1,071.52	3,143.91	0.00	0.00	0.00	3,143.91
Subtotal - Diverted	1,963.59	1,558.39	1,769.98	5,291.96	0.00	0.00	0.00	5,291.96
Diversion Rate	64.36%	61.27%	62.29%	62.73%	0.00%	0.00%	0.00%	62.73%
<b>Total Disposed</b>	<b>3,508.14</b>	<b>3,166.77</b>	<b>3,194.44</b>	<b>9,869.35</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>9,869.35</b>
<b>Total Diverted</b>	<b>3,178.29</b>	<b>2,590.27</b>	<b>2,702.57</b>	<b>8,471.13</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>8,471.13</b>
<b>Total Diversion Rate</b>	<b>47.53%</b>	<b>44.99%</b>	<b>45.83%</b>	<b>46.19%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>46.19%</b>
Single-Family Measured Diversion Rate	64.36%	61.27%	62.29%	62.73%	0.00%	0.00%	0.00%	62.73%
Commercial Measured Diversion Rate	33.41%	32.11%	30.52%	32.10%	0.00%	0.00%	0.00%	32.10%
MFD Measured Diversion Rate	25.11%	23.98%	23.66%	24.28%	0.00%	0.00%	0.00%	24.28%
Overall Measured Diversion Rate	47.53%	44.99%	45.83%	46.19%	0.00%	0.00%	0.00%	46.19%

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2019 -</u>	<u>2019 -</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2020 Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>San Mateo</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	3,524.68	4,287.96	3,311.03	3,566.52	3,544.71	3,745.43	3,687.19	3,616.46	3,614.14	3,156.24	(457.90)	-12.67%	
MFD Solid Waste	2,958.30	1,890.45	2,632.57	2,546.37	2,670.97	2,674.76	2,670.68	2,583.09	2,680.79	2,563.64	(117.15)	-4.37%	
Roll-Off Solid Waste	999.68	1,141.06	1,037.58	987.21	974.88	1,102.64	944.47	858.85	967.33	1,005.56	38.23	3.95%	
Commercial Recycling	731.05	1,143.87	1,041.84	1,277.68	1,159.95	1,467.66	1,421.43	1,337.76	1,309.83	1,247.06	(62.77)	-4.79%	
MFD Recycling	479.26	365.66	600.32	633.19	667.51	734.53	777.39	761.79	743.35	757.12	13.77	1.85%	
Roll-Off Recycling	112.55	148.10	107.21	98.62	88.01	103.14	91.49	88.06	100.48	122.78	22.30	22.19%	
Commercial Organics	598.78	736.12	700.51	777.64	834.95	899.82	1,049.07	1,018.26	924.92	868.65	(56.27)	-6.08%	
MFD Organics	86.46	48.78	94.71	69.73	71.16	79.21	63.23	77.84	68.34	64.74	(3.60)	-5.27%	
Roll-Off Organics	0.00	18.50	0.00	0.00	0.00	0.00	129.34	111.59	99.12	118.82	19.70	19.87%	
<b>SUBTOTAL - Disposed Tons</b>	<b>7,482.66</b>	<b>7,319.47</b>	<b>6,981.18</b>	<b>7,100.10</b>	<b>7,190.56</b>	<b>7,522.83</b>	<b>7,302.34</b>	<b>7,058.40</b>	<b>7,262.26</b>	<b>6,725.44</b>	<b>(536.82)</b>	<b>-7.39%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>2,008.10</b>	<b>2,461.03</b>	<b>2,544.59</b>	<b>2,856.86</b>	<b>2,821.58</b>	<b>3,284.36</b>	<b>3,531.95</b>	<b>3,395.30</b>	<b>3,246.04</b>	<b>3,179.17</b>	<b>(66.87)</b>	<b>-2.06%</b>	
<b>Residential</b>													
Residential Solid Waste	2,975.27	3,063.45	3,040.82	3,024.67	3,072.72	3,174.25	3,248.97	3,136.39	3,163.68	3,143.91	(19.77)	-0.62%	
Residential Curbside Recycling	2,405.62	2,044.68	2,045.95	2,133.20	2,068.98	2,218.82	2,289.17	2,190.42	2,070.96	2,086.41	15.45	0.75%	
Residential Curbside Organics	3,025.37	2,966.44	3,087.26	3,132.99	3,404.00	3,471.66	3,546.74	3,244.66	3,261.82	3,205.55	(56.27)	-1.73%	
<b>SUBTOTAL - Disposed Tons</b>	<b>2,975.27</b>	<b>3,063.45</b>	<b>3,040.82</b>	<b>3,024.67</b>	<b>3,072.72</b>	<b>3,174.25</b>	<b>3,248.97</b>	<b>3,136.39</b>	<b>3,163.68</b>	<b>3,143.91</b>	<b>(19.77)</b>	<b>-0.62%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>5,430.99</b>	<b>5,011.12</b>	<b>5,133.21</b>	<b>5,266.19</b>	<b>5,472.98</b>	<b>5,690.48</b>	<b>5,835.91</b>	<b>5,435.08</b>	<b>5,332.78</b>	<b>5,291.96</b>	<b>(40.82)</b>	<b>-0.77%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>10,457.93</b>	<b>10,382.92</b>	<b>10,022.00</b>	<b>10,124.77</b>	<b>10,263.28</b>	<b>10,697.08</b>	<b>10,551.31</b>	<b>10,194.79</b>	<b>10,425.94</b>	<b>9,869.35</b>			
<b>TOTAL TONS DIVERTED</b>	<b>7,439.09</b>	<b>7,472.15</b>	<b>7,677.80</b>	<b>8,123.05</b>	<b>8,294.56</b>	<b>8,974.84</b>	<b>9,367.86</b>	<b>8,830.38</b>	<b>8,578.82</b>	<b>8,471.13</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>21.16%</b>	<b>25.16%</b>	<b>26.71%</b>	<b>28.69%</b>	<b>28.18%</b>	<b>30.39%</b>	<b>32.60%</b>	<b>32.48%</b>	<b>30.89%</b>	<b>32.10%</b>			
<b>MFD DIVERSION RATE</b>	<b>16.05%</b>	<b>17.98%</b>	<b>20.89%</b>	<b>21.63%</b>	<b>21.66%</b>	<b>23.33%</b>	<b>23.94%</b>	<b>24.53%</b>	<b>23.24%</b>	<b>24.28%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>64.61%</b>	<b>62.06%</b>	<b>62.80%</b>	<b>63.52%</b>	<b>64.04%</b>	<b>64.19%</b>	<b>64.24%</b>	<b>63.41%</b>	<b>62.76%</b>	<b>62.73%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>41.57%</b>	<b>41.85%</b>	<b>43.38%</b>	<b>44.52%</b>	<b>44.70%</b>	<b>45.62%</b>	<b>47.03%</b>	<b>46.41%</b>	<b>45.14%</b>	<b>46.19%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>COUNTY FRANCHISED AREA</b>								
<b>Commercial</b>								
<b>Commercial Solid Waste</b>	<b>64.40</b>	<b>56.91</b>	<b>54.53</b>	<b>175.84</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>175.84</b>
<b>Commercial Recycling</b>	<b>29.20</b>	<b>24.36</b>	<b>25.76</b>	<b>79.32</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>79.32</b>
<b>Commercial Organics</b>	<b>14.13</b>	<b>12.93</b>	<b>10.24</b>	<b>37.30</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>37.30</b>
<b>Subtotal - Disposed</b>	<b>64.40</b>	<b>56.91</b>	<b>54.53</b>	<b>175.84</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>175.84</b>
<b>Subtotal - Diverted</b>	<b>43.33</b>	<b>37.29</b>	<b>36.00</b>	<b>116.62</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>116.62</b>
<b>Diversion Rate</b>	<b>40.22%</b>	<b>39.59%</b>	<b>39.77%</b>	<b>39.88%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>39.88%</b>
<b>MFD</b>								
<b>MFD Solid Waste</b>	<b>34.49</b>	<b>30.83</b>	<b>31.50</b>	<b>96.82</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>96.82</b>
<b>MFD Recycling</b>	<b>6.25</b>	<b>5.47</b>	<b>5.05</b>	<b>16.77</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>16.77</b>
<b>MFD Organics</b>	<b>0.11</b>	<b>0.09</b>	<b>0.09</b>	<b>0.29</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.29</b>
<b>Subtotal - Disposed</b>	<b>34.49</b>	<b>30.83</b>	<b>31.50</b>	<b>96.82</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>96.82</b>
<b>Subtotal - Diverted</b>	<b>6.36</b>	<b>5.56</b>	<b>5.14</b>	<b>17.06</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>17.06</b>
<b>Diversion Rate</b>	<b>15.57%</b>	<b>15.28%</b>	<b>14.03%</b>	<b>14.98%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>14.98%</b>
<b>Roll-Off</b>								
<b>Roll-Off Solid Waste</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Roll-Off Recycling</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Roll-Off Organics</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Subtotal - Disposed</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Subtotal - Diverted</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Diversion Rate</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
<b>Residential</b>								
<b>Residential Solid Waste</b>	<b>227.20</b>	<b>203.25</b>	<b>228.91</b>	<b>659.36</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>659.36</b>
<b>Residential Curbside Recycling</b>	<b>205.65</b>	<b>157.47</b>	<b>193.48</b>	<b>556.60</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>556.60</b>
<b>Residential Curbside Organics</b>	<b>360.38</b>	<b>285.07</b>	<b>310.51</b>	<b>955.96</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>955.96</b>
<b>Subtotal - Disposed</b>	<b>227.20</b>	<b>203.25</b>	<b>228.91</b>	<b>659.36</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>659.36</b>
<b>Subtotal - Diverted</b>	<b>566.03</b>	<b>442.54</b>	<b>503.99</b>	<b>1,512.56</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,512.56</b>
<b>Diversion Rate</b>	<b>71.36%</b>	<b>68.53%</b>	<b>68.77%</b>	<b>69.64%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>69.64%</b>
<b>Total Disposed</b>	<b>326.09</b>	<b>290.99</b>	<b>314.94</b>	<b>932.02</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>932.02</b>
<b>Total Diverted</b>	<b>615.72</b>	<b>485.39</b>	<b>545.13</b>	<b>1,646.24</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,646.24</b>
<b>Total Diversion Rate</b>	<b>65.38%</b>	<b>62.52%</b>	<b>63.38%</b>	<b>63.85%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>63.85%</b>
<b>Single-Family Measured Diversion Rate</b>	<b>71.36%</b>	<b>68.53%</b>	<b>68.77%</b>	<b>69.64%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>69.64%</b>
<b>Commercial Measured Diversion Rate</b>	<b>33.44%</b>	<b>32.81%</b>	<b>32.35%</b>	<b>32.90%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>32.90%</b>
<b>MFD Measured Diversion Rate</b>	<b>15.57%</b>	<b>15.28%</b>	<b>14.03%</b>	<b>14.98%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>14.98%</b>
<b>Overall Measured Diversion Rate</b>	<b>65.38%</b>	<b>62.52%</b>	<b>63.38%</b>	<b>63.85%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>63.85%</b>

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2019 -	2019 -
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>County Franchised Area</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	228.89	350.24	240.02	240.54	202.20	208.74	237.02	218.45	208.32	175.84		(32.48)	-15.59%
MFD Solid Waste	96.11	59.68	99.71	101.20	103.87	112.46	112.81	101.57	110.34	96.82		(13.52)	-12.25%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.51	0.00		(3.51)	-100.00%
Commercial Recycling	52.75	63.46	61.48	66.85	68.65	83.19	94.95	89.61	91.10	79.32		(11.78)	-12.93%
MFD Recycling	15.96	8.08	12.54	11.83	13.09	15.00	15.52	15.77	19.07	16.77		(2.30)	-12.06%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00%
Commercial Organics	35.33	52.92	50.98	56.89	82.20	85.75	58.52	58.11	52.25	37.30		(14.95)	-28.61%
MFD Organics	1.97	0.59	1.22	0.81	0.95	0.97	0.84	0.77	0.33	0.29		(0.04)	-12.12%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>325.00</b>	<b>409.92</b>	<b>339.73</b>	<b>341.74</b>	<b>306.07</b>	<b>321.20</b>	<b>349.83</b>	<b>320.02</b>	<b>322.17</b>	<b>272.66</b>		<b>(49.51)</b>	<b>-15.37%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>106.01</b>	<b>125.05</b>	<b>126.22</b>	<b>136.38</b>	<b>164.89</b>	<b>184.91</b>	<b>169.83</b>	<b>164.26</b>	<b>162.75</b>	<b>133.68</b>		<b>(29.07)</b>	<b>-17.86%</b>
<b>Residential</b>													
Residential Solid Waste	633.97	652.76	634.22	653.07	650.43	680.69	688.48	662.98	659.25	659.36		0.11	0.02%
Residential Curbside Recycling	553.79	574.21	581.64	577.67	590.66	599.46	612.92	582.32	570.05	556.60		(13.45)	-2.36%
Residential Curbside Organics	922.98	927.72	970.50	919.19	1,019.39	1,019.79	1,080.28	966.20	986.96	955.96		(31.00)	-3.14%
<b>SUBTOTAL - Disposed Tons</b>	<b>633.97</b>	<b>652.76</b>	<b>634.22</b>	<b>653.07</b>	<b>650.43</b>	<b>680.69</b>	<b>688.48</b>	<b>662.98</b>	<b>659.25</b>	<b>659.36</b>		<b>0.11</b>	<b>0.02%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,476.77</b>	<b>1,501.93</b>	<b>1,552.14</b>	<b>1,496.86</b>	<b>1,610.05</b>	<b>1,619.25</b>	<b>1,693.20</b>	<b>1,548.52</b>	<b>1,557.01</b>	<b>1,512.56</b>		<b>(44.45)</b>	<b>-2.85%</b>
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>958.97</b>	<b>1,062.68</b>	<b>973.95</b>	<b>994.81</b>	<b>956.50</b>	<b>1,001.89</b>	<b>1,038.31</b>	<b>983.00</b>	<b>981.42</b>	<b>932.02</b>			
<b>TOTAL TONS DIVERTED</b>	<b>1,582.78</b>	<b>1,626.98</b>	<b>1,678.36</b>	<b>1,633.24</b>	<b>1,774.94</b>	<b>1,804.16</b>	<b>1,863.03</b>	<b>1,712.78</b>	<b>1,719.76</b>	<b>1,646.24</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>24.60%</b>	<b>23.38%</b>	<b>27.09%</b>	<b>28.52%</b>	<b>35.01%</b>	<b>36.54%</b>	<b>32.68%</b>	<b>33.92%</b>	<b>33.56%</b>	<b>32.90%</b>			
<b>MFD DIVERSION RATE</b>	<b>15.72%</b>	<b>12.68%</b>	<b>12.13%</b>	<b>11.10%</b>	<b>11.91%</b>	<b>12.43%</b>	<b>12.67%</b>	<b>14.00%</b>	<b>14.95%</b>	<b>14.98%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>69.96%</b>	<b>69.71%</b>	<b>70.99%</b>	<b>69.62%</b>	<b>71.23%</b>	<b>70.40%</b>	<b>71.09%</b>	<b>70.02%</b>	<b>70.25%</b>	<b>69.64%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>62.27%</b>	<b>60.49%</b>	<b>63.28%</b>	<b>62.15%</b>	<b>64.98%</b>	<b>64.30%</b>	<b>64.21%</b>	<b>63.54%</b>	<b>63.67%</b>	<b>63.85%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>WEST BAY</b>								
<b>Commercial</b>								
Commercial Solid Waste	28.81	25.99	22.93	77.73	0.00	0.00	0.00	77.73
Commercial Recycling	13.98	12.37	11.05	37.40	0.00	0.00	0.00	37.40
Commercial Organics	14.11	13.90	9.47	37.48	0.00	0.00	0.00	37.48
Subtotal - Disposed	28.81	25.99	22.93	77.73	0.00	0.00	0.00	77.73
Subtotal - Diverted	28.09	26.27	20.52	74.88	0.00	0.00	0.00	74.88
Diversion Rate	49.37%	50.27%	47.23%	49.07%	0.00%	0.00%	0.00%	49.07%
<b>MFD</b>								
MFD Solid Waste	1.68	1.33	1.42	4.43	0.00	0.00	0.00	4.43
MFD Recycling	0.58	0.50	0.53	1.61	0.00	0.00	0.00	1.61
MFD Organics	0.12	0.10	0.08	0.30	0.00	0.00	0.00	0.30
Subtotal - Disposed	1.68	1.33	1.42	4.43	0.00	0.00	0.00	4.43
Subtotal - Diverted	0.70	0.60	0.61	1.91	0.00	0.00	0.00	1.91
Diversion Rate	29.41%	31.09%	30.05%	30.13%	0.00%	0.00%	0.00%	30.13%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	97.79	96.96	110.09	304.84	0.00	0.00	0.00	304.84
Residential Curbside Recycling	88.97	68.51	86.68	244.16	0.00	0.00	0.00	244.16
Residential Curbside Organics	229.38	159.35	157.72	546.45	0.00	0.00	0.00	546.45
Subtotal - Disposed	97.79	96.96	110.09	304.84	0.00	0.00	0.00	304.84
Subtotal - Diverted	318.35	227.86	244.40	790.61	0.00	0.00	0.00	790.61
Diversion Rate	76.50%	70.15%	68.94%	72.17%	0.00%	0.00%	0.00%	72.17%
<b>Total Disposed</b>	<b>128.28</b>	<b>124.28</b>	<b>134.44</b>	<b>387.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>387.00</b>
<b>Total Diverted</b>	<b>347.14</b>	<b>254.73</b>	<b>265.53</b>	<b>867.40</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>867.40</b>
<b>Total Diversion Rate</b>	<b>73.02%</b>	<b>67.21%</b>	<b>66.39%</b>	<b>69.15%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>69.15%</b>
Single-Family Measured Diversion Rate	76.50%	70.15%	68.94%	72.17%	0.00%	0.00%	0.00%	72.17%
Commercial Measured Diversion Rate	48.57%	49.58%	46.46%	48.31%	0.00%	0.00%	0.00%	48.31%
MFD Measured Diversion Rate	29.41%	31.09%	30.05%	30.13%	0.00%	0.00%	0.00%	30.13%
Overall Measured Diversion Rate	73.02%	67.21%	66.39%	69.15%	0.00%	0.00%	0.00%	69.15%



**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2019 -	2019 -
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>West Bay Sanitary</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	95.85	102.50	81.71	95.88	100.36	100.64	86.64	87.66	85.18	77.73	(7.45)	-8.75%	
MFD Solid Waste	17.72	7.82	17.05	6.64	6.84	6.99	7.53	5.77	5.75	4.43	(1.32)	-22.96%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Recycling	22.22	32.51	29.19	36.65	38.24	41.86	49.01	48.20	43.67	37.40	(6.27)	-14.36%	
MFD Recycling	3.61	2.37	5.11	3.11	3.38	3.29	3.43	2.54	2.50	1.61	(0.89)	-35.60%	
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	9.04	18.43	31.48	32.01	37.78	38.61	48.79	43.39	42.52	37.48	(5.04)	-11.85%	
MFD Organics	0.00	0.00	0.00	0.38	0.41	0.42	1.25	1.06	0.43	0.30	(0.13)	-30.23%	
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
<b>SUBTOTAL - Disposed Tons</b>	<b>113.57</b>	<b>110.32</b>	<b>98.76</b>	<b>102.52</b>	<b>107.20</b>	<b>107.63</b>	<b>94.17</b>	<b>93.43</b>	<b>90.93</b>	<b>82.16</b>	<b>(8.77)</b>	<b>-9.64%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>34.87</b>	<b>53.31</b>	<b>65.78</b>	<b>72.15</b>	<b>79.81</b>	<b>84.18</b>	<b>102.48</b>	<b>95.19</b>	<b>89.12</b>	<b>76.79</b>	<b>(12.33)</b>	<b>-13.84%</b>	
<b>Residential</b>													
Residential Solid Waste	251.06	277.07	282.27	271.86	276.69	279.03	279.83	282.14	296.06	304.84	8.78	2.97%	
Residential Curbside Recycling	271.69	283.46	266.81	267.97	262.49	277.68	279.10	262.89	256.30	244.16	(12.14)	-4.74%	
Residential Curbside Organics	582.36	552.07	585.64	543.25	579.07	601.22	635.59	589.69	607.89	546.45	(61.44)	-10.11%	
<b>SUBTOTAL - Disposed Tons</b>	<b>251.06</b>	<b>277.07</b>	<b>282.27</b>	<b>271.86</b>	<b>276.69</b>	<b>279.03</b>	<b>279.83</b>	<b>282.14</b>	<b>296.06</b>	<b>304.84</b>	<b>8.78</b>	<b>2.97%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>854.05</b>	<b>835.53</b>	<b>852.45</b>	<b>811.22</b>	<b>841.56</b>	<b>878.90</b>	<b>914.69</b>	<b>852.58</b>	<b>864.19</b>	<b>790.61</b>	<b>(73.58)</b>	<b>-8.51%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>364.63</b>	<b>387.39</b>	<b>381.03</b>	<b>374.38</b>	<b>383.89</b>	<b>386.66</b>	<b>374.00</b>	<b>375.57</b>	<b>386.99</b>	<b>387.00</b>			
<b>TOTAL TONS DIVERTED</b>	<b>888.92</b>	<b>888.84</b>	<b>918.23</b>	<b>883.37</b>	<b>921.37</b>	<b>963.08</b>	<b>1,017.17</b>	<b>947.77</b>	<b>953.31</b>	<b>867.40</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.49%</b>	<b>32.58%</b>	<b>39.98%</b>	<b>41.31%</b>	<b>42.68%</b>	<b>43.89%</b>	<b>52.11%</b>	<b>50.47%</b>	<b>49.50%</b>	<b>48.31%</b>			
<b>MFD DIVERSION RATE</b>	<b>16.92%</b>	<b>23.26%</b>	<b>23.06%</b>	<b>34.45%</b>	<b>35.65%</b>	<b>34.67%</b>	<b>38.33%</b>	<b>38.42%</b>	<b>33.76%</b>	<b>30.13%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>77.28%</b>	<b>75.10%</b>	<b>75.12%</b>	<b>74.90%</b>	<b>75.26%</b>	<b>75.90%</b>	<b>76.57%</b>	<b>75.14%</b>	<b>74.48%</b>	<b>72.17%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>70.91%</b>	<b>69.65%</b>	<b>70.67%</b>	<b>70.23%</b>	<b>70.59%</b>	<b>71.35%</b>	<b>73.12%</b>	<b>71.62%</b>	<b>71.13%</b>	<b>69.15%</b>			

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2020**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>TOTAL SBWMA</b>								
<b>Commercial</b>								
Commercial Solid Waste	5,412.30	4,802.51	4,537.62	14,752.43	0.00	0.00	0.00	14,752.43
Commercial Recycling	2,141.39	1,916.16	1,758.35	5,815.90	0.00	0.00	0.00	5,815.90
Commercial Organics	2,274.59	2,105.49	1,578.96	5,959.04	0.00	0.00	0.00	5,959.04
Subtotal - Disposed	5,412.30	4,802.51	4,537.62	14,752.43	0.00	0.00	0.00	14,752.43
Subtotal - Diverted	4,415.98	4,021.65	3,337.31	11,774.94	0.00	0.00	0.00	11,774.94
Diversion Rate	44.93%	45.58%	42.38%	44.39%	0.00%	0.00%	0.00%	44.39%
<b>MFD</b>								
MFD Solid Waste	2,853.58	2,525.26	2,694.41	8,073.25	0.00	0.00	0.00	8,073.25
MFD Recycling	839.47	712.50	761.42	2,313.39	0.00	0.00	0.00	2,313.39
MFD Organics	94.36	82.70	75.83	252.89	0.00	0.00	0.00	252.89
Subtotal - Disposed	2,853.58	2,525.26	2,694.41	8,073.25	0.00	0.00	0.00	8,073.25
Subtotal - Diverted	933.83	795.20	837.25	2,566.28	0.00	0.00	0.00	2,566.28
Diversion Rate	24.66%	23.95%	23.71%	24.12%	0.00%	0.00%	0.00%	24.12%
<b>Roll-Off</b>								
Roll-Off Solid Waste	1,624.76	1,348.41	1,184.81	4,157.98	0.00	0.00	0.00	4,157.98
Roll-Off Recycling	277.56	250.71	167.05	695.32	0.00	0.00	0.00	695.32
Roll-Off Organics	249.38	229.59	208.71	687.68	0.00	0.00	0.00	687.68
Subtotal - Disposed	1,624.76	1,348.41	1,184.81	4,157.98	0.00	0.00	0.00	4,157.98
Subtotal - Diverted	526.94	480.30	375.76	1,383.00	0.00	0.00	0.00	1,383.00
Diversion Rate	24.49%	26.26%	24.08%	24.96%	0.00%	0.00%	0.00%	24.96%
<b>Residential</b>								
Residential Solid Waste	5,043.59	4,566.91	5,109.42	14,719.92	0.00	0.00	0.00	14,719.92
Residential Curbside Recycling	3,570.05	2,818.83	3,436.18	9,825.06	0.00	0.00	0.00	9,825.06
Residential Curbside Organics	6,693.94	5,333.30	5,802.91	17,830.15	0.00	0.00	0.00	17,830.15
Subtotal - Disposed	5,043.59	4,566.91	5,109.42	14,719.92	0.00	0.00	0.00	14,719.92
Subtotal - Diverted	10,263.99	8,152.13	9,239.09	27,655.21	0.00	0.00	0.00	27,655.21
Diversion Rate	67.05%	64.09%	64.39%	65.26%	0.00%	0.00%	0.00%	65.26%
<b>Total Disposed</b>	<b>14,934.23</b>	<b>13,243.09</b>	<b>13,526.26</b>	<b>41,703.58</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>41,703.58</b>
<b>Total Diverted</b>	<b>16,140.74</b>	<b>13,449.28</b>	<b>13,789.41</b>	<b>43,379.43</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>43,379.43</b>
<b>Total Diversion Rate</b>	<b>51.94%</b>	<b>50.39%</b>	<b>50.48%</b>	<b>50.98%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>50.98%</b>
Single-Family Measured Diversion Rate	67.05%	64.09%	64.39%	65.26%	0.00%	0.00%	0.00%	65.26%
Commercial Measured Diversion Rate	37.27%	37.91%	35.09%	36.82%	0.00%	0.00%	0.00%	36.82%
MFD Measured Diversion Rate	24.66%	23.95%	23.71%	24.12%	0.00%	0.00%	0.00%	24.12%
Overall Measured Diversion Rate	51.94%	50.39%	50.48%	50.98%	0.00%	0.00%	0.00%	50.98%

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2020

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2019 -	2019 -
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
<b>TOTAL SBWMA</b>													
<b>Commercial<sup>1</sup> and MFD</b>													
Commercial Solid Waste	15,914.98	18,053.90	15,286.72	15,831.31	16,070.06	16,742.51	17,059.00	16,243.25	16,381.98	14,752.43	(1,629.55)	-9.95%	
MFD Solid Waste	9,058.11	6,553.25	8,465.58	8,271.60	8,333.01	8,628.62	8,709.30	8,267.22	8,432.07	8,073.25	(358.82)	-4.26%	
Roll-Off Solid Waste	5,307.94	5,452.74	4,872.12	4,694.33	4,724.43	5,156.04	4,990.55	5,152.79	5,258.41	4,157.98	(1,100.43)	-20.93%	
Commercial Recycling	3,749.78	5,080.67	4,581.87	5,237.90	5,334.33	6,351.81	6,412.51	6,250.90	6,523.93	5,815.90	(708.03)	-10.85%	
MFD Recycling	1,429.89	1,166.96	1,826.32	1,942.38	2,019.19	2,293.77	2,436.96	2,378.32	2,372.20	2,313.39	(58.81)	-2.48%	
Roll-Off Recycling	444.96	468.99	291.21	396.01	511.04	461.41	521.99	689.64	718.32	695.32	(23.00)	-3.20%	
Commercial Organics	3,751.21	3,650.74	4,243.60	4,636.32	5,288.67	6,078.95	6,687.55	6,614.00	6,861.59	5,959.04	(902.55)	-13.15%	
MFD Organics	219.94	122.57	230.12	213.10	216.62	236.71	254.09	272.36	267.71	252.89	(14.82)	-5.54%	
Roll-Off Organics	394.95	804.37	343.26	347.43	341.98	512.32	643.08	713.09	814.02	687.68	(126.34)	-15.52%	
<b>SUBTOTAL - Disposed Tons</b>	<b>30,281.03</b>	<b>30,059.89</b>	<b>28,624.42</b>	<b>28,797.24</b>	<b>29,127.50</b>	<b>30,527.17</b>	<b>30,758.85</b>	<b>29,663.26</b>	<b>30,072.46</b>	<b>26,983.66</b>	<b>(3,088.80)</b>	<b>-10.27%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>9,990.73</b>	<b>11,294.30</b>	<b>11,516.38</b>	<b>12,773.14</b>	<b>13,711.83</b>	<b>15,934.97</b>	<b>16,956.18</b>	<b>16,918.31</b>	<b>17,557.77</b>	<b>15,724.22</b>	<b>(1,833.56)</b>	<b>-10.44%</b>	
<b>Residential</b>													
Residential Solid Waste	15,082.06	14,384.55	14,141.01	14,109.14	14,376.69	14,890.62	15,229.25	14,596.40	14,653.28	14,719.92	66.64	0.45%	
Residential Curbside Recycling	10,819.06	9,863.39	9,936.23	10,135.68	10,102.81	10,598.46	10,751.72	10,289.27	9,967.38	9,825.06	(142.32)	-1.43%	
Residential Curbside Organics	17,198.53	17,015.34	17,438.09	17,104.97	18,537.04	19,119.56	19,592.90	17,953.95	18,648.31	17,830.15	(818.16)	-4.39%	
<b>SUBTOTAL - Disposed Tons</b>	<b>15,082.06</b>	<b>14,384.55</b>	<b>14,141.01</b>	<b>14,109.14</b>	<b>14,376.69</b>	<b>14,890.62</b>	<b>15,229.25</b>	<b>14,596.40</b>	<b>14,653.28</b>	<b>14,719.92</b>	<b>66.64</b>	<b>0.45%</b>	
<b>SUBTOTAL - Diverted Tons</b>	<b>28,017.59</b>	<b>26,878.73</b>	<b>27,374.32</b>	<b>27,240.65</b>	<b>28,639.85</b>	<b>29,718.02</b>	<b>30,344.62</b>	<b>28,243.22</b>	<b>28,615.69</b>	<b>27,655.21</b>	<b>(960.48)</b>	<b>-3.36%</b>	
<b>Commercial/MFD and Residential</b>													
<b>TOTAL TONS DISPOSED</b>	<b>45,363.09</b>	<b>44,444.44</b>	<b>42,765.43</b>	<b>42,906.38</b>	<b>43,504.19</b>	<b>45,417.79</b>	<b>45,988.10</b>	<b>44,259.66</b>	<b>44,725.74</b>	<b>41,703.58</b>			
<b>TOTAL TONS DIVERTED</b>	<b>38,008.32</b>	<b>38,173.03</b>	<b>38,890.70</b>	<b>40,013.79</b>	<b>42,351.68</b>	<b>45,652.99</b>	<b>47,300.80</b>	<b>45,161.53</b>	<b>46,173.46</b>	<b>43,379.43</b>			
<b>COMMERCIAL DIVERSION RATE</b>	<b>24.81%</b>	<b>27.31%</b>	<b>28.69%</b>	<b>30.73%</b>	<b>32.01%</b>	<b>34.30%</b>	<b>35.54%</b>	<b>36.32%</b>	<b>36.86%</b>	<b>36.82%</b>			
<b>MFD DIVERSION RATE</b>	<b>15.41%</b>	<b>16.44%</b>	<b>19.54%</b>	<b>20.67%</b>	<b>21.15%</b>	<b>22.68%</b>	<b>23.60%</b>	<b>24.28%</b>	<b>23.84%</b>	<b>24.12%</b>			
<b>RESIDENTIAL DIVERSION RATE</b>	<b>65.01%</b>	<b>65.14%</b>	<b>65.94%</b>	<b>65.88%</b>	<b>66.58%</b>	<b>66.62%</b>	<b>66.58%</b>	<b>65.93%</b>	<b>66.13%</b>	<b>65.26%</b>			
<b>TOTAL DIVERSION RATE</b>	<b>45.59%</b>	<b>46.20%</b>	<b>47.63%</b>	<b>48.26%</b>	<b>49.33%</b>	<b>50.13%</b>	<b>50.70%</b>	<b>50.50%</b>	<b>50.80%</b>	<b>50.98%</b>			

<sup>1</sup> Includes Agency facilities tonnage

Recology San Mateo County  
 Inquiry, Service Request and  
 Complaint Summary  
 Rate Year 2020

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	41	9	29	<b>79</b>	0	0	1	<b>1</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	121	35	35	<b>191</b>	1	0	0	<b>1</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	0	0	<b>1</b>	3	0	0	<b>3</b>
Burlingame	141	57	81	<b>279</b>	0	0	1	<b>1</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	3	0	0	<b>3</b>	0	0	0	<b>0</b>
East Palo Alto	59	33	31	<b>123</b>	0	0	1	<b>1</b>	1	0	0	<b>1</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	0	0	<b>1</b>
Foster City	106	21	36	<b>163</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	0	0	<b>1</b>	0	0	1	<b>1</b>	1	1	0	<b>2</b>
Hillsborough	62	60	54	<b>176</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	135	107	50	<b>292</b>	0	0	2	<b>2</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	1	0	<b>2</b>	2	0	3	<b>5</b>
North Fair Oaks	54	13	19	<b>86</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	1	0	<b>1</b>
Redwood City	397	111	140	<b>648</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	2	0	1	<b>3</b>	2	0	1	<b>3</b>
San Carlos	224	71	105	<b>400</b>	0	0	1	<b>1</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	2	0	1	<b>3</b>	0	0	1	<b>1</b>
San Mateo	475	168	176	<b>819</b>	0	0	2	<b>2</b>	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	1	0	<b>1</b>	7	4	4	<b>15</b>
County Franchised Area	55	26	44	<b>125</b>	0	1	0	<b>1</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	1	0	<b>1</b>
West Bay	22	22	33	<b>77</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	1	1	0	<b>2</b>
Totals	1,892	733	833	<b>3,458</b>	1	1	8	<b>10</b>	1	0	0	<b>1</b>	1	1	0	<b>2</b>	9	2	3	<b>14</b>	17	8	9	<b>34</b>

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	18	38	23	<b>79</b>	11	12	7	<b>30</b>	0	0	0	<b>0</b>	62	53	41	<b>156</b>	12	45	12	<b>69</b>
Belmont	111	181	137	<b>429</b>	16	5	12	<b>33</b>	2	0	0	<b>2</b>	176	134	143	<b>453</b>	57	81	105	<b>243</b>
Burlingame	120	182	122	<b>424</b>	33	31	22	<b>86</b>	0	0	0	<b>0</b>	201	170	162	<b>533</b>	69	219	55	<b>343</b>
East Palo Alto	75	139	95	<b>309</b>	3	10	13	<b>26</b>	0	0	0	<b>0</b>	102	75	104	<b>281</b>	10	55	13	<b>78</b>
Foster City	104	146	89	<b>339</b>	6	16	23	<b>45</b>	1	0	0	<b>1</b>	149	108	129	<b>386</b>	58	81	84	<b>223</b>
Hillsborough	48	71	52	<b>171</b>	21	12	19	<b>52</b>	0	0	0	<b>0</b>	89	49	75	<b>213</b>	24	53	62	<b>139</b>
Menlo Park	123	191	113	<b>427</b>	16	13	23	<b>52</b>	0	0	0	<b>0</b>	227	166	177	<b>570</b>	107	142	40	<b>289</b>
North Fair Oaks	30	79	40	<b>149</b>	8	13	20	<b>41</b>	0	0	0	<b>0</b>	58	45	65	<b>168</b>	14	39	21	<b>74</b>
Redwood City	279	473	320	<b>1072</b>	61	41	53	<b>155</b>	0	0	0	<b>0</b>	450	362	336	<b>1148</b>	30	166	19	<b>215</b>
San Carlos	129	226	167	<b>522</b>	27	29	45	<b>101</b>	0	0	0	<b>0</b>	397	395	351	<b>1143</b>	80	238	67	<b>385</b>
San Mateo	348	566	398	<b>1312</b>	52	44	56	<b>152</b>	0	0	0	<b>0</b>	679	444	454	<b>1577</b>	306	358	132	<b>796</b>
County Franchised Area	68	113	85	<b>266</b>	7	8	5	<b>20</b>	0	0	0	<b>0</b>	109	90	95	<b>294</b>	41	48	84	<b>173</b>
West Bay	28	55	37	<b>120</b>	7	0	5	<b>12</b>	0	0	0	<b>0</b>	65	38	42	<b>145</b>	38	35	7	<b>80</b>
Totals	1,481	2,460	1,678	<b>5,619</b>	268	234	303	<b>805</b>	3	0	0	<b>3</b>	2,764	2,129	2,174	<b>7,067</b>	846	1,560	701	<b>3,107</b>

Recology San Mateo County  
 Call Center Data and  
 Quality Assurance Calls  
 Rate Year 2020

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
January	16,117	14,967	1,150	7.14%	15.52	91.75%	215
February	12,942	12,780	162	1.25%	11.19	96.62%	205
March	12,529	12,420	109	0.87%	10.16	98.41%	101
Quarter 1	41,588	40,167	1,421	3.42%	12.48	95.36%	521

Recology San Mateo County  
 On-Site Customer Assessments,  
 Visual Audits and Recycling  
 Tote-Bags Delivered  
 Rate Year 2020

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	0	1	3	<b>4</b>	0	2	0	<b>2</b>	20	40	0	<b>60</b>
Burlingame	0	18	4	<b>22</b>	0	3	0	<b>3</b>	10	4	0	<b>14</b>
East Palo Alto	0	2	0	<b>2</b>	0	0	0	<b>0</b>	3	71	0	<b>74</b>
Foster City	0	7	3	<b>10</b>	1	1	0	<b>2</b>	25	0	0	<b>25</b>
Hillsborough	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	0	12	3	<b>15</b>	1	5	0	<b>6</b>	5	0	0	<b>5</b>
North Fair Oaks	0	1	2	<b>3</b>	1	0	0	<b>1</b>	0	0	0	<b>0</b>
Redwood City	0	20	10	<b>30</b>	4	9	0	<b>13</b>	0	27	11	<b>38</b>
San Carlos	0	14	0	<b>14</b>	0	5	0	<b>5</b>	12	15	0	<b>27</b>
San Mateo	0	16	7	<b>23</b>	5	8	1	<b>14</b>	30	0	87	<b>117</b>
County Franchised Area	0	8	0	<b>8</b>	0	1	0	<b>1</b>	0	0	0	<b>0</b>
West Bay	0	0	0	<b>0</b>	0	2	0	<b>2</b>	0	0	0	<b>0</b>
Totals	0	99	32	<b>131</b>	12	36	1	<b>49</b>	105	157	98	<b>360</b>

## 2020 LIQUIDATED DAMAGES

**COLLECTION  
QUALITY**

**1.A, 1.B, 1.C** **Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days**  
**8.01.A, 8.02.H,**

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Belmont	1	0	0	-	0	0	-	0	0	1	0	-	-	2	\$ 150
Burlingame	3	1	150	-	0	0	-	0	0	3	1	150	150	2	\$ 150
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Foster City	-	0	0	1	0	0	1	0	0	2	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Menlo Park	1	0	0	1	0	0	1	0	0	3	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Redwood City	3	0	0	-	0	0	2	0	0	5	0	-	-	6	\$ 150
San Carlos	2	0	0	-	0	0	1	0	0	3	0	-	-	3	\$ 150
San Mateo	-	0	0	1	0	0	1	0	0	2	0	-	-	6	\$ 150
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
<b>Total</b>	<b>10</b>	<b>1</b>	<b>150</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>1</b>	<b>150</b>	<b>150</b>	<b>31</b>	

**2.** **Complaints regarding failure to provide new service or change existing service level within five (5) business days**  
**8.02.C**

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 100
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
<b>Total</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>59</b>	

**3.** **Complaints regarding improper container placement**  
**8.02.B.1**

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	0	0	1	0	0	-	0	0	2	0	-	-	12	\$ 50
Belmont	-	0	0	-	0	0	1	0	0	1	0	-	-	36	\$ 50
Burlingame	1	0	0	2	0	0	1	0	0	4	0	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	1	0	0	1	0	-	-	23	\$ 50
Foster City	3	0	0	-	0	0	-	0	0	3	0	-	-	35	\$ 50
Hillsborough	-	0	0	-	0	0	1	0	0	1	0	-	-	20	\$ 50
Menlo Park	2	0	0	2	0	0	3	0	0	7	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	1	0	0	1	0	0	2	0	-	-	14	\$ 50
Redwood City	9	0	0	2	0	0	2	0	0	13	0	-	-	94	\$ 50
San Carlos	3	0	0	1	0	0	-	0	0	4	0	-	-	46	\$ 50
San Mateo	8	0	0	3	0	0	7	0	0	18	0	-	-	105	\$ 50
County Franchised Area	1	0	0	-	0	0	-	0	0	1	0	-	-	27	\$ 50
West Bay	-	0	0	1	0	0	-	0	0	1	0	-	-	11	\$ 50
<b>Total</b>	<b>28</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>58</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>500</b>	

## 2020 LIQUIDATED DAMAGES

**4. Distribution of less than 50% of required non-collection notices**

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

**5. Excessive noise complaints**

**8.02.J**

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
East Palo Alto	1	0	0	-	0	0	-	0	0	1	0	-	-	3	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 50
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	1	-	0	-	-	0	-	-	0	1	0	-	-	59	

**6. Complaints regarding unacceptable employee behavior**

**8.06.J**

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	1	1	250	-	-	0	-	-	0	1	1	250	250	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	1	1	250	-	-	0	1	1	250	250	0	\$ 250
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	1	1	250	1	1	250	-	-	0	2	2	500	500	-	



# 2020 LIQUIDATED DAMAGES

7.A, 7.B,

**Complaints regarding spills of discarded materials and failure to clean up those spills**

8.02.1

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Belmont	3	0	0	-	0	0	-	0	0	3	0	-	-	9	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	8	\$ 50
East Palo Alto	1	0	0	-	0	0	-	0	0	1	0	-	-	5	\$ 50
Foster City	1	0	0	-	0	0	-	0	0	1	0	-	-	9	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
Menlo Park	2	0	0	-	0	0	3	0	0	5	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Redwood City	2	0	0	-	0	0	-	0	0	2	0	-	-	22	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
San Mateo	6	0	0	3	0	0	2	0	0	11	0	-	-	25	\$ 50
County Franchised Area	-	0	0	1	0	0	-	0	0	1	0	-	-	6	\$ 50
West Bay	1	0	0	1	0	0	-	0	0	2	0	-	-	3	\$ 50
	16	0	0	5	0	0	5	0	0	26	0	-	-	119	

8.

**Complaints regarding unreasonable leaks or spills of vehicle fluids**

8.02.1

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Foster City	-	-	0	1	1	500	-	-	0	1	1	500	500	0	\$ 500
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
North Fair Oaks	-	-	0	1	1	500	-	-	0	1	1	500	500	0	\$ 500
Redwood City	-	-	0	-	-	0	1	1	500	1	1	500	500	0	\$ 500
San Carlos	-	-	0	-	-	0	1	1	500	1	1	500	500	0	\$ 500
San Mateo	1	1	500	1	1	500	2	2	1,000	4	4	2,000	2,000	0	\$ 500
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
	1	1	500	3	3	1,500	4	4	2,000	8	8	4,000	4,000	0	

**CUSTOMER SERVICE QUALITY**

1.

**Resolution or remedy of complaints or inquiries beyond 10 business days of receipt of the complaint or inquiry**

7.02.D

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	1	1	100	1	1	100	100	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	1	1	100	1	1	100	100	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	1	1	100	1	1	100	100	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
	-	-	0	-	-	0	3	3	300	3	3	300	300	-	

# 2020 LIQUIDATED DAMAGES

**REPORTING**

**1. Late submittal of reports, applications, proposals or other submittals**

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

**2. Accuracy of submittals: corrections or restatements submitted more than two (2) business after notification**

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

**3. Late submittal of billing review report 7.01.E**

	January			February			March			Q1			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

2020 LIQUIDATED DAMAGES

OTHER

1. **Disposal of recyclable materials without written approval**  
8.02.D

	January			February			March			Q1			2020 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

**Disposal of organic materials without written approval**  
8.02.D

	January			February			March			Q1			2020 LD Amount	Tonnage Allowance	LD per Ton Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

2. **Recyclable materials not delivered to the designated transfer and processing facility**  
6.01

	January			February			March			Q1			2020 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

## 2020 LIQUIDATED DAMAGES

**Solid waste or organic materials not delivered to the designated transfer and processing facility**

6.01

	January			February			March			Q1			2020	Tonnage	LD per Ton Solid Waste/ Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
<b>Total Liquidated Damages</b>	-	-	0	-	-	0	-	-	0	0	0	-	4,950	4,950	-

**Quarterly Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2020**

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Quarter 1	Jan	Feb			Mar	Jan	Feb	Mar
Atherton	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Belmont	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Burlingame	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
East Palo Alto	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Foster City	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	0	0	2	N/A	0	\$0	\$0	(\$100)	(\$100)
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	0	0	0	N/A	0	\$0	\$0	\$0	\$0
San Carlos	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
San Mateo	0	0	2	N/A	0	\$0	\$0	(\$100)	(\$100)
San Mateo County	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>8</b>			<b>(\$50)</b>	<b>(\$50)</b>	<b>(\$400)</b>	<b>(\$500)</b>

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2020

Aggregate SBWMA

Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	\$500	\$500	Quarterly Net Amount
					Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	

Quarter 1 Month

January	14	15	30	1	0	\$655	\$0	\$655
February	10	15	30	5	0	\$2,670	\$0	\$2,670
March	8	15	30	7	0	\$3,265	\$0	\$3,265
Totals						\$6,590	\$0	\$6,590
		Year 2019						
	Agency	Solid Waste Tons						
	Atherton	2,151				\$79	\$0	\$79
	Belmont	7,844				\$289	\$0	\$289
	Burlingame	24,346				\$897	\$0	\$897
	East Palo Alto	11,817				\$435	\$0	\$435
	Foster City	10,195				\$376	\$0	\$376
	Hillsborough	2,710				\$100	\$0	\$100
	Menlo Park	16,844				\$620	\$0	\$620
	North Fair Oaks	5,939				\$219	\$0	\$219
	Redwood City	36,867				\$1,358	\$0	\$1,358
	San Carlos	12,764				\$470	\$0	\$470
	San Mateo	41,891				\$1,543	\$0	\$1,543
	County Franchised Area	3,955				\$146	\$0	\$146
	West Bay	1,594				\$59	\$0	\$59
	Total Tons	178,918				\$6,590	\$0	\$6,590

Recology San Mateo County

**Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2020**

Aggregate SBWMA

\$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Quarterly Number of Calls Received SBWMA Service Area	5% of Quarterly Number of Calls Received SBWMA Service Area	Incentive Number of Calls	Ninety Second Hold Time Calls in Excess of 5% of Quarterly Calls Received	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Quarter 1  
Month

January	373			N/A	N/A	N/A	\$0
February	88			N/A	N/A	N/A	\$0
March	24			N/A	N/A	N/A	\$0
Quarterly Totals	485	41,588	2,079		0		\$0
Year 2019 Tons of Solid Waste Collected							
	Agency						
	Atherton		2,151			N/A	\$0
	Belmont		7,844			N/A	\$0
	Burlingame		24,346			N/A	\$0
	East Palo Alto		11,817			N/A	\$0
	Foster City		10,195			N/A	\$0
	Hillsborough		2,710			N/A	\$0
	Menlo Park		16,844			N/A	\$0
	North Fair Oaks		5,939			N/A	\$0
	Redwood City		36,867			N/A	\$0
	San Carlos		12,764			N/A	\$0
	San Mateo		41,891			N/A	\$0
	San Mateo County		3,955			N/A	\$0
	West Bay		1,594			N/A	\$0
	Total Tons		178,918			N/A	\$0

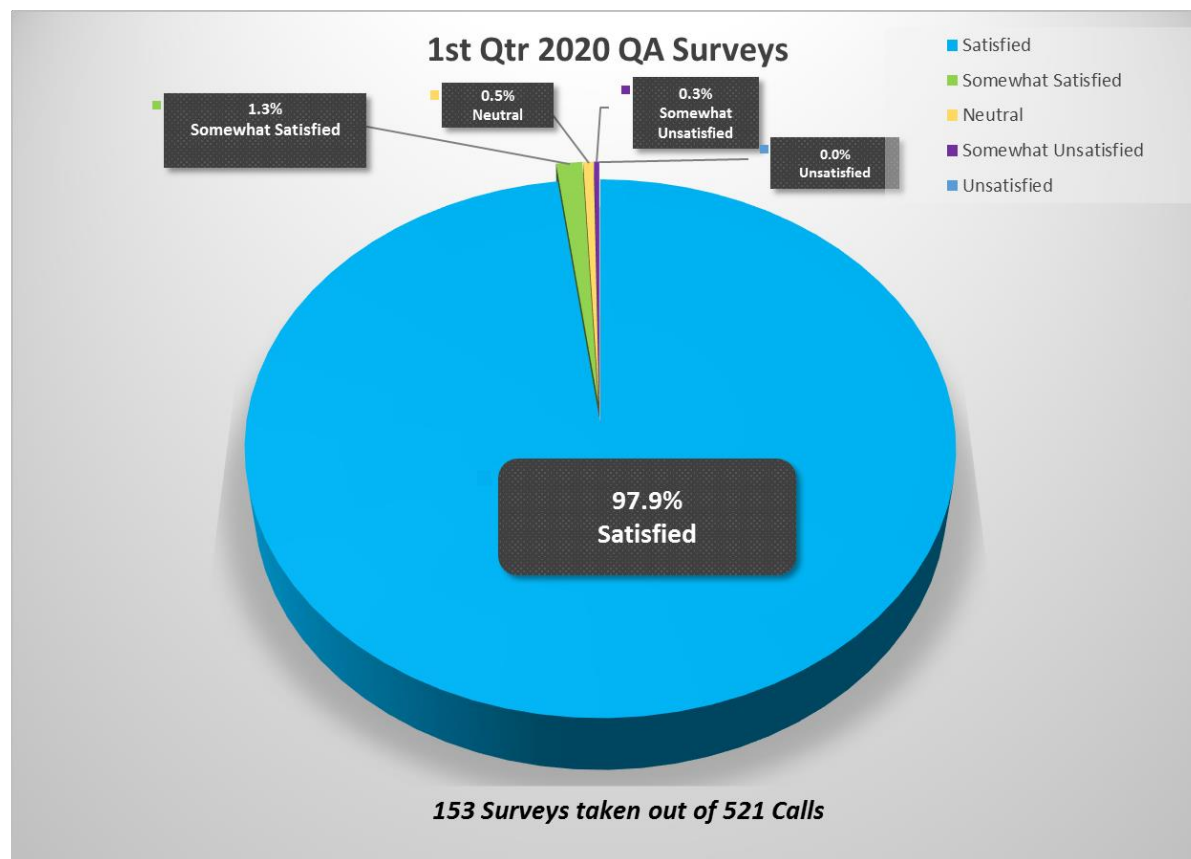
## I. SUMMARY ASSESSMENT

### SIGNIFICANT ACCOMPLISHMENTS

#### Customer Service Quality Assurance Surveys

Customer Service Representatives contact customers from the previous service day to survey them on their experience with the Call Center. Customers have the option of taking the survey over the phone or accessing the survey from a website provided to them. Of the 521 calls placed to customers during the 1st Quarter, 153 surveys were completed. Surveys with unanswered questions were eliminated from the results.

The results of the surveys continue to be positive with **99.2%** of the customers gave a Satisfactory rating. The top three reasons cited for the Satisfactory rating included Friendliness, Responsiveness, and Patience.





## Health and Safety of Our Employee-Owners and the Community

As the largest 100% employee-owned company in the Resource Recovery industry, Recology is proud to have employee-owners who are committed to the success of our company and who give back to the communities we serve. In these unprecedented times, the way in which RSMC gives back has also included new measures to ensure health and safety of our workforce and communities. As the COVID-19 pandemic unfolded, RSMC quickly responded through various activities aligned with local and statewide recommendations for precautionary measures, social distancing and Shelter-In-Place orders, including the following:

- Increased cleaning and disinfection protocol of all RSMC common work areas
- Institution of a “Report to Your Vehicle” initiative for the drivers, eliminating the need to gather in large groups each morning to clock in, and collect routing and other daily paperwork
- Distribution and/or replenishment of Personal Protective Equipment (PPE) including gloves and masks
- Relocated work stations into unused space, to support Social Distancing practices
- Temporarily closed the RSMC Administrative Office to the public
- Enacted temporary Work from Home (WFH) program for Customer Service, Clerical, Waste Zero and other Administrative staff employees where feasible
- Temporarily suspended the Bulky Item Collection Program

## Human Generosity and Kindness

As members of the Resource Recovery industry, RSMC employee-owners offer essential services on the frontline. The continued commitment to successfully serve our communities provides some semblance of normalcy to daily life as we move through this challenging time together. The work we do has never been more visible in the communities we serve, and we feel a genuine sense of appreciation from our customers.

One example in which this appreciation was expressed and gratefully received, was through the generous donation of 200 cupcakes baked and delivered by Sibby’s Cupcakes of San Mateo, and paid for by Intuit software company. These small acts of kindness continue to remind employee-owners that they are an integral part of the community and highlights the importance of knowing that we are all #InThisTogether.



RSMC Employee-owners Jhune B (upper left) and Adan B (lower right) enjoy cupcakes donated by Intuit & Sibby’s Cupcakes.

## **J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT**

### **SUMMARY OF TRAINING AND PROFESSIONAL DEVELOPMENT ACTIVITIES FOR THE COMMERCIAL DIVERSION TEAM AND SUPERVISORY STAFF**

Below is a summary of the Quarter 1 (Q1) 2020 training and professional development activities for the Recology San Mateo County (RSMC) Commercial Recycling Promotion Team (CRPT):

On February 12, 2020, Waste Zero Specialist (WZS) Alexandra Rinear attended the Watermark Conference for Women in San Jose. The mission of the Conference is to promote, communicate and amplify the influence of women in the workplace and beyond. The conference was an educational and networking opportunity with over 15 speakers of women in leadership.

On March 19, 2020, WZS' Alexandra Rinear, Heather Rockwood, and Sarah Prescott attended Thrive's TAG Workshop (via Zoom) on Reduce & Rethink Single Use Plastics in San Mateo County. This workshop included community members coming together to establish best practices to extinguish the use of single use plastics.

### **A DESCRIPTION OF THE STRATEGY AND OVERALL APPROACH TO ATTRACT AND RETAIN A HIGH QUALITY AND EFFECTIVE COMMERCIAL RECYCLING PROMOTION PROGRAM AND SUPERVISORY STAFF**

Recology is recognized in the industry for its environmental commitments, programs, and services. We utilize our well-established networks to recruit the best suited members for our diversion teams by posting on specific "green industry" LISTSERVs that target individuals in the field of waste reduction. We support growth and leadership development amongst our employees and encourage educational opportunities both internally and externally.

At Recology, we believe our employees' compensation includes more than just their paychecks; we recognize that providing a comprehensive benefits package is an important aspect of our employees' total compensation. By providing a competitive benefits package, including Recology's Employee Stock Ownership Plan (ESOP), Recology can attract and retain highly qualified employees.

### **A DESCRIPTION AND STATUS OF ACHIEVING THE GOALS AND OBJECTIVES FOR THE COMMERCIAL RECYCLING PROMOTION TEAM AND HOW THESE GOALS AND OBJECTIVES ARE TIED TO THE COMPENSATION INCENTIVE PLAN**

Our goals are to continue to recruit new recycling and compost customers and enhance the existing diversion programs to increase the volume of recyclable and compostable materials collected and delivered to the Shoreway Environmental Center. The following is an update on the goals and objectives achieved in Q1 2020.

### New Compost Customers

RSMC is pleased to report that the CRPT exceeded the Q1 2020 goal of recruiting new compost services in the commercial and Multi-Family Dwelling (MFD) sectors as noted below:

Q1 2020 Goal New Compost Customers	Q1 2020 Actual New Compost Customers
50	55

### Target Account Site Assessments

The CRPT exceeded the goal set for conducting Targeted Account Site Assessments‡ in Q1 2020, as outlined below:

Q1 2020 Goal Target Account Site Assessments	Q1 2020 Actual Target Account Site Assessments
110	131

The number of Site Assessments performed during Q1 2020 in each Member Agency is summarized below:

Member Agency	Q1 2020 Target Account Site Assessments
Atherton	0
Belmont	4
Burlingame	22
East Palo Alto	2
Foster City	10
Hillsborough	0
Menlo Park	15
North Fair Oaks	3
Redwood City	30
San Carlos	14
San Mateo	23
County Franchised Area	8
West Bay Sanitary District	0
<b>Total</b>	<b>131</b>

The number of Additional Waste Audits performed during Q1 2020 in each Member Agency is summarized in the table on the following page:

Member Agency	Q1 2020 Additional Waste Audits
Atherton	0
Belmont	2
Burlingame	3
East Palo Alto	0
Foster City	2
Hillsborough	0
Menlo Park	6
North Fair Oaks	1
Redwood City	13
San Carlos	5
San Mateo	14
County Franchised Area	1
West Bay Sanitary District	2
<b>Total</b>	<b>49</b>

A detailed account of the Site Assessments and Waste Audits noted above is included in the 1<sup>st</sup> Quarter 2020 Report detail file in the tab labeled “M10a. Top MSW Generators.”

‡Site Assessments are waste audits that are performed for the Top MSW Generators in each Member Agency. Per Franchise Agreement Section 7.04, RSMC is required to conduct these Site Assessments annually.

## Quarter 2 (Q2) 2020 Goals

In these unprecedented times, RSMC remains committed to achieving their goals while maintaining the health and safety of the employee-owners and the communities they serve. RSMC has stayed informed, vigilant and responsive to the rapidly-evolving changes to business functions as a result of the COVID-19 pandemic. As an essential service provider, RSMC continues to provide excellent and uninterrupted service to its customers.

The CRPT adapted to the situation with a seamless transition to outreach and education on digital platforms ensuring continued quality customer service and remained on track for reaching all targeted goals. The CRPT modified to digital technologies, such as Zoom conference calls, WebEx presentations and social media platforms, to safely provide customers support while the Shelter-In-Place (SIP) Order remained in effect.

While remaining sensitive to the current situation of the business community, the CRPT will sustain the goal of increasing diversion rates and maximizing the utilization of existing programs. RSMC looks forward to supporting the community during this difficult time by continuing to safely provide new recycling and compost services and decrease garbage collection where deemed appropriate or necessary. The CRPT will also continue to contact MFDs to ensure their yard waste materials are being recycled and that they are AB 1826 compliant.

**With the that in mind, the following Q2 2020 goals have been set for the CRPT:**

- Implement compost services at Commercial and MFD accounts, that potentially fall under the mandate of AB 1826
- Contact MFDs to ensure their yard waste materials are recycled and that they are AB 1826 compliant
- Conduct Site Assessments for 2020 Target Accounts
- Conduct presentations and/or trainings to educate customers about programs and California Legislation

**The Q2 2020 goals for the CRPT will be achieved through the metrics outlined below:**

These metrics take into consideration the expected end to the SIP Order on May 3<sup>rd</sup>, 2020. If the SIP Order is extended and social distancing remains the best practice for the health and safety of our communities, then the metrics will be adjusted accordingly to reflect the fluidity of the situation.

- Contact 350 MFDs to inform customers of AB 1826 and ensure customers are compliant with the State mandate
- Conduct 100 Site Assessments from the 2020 Target Account Lists in the Commercial and/or MFD sector
- Recruit a minimum of 15 new compost accounts
- Provide 15 presentations and/or trainings

**Compensation Incentive Plan**

The CRPT does not have a compensation incentive plan for achieving set goals. However, RSMC management conducts annual performance reviews to verify achievement of goals, as well as evaluations of an employee's level of Recology's Leadership Competencies, which include items such as strategic thinking, business acumen, communications, and customer relations. The annual performance review is then used to determine potential merit increases.

**A DESCRIPTION OF CONTRACTOR'S SALES STRATEGY FOR MAINTAINING AND/OR EXPANDING THE EXISTING COMMERCIAL RECYCLING ACCOUNT BASE AND DIVERSION LEVELS**

To support our goal of increasing diversion and minimizing contamination, our strategy will be to focus on helping businesses that made temporary adjustments to their service levels, as a result of COVID-19, to ensure the reinstated services meet their new needs, and that they are informed about proper recycling and compost practices, in order to maximum diversion.

The CRPT will continue to contact customers and perform Waste Audits to identify the needs of customers and areas in which they can improve existing diversion programs and/or implement new diversion services. An outline of these strategies and accomplishments is noted on the following page:

### **Target Compost Rich Accounts for AB 1826**

AB 1826 went into effect on April 1<sup>st</sup>, 2016, and required businesses that generate eight or more cubic yards of organic waste per week to arrange for organic composting services. The volume requirements of AB 1826 gradually decrease each year until 2020, with the minimum requirement being two or more cubic yards of Municipal Solid Waste (MSW), which includes the combined volume of garbage, recycle and compost. The second phase went into effect on January 1, 2017, and requires business that generate four or more cubic yards of organic waste per week to implement an organics recycling program. Effective January 1, 2020, all businesses that generate 2 or more cubic yards of MSW per week are required to recycle their organic materials.

During Q1 2020, the CRPT targeted and contacted organic-rich accounts that were not subscribed to compost service with the goal of implementing an organics program. The CRPT contacted over 138 accounts that are subject to the current requirements of AB 1826. During that time, the CRPT audited 176 accounts and implemented 66 new compost accounts. The technical assistance for these specific customers included 60 trainings and/or presentations along with distribution of educational materials and/or internal containers.

RSMC's outreach strategies have proven to be effective, and therefore the CRPT will continue to target accounts that are not compliant with AB 1826. Therefore, accounts that subscribe to four or more cubic yards of MSW but do not currently subscribe to compost collection services will be targeted. Once the CRPT meets an 80% participation rate in each Member Agency, they will shift their focus to generators of 2 or more cubic yards of MSW.

The CRPT will target accounts based on business classification, specifically focusing on food service establishments, which are typically higher generators of organic materials. The CRPT will inform these customers about AB 1826, and assist with the implementation of compost collection to ensure that customers are compliant and their diversion programs are successful. However, it is important to reiterate the volatility of the COVID-19 pandemic and therefore the CPRT will be maintain sensitivity of the situation when working with commercial customers who may have been heavily and/or negatively impacted by COVID-19.

### **Presentations, Trainings, and Outreach Materials**

The CRPT utilizes presentations and trainings, both through digital platforms and in person, along with various outreach materials, to educate customers about the programs and services offered. These tools help teach customers how to properly separate items into recycling, compost, and garbage containers. The CRPT will continue to promote these services and outreach materials in Q2 2020 to increase diversion and reduce contamination.

On the following page is a summary of the public education and outreach materials distributed by the CRPT throughout the SBWMA service area during Q1 2020:

Q1 2020 Public Education and Outreach Materials					
	Commercial Brochures	Posters	Dock Signs	Stickers	Recycle Buddy Bags
January	24	138	24	116	105
February	36	95	33	32	157
March	15	45	0	62	98
<b>Total</b>	<b>75</b>	<b>278</b>	<b>57</b>	<b>210</b>	<b>360</b>

During Q1, 2020, the CRPT exceeded the goal set for conducting Presentations and Trainings.

Q1 2020 Goal Presentations/Trainings	Q1 2020 Actual Presentations/trainings
50	87

Below is an outline of the **20 presentations** and **67 trainings** provided to Commercial and/or MFD customers:

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Description
01/07/2020	MPK	HINES/FACEBOOK	190 JEFFERSON DR, MPK25	CHEFS & CULINARY STAFF	PRESENTATION
01/08/2020	MAT	CAMPUS POP INVESTORS LLC	2929 CAMPUS DR	PM, CAFE STAFF, OFFICE TENANTS	TRAINING
01/08/2020	MPK	KESPRY	4005 BOHANNON DR	EMPLOYEE & MANAGER	TRAINING
01/08/2020	RWC	ST THERESE CONVALESCENT HOME	3635 JEFFERSON AVE	EMPLOYEE & MANAGER	TRAINING
01/09/2020	MAT	BAYMEADOWS STATION 3 LLC	2950 S DELAWARE ST., SUITE 200	EMPLOYEES	PRESENTATION
01/13/2020	BUR	LSG SKY CHEFS	868 COWAN RD	LSG MANAGEMENT TEAM	TRAINING
01/13/2020	NFO	VSM LLC AKA GOURMET GYRO	2300 BAY RD	OWNER & CHEFS	TRAINING
01/14/2020	BUR	FLYING FOOD FARE	50 ADRIAN CT	AM EMPLOYEES (CANTONESE)	TRAINING

01/14/2020	BUR	FLYING FOOD FARE	50 ADRIAN CT	EMPLOYEES & MANAGEMENT	TRAINING
01/14/2020	BUR	FLYING FOOD FARE	50 ADRIAN CT	EMPLOYEES (SPANISH)	TRAINING
01/14/2020	BUR	FLYING FOOD FARE	50 ADRIAN CT	PM EMPLOYEES (CANTONESE)	TRAINING
01/14/2020	RWC	INT'L HOUSE OF PANCAKES	491 VETERANS BLVD	EMPLOYEES & MANAGER (SPANISH)	TRAINING
01/15/2020	BEL	CHALLENGE SCHOOL	617 MOUNTAIN VIEW AVE SUITE A	K-5TH CHILDREN & TEACHERS	SCHOOL PRESENTATION
01/15/2020	MAT	ALLADIN GOURMET INT	208 E HILLSDALE BLVD	OWNER & EMPLOYEES	TRAINING
01/15/2020	SNC	RESIDENCE INN	800 E SAN CARLOS AVE	HOTEL STAFF	TRAINING
01/16/2020	BUR	FLYING FOOD FARE	50 ADRIAN CT	AM EMPLOYEES (CANTONESE)	TRAINING
01/16/2020	BUR	FLYING FOOD FARE	50 ADRIAN CT	EMPLOYEES	TRAINING
01/16/2020	BUR	FLYING FOOD FARE	50 ADRIAN CT	PM EMPLOYEES (CANTONESE)	TRAINING
01/16/2020	BUR	FLYING FOOD FARE	50 ADRIAN CT	EMPLOYEES	TRAINING
01/16/2020	MPK	COFFEEBAR MENLO PARK	1149 CHESTNUT ST	BARISTAS	TRAINING
01/16/2020	MPK	RISTORANTE CARPACCIO CORP	1120 CRANE ST	CHEF, KITCHEN STAFF	TRAINING
01/16/2020	SNC	GRIFFIN CAPITAL	2 CIRCLE STAR WAY	JANITORIAL STAFF	TRAINING
01/17/2020	MPK	CARR & FERRELL LLP	120 CONSTITUTION DR	OFFICE MANAGER & ASSISTANT	TRAINING
01/21/2020	MAT	DIAMOND INVESTMENT PROPERTIES	400 CONCAR DR	WEWORK MEMBERS & EMPLOYEES	PRESENTATION
01/24/2020	MPK	ANGELO CUCCO	651 OAK GROVE AVE	OWNER & EMPLOYEES	TRAINING
01/27/2020	EPA	COURTYARD AT BAYROAD	1730 BAY RD	COMMUNITY MEMBERS	TRAINING
01/28/2020	FOC	GILEAD SCIENCES	301 VELOCITY WAY	PRESCHOOL STUDENTS & TEACHERS	SCHOOL PRESENTATION



01/28/2020	RWC	NATURE BOX	1661 BROADWAY ST	EMPLOYEES	PRESENTATION
01/29/2020	MAT	VERKADA	330 S CLAREMONT ST	FACILITIES & JANITORIAL	TRAINING
01/30/2020	MAT	SEAGATE ATRIUM ASS. LT	1900 S NORFOLK ST	EMPLOYEES	PRESENTATION
01/30/2020	MAT	TIDELANDS ASSOCIATION	400 MARINERS ISLAND BLVD	HOA BOARD MEMBERS	PRESENTATION
01/30/2020	MPK	EARLENS CORP	4045 CAMPBELL AVE	EMPLOYEES	PRESENTATION
01/31/2020	MPK	BLACK PEPPER RESTAURANT	1029 EL CAMINO REAL	MANAGER	TRAINING
01/31/2020	MPK	BLACK PEPPER RESTAURANT	1029 EL CAMINO REAL	KITCHEN STAFF (SPANISH)	TRAINING
01/31/2020	RWC	RAFAEL GUERRERO	999 EL CAMINO REAL	MANAGER	TRAINING
02/03/2020	BEL	FRG/MCDONALDS #380	522 EL CAMINO REAL	KITCHEN STAFF & MANAGER	TRAINING
02/03/2020	RWC	SAKURA TEPPANYAKI & SUSHI #2	373 MAIN ST	KITCHEN STAFF (SPANISH)	TRAINING
02/04/2020	MAT	CAMPUS POP INVESTORS LLC	2955 CAMPUS DR	EMPLOYEES	PRESENTATION
02/04/2020	RWC	REDWOOD CITY HOTELS, LLC	600 BAIR ISLAND ROAD	BAR & KITCHEN STAFF	TRAINING
02/05/2020	BUR	DOUBLE TREE HOTEL	835 AIRPORT BLVD	KITCHEN EMPLOYEES	TRAINING
02/05/2020	EPA	BAY OAKS APARTMENTS	2400 GLORIA WAY	TENANTS & PROPERTY MANAGER	TRAINING
02/05/2020	RWC	ANGELICA SOLORZANO	863 MAIN ST	KITCHEN STAFF	TRAINING
02/06/2020	BUR	DOUBLE TREE HOTEL	835 AIRPORT BLVD	KITCHEN & BAR STAFF	TRAINING
02/06/2020	MPK	REATA COMPANY	2200 SAND HILL RD	FACILITIES, MANAGEMENT & TENANTS	PRESENTATION
02/07/2020	RWC	ALANA'S CAFE	1020 MAIN ST	KITCHEN STAFF (SPANISH)	TRAINING
02/10/2020	CFA	JP MORGAN-CBRE	1615 WOODSIDE RD	EMPLOYEES	TRAINING

02/10/2020	SNC	BURGER KING	505 SKYWAY	EMPLOYEES	TRAINING
02/12/2020	NFO	DOMINO'S PIZZA	100 5TH AVE	EMPLOYEE	TRAINING
02/13/2020	BUR	ASIAN BOX	1401 BURLINGAME AVE	EMPLOYEES	TRAINING
02/13/2020	BUR	THE CAKERY	1308 BURLINGAME AVE	EMPLOYEES	TRAINING
02/13/2020	NFO	MEXCAL	3215 MIDDLEFIELD RD	EMPLOYEES (SPANISH)	TRAINING
02/13/2020	RWC	YOLANDA RUIZ	575 PRICE AVE	EMPLOYEES	TRAINING
02/13/2020	SNC	SIGONA'S FOOD FOR THOUGHT	961 BING ST #A	EMPLOYEES & MANAGEMENT	PRESENTATION
02/14/2020	BUR	ASIAN BOX	1401 BURLINGAME AVE	EMPLOYEES	TRAINING
02/18/2020	FOC	PACIFIC GATEWAY PROPERTIES	1465 BEACH PARK BLVD	KITCHEN STAFF	TRAINING
02/18/2020	MAT	BOHANNON	60 HILLSDALE MALL	MANAGERS & EMPLOYEES	TRAINING
02/19/2020	RWC	HUDSON 555 TWIN DOLPHIN PLAZA	203 REDWOODSHO RES PARKWAY	BUSINESS ASSOCIATES & STAFF	PRESENTATION
02/20/2020	NFO	COUNTY OF SAN MATEO	2710 MIDDLEFIELD RD	JANITORIAL STAFF (SPANISH)	TRAINING
02/20/2020	RWC	NIKKO'S CAFE MEXICAN GRILL	408 EL CAMINO REAL	OWNER AND STAFF (SPANISH)	TRAINING
02/24/2020	MAT	BOHANNON	60 HILLSDALE MALL	KITCHEN STAFF (SPANISH)	TRAINING
02/27/2020	MAT	BOHANNON	60 HILLSDALE MALL	FRONT OF HOUSE STAFF	TRAINING
02/27/2020	MPK	DONUT DELITE	732 WILLOW RD	EMPLOYEES	TRAINING
02/28/2020	RWC	HUDSON TOWERS AT SHORE CENTER,	203 REDWOOD SHORES PARKWAY	OFFICE MANAGER & EMPLOYEES	PRESENTATION
02/28/2020	WBS	HERBERT H ASATANI	3525 ALAMEDA DE LAS PULGAS	EMPLOYEES	TRAINING

03/02/2020	MPK	DEERFIELD HAVEN LLC	3715 HAVEN AVE	PROPERTY MANAGERS & JANITORIAL	TRAINING
03/02/2020	SNC	TOWN RESTAURANT	716 LAUREL ST	KITCHEN STAFF & MANAGERS	TRAINING
03/02/2020	SNC	TOWN RESTAURANT	716 LAUREL ST	KITCHEN STAFF & MANAGEMENT (SPANISH)	TRAINING
03/03/2020	MPK	OLD WORLD DESIGNS	727 SANTA CRUZ AVE	EMPLOYEES & PROPERTY MANAGER	TRAINING
03/03/2020	MPK	SOLE DESIRE	725 SANTA CRUZ AVE	OWNER & PROPERTY MANAGER	TRAINING
03/03/2020	MPK	HATHAWAY DWIDDLE CONSTRUCTION	725 SANTA CRUZ AVE SUITE 206	EMPLOYEES & PROPERTY MANAGER	TRAINING
03/03/2020	SNC	FOOT STEPS @ THE SHORES	225 SHEARWATER PKWY	PRESCHOOL CHILDREN & TEACHERS	SCHOOL PRESENTATION
03/04/2020	MAT	HILLSDALE UNITED METHODIST	303 36TH AVE	PRESCHOOLERS & TEACHERS	SCHOOL PRESENTATION
03/04/2020	MAT	HILLSDALE UNITED METHODIST	303 36TH AVE	PRESCHOOLERS & TEACHERS	SCHOOL PRESENTATION
03/04/2020	RWC	SOPH, INC	1201 EL CAMINO REAL	MANAGER & EMPLOYEE	TRAINING
03/05/2020	MAT	ST TIMOTHY CHURCH	1600 DOLAN AVE	CHURCH STAFF & VOLUNTEERS	TRAINING
03/05/2020	RWC	ORACLE DESIGN TECH HIGH	275 ORACLE PARKWAY	STUDENTS & ENVIRONMENTAL SCIENCE TEACHER	PRESENTATION
03/05/2020	RWC	LA CASITA CHILANGA, INC	761 EL CAMINO REAL	KITCHEN STAFF & OWNER (SPANISH)	TRAINING
03/05/2020	SNC	TOWN RESTAURANT	716 LAUREL ST	SERVERS	TRAINING
03/06/2020	RWC	PELLARIN ENTERPRISES	768 WOODSIDE RD	STORE MANAGER	TRAINING
03/09/2020	MPK	BASKIN ROBBINS #192	863 SANTA CRUZ AVE/	STAFF	TRAINING
03/10/2020	BUR	CROWNE PLAZA-BURLINGAME#5640	1177 AIRPORT BLVD	KITCHEN & HOUSEKEEPING STAFF	TRAINING
03/10/2020	RWC	2215 BROADWAY LLC	2221 BROADWAY ST	OFFICE MANAGER	TRAINING

03/10/2020	WBS	WOODLAND SCHOOL	360 LA CUESTA DR	STUDENTS & TEACHERS	SCHOOL PRESENTATION
03/11/2020	BUR	CARR MCCLELLAN P.C.	1290 HOWARD AVE	SUBTENANTS OF CARR MCCLELLAN	PRESENTATION
03/12/2020	EPA	SABOR MICHOCANO	2398 UNIVERSITY AVE #D	OWNER & CHEF (SPANISH)	TRAINING
03/12/2020	MPK	VENTANA PROPERTY SERVICES	70 WILLOW RD	TENANTS	TRAINING
03/13/2020	MAT	ROUND TABLE PIZZA	1852 S NORFOLK ST	MANAGER & EMPLOYEES (SPANISH)	TRAINING

Franchise codes: ATH = Atherton, BEL = Belmont, BUR = Burlingame, CFA = County Franchised Area, EPA = East Palo Alto, FOC = Foster City, HIL = Hillsborough, MAT = San Mateo, MPK = Menlo Park, NFO = North Fair Oaks, RWC = Redwood City, SNC = San Carlos, WBS = West Bay Sanitary District

Member Agency codes: C01 = Atherton, C02 = Belmont, C03 = Burlingame, C04 = East Palo Alto, C05 = Foster City, C06 = Hillsborough, C07 = Menlo Park, C08 = Redwood City, C09 = San Carlos, C10 = San Mateo, C11 = North Fair Oaks, C12 = West Bay Sanitary District, C15 = County Franchised Area

## **A DESCRIPTION OF THE SERVICES PROVIDED TO THE COMMERCIAL AND AGENCY FACILITY SECTORS**

Services provided by RSMC to Commercial and Agency Facility sectors include Solid Waste, Compost, and Single-Stream Recycling material collection. Support services provided include conducting Site Assessments and Site Checks, determining adequate and cost-effective service levels, providing presentations and trainings, and distributing public education materials and internal containers.

## **A DETAILED ACCOUNT OF DIVERSION STATISTICS FOR THE COMMERCIAL AND AGENCY FACILITY SECTORS**

A detailed account of the diversion statistics is included in RSMC's 2020 1st Quarter Report under the tab labeled "M1d. Diversion Level".