



QUARTERLY REPORT TO THE SBWMA FOR 3rd Quarter 2020

Submitted October 30, 2020



October 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 3rd 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 horizontal line.

Michael Kelly
General Manager
Recology San Mateo County

cc: John Mangini



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
3rd Quarter 2020**

**Submitted
OCTOBER 30, 2020**



3rd QUARTER 2020 REPORT

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3rd 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 3, system tonnage allocations were updated as follows: effective July 8 for usual and customary service changes and effective August 10 for changes in commercial solid waste routes.

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.



3rd QUARTER 2020 QUARTERLY REPORT SUMMARY

Quarterly	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2020 Year End
Commercial Tonnage Collected					
Solid Waste	18,910.41	14,003.47	15,877.76		48,791.64
Recyclables	6,511.22	4,627.12	5,329.27		16,467.61
Organics	6,646.72	3,446.80	4,088.65		14,182.17
Multi-Family Tonnage Collected					
Solid Waste	8,073.25	8,183.84	8,705.94		24,963.03
Recyclables	2,313.39	2,295.64	2,475.85		7,084.88
Organics	252.89	227.12	250.81		730.82
Residential Tonnage Collected					
Solid Waste	14,719.92	16,533.98	17,034.00		48,287.90
Recyclables	9,825.06	10,996.98	10,697.61		31,519.65
Organics	17,830.15	21,915.36	20,633.86		60,379.37
Diversion Rates					
Commercial	36.82%	32.32%	33.07%		34.28%
Multi-Family	24.12%	23.56%	23.85%		23.84%
Residential	65.26%	66.56%	64.78%		65.55%
Overall	50.98%	52.91%	51.09%		51.65%
Inquiries, Service Requests & Complaints					
Calls Received	20,110	21,563	24,401		66,074
Avg. Hold Time	12.48	22.33	31.85		22.49
Assessments	180	1	0		181
Quality Assurance	521	611	613		1,745

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
ATHERTON								
Commercial								
Commercial Solid Waste	34.97	33.97	35.76	86.57	80.66	104.70	0.00	271.93
Commercial Recycling	11.46	11.43	11.74	43.57	28.67	34.63	0.00	106.87
Commercial Organics	21.14	22.06	19.28	75.83	48.91	62.48	0.00	187.22
Subtotal - Disposed	34.97	33.97	35.76	86.57	80.66	104.70	0.00	271.93
Subtotal - Diverted	32.60	33.49	31.02	119.40	77.58	97.11	0.00	294.09
Diversion Rate	48.25%	49.64%	46.45%	57.97%	49.03%	48.12%	0.00%	51.96%
MFD								
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%
Roll-Off								
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%
Residential								
Residential Solid Waste	171.01	151.76	175.27	437.70	495.03	498.04	0.00	1,430.77
Residential Curbside Recycling	121.85	119.49	125.47	328.00	370.81	366.81	0.00	1,065.62
Residential Curbside Organics	582.75	573.53	640.53	1,726.22	1,746.47	1,796.81	0.00	5,269.50
Subtotal - Disposed	171.01	151.76	175.27	437.70	495.03	498.04	0.00	1,430.77
Subtotal - Diverted	704.60	693.02	766.00	2,054.22	2,117.28	2,163.62	0.00	6,335.12
Diversion Rate	80.47%	82.04%	81.38%	82.44%	81.05%	81.29%	0.00%	81.58%
Total Disposed	205.98	185.73	211.03	524.27	575.69	602.74	0.00	1,702.70
Total Diverted	737.20	726.51	797.02	2,173.62	2,194.86	2,260.73	0.00	6,629.21
Total Diversion Rate	78.16%	79.64%	79.07%	80.57%	79.22%	78.95%	0.00%	79.56%
Single-Family Measured Diversion Rate	80.47%	82.04%	81.38%	82.44%	81.05%	81.29%	0.00%	81.58%
Commercial Measured Diversion Rate	48.25%	49.64%	46.45%	57.97%	49.03%	48.12%	0.00%	51.96%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	78.16%	79.64%	79.07%	80.57%	79.22%	78.95%	0.00%	79.56%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
Atherton													
Commercial¹ and MFD													
Commercial Solid Waste	452.22	395.20	342.49	329.14	353.56	312.34	310.51	300.35	278.52	271.93	(6.59)	-2.37%	
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	0.43	6.77	4.45	3.50	0.00	3.42	8.31	0.00	(8.31)	-100.00%	
Commercial Recycling	164.12	114.10	121.63	122.94	131.69	141.30	155.55	159.60	139.05	106.87	(32.18)	-23.14%	
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	6.61	0.00	0.24	0.00	1.96	1.99	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	339.64	284.74	371.53	323.26	518.99	468.42	404.19	440.59	318.32	187.22	(131.10)	-41.18%	
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	3.53	26.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	452.22	395.20	342.92	335.91	358.01	315.84	310.51	303.77	286.83	271.93	(14.90)	-5.19%	
SUBTOTAL - Diverted Tons	513.90	425.41	493.40	446.20	652.64	611.71	559.74	600.19	457.37	294.09	(163.28)	-35.70%	
Residential													
Residential Solid Waste	1,537.78	1,302.52	1,272.50	1,241.90	1,273.26	1,296.16	1,304.98	1,330.93	1,300.41	1,430.77	130.36	10.02%	
Residential Curbside Recycling	936.38	962.70	996.38	1,040.12	1,026.37	1,052.62	1,051.52	1,044.18	988.80	1,065.62	76.82	7.77%	
Residential Curbside Organics	5,676.17	5,774.39	5,599.26	5,218.89	5,021.12	5,373.77	5,625.62	5,413.63	5,592.98	5,269.50	(323.48)	-5.78%	
SUBTOTAL - Disposed Tons	1,537.78	1,302.52	1,272.50	1,241.90	1,273.26	1,296.16	1,304.98	1,330.93	1,300.41	1,430.77	130.36	10.02%	
SUBTOTAL - Diverted Tons	6,612.55	6,737.09	6,595.64	6,259.01	6,047.49	6,426.39	6,677.14	6,457.81	6,581.78	6,335.12	(246.66)	-3.75%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	1,990.00	1,697.72	1,615.42	1,577.81	1,631.27	1,612.00	1,615.49	1,634.70	1,587.24	1,702.70			
TOTAL TONS DIVERTED	7,126.45	7,162.50	7,089.04	6,705.21	6,700.13	7,038.10	7,236.88	7,058.00	7,039.15	6,629.21			
COMMERCIAL DIVERSION RATE	53.19%	51.84%	59.00%	57.05%	64.58%	65.95%	64.32%	66.40%	61.46%	51.96%			
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
RESIDENTIAL DIVERSION RATE	81.13%	83.80%	83.83%	83.44%	82.61%	83.22%	83.65%	82.91%	83.50%	81.58%			
TOTAL DIVERSION RATE	78.17%	80.84%	81.44%	80.95%	80.42%	81.36%	81.75%	81.19%	81.60%	79.56%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	161.20	156.03	156.80	571.83	456.43	474.03	0.00	1,502.29
Commercial Recycling	66.67	70.90	66.52	237.85	178.49	204.09	0.00	620.43
Commercial Organics	52.16	50.87	41.81	207.47	103.02	144.84	0.00	455.33
Subtotal - Disposed	161.20	156.03	156.80	571.83	456.43	474.03	0.00	1,502.29
Subtotal - Diverted	118.83	121.77	108.33	445.32	281.51	348.93	0.00	1,075.76
Diversion Rate	42.43%	43.83%	40.86%	43.78%	38.15%	42.40%	0.00%	41.73%
MFD								
MFD Solid Waste	165.74	162.08	159.12	484.97	490.97	486.94	0.00	1,462.88
MFD Recycling	47.60	51.79	52.78	144.53	144.19	152.17	0.00	440.89
MFD Organics	4.29	4.13	3.94	12.41	10.91	12.36	0.00	35.68
Subtotal - Disposed	165.74	162.08	159.12	484.97	490.97	486.94	0.00	1,462.88
Subtotal - Diverted	51.89	55.92	56.72	156.94	155.10	164.53	0.00	476.57
Diversion Rate	23.84%	25.65%	26.28%	24.45%	24.01%	25.26%	0.00%	24.57%
Roll-Off								
Roll-Off Solid Waste	7.44	5.75	8.06	27.51	23.84	21.25	0.00	72.60
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	7.44	5.75	8.06	27.51	23.84	21.25	0.00	72.60
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%
Residential								
Residential Solid Waste	333.69	296.12	308.30	803.05	882.38	938.11	0.00	2,623.54
Residential Curbside Recycling	247.41	228.98	256.02	660.12	712.79	732.41	0.00	2,105.32
Residential Curbside Organics	437.65	372.79	373.68	949.38	1,252.54	1,184.12	0.00	3,386.04
Subtotal - Disposed	333.69	296.12	308.30	803.05	882.38	938.11	0.00	2,623.54
Subtotal - Diverted	685.06	601.77	629.70	1,609.50	1,965.33	1,916.53	0.00	5,491.36
Diversion Rate	67.25%	67.02%	67.13%	66.71%	69.01%	67.14%	0.00%	67.67%
Total Disposed	668.07	619.98	632.28	1,887.36	1,853.62	1,920.33	0.00	5,661.31
Total Diverted	855.78	779.46	794.75	2,211.76	2,401.94	2,429.99	0.00	7,043.69
Total Diversion Rate	56.16%	55.70%	55.69%	53.96%	56.44%	55.86%	0.00%	55.44%
Single-Family Measured Diversion Rate	67.25%	67.02%	67.13%	66.71%	69.01%	67.14%	0.00%	67.67%
Commercial Measured Diversion Rate	33.80%	35.43%	33.75%	35.71%	31.01%	34.33%	0.00%	33.82%
MFD Measured Diversion Rate	23.84%	25.65%	26.28%	24.45%	24.01%	25.26%	0.00%	24.57%
Overall Measured Diversion Rate	56.16%	55.70%	55.69%	53.96%	56.44%	55.86%	0.00%	55.44%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
Belmont													
Commercial¹ and MFD													
Commercial Solid Waste	1,651.45	1,910.36	1,744.19	1,750.07	1,612.65	1,574.15	1,653.41	1,697.30	1,770.50	1,502.29	(268.21)	-15.15%	
MFD Solid Waste	1,464.88	1,557.15	1,666.14	1,647.75	1,538.26	1,533.96	1,473.97	1,473.39	1,523.76	1,462.88	(60.88)	-4.00%	
Roll-Off Solid Waste	359.71	367.62	355.33	368.41	355.63	356.78	309.43	264.14	95.36	72.60	(22.76)	-23.87%	
Commercial Recycling	391.34	451.70	474.56	550.75	625.39	652.80	697.89	715.91	732.18	620.43	(111.75)	-15.26%	
MFD Recycling	341.10	344.93	379.71	389.02	425.44	433.91	438.34	468.82	420.80	440.89	20.09	4.77%	
Roll-Off Recycling	0.41	1.65	2.62	0.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	307.86	316.20	371.22	447.84	528.08	629.92	663.65	687.41	730.02	455.33	(274.69)	-37.63%	
MFD Organics	19.15	25.48	45.90	47.76	51.76	59.95	55.73	53.16	68.62	35.68	(32.94)	-48.00%	
Roll-Off Organics	1.14	7.02	0.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	3,476.04	3,835.13	3,765.66	3,766.23	3,506.54	3,464.89	3,436.81	3,434.83	3,389.62	3,037.77	(351.85)	-10.38%	
SUBTOTAL - Diverted Tons	1,061.00	1,146.98	1,274.23	1,435.83	1,630.67	1,776.58	1,855.61	1,925.30	1,951.62	1,552.33	(399.29)	-20.46%	
Residential													
Residential Solid Waste	2,453.87	2,504.85	2,457.87	2,406.76	2,448.98	2,486.74	2,508.05	2,413.29	2,424.18	2,623.54	199.36	8.22%	
Residential Curbside Recycling	2,300.77	2,110.83	2,101.22	2,075.06	2,067.17	2,133.78	2,087.56	2,019.47	1,899.44	2,105.32	205.88	10.84%	
Residential Curbside Organics	3,057.33	3,026.79	3,148.45	2,893.15	2,867.75	3,041.68	3,331.54	3,035.79	3,173.20	3,386.04	212.84	6.71%	
SUBTOTAL - Disposed Tons	2,453.87	2,504.85	2,457.87	2,406.76	2,448.98	2,486.74	2,508.05	2,413.29	2,424.18	2,623.54	199.36	8.22%	
SUBTOTAL - Diverted Tons	5,358.10	5,137.62	5,249.67	4,968.21	4,934.92	5,175.46	5,419.10	5,055.26	5,072.64	5,491.36	418.72	8.25%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	5,929.91	6,339.98	6,223.53	6,172.99	5,955.52	5,951.63	5,944.86	5,848.12	5,813.80	5,661.31			
TOTAL TONS DIVERTED	6,419.10	6,284.60	6,523.90	6,404.04	6,565.59	6,952.04	7,274.71	6,980.56	7,024.26	7,043.69			
COMMERCIAL DIVERSION RATE	23.39%	23.02%	25.28%	27.60%	31.74%	33.89%	35.06%	35.92%	36.54%	33.82%			
MFD DIVERSION RATE	19.74%	19.22%	20.35%	20.95%	23.68%	24.35%	25.10%	26.16%	24.31%	24.57%			
RESIDENTIAL DIVERSION RATE	68.59%	67.22%	68.11%	67.37%	66.83%	67.55%	68.36%	67.69%	67.66%	67.67%			
TOTAL DIVERSION RATE	51.98%	49.78%	51.18%	50.92%	52.44%	53.88%	55.03%	54.41%	54.71%	55.44%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME								
Commercial								
Commercial Solid Waste	588.37	542.43	556.10	1,847.50	1,482.56	1,686.90	0.00	5,016.96
Commercial Recycling	306.95	254.93	298.21	896.18	664.89	860.09	0.00	2,421.16
Commercial Organics	184.82	190.62	158.38	819.96	515.64	533.82	0.00	1,869.42
Subtotal - Disposed	588.37	542.43	556.10	1,847.50	1,482.56	1,686.90	0.00	5,016.96
Subtotal - Diverted	491.77	445.55	456.59	1,716.14	1,180.53	1,393.91	0.00	4,290.58
Diversion Rate	45.53%	45.10%	45.09%	48.16%	44.33%	45.24%	0.00%	46.10%
MFD								
MFD Solid Waste	248.43	230.67	231.51	674.58	675.07	710.61	0.00	2,060.26
MFD Recycling	83.81	80.17	80.15	234.00	227.41	244.13	0.00	705.54
MFD Organics	8.81	10.23	9.12	29.24	24.61	28.16	0.00	82.01
Subtotal - Disposed	248.43	230.67	231.51	674.58	675.07	710.61	0.00	2,060.26
Subtotal - Diverted	92.62	90.40	89.27	263.24	252.02	272.29	0.00	787.55
Diversion Rate	27.16%	28.16%	27.83%	28.07%	27.18%	27.70%	0.00%	27.65%
Roll-Off								
Roll-Off Solid Waste	175.65	197.74	189.76	1,698.88	465.54	563.15	0.00	2,727.57
Roll-Off Recycling	14.01	28.17	23.96	130.69	32.27	66.14	0.00	229.10
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	175.65	197.74	189.76	1,698.88	465.54	563.15	0.00	2,727.57
Subtotal - Diverted	14.01	28.17	23.96	130.69	32.27	66.14	0.00	229.10
Diversion Rate	7.39%	12.47%	11.21%	7.14%	6.48%	10.51%	0.00%	7.75%
Residential								
Residential Solid Waste	379.44	352.94	375.44	951.93	1,077.72	1,107.82	0.00	3,137.47
Residential Curbside Recycling	251.99	248.60	257.01	717.89	792.10	757.60	0.00	2,267.59
Residential Curbside Organics	474.00	464.62	464.06	1,175.97	1,449.97	1,402.68	0.00	4,028.62
Subtotal - Disposed	379.44	352.94	375.44	951.93	1,077.72	1,107.82	0.00	3,137.47
Subtotal - Diverted	725.99	713.22	721.07	1,893.86	2,242.07	2,160.28	0.00	6,296.21
Diversion Rate	65.67%	66.90%	65.76%	66.55%	67.54%	66.10%	0.00%	66.74%
Total Disposed	1,391.89	1,323.78	1,352.81	5,172.89	3,700.89	4,068.48	0.00	12,942.26
Total Diverted	1,324.39	1,277.34	1,290.89	4,003.93	3,706.89	3,892.62	0.00	11,603.44
Total Diversion Rate	48.76%	49.11%	48.83%	43.63%	50.04%	48.90%	0.00%	47.27%
Single-Family Measured Diversion Rate	65.67%	66.90%	65.76%	66.55%	67.54%	66.10%	0.00%	66.74%
Commercial Measured Diversion Rate	37.15%	36.75%	36.83%	33.33%	35.83%	36.91%	0.00%	35.12%
MFD Measured Diversion Rate	27.16%	28.16%	27.83%	28.07%	27.18%	27.70%	0.00%	27.65%
Overall Measured Diversion Rate	48.76%	49.11%	48.83%	43.63%	50.04%	48.90%	0.00%	47.27%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
Burlingame													
Commercial¹ and MFD													
Commercial Solid Waste	6,202.99	6,418.45	6,198.40	6,145.80	6,083.80	6,384.74	6,470.87	6,188.85	6,268.80	5,016.96	(1,251.84)	-19.97%	
MFD Solid Waste	2,373.21	2,180.78	2,220.10	2,170.35	2,161.40	2,256.57	2,307.22	2,160.62	2,125.79	2,060.26	(65.53)	-3.08%	
Roll-Off Solid Waste	5,974.40	6,551.12	5,479.22	5,571.87	5,910.12	7,082.19	7,436.57	7,496.07	7,264.94	2,727.57	(4,537.37)	-62.46%	
Commercial Recycling	1,933.75	2,087.15	2,375.14	2,947.52	2,911.42	3,018.29	2,702.79	2,703.27	2,816.47	2,421.16	(395.31)	-14.04%	
MFD Recycling	541.62	543.42	639.42	680.08	703.74	710.12	744.70	745.89	750.17	705.54	(44.63)	-5.95%	
Roll-Off Recycling	86.16	177.98	90.12	101.76	105.16	114.78	237.23	397.46	333.46	229.10	(104.36)	-31.30%	
Commercial Organics	1,718.56	1,682.96	2,054.08	1,984.61	2,425.58	2,331.34	2,433.50	2,360.27	2,820.21	1,869.42	(950.79)	-33.71%	
MFD Organics	57.32	44.68	47.17	37.95	41.11	52.33	58.69	67.33	87.56	82.01	(5.55)	-6.34%	
Roll-Off Organics	714.54	238.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	14,550.60	15,150.35	13,897.72	13,888.02	14,155.32	15,723.50	16,214.66	15,845.54	15,659.53	9,804.79	(5,854.74)	-37.39%	
SUBTOTAL - Diverted Tons	5,051.95	4,775.06	5,205.93	5,751.92	6,187.01	6,226.86	6,176.91	6,274.22	6,807.87	5,307.23	(1,500.64)	-22.04%	
Residential													
Residential Solid Waste	2,985.99	2,775.77	2,757.23	2,720.37	2,749.49	2,814.28	2,872.37	2,798.23	2,789.27	3,137.47	348.20	12.48%	
Residential Curbside Recycling	2,196.59	2,210.21	2,212.59	2,190.21	2,196.89	2,231.52	2,238.99	2,267.02	2,059.23	2,267.59	208.36	10.12%	
Residential Curbside Organics	3,816.02	3,757.91	3,859.18	3,575.36	3,410.39	3,677.40	3,864.49	3,764.73	3,966.35	4,028.62	62.27	1.57%	
SUBTOTAL - Disposed Tons	2,985.99	2,775.77	2,757.23	2,720.37	2,749.49	2,814.28	2,872.37	2,798.23	2,789.27	3,137.47	348.20	12.48%	
SUBTOTAL - Diverted Tons	6,012.61	5,968.12	6,071.77	5,765.57	5,607.28	5,908.92	6,103.48	6,031.75	6,025.58	6,296.21	270.63	4.49%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	17,536.59	17,926.12	16,654.95	16,608.39	16,904.81	18,537.78	19,087.03	18,643.77	18,448.80	12,942.26			
TOTAL TONS DIVERTED	11,064.56	10,743.18	11,277.70	11,517.49	11,794.29	12,135.78	12,280.39	12,305.97	12,833.45	11,603.44			
COMMERCIAL DIVERSION RATE	25.77%	23.96%	27.25%	29.29%	30.41%	28.37%	27.59%	28.36%	30.30%	35.12%			
MFD DIVERSION RATE	20.15%	21.24%	23.62%	24.86%	25.63%	25.25%	25.83%	27.35%	28.27%	27.65%			
RESIDENTIAL DIVERSION RATE	66.82%	68.25%	68.77%	67.94%	67.10%	67.74%	68.00%	68.31%	68.36%	66.74%			
TOTAL DIVERSION RATE	38.69%	37.47%	40.37%	40.95%	41.10%	39.56%	39.15%	39.76%	41.02%	47.27%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO								
Commercial								
Commercial Solid Waste	116.83	109.71	110.62	369.38	318.53	337.16	0.00	1,025.07
Commercial Recycling	44.22	39.41	48.73	168.67	102.26	132.36	0.00	403.29
Commercial Organics	28.53	35.70	32.63	147.05	81.35	96.86	0.00	325.26
Subtotal - Disposed	116.83	109.71	110.62	369.38	318.53	337.16	0.00	1,025.07
Subtotal - Diverted	72.75	75.11	81.36	315.72	183.61	229.22	0.00	728.55
Diversion Rate	38.37%	40.64%	42.38%	46.08%	36.57%	40.47%	0.00%	41.55%
MFD								
MFD Solid Waste	261.88	252.14	247.35	650.49	699.64	761.37	0.00	2,111.50
MFD Recycling	34.44	35.04	36.54	93.57	93.08	106.02	0.00	292.67
MFD Organics	7.67	8.64	7.96	20.05	25.82	24.27	0.00	70.14
Subtotal - Disposed	261.88	252.14	247.35	650.49	699.64	761.37	0.00	2,111.50
Subtotal - Diverted	42.11	43.68	44.50	113.62	118.90	130.29	0.00	362.81
Diversion Rate	13.85%	14.77%	15.25%	14.87%	14.53%	14.61%	0.00%	14.66%
Roll-Off								
Roll-Off Solid Waste	76.70	61.88	55.76	172.31	136.38	194.34	0.00	503.03
Roll-Off Recycling	2.71	2.17	2.62	10.53	1.33	7.50	0.00	19.36
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	76.70	61.88	55.76	172.31	136.38	194.34	0.00	503.03
Subtotal - Diverted	2.71	2.17	2.62	10.53	1.33	7.50	0.00	19.36
Diversion Rate	3.41%	3.39%	4.49%	5.76%	0.97%	3.72%	0.00%	3.71%
Residential								
Residential Solid Waste	689.20	648.19	638.67	1,688.07	1,937.65	1,976.06	0.00	5,601.78
Residential Curbside Recycling	174.68	165.10	161.62	433.30	509.87	501.40	0.00	1,444.57
Residential Curbside Organics	372.63	345.90	328.90	830.03	1,191.10	1,047.43	0.00	3,068.56
Subtotal - Disposed	689.20	648.19	638.67	1,688.07	1,937.65	1,976.06	0.00	5,601.78
Subtotal - Diverted	547.31	511.00	490.52	1,263.33	1,700.97	1,548.83	0.00	4,513.13
Diversion Rate	44.26%	44.08%	43.44%	42.80%	46.75%	43.94%	0.00%	44.62%
Total Disposed	1,144.61	1,071.92	1,052.40	2,880.25	3,092.20	3,268.93	0.00	9,241.38
Total Diverted	664.88	631.96	619.00	1,703.20	2,004.81	1,915.84	0.00	5,623.85
Total Diversion Rate	36.74%	37.09%	37.03%	37.16%	39.33%	36.95%	0.00%	37.83%
Single-Family Measured Diversion Rate	44.26%	44.08%	43.44%	42.80%	46.75%	43.94%	0.00%	44.62%
Commercial Measured Diversion Rate	20.52%	22.21%	23.70%	26.95%	20.83%	22.11%	0.00%	23.38%
MFD Measured Diversion Rate	13.85%	14.77%	15.25%	14.87%	14.53%	14.61%	0.00%	14.66%
Overall Measured Diversion Rate	36.74%	37.09%	37.03%	37.16%	39.33%	36.95%	0.00%	37.83%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
East Palo Alto													
Commercial¹ and MFD													
Commercial Solid Waste	1,067.10	1,061.92	1,001.43	1,022.46	1,148.82	1,165.45	1,102.33	1,049.35	1,129.46	1,025.07	(104.39)	-9.24%	
MFD Solid Waste	1,993.63	1,920.10	2,038.81	2,067.37	1,891.25	1,979.64	2,039.92	1,947.99	1,957.31	2,111.50	154.19	7.88%	
Roll-Off Solid Waste	577.19	1,003.04	985.96	880.53	750.39	571.83	544.86	721.93	695.98	503.03	(192.95)	-27.72%	
Commercial Recycling	411.38	922.54	370.58	393.69	398.35	413.03	441.13	507.88	542.70	403.29	(139.41)	-25.69%	
MFD Recycling	20.52	144.71	163.94	203.12	259.46	272.96	287.07	287.83	285.54	292.67	7.13	2.50%	
Roll-Off Recycling	24.55	17.74	7.85	24.09	19.49	15.30	17.52	23.98	19.65	19.36	(0.29)	-1.48%	
Commercial Organics	236.14	233.54	257.98	356.72	375.80	467.73	408.44	454.97	486.47	325.26	(161.21)	-33.14%	
MFD Organics	41.43	50.09	63.54	59.26	59.82	53.17	64.57	65.43	64.13	70.14	6.01	9.37%	
Roll-Off Organics	0.00	9.94	2.79	0.00	27.52	268.41	303.68	172.77	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	3,637.92	3,985.06	4,026.20	3,970.36	3,790.46	3,716.92	3,687.11	3,719.27	3,782.75	3,639.60	(143.15)	-3.78%	
SUBTOTAL - Diverted Tons	734.02	1,378.56	866.68	1,036.88	1,140.44	1,490.60	1,522.41	1,512.86	1,398.49	1,110.72	(287.77)	-20.58%	
Residential													
Residential Solid Waste	4,736.58	4,795.71	4,762.94	4,922.58	5,100.03	5,216.09	5,223.58	5,092.87	5,097.39	5,601.78	504.39	9.90%	
Residential Curbside Recycling	972.48	970.50	1,033.63	1,090.50	1,144.78	1,226.67	1,295.43	1,243.85	1,220.75	1,444.57	223.82	18.33%	
Residential Curbside Organics	2,621.30	2,611.31	2,756.47	2,634.13	2,690.55	2,843.69	2,854.91	2,695.70	2,890.70	3,068.56	177.86	6.15%	
SUBTOTAL - Disposed Tons	4,736.58	4,795.71	4,762.94	4,922.58	5,100.03	5,216.09	5,223.58	5,092.87	5,097.39	5,601.78	504.39	9.90%	
SUBTOTAL - Diverted Tons	3,593.78	3,581.81	3,790.10	3,724.63	3,835.33	4,070.36	4,150.34	3,939.55	4,111.45	4,513.13	401.68	9.77%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	8,374.50	8,780.77	8,789.14	8,892.94	8,890.49	8,933.01	8,910.69	8,812.14	8,880.14	9,241.38			
TOTAL TONS DIVERTED	4,327.80	4,960.37	4,656.78	4,761.51	4,975.77	5,560.96	5,672.75	5,452.41	5,509.94	5,623.85			
COMMERCIAL DIVERSION RATE	16.79%	25.70%	17.71%	20.71%	23.13%	28.62%	29.22%	28.91%	26.99%	23.38%			
MFD DIVERSION RATE	3.01%	9.21%	10.04%	11.26%	14.44%	14.14%	14.70%	15.35%	15.16%	14.66%			
RESIDENTIAL DIVERSION RATE	43.14%	42.76%	44.31%	43.07%	42.92%	43.83%	44.28%	43.62%	44.65%	44.62%			
TOTAL DIVERSION RATE	34.07%	36.10%	34.63%	34.87%	35.88%	38.37%	38.90%	38.22%	38.29%	37.83%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

	July	August	September	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
FOSTER CITY								
Commercial								
Commercial Solid Waste	239.07	210.84	216.24	692.94	549.28	666.15	0.00	1,908.37
Commercial Recycling	84.29	84.23	78.75	322.06	232.19	247.27	0.00	801.52
Commercial Organics	114.51	105.25	102.51	535.97	290.42	322.27	0.00	1,148.66
Subtotal - Disposed	239.07	210.84	216.24	692.94	549.28	666.15	0.00	1,908.37
Subtotal - Diverted	198.80	189.48	181.26	858.03	522.61	569.54	0.00	1,950.18
Diversion Rate	45.40%	47.33%	45.60%	55.32%	48.76%	46.09%	0.00%	50.54%
MFD								
MFD Solid Waste	319.68	281.35	294.66	729.20	786.55	895.69	0.00	2,411.44
MFD Recycling	97.35	101.48	90.18	265.79	258.64	289.01	0.00	813.44
MFD Organics	6.55	6.44	6.17	27.57	17.46	19.16	0.00	64.19
Subtotal - Disposed	319.68	281.35	294.66	729.20	786.55	895.69	0.00	2,411.44
Subtotal - Diverted	103.90	107.92	96.35	293.36	276.10	308.17	0.00	877.63
Diversion Rate	24.53%	27.72%	24.64%	28.69%	25.98%	25.60%	0.00%	26.68%
Roll-Off								
Roll-Off Solid Waste	53.11	60.54	38.56	176.74	126.37	152.21	0.00	455.32
Roll-Off Recycling	4.11	5.32	6.88	40.94	25.76	16.31	0.00	83.01
Roll-Off Organics	39.80	43.50	41.18	106.51	104.10	124.48	0.00	335.09
Subtotal - Disposed	53.11	60.54	38.56	176.74	126.37	152.21	0.00	455.32
Subtotal - Diverted	43.91	48.82	48.06	147.45	129.86	140.79	0.00	418.10
Diversion Rate	45.26%	44.64%	55.48%	45.48%	50.68%	48.05%	0.00%	47.87%
Residential								
Residential Solid Waste	322.27	276.83	312.27	778.40	889.05	911.37	0.00	2,578.82
Residential Curbside Recycling	218.32	178.45	204.25	547.77	615.33	601.02	0.00	1,764.12
Residential Curbside Organics	291.14	254.70	287.65	675.26	859.94	833.49	0.00	2,368.69
Subtotal - Disposed	322.27	276.83	312.27	778.40	889.05	911.37	0.00	2,578.82
Subtotal - Diverted	509.46	433.15	491.90	1,223.03	1,475.27	1,434.51	0.00	4,132.81
Diversion Rate	61.25%	61.01%	61.17%	61.11%	62.40%	61.15%	0.00%	61.58%
Total Disposed	934.13	829.56	861.73	2,377.28	2,351.25	2,625.42	0.00	7,353.95
Total Diverted	856.07	779.37	817.57	2,521.87	2,403.84	2,453.01	0.00	7,378.72
Total Diversion Rate	47.82%	48.44%	48.69%	51.48%	50.55%	48.30%	0.00%	50.08%
Single-Family Measured Diversion Rate	61.25%	61.01%	61.17%	61.11%	62.40%	61.15%	0.00%	61.58%
Commercial Measured Diversion Rate	36.16%	38.51%	37.21%	44.82%	38.84%	37.27%	0.00%	40.47%
MFD Measured Diversion Rate	24.53%	27.72%	24.64%	28.69%	25.98%	25.60%	0.00%	26.68%
Overall Measured Diversion Rate	47.82%	48.44%	48.69%	51.48%	50.55%	48.30%	0.00%	50.08%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
Foster City													
Commercial¹ and MFD													
Commercial Solid Waste	2,516.86	2,388.53	2,099.94	2,064.60	1,957.80	2,027.66	2,228.19	2,192.18	2,318.16	1,908.37	(409.79)	-17.68%	
MFD Solid Waste	3,116.39	2,326.14	2,523.75	2,391.00	2,341.31	2,206.13	2,234.01	2,160.81	2,214.62	2,411.44	196.82	8.89%	
Roll-Off Solid Waste	1,422.13	1,061.01	970.50	857.48	831.76	746.51	772.15	847.02	778.71	455.32	(323.39)	-41.53%	
Commercial Recycling	498.19	697.89	733.40	756.48	776.33	898.64	1,008.59	960.40	937.70	801.52	(136.18)	-14.52%	
MFD Recycling	435.47	463.50	594.34	673.94	708.39	788.58	862.44	837.70	802.55	813.44	10.89	1.36%	
Roll-Off Recycling	35.74	18.26	13.37	6.07	8.45	14.50	13.46	34.50	79.64	83.01	3.37	4.23%	
Commercial Organics	1,083.58	1,154.55	1,408.02	1,445.02	1,475.57	1,633.26	1,712.19	1,853.94	1,830.60	1,148.66	(681.94)	-37.25%	
MFD Organics	26.18	23.91	38.36	29.61	26.85	38.31	80.58	87.59	95.21	64.19	(31.02)	-32.58%	
Roll-Off Organics	234.71	449.01	388.64	405.26	424.45	480.25	496.56	314.15	361.40	335.09	(26.31)	-7.28%	
SUBTOTAL - Disposed Tons	7,055.38	5,775.68	5,594.19	5,313.08	5,130.87	4,980.30	5,234.35	5,200.01	5,311.49	4,775.13	(536.36)	-10.10%	
SUBTOTAL - Diverted Tons	2,313.87	2,807.12	3,176.13	3,316.38	3,420.04	3,853.54	4,173.82	4,088.28	4,107.10	3,245.91	(861.19)	-20.97%	
Residential													
Residential Solid Waste	2,335.27	2,475.32	2,437.18	2,346.22	2,380.02	2,475.21	2,471.06	2,398.41	2,364.50	2,578.82	214.32	9.06%	
Residential Curbside Recycling	1,798.44	1,771.38	1,778.71	1,747.59	1,776.48	1,830.58	1,745.57	1,703.20	1,639.22	1,764.12	124.90	7.62%	
Residential Curbside Organics	2,085.05	2,107.27	2,089.20	1,948.18	1,885.43	2,032.04	2,107.06	2,168.50	2,294.18	2,368.69	74.51	3.25%	
SUBTOTAL - Disposed Tons	2,335.27	2,475.32	2,437.18	2,346.22	2,380.02	2,475.21	2,471.06	2,398.41	2,364.50	2,578.82	214.32	9.06%	
SUBTOTAL - Diverted Tons	3,883.49	3,878.65	3,867.91	3,695.77	3,661.91	3,862.62	3,852.63	3,871.70	3,933.40	4,132.81	199.41	5.07%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	9,390.65	8,251.00	8,031.37	7,659.30	7,510.89	7,455.51	7,705.41	7,598.42	7,675.99	7,353.95			
TOTAL TONS DIVERTED	6,197.36	6,685.77	7,044.04	7,012.15	7,081.95	7,716.16	8,026.45	7,959.98	8,040.50	7,378.72			
COMMERCIAL DIVERSION RATE	24.70%	32.71%	36.21%	38.43%	40.00%	43.62%	44.36%	44.02%	43.61%	40.47%			
MFD DIVERSION RATE	12.90%	17.32%	20.04%	22.74%	23.90%	27.26%	29.68%	29.98%	28.84%	26.68%			
RESIDENTIAL DIVERSION RATE	62.45%	61.04%	61.35%	61.17%	60.61%	60.95%	60.92%	61.75%	62.46%	61.58%			
TOTAL DIVERSION RATE	39.76%	44.76%	46.73%	47.79%	48.53%	50.86%	51.02%	51.16%	51.16%	50.08%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

	July	August	September	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
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	14.51	11.19	13.22	57.64	32.25	38.92	0.00	128.81
Commercial Recycling	27.87	19.65	18.33	51.05	27.95	65.85	0.00	144.85
Commercial Organics	23.17	19.58	16.55	51.13	35.59	59.30	0.00	146.02
Subtotal - Disposed	14.51	11.19	13.22	57.64	32.25	38.92	0.00	128.81
Subtotal - Diverted	51.04	39.23	34.88	102.18	63.54	125.15	0.00	290.87
Diversion Rate	77.86%	77.81%	72.52%	63.93%	66.33%	76.28%	0.00%	69.31%
MFD								
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%
Roll-Off								
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%
Residential								
Residential Solid Waste	235.78	235.74	226.12	592.51	679.17	697.64	0.00	1,969.32
Residential Curbside Recycling	165.24	165.69	178.71	468.56	523.31	509.64	0.00	1,501.51
Residential Curbside Organics	474.74	436.67	454.57	1,188.99	1,368.82	1,365.98	0.00	3,923.79
Subtotal - Disposed	235.78	235.74	226.12	592.51	679.17	697.64	0.00	1,969.32
Subtotal - Diverted	639.98	602.36	633.28	1,657.55	1,892.13	1,875.62	0.00	5,425.30
Diversion Rate	73.08%	71.87%	73.69%	73.67%	73.59%	72.89%	0.00%	73.37%
Total Disposed	250.29	246.93	239.34	650.15	711.42	736.56	0.00	2,098.13
Total Diverted	691.02	641.59	668.16	1,759.73	1,955.67	2,000.77	0.00	5,716.17
Total Diversion Rate	73.41%	72.21%	73.63%	73.02%	73.33%	73.09%	0.00%	73.15%
Single-Family Measured Diversion Rate	73.08%	71.87%	73.69%	73.67%	73.59%	72.89%	0.00%	73.37%
Commercial Measured Diversion Rate	77.86%	77.81%	72.52%	63.93%	66.33%	76.28%	0.00%	69.31%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.41%	72.21%	73.63%	73.02%	73.33%	73.09%	0.00%	73.15%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
Hillsborough													
Commercial¹ and MFD													
Commercial Solid Waste	380.44	283.87	302.10	190.28	220.96	237.99	227.01	195.41	172.84	128.81	(44.03)	-25.47%	
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	550.71	136.42	431.35	295.62	403.19	250.29	153.88	270.02	300.75	144.85	(155.90)	-51.84%	
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	203.59	223.89	274.17	243.78	316.62	310.23	385.85	242.69	185.29	146.02	(39.27)	-21.19%	
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%	
SUBTOTAL - Disposed Tons	385.68	285.67	302.10	190.28	220.96	237.99	227.01	195.41	172.84	128.81	(44.03)	-25.47%	
SUBTOTAL - Diverted Tons	761.84	376.15	705.52	539.40	719.81	560.52	539.73	512.71	486.04	290.87	(195.17)	-40.16%	
Residential													
Residential Solid Waste	2,158.95	1,747.51	1,689.39	1,646.36	1,692.20	1,712.49	1,753.47	1,707.99	1,842.53	1,969.32	126.79	6.88%	
Residential Curbside Recycling	1,705.84	1,393.48	1,424.57	1,416.13	1,423.05	1,452.52	1,423.40	1,408.14	1,341.28	1,501.51	160.23	11.95%	
Residential Curbside Organics	2,829.92	3,201.83	3,291.18	3,089.37	3,042.50	3,312.60	3,570.02	3,535.69	3,712.46	3,923.79	211.33	5.69%	
SUBTOTAL - Disposed Tons	2,158.95	1,747.51	1,689.39	1,646.36	1,692.20	1,712.49	1,753.47	1,707.99	1,842.53	1,969.32	126.79	6.88%	
SUBTOTAL - Diverted Tons	4,535.76	4,595.31	4,715.75	4,505.50	4,465.55	4,765.12	4,993.42	4,943.83	5,053.74	5,425.30	371.56	7.35%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	2,544.63	2,033.18	1,991.49	1,836.64	1,913.16	1,950.48	1,980.48	1,903.40	2,015.37	2,098.13			
TOTAL TONS DIVERTED	5,297.60	4,971.46	5,421.27	5,044.90	5,185.36	5,325.64	5,533.15	5,456.54	5,539.78	5,716.17			
COMMERCIAL DIVERSION RATE	66.39%	56.84%	70.02%	73.92%	76.51%	70.20%	70.39%	72.40%	73.77%	69.31%			
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
RESIDENTIAL DIVERSION RATE	67.75%	72.45%	73.62%	73.24%	72.52%	73.56%	74.01%	74.32%	73.28%	73.37%			
TOTAL DIVERSION RATE	67.55%	70.97%	73.13%	73.31%	73.05%	73.19%	73.64%	74.14%	73.32%	73.15%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK								
Commercial								
Commercial Solid Waste	640.56	613.31	630.64	2,136.76	1,681.49	1,884.51	0.00	5,702.76
Commercial Recycling	203.58	215.76	185.88	808.77	477.89	605.22	0.00	1,891.88
Commercial Organics	241.69	256.58	232.20	1,658.49	638.77	730.47	0.00	3,027.73
Subtotal - Disposed	640.56	613.31	630.64	2,136.76	1,681.49	1,884.51	0.00	5,702.76
Subtotal - Diverted	445.27	472.34	418.08	2,467.26	1,116.66	1,335.69	0.00	4,919.61
Diversion Rate	41.01%	43.51%	39.87%	53.59%	39.91%	41.48%	0.00%	46.31%
MFD								
MFD Solid Waste	222.62	214.86	215.40	568.42	594.02	652.88	0.00	1,815.32
MFD Recycling	73.93	68.67	73.65	204.52	196.65	216.25	0.00	617.42
MFD Organics	12.41	12.73	13.28	34.83	36.08	38.42	0.00	109.33
Subtotal - Disposed	222.62	214.86	215.40	568.42	594.02	652.88	0.00	1,815.32
Subtotal - Diverted	86.34	81.40	86.93	239.35	232.73	254.67	0.00	726.75
Diversion Rate	27.95%	27.48%	28.75%	29.63%	28.15%	28.06%	0.00%	28.59%
Roll-Off								
Roll-Off Solid Waste	32.10	34.20	25.27	123.91	86.33	91.57	0.00	301.81
Roll-Off Recycling	6.85	7.02	7.58	247.49	49.64	21.45	0.00	318.58
Roll-Off Organics	40.82	13.19	27.61	253.38	53.61	81.62	0.00	388.61
Subtotal - Disposed	32.10	34.20	25.27	123.91	86.33	91.57	0.00	301.81
Subtotal - Diverted	47.67	20.21	35.19	500.87	103.25	103.07	0.00	707.19
Diversion Rate	59.76%	37.14%	58.20%	80.17%	54.46%	52.95%	0.00%	70.09%
Residential								
Residential Solid Waste	454.13	383.96	397.91	1,062.66	1,233.48	1,236.00	0.00	3,532.14
Residential Curbside Recycling	332.49	278.67	283.33	817.16	941.68	894.49	0.00	2,653.33
Residential Curbside Organics	683.44	653.08	651.80	1,849.69	2,112.29	1,988.32	0.00	5,950.30
Subtotal - Disposed	454.13	383.96	397.91	1,062.66	1,233.48	1,236.00	0.00	3,532.14
Subtotal - Diverted	1,015.93	931.75	935.13	2,666.85	3,053.97	2,882.81	0.00	8,603.63
Diversion Rate	69.11%	70.82%	70.15%	71.51%	71.23%	69.99%	0.00%	70.89%
Total Disposed	1,349.41	1,246.33	1,269.22	3,891.75	3,595.32	3,864.96	0.00	11,352.03
Total Diverted	1,595.21	1,505.70	1,475.33	5,874.33	4,506.61	4,576.24	0.00	14,957.18
Total Diversion Rate	54.17%	54.71%	53.75%	60.15%	55.62%	54.21%	0.00%	56.85%
Single-Family Measured Diversion Rate	69.11%	70.82%	70.15%	71.51%	71.23%	69.99%	0.00%	70.89%
Commercial Measured Diversion Rate	39.28%	39.96%	38.27%	53.13%	38.08%	39.18%	0.00%	44.83%
MFD Measured Diversion Rate	27.95%	27.48%	28.75%	29.63%	28.15%	28.06%	0.00%	28.59%
Overall Measured Diversion Rate	54.17%	54.71%	53.75%	60.15%	55.62%	54.21%	0.00%	56.85%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
Menlo Park													
Commercial¹ and MFD													
Commercial Solid Waste	7,966.55	7,449.35	7,023.46	6,929.07	7,099.02	7,026.14	7,491.81	7,469.12	7,198.40	5,702.76	(1,495.64)	-20.78%	
MFD Solid Waste	1,922.52	1,581.44	1,625.77	1,613.92	1,669.58	1,647.57	1,669.36	1,701.50	1,733.29	1,815.32	82.03	4.73%	
Roll-Off Solid Waste	482.68	400.13	302.89	347.54	384.26	370.29	442.91	599.46	467.68	301.81	(165.87)	-35.47%	
Commercial Recycling	1,463.67	1,921.29	2,011.73	2,069.41	2,374.43	2,527.76	2,929.83	3,012.09	2,886.97	1,891.88	(995.09)	-34.47%	
MFD Recycling	383.29	469.37	548.61	559.69	590.18	616.05	620.07	630.63	626.71	617.42	(9.29)	-1.48%	
Roll-Off Recycling	429.10	205.87	392.72	564.68	618.92	625.12	690.93	874.78	950.26	318.58	(631.68)	-66.47%	
Commercial Organics	2,437.37	2,713.48	3,029.56	2,950.58	3,310.68	4,240.30	5,263.83	6,016.49	5,954.92	3,027.73	(2,927.19)	-49.16%	
MFD Organics	85.05	78.12	90.38	88.77	85.44	88.05	102.63	106.25	116.37	109.33	(7.04)	-6.05%	
Roll-Off Organics	72.13	272.80	201.37	162.04	131.93	255.02	250.04	344.55	999.35	388.61	(610.74)	-61.11%	
SUBTOTAL - Disposed Tons	10,371.75	9,430.92	8,952.12	8,890.53	9,152.86	9,044.00	9,604.08	9,770.08	9,399.37	7,819.89	(1,579.48)	-16.80%	
SUBTOTAL - Diverted Tons	4,870.61	5,660.93	6,274.37	6,395.17	7,111.58	8,352.30	9,857.33	10,984.79	11,534.58	6,353.55	(5,181.03)	-44.92%	
Residential													
Residential Solid Waste	3,271.63	3,298.78	3,271.58	3,242.91	3,261.30	3,377.47	3,359.50	3,271.98	3,236.70	3,532.14	295.44	9.13%	
Residential Curbside Recycling	2,622.21	2,657.06	2,655.87	2,624.22	2,666.70	2,660.40	2,651.44	2,650.83	2,443.99	2,653.33	209.34	8.57%	
Residential Curbside Organics	5,986.40	5,792.00	5,942.99	5,446.78	5,230.60	5,668.48	5,869.06	5,663.00	5,965.29	5,950.30	(14.99)	-0.25%	
SUBTOTAL - Disposed Tons	3,271.63	3,298.78	3,271.58	3,242.91	3,261.30	3,377.47	3,359.50	3,271.98	3,236.70	3,532.14	295.44	9.13%	
SUBTOTAL - Diverted Tons	8,608.61	8,449.06	8,598.86	8,071.00	7,897.30	8,328.88	8,520.50	8,313.83	8,409.28	8,603.63	194.35	2.31%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	13,643.38	12,729.70	12,223.70	12,133.44	12,414.16	12,421.47	12,963.58	13,042.06	12,636.07	11,352.03			
TOTAL TONS DIVERTED	13,479.22	14,109.99	14,873.23	14,466.17	15,008.88	16,681.18	18,377.83	19,298.62	19,943.86	14,957.18			
COMMERCIAL DIVERSION RATE	31.95%	37.51%	41.21%	41.84%	43.72%	48.01%	50.65%	52.93%	55.10%	44.83%			
MFD DIVERSION RATE	19.59%	25.72%	28.21%	28.66%	28.81%	29.94%	30.21%	30.22%	30.01%	28.59%			
RESIDENTIAL DIVERSION RATE	72.46%	71.92%	72.44%	71.34%	70.77%	71.15%	71.72%	71.76%	72.21%	70.89%			
TOTAL DIVERSION RATE	49.70%	52.57%	54.89%	54.38%	54.73%	57.32%	58.64%	59.67%	61.22%	56.85%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	147.94	141.58	141.63	482.32	415.01	431.15	0.00	1,328.48
Commercial Recycling	53.18	53.06	55.23	173.91	139.69	161.47	0.00	475.07
Commercial Organics	26.75	30.37	30.19	113.26	65.84	87.31	0.00	266.41
Subtotal - Disposed	147.94	141.58	141.63	482.32	415.01	431.15	0.00	1,328.48
Subtotal - Diverted	79.93	83.43	85.42	287.17	205.53	248.78	0.00	741.48
Diversion Rate	35.08%	37.08%	37.62%	37.32%	33.12%	36.59%	0.00%	35.82%
MFD								
MFD Solid Waste	82.45	79.08	74.58	219.99	211.11	236.11	0.00	667.21
MFD Recycling	14.29	13.78	13.51	36.09	38.49	41.58	0.00	116.16
MFD Organics	1.75	1.67	1.77	5.02	5.03	5.19	0.00	15.24
Subtotal - Disposed	82.45	79.08	74.58	219.99	211.11	236.11	0.00	667.21
Subtotal - Diverted	16.04	15.45	15.28	41.11	43.52	46.77	0.00	131.40
Diversion Rate	16.29%	16.34%	17.00%	15.74%	17.09%	16.53%	0.00%	16.45%
Roll-Off								
Roll-Off Solid Waste	2.01	0.00	0.00	2.87	3.09	2.01	0.00	7.97
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	2.01	0.00	0.00	2.87	3.09	2.01	0.00	7.97
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%
Residential								
Residential Solid Waste	276.54	289.66	271.84	712.61	823.06	838.04	0.00	2,373.71
Residential Curbside Recycling	108.20	108.47	111.59	282.28	326.72	328.26	0.00	937.26
Residential Curbside Organics	199.12	176.90	190.05	507.51	624.89	566.07	0.00	1,698.47
Subtotal - Disposed	276.54	289.66	271.84	712.61	823.06	838.04	0.00	2,373.71
Subtotal - Diverted	307.32	285.37	301.64	789.79	951.61	894.33	0.00	2,635.73
Diversion Rate	52.64%	49.63%	52.60%	52.57%	53.62%	51.62%	0.00%	52.62%
Total Disposed	508.94	510.32	488.05	1,417.79	1,452.27	1,507.31	0.00	4,377.37
Total Diverted	403.29	384.25	402.34	1,118.07	1,200.66	1,189.88	0.00	3,508.61
Total Diversion Rate	44.21%	42.95%	45.19%	44.09%	45.26%	44.12%	0.00%	44.49%
Single-Family Measured Diversion Rate	52.64%	49.63%	52.60%	52.57%	53.62%	51.62%	0.00%	52.62%
Commercial Measured Diversion Rate	29.23%	30.94%	31.78%	31.77%	28.36%	30.63%	0.00%	30.34%
MFD Measured Diversion Rate	16.29%	16.34%	17.00%	15.74%	17.09%	16.53%	0.00%	16.45%
Overall Measured Diversion Rate	44.21%	42.95%	45.19%	44.09%	45.26%	44.12%	0.00%	44.49%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020</u>	<u>2019 - 2020</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>	
North Fair Oaks													
Commercial¹ and MFD													
Commercial Solid Waste	1,265.17	1,506.95	1,460.85	1,486.98	1,573.89	1,562.59	1,546.53	1,513.79	1,521.81	1,328.48	(193.33)	-12.70%	
MFD Solid Waste	574.42	589.17	726.26	723.21	745.21	744.99	721.00	711.60	721.26	667.21	(54.05)	-7.49%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.32	2.09	3.52	5.49	7.97	2.48	45.17%	
Commercial Recycling	313.36	350.53	366.43	411.83	498.61	536.61	573.04	604.12	624.30	475.07	(149.23)	-23.90%	
MFD Recycling	75.03	78.76	88.46	87.56	103.85	112.49	117.30	120.45	125.29	116.16	(9.13)	-7.29%	
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	265.96	278.29	290.65	343.30	373.91	366.13	309.31	297.57	329.43	266.41	(63.02)	-19.13%	
MFD Organics	2.19	1.71	0.89	1.55	2.50	9.17	11.08	11.66	14.37	15.24	0.87	6.05%	
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%	
SUBTOTAL - Disposed Tons	1,839.59	2,096.12	2,187.11	2,210.19	2,319.10	2,307.90	2,269.62	2,228.91	2,248.56	2,003.66	(244.90)	-10.89%	
SUBTOTAL - Diverted Tons	656.54	709.29	746.43	844.24	978.87	1,024.40	1,010.73	1,033.80	1,093.39	872.88	(220.51)	-20.17%	
Residential													
Residential Solid Waste	1,835.67	2,025.60	2,129.91	2,075.87	2,092.85	2,241.13	2,263.84	2,233.21	2,199.27	2,373.71	174.44	7.93%	
Residential Curbside Recycling	714.80	834.55	867.72	853.03	859.67	895.36	891.93	872.22	884.48	937.26	52.78	5.97%	
Residential Curbside Organics	1,529.04	1,541.67	1,581.98	1,443.47	1,437.81	1,531.53	1,570.13	1,544.64	1,603.77	1,698.47	94.70	5.90%	
SUBTOTAL - Disposed Tons	1,835.67	2,025.60	2,129.91	2,075.87	2,092.85	2,241.13	2,263.84	2,233.21	2,199.27	2,373.71	174.44	7.93%	
SUBTOTAL - Diverted Tons	2,243.84	2,376.22	2,449.70	2,296.50	2,297.48	2,426.89	2,462.06	2,416.86	2,488.25	2,635.73	147.48	5.93%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	3,675.26	4,121.72	4,317.02	4,286.06	4,411.95	4,549.03	4,533.46	4,462.12	4,447.83	4,377.37			
TOTAL TONS DIVERTED	2,900.38	3,085.51	3,196.13	3,140.74	3,276.35	3,451.29	3,472.79	3,450.66	3,581.64	3,508.61			
COMMERCIAL DIVERSION RATE	26.30%	25.28%	25.44%	27.64%	29.68%	30.74%	30.81%	31.69%	32.72%	30.34%			
MFD DIVERSION RATE	11.85%	12.02%	10.95%	10.97%	12.49%	14.04%	15.11%	15.66%	16.22%	16.45%			
RESIDENTIAL DIVERSION RATE	55.00%	53.98%	53.49%	52.52%	52.33%	51.99%	52.10%	51.97%	53.08%	52.62%			
TOTAL DIVERSION RATE	44.11%	42.81%	42.54%	42.29%	42.61%	43.14%	43.38%	43.61%	44.61%	44.49%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

	July	August	September	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
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,112.77	1,091.82	1,088.85	3,719.89	2,942.87	3,293.44	0.00	9,956.20
Commercial Recycling	342.25	334.25	336.67	1,160.44	881.50	1,013.17	0.00	3,055.11
Commercial Organics	189.14	210.75	224.36	1,001.76	538.38	624.25	0.00	2,164.39
Subtotal - Disposed	1,112.77	1,091.82	1,088.85	3,719.89	2,942.87	3,293.44	0.00	9,956.20
Subtotal - Diverted	531.39	545.00	561.03	2,162.20	1,419.88	1,637.42	0.00	5,219.50
Diversion Rate	32.32%	33.30%	34.00%	36.76%	32.55%	33.21%	0.00%	34.39%
MFD								
MFD Solid Waste	616.05	590.18	593.59	1,694.69	1,702.03	1,799.82	0.00	5,196.54
MFD Recycling	160.69	160.92	155.02	429.63	439.45	476.63	0.00	1,345.71
MFD Organics	11.92	11.85	12.62	29.38	34.67	36.39	0.00	100.44
Subtotal - Disposed	616.05	590.18	593.59	1,694.69	1,702.03	1,799.82	0.00	5,196.54
Subtotal - Diverted	172.61	172.77	167.64	459.01	474.12	513.02	0.00	1,446.15
Diversion Rate	21.89%	22.64%	22.02%	21.31%	21.79%	22.18%	0.00%	21.77%
Roll-Off								
Roll-Off Solid Waste	206.78	171.27	159.81	799.90	483.47	537.86	0.00	1,821.23
Roll-Off Recycling	13.80	7.93	16.42	88.44	27.67	38.15	0.00	154.26
Roll-Off Organics	56.91	56.74	60.20	208.97	174.75	173.85	0.00	557.57
Subtotal - Disposed	206.78	171.27	159.81	799.90	483.47	537.86	0.00	1,821.23
Subtotal - Diverted	70.71	64.67	76.62	297.41	202.42	212.00	0.00	711.83
Diversion Rate	25.48%	27.41%	32.41%	27.10%	29.51%	28.27%	0.00%	28.10%
Residential								
Residential Solid Waste	984.80	918.17	968.84	2,500.30	2,762.25	2,871.81	0.00	8,134.36
Residential Curbside Recycling	657.20	612.45	633.44	1,787.83	1,992.59	1,903.09	0.00	5,683.51
Residential Curbside Organics	1,128.77	1,018.66	1,074.71	2,845.55	3,559.58	3,222.14	0.00	9,627.27
Subtotal - Disposed	984.80	918.17	968.84	2,500.30	2,762.25	2,871.81	0.00	8,134.36
Subtotal - Diverted	1,785.97	1,631.11	1,708.15	4,633.38	5,552.17	5,125.23	0.00	15,310.78
Diversion Rate	64.46%	63.98%	63.81%	64.95%	66.78%	64.09%	0.00%	65.30%
Total Disposed	2,920.40	2,771.44	2,811.09	8,714.78	7,890.62	8,502.93	0.00	25,108.33
Total Diverted	2,560.68	2,413.55	2,513.44	7,552.00	7,648.59	7,487.67	0.00	22,688.26
Total Diversion Rate	46.72%	46.55%	47.20%	46.43%	49.22%	46.83%	0.00%	47.47%
Single-Family Measured Diversion Rate	64.46%	63.98%	63.81%	64.95%	66.78%	64.09%	0.00%	65.30%
Commercial Measured Diversion Rate	28.58%	29.69%	30.42%	31.96%	29.02%	29.55%	0.00%	30.30%
MFD Measured Diversion Rate	21.89%	22.64%	22.02%	21.31%	21.79%	22.18%	0.00%	21.77%
Overall Measured Diversion Rate	46.72%	46.55%	47.20%	46.43%	49.22%	46.83%	0.00%	47.47%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
Redwood City													
Commercial¹ and MFD													
Commercial Solid Waste	10,920.14	11,878.79	11,474.31	11,691.35	12,216.86	12,334.47	12,523.04	12,194.11	11,945.11	9,956.20	(1,988.91)	-16.65%	
MFD Solid Waste	5,935.40	5,580.14	5,752.93	5,298.43	5,289.06	5,697.86	5,616.52	5,537.63	5,440.05	5,196.54	(243.51)	-4.48%	
Roll-Off Solid Waste	3,102.08	3,120.73	2,978.70	3,051.03	2,920.93	2,886.42	2,920.20	2,946.15	2,659.21	1,821.23	(837.98)	-31.51%	
Commercial Recycling	2,228.66	2,527.55	2,606.87	2,952.88	3,297.65	3,592.97	3,877.51	3,873.99	3,906.27	3,055.11	(851.16)	-21.79%	
MFD Recycling	856.63	854.93	980.84	960.01	1,009.67	1,200.43	1,327.94	1,353.64	1,372.50	1,345.71	(26.79)	-1.95%	
Roll-Off Recycling	90.66	75.48	110.78	117.91	247.48	300.38	306.85	309.88	300.12	154.26	(145.87)	-48.60%	
Commercial Organics	1,811.97	2,261.28	2,500.10	2,630.94	3,188.50	3,410.55	3,218.86	3,059.43	3,374.14	2,164.39	(1,209.75)	-35.85%	
MFD Organics	93.41	94.53	92.78	84.93	77.22	95.96	110.68	94.09	94.55	100.44	5.89	6.23%	
Roll-Off Organics	452.74	574.20	463.43	478.85	479.73	531.95	630.26	648.75	638.80	557.57	(81.23)	-12.72%	
SUBTOTAL - Disposed Tons	19,957.62	20,579.66	20,205.94	20,040.81	20,426.85	20,918.75	21,059.76	20,677.89	20,044.37	16,973.97	(3,070.40)	-15.32%	
SUBTOTAL - Diverted Tons	5,534.07	6,387.97	6,754.80	7,225.52	8,300.25	9,132.24	9,472.10	9,339.78	9,686.38	7,377.48	(2,308.91)	-23.84%	
Residential													
Residential Solid Waste	7,951.52	7,706.61	7,621.87	7,417.89	7,496.01	7,688.47	7,752.92	7,602.57	7,556.16	8,134.36	578.20	7.65%	
Residential Curbside Recycling	5,114.18	5,328.10	5,506.10	5,539.65	5,465.15	5,645.10	5,671.32	5,643.11	5,370.07	5,683.51	313.44	5.84%	
Residential Curbside Organics	8,688.06	8,933.72	9,422.78	8,688.07	8,519.36	9,102.07	9,384.02	9,032.51	9,276.90	9,627.27	350.37	3.78%	
SUBTOTAL - Disposed Tons	7,951.52	7,706.61	7,621.87	7,417.89	7,496.01	7,688.47	7,752.92	7,602.57	7,556.16	8,134.36	578.20	7.65%	
SUBTOTAL - Diverted Tons	13,802.24	14,261.82	14,928.88	14,227.72	13,984.51	14,747.17	15,055.34	14,675.62	14,646.97	15,310.78	663.81	4.53%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	27,909.14	28,286.27	27,827.81	27,458.70	27,922.86	28,607.22	28,812.68	28,280.46	27,600.53	25,108.33			
TOTAL TONS DIVERTED	19,336.31	20,649.79	21,683.68	21,453.24	22,284.76	23,879.41	24,527.44	24,015.40	24,333.35	22,688.26			
COMMERCIAL DIVERSION RATE	21.71%	23.69%	25.05%	26.50%	28.89%	30.39%	31.02%	31.11%	32.58%	30.30%			
MFD DIVERSION RATE	13.80%	14.54%	15.73%	16.47%	17.05%	18.54%	20.39%	20.73%	21.24%	21.77%			
RESIDENTIAL DIVERSION RATE	63.45%	64.92%	66.20%	65.73%	65.10%	65.73%	66.01%	65.87%	65.97%	65.30%			
TOTAL DIVERSION RATE	40.93%	42.20%	43.80%	43.86%	44.39%	45.50%	45.98%	45.92%	46.85%	47.47%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS								
Commercial								
Commercial Solid Waste	443.85	437.99	446.96	1,377.79	1,200.98	1,328.80	0.00	3,907.57
Commercial Recycling	187.31	184.83	175.31	589.62	476.42	547.45	0.00	1,613.49
Commercial Organics	96.56	105.37	108.72	404.69	218.30	310.65	0.00	933.64
Subtotal - Disposed	443.85	437.99	446.96	1,377.79	1,200.98	1,328.80	0.00	3,907.57
Subtotal - Diverted	283.87	290.20	284.03	994.31	694.72	858.10	0.00	2,547.13
Diversion Rate	39.01%	39.85%	38.86%	41.92%	36.65%	39.24%	0.00%	39.46%
MFD								
MFD Solid Waste	137.46	131.84	127.10	386.02	384.21	396.40	0.00	1,166.63
MFD Recycling	45.84	45.03	44.38	129.76	130.45	135.25	0.00	395.46
MFD Organics	7.75	8.81	8.91	29.06	19.63	25.47	0.00	74.16
Subtotal - Disposed	137.46	131.84	127.10	386.02	384.21	396.40	0.00	1,166.63
Subtotal - Diverted	53.59	53.84	53.29	158.82	150.08	160.72	0.00	469.62
Diversion Rate	28.05%	29.00%	29.54%	29.15%	28.09%	28.85%	0.00%	28.70%
Roll-Off								
Roll-Off Solid Waste	91.76	72.95	52.66	150.30	194.59	217.37	0.00	562.26
Roll-Off Recycling	15.27	9.56	9.15	54.45	37.89	33.98	0.00	126.32
Roll-Off Organics	0.00	0.00	6.41	0.00	0.00	6.41	0.00	6.41
Subtotal - Disposed	91.76	72.95	52.66	150.30	194.59	217.37	0.00	562.26
Subtotal - Diverted	15.27	9.56	15.56	54.45	37.89	40.39	0.00	132.73
Diversion Rate	14.27%	11.59%	22.81%	26.59%	16.30%	15.67%	0.00%	19.10%
Residential								
Residential Solid Waste	456.61	394.06	376.18	1,084.58	1,209.52	1,226.85	0.00	3,520.95
Residential Curbside Recycling	345.78	319.05	324.60	894.98	1,029.02	989.43	0.00	2,913.43
Residential Curbside Organics	599.09	507.95	523.94	1,373.59	1,740.30	1,630.98	0.00	4,744.87
Subtotal - Disposed	456.61	394.06	376.18	1,084.58	1,209.52	1,226.85	0.00	3,520.95
Subtotal - Diverted	944.87	827.00	848.54	2,268.57	2,769.32	2,620.41	0.00	7,658.30
Diversion Rate	67.42%	67.73%	69.28%	67.65%	69.60%	68.11%	0.00%	68.50%
Total Disposed	1,129.68	1,036.84	1,002.90	2,998.69	2,989.30	3,169.42	0.00	9,157.41
Total Diverted	1,297.60	1,180.60	1,201.42	3,476.15	3,652.01	3,679.62	0.00	10,807.78
Total Diversion Rate	53.46%	53.24%	54.50%	53.69%	54.99%	53.72%	0.00%	54.13%
Single-Family Measured Diversion Rate	67.42%	67.73%	69.28%	67.65%	69.60%	68.11%	0.00%	68.50%
Commercial Measured Diversion Rate	34.39%	35.49%	36.02%	38.68%	33.15%	35.29%	0.00%	35.85%
MFD Measured Diversion Rate	28.05%	29.00%	29.54%	29.15%	28.09%	28.85%	0.00%	28.70%
Overall Measured Diversion Rate	53.46%	53.24%	54.50%	53.69%	54.99%	53.72%	0.00%	54.13%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2020

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
San Carlos													
Commercial¹ and MFD													
Commercial Solid Waste	4,594.64	4,457.43	4,597.33	4,557.12	4,635.22	4,508.56	4,612.89	4,372.67	4,413.31	3,907.57	(505.74)	-11.46%	
MFD Solid Waste	1,326.84	1,120.09	1,202.07	1,178.48	1,158.95	1,200.59	1,251.54	1,226.87	1,256.01	1,166.63	(89.38)	-7.12%	
Roll-Off Solid Waste	1,104.39	751.71	627.23	584.12	649.52	710.23	638.36	559.53	580.95	562.26	(18.69)	-3.22%	
Commercial Recycling	1,201.20	1,287.35	1,412.87	1,477.91	1,595.34	1,615.83	1,557.81	1,589.45	1,731.01	1,613.49	(117.52)	-6.79%	
MFD Recycling	309.31	264.70	326.96	343.76	354.62	359.45	364.82	354.76	359.30	395.46	36.16	10.06%	
Roll-Off Recycling	260.97	135.22	129.09	86.76	139.87	95.90	211.63	172.30	148.64	126.32	(22.32)	-15.02%	
Commercial Organics	515.50	612.42	632.85	732.11	928.41	1,194.97	1,304.59	1,314.71	1,360.83	933.64	(427.19)	-31.39%	
MFD Organics	65.08	57.04	48.78	91.26	87.80	86.69	79.11	80.17	100.54	74.16	(26.38)	-26.24%	
Roll-Off Organics	64.78	2.13	9.28	2.29	0.00	0.00	5.88	0.00	7.82	6.41	(1.41)	-18.03%	
SUBTOTAL - Disposed Tons	7,025.87	6,329.23	6,426.63	6,319.72	6,443.69	6,419.38	6,502.79	6,159.07	6,250.27	5,636.46	(613.81)	-9.82%	
SUBTOTAL - Diverted Tons	2,416.84	2,358.86	2,559.83	2,734.09	3,106.04	3,352.84	3,523.84	3,511.39	3,708.14	3,149.48	(558.66)	-15.07%	
Residential													
Residential Solid Waste	3,381.96	3,315.38	3,288.25	3,193.91	3,194.39	3,321.23	3,388.66	3,321.17	3,302.89	3,520.95	218.06	6.60%	
Residential Curbside Recycling	2,865.11	2,866.67	2,908.65	2,826.98	2,773.93	2,822.08	2,775.37	2,720.94	2,621.13	2,913.43	292.30	11.15%	
Residential Curbside Organics	4,639.75	4,567.41	4,620.36	4,212.56	4,173.98	4,412.77	4,639.64	4,368.61	4,587.40	4,744.87	157.47	3.43%	
SUBTOTAL - Disposed Tons	3,381.96	3,315.38	3,288.25	3,193.91	3,194.39	3,321.23	3,388.66	3,321.17	3,302.89	3,520.95	218.06	6.60%	
SUBTOTAL - Diverted Tons	7,504.86	7,434.08	7,529.01	7,039.54	6,947.91	7,234.85	7,415.01	7,089.55	7,208.53	7,658.30	449.77	6.24%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	10,407.83	9,644.61	9,714.88	9,513.63	9,638.08	9,740.61	9,891.45	9,480.24	9,553.16	9,157.41			
TOTAL TONS DIVERTED	9,921.70	9,792.94	10,088.84	9,773.63	10,053.95	10,587.69	10,938.85	10,600.94	10,916.67	10,807.78			
COMMERCIAL DIVERSION RATE	25.59%	27.15%	28.49%	30.20%	32.52%	34.31%	35.14%	36.31%	37.24%	35.85%			
MFD DIVERSION RATE	22.01%	22.31%	23.81%	26.96%	27.63%	27.09%	26.18%	26.17%	26.80%	28.70%			
RESIDENTIAL DIVERSION RATE	68.94%	69.16%	69.60%	68.79%	68.50%	68.54%	68.63%	68.10%	68.58%	68.50%			
TOTAL DIVERSION RATE	48.80%	50.38%	50.94%	50.67%	51.06%	52.08%	52.51%	52.79%	53.33%	54.13%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

	July	August	September	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
SAN MATEO								
Commercial								
Commercial Solid Waste	907.12	902.39	907.35	3,156.24	2,386.82	2,716.86	0.00	8,259.92
Commercial Recycling	377.68	345.25	363.06	1,247.06	1,120.29	1,085.99	0.00	3,453.34
Commercial Organics	193.15	200.26	189.24	868.65	452.95	582.65	0.00	1,904.25
Subtotal - Disposed	907.12	902.39	907.35	3,156.24	2,386.82	2,716.86	0.00	8,259.92
Subtotal - Diverted	570.83	545.51	552.30	2,115.71	1,573.24	1,668.64	0.00	5,357.59
Diversion Rate	38.62%	37.68%	37.84%	40.13%	39.73%	38.05%	0.00%	39.34%
MFD								
MFD Solid Waste	908.29	877.93	873.65	2,563.64	2,541.34	2,659.87	0.00	7,764.85
MFD Recycling	277.40	261.57	255.50	757.12	749.05	794.47	0.00	2,300.64
MFD Organics	20.63	19.97	20.15	64.74	52.31	60.75	0.00	177.80
Subtotal - Disposed	908.29	877.93	873.65	2,563.64	2,541.34	2,659.87	0.00	7,764.85
Subtotal - Diverted	298.03	281.54	275.65	821.86	801.36	855.22	0.00	2,478.44
Diversion Rate	24.71%	24.28%	23.98%	24.28%	23.97%	24.33%	0.00%	24.20%
Roll-Off								
Roll-Off Solid Waste	289.28	285.96	305.02	1,005.56	713.68	880.26	0.00	2,599.50
Roll-Off Recycling	23.93	27.90	24.84	122.78	27.15	76.67	0.00	226.60
Roll-Off Organics	26.11	25.48	29.60	118.82	79.70	81.19	0.00	279.71
Subtotal - Disposed	289.28	285.96	305.02	1,005.56	713.68	880.26	0.00	2,599.50
Subtotal - Diverted	50.04	53.38	54.44	241.60	106.85	157.86	0.00	506.31
Diversion Rate	14.75%	15.73%	15.14%	19.37%	13.02%	15.21%	0.00%	16.30%
Residential								
Residential Solid Waste	1,271.80	1,123.53	1,192.87	3,143.91	3,474.17	3,588.20	0.00	10,206.28
Residential Curbside Recycling	795.91	713.40	749.51	2,086.41	2,309.47	2,258.82	0.00	6,654.70
Residential Curbside Organics	1,442.22	1,223.85	1,249.76	3,205.55	4,264.30	3,915.83	0.00	11,385.68
Subtotal - Disposed	1,271.80	1,123.53	1,192.87	3,143.91	3,474.17	3,588.20	0.00	10,206.28
Subtotal - Diverted	2,238.13	1,937.25	1,999.27	5,291.96	6,573.77	6,174.65	0.00	18,040.38
Diversion Rate	63.77%	63.29%	62.63%	62.73%	65.42%	63.25%	0.00%	63.87%
Total Disposed	3,376.49	3,189.81	3,278.89	9,869.35	9,116.01	9,845.19	0.00	28,830.55
Total Diverted	3,157.03	2,817.68	2,881.66	8,471.13	9,055.22	8,856.37	0.00	26,382.72
Total Diversion Rate	48.32%	46.90%	46.78%	46.19%	49.83%	47.36%	0.00%	47.78%
Single-Family Measured Diversion Rate	63.77%	63.29%	62.63%	62.73%	65.42%	63.25%	0.00%	63.87%
Commercial Measured Diversion Rate	30.39%	29.88%	29.73%	32.10%	30.55%	30.00%	0.00%	30.94%
MFD Measured Diversion Rate	24.71%	24.28%	23.98%	24.28%	23.97%	24.33%	0.00%	24.20%
Overall Measured Diversion Rate	48.32%	46.90%	46.78%	46.19%	49.83%	47.36%	0.00%	47.78%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
San Mateo													
Commercial¹ and MFD													
Commercial Solid Waste	10,523.32	11,128.78	10,410.31	10,672.93	10,634.14	10,974.05	10,844.98	11,060.36	10,582.55	8,259.92	(2,322.63)	-21.95%	
MFD Solid Waste	8,832.33	7,653.92	8,076.21	7,769.38	8,006.28	7,935.05	7,932.42	7,811.12	8,034.89	7,764.85	(270.04)	-3.36%	
Roll-Off Solid Waste	3,181.40	3,392.57	3,289.69	3,053.11	3,105.80	3,085.11	2,734.76	2,715.03	3,089.76	2,599.50	(490.26)	-15.87%	
Commercial Recycling	2,663.41	3,254.74	3,402.25	3,737.54	3,687.36	4,101.40	3,941.28	4,015.11	3,940.75	3,453.34	(487.41)	-12.37%	
MFD Recycling	1,746.08	1,599.80	1,855.91	1,914.49	2,027.95	2,157.80	2,241.85	2,300.00	2,228.85	2,300.64	71.79	3.22%	
Roll-Off Recycling	303.74	375.91	296.92	277.39	278.74	268.54	276.01	261.42	309.24	226.60	(82.64)	-26.72%	
Commercial Organics	1,975.68	2,249.61	2,266.17	2,350.13	2,585.96	2,775.97	3,084.67	2,943.11	2,868.78	1,904.25	(964.53)	-33.62%	
MFD Organics	285.28	254.89	271.36	215.91	231.51	217.82	194.72	221.85	203.07	177.80	(25.27)	-12.44%	
Roll-Off Organics	0.00	18.50	0.00	0.00	2.44	173.68	356.75	304.92	296.06	279.71	(16.35)	-5.52%	
SUBTOTAL - Disposed Tons	22,537.05	22,175.27	21,776.21	21,495.42	21,746.22	21,994.21	21,512.16	21,586.51	21,707.20	18,624.27	(3,082.93)	-14.20%	
SUBTOTAL - Diverted Tons	6,974.19	7,753.45	8,092.61	8,495.46	8,813.96	9,695.21	10,095.28	10,046.41	9,846.75	8,342.34	(1,504.41)	-15.28%	
Residential													
Residential Solid Waste	9,180.87	9,415.95	9,370.66	9,260.21	9,368.76	9,576.13	9,707.54	9,596.85	9,596.42	10,206.28	609.86	6.36%	
Residential Curbside Recycling	6,501.24	6,197.07	6,210.27	6,243.24	6,245.06	6,544.27	6,517.53	6,372.32	6,014.65	6,654.70	640.05	10.64%	
Residential Curbside Organics	10,293.38	10,336.29	10,531.64	9,981.78	9,545.28	10,396.78	10,885.19	10,462.54	10,653.18	11,385.68	732.50	6.88%	
SUBTOTAL - Disposed Tons	9,180.87	9,415.95	9,370.66	9,260.21	9,368.76	9,576.13	9,707.54	9,596.85	9,596.42	10,206.28	609.86	6.36%	
SUBTOTAL - Diverted Tons	16,794.62	16,533.36	16,741.91	16,225.02	15,790.34	16,941.05	17,402.72	16,834.86	16,667.83	18,040.38	1,372.55	8.23%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	31,717.92	31,591.22	31,146.87	30,755.63	31,114.98	31,570.34	31,219.70	31,183.36	31,303.62	28,830.55			
TOTAL TONS DIVERTED	23,768.81	24,286.81	24,834.52	24,720.48	24,604.30	26,636.26	27,498.00	26,881.27	26,514.58	26,382.72			
COMMERCIAL DIVERSION RATE	23.63%	25.91%	27.09%	28.33%	28.84%	30.59%	31.94%	31.76%	31.21%	30.94%			
MFD DIVERSION RATE	18.70%	19.51%	20.85%	21.52%	22.01%	23.04%	23.50%	24.41%	23.23%	24.20%			
RESIDENTIAL DIVERSION RATE	64.66%	63.71%	64.11%	63.66%	62.76%	63.89%	64.19%	63.69%	63.46%	63.87%			
TOTAL DIVERSION RATE	42.84%	43.46%	44.36%	44.56%	44.16%	45.76%	46.83%	46.30%	45.86%	47.78%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
COUNTY FRANCHISED AREA								
Commercial								
Commercial Solid Waste	57.27	54.36	54.89	175.84	155.29	166.52	0.00	497.65
Commercial Recycling	26.37	26.24	26.56	79.32	69.85	79.17	0.00	228.34
Commercial Organics	10.67	11.23	10.76	37.30	26.32	32.66	0.00	96.28
Subtotal - Disposed	57.27	54.36	54.89	175.84	155.29	166.52	0.00	497.65
Subtotal - Diverted	37.04	37.47	37.32	116.62	96.17	111.83	0.00	324.62
Diversion Rate	39.27%	40.80%	40.47%	39.88%	38.24%	40.18%	0.00%	39.48%
MFD								
MFD Solid Waste	34.98	33.36	31.91	96.82	94.02	100.25	0.00	291.09
MFD Recycling	6.15	6.33	6.23	16.77	16.74	18.71	0.00	52.22
MFD Organics	0.13	0.10	0.11	0.29	0.31	0.34	0.00	0.94
Subtotal - Disposed	34.98	33.36	31.91	96.82	94.02	100.25	0.00	291.09
Subtotal - Diverted	6.28	6.43	6.34	17.06	17.05	19.05	0.00	53.16
Diversion Rate	15.22%	16.16%	16.58%	14.98%	15.35%	15.97%	0.00%	15.44%
Roll-Off								
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%
Residential								
Residential Solid Waste	276.90	247.61	247.50	659.36	747.49	772.01	0.00	2,178.86
Residential Curbside Recycling	202.81	188.02	200.27	556.60	599.58	591.10	0.00	1,747.28
Residential Curbside Organics	383.35	346.98	357.35	955.96	1,165.23	1,087.68	0.00	3,208.87
Subtotal - Disposed	276.90	247.61	247.50	659.36	747.49	772.01	0.00	2,178.86
Subtotal - Diverted	586.16	535.00	557.62	1,512.56	1,764.81	1,678.78	0.00	4,956.15
Diversion Rate	67.92%	68.36%	69.26%	69.64%	70.25%	68.50%	0.00%	69.46%
Total Disposed	369.15	335.33	334.30	932.02	996.80	1,038.78	0.00	2,967.60
Total Diverted	629.48	578.90	601.28	1,646.24	1,878.03	1,809.66	0.00	5,333.93
Total Diversion Rate	63.03%	63.32%	64.27%	63.85%	65.33%	63.53%	0.00%	64.25%
Single-Family Measured Diversion Rate	67.92%	68.36%	69.26%	69.64%	70.25%	68.50%	0.00%	69.46%
Commercial Measured Diversion Rate	31.95%	33.35%	33.47%	32.90%	31.23%	32.91%	0.00%	32.39%
MFD Measured Diversion Rate	15.22%	16.16%	16.58%	14.98%	15.35%	15.97%	0.00%	15.44%
Overall Measured Diversion Rate	63.03%	63.32%	64.27%	63.85%	65.33%	63.53%	0.00%	64.25%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
County Franchised Area													
Commercial¹ and MFD													
Commercial Solid Waste	735.40	786.84	746.70	676.13	621.76	620.99	692.91	632.66	595.37	497.65	(97.72)	-16.41%	
MFD Solid Waste	308.78	283.22	312.08	310.01	317.17	332.92	332.18	325.28	320.50	291.09	(29.41)	-9.18%	
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	146.41	175.33	193.90	207.54	216.63	241.84	267.69	258.54	269.29	228.34	(40.95)	-15.21%	
MFD Recycling	44.28	36.34	36.54	37.08	40.86	43.35	46.91	49.50	54.81	52.22	(2.59)	-4.73%	
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	107.14	162.03	165.20	232.39	258.65	214.62	172.02	163.67	153.81	96.28	(57.53)	-37.40%	
MFD Organics	5.98	3.90	3.58	2.62	2.87	2.75	2.27	1.34	1.02	0.94	(0.08)	-7.84%	
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	1,044.18	1,070.06	1,058.78	986.14	938.93	953.91	1,025.09	957.94	919.38	788.74	(130.64)	-14.21%	
SUBTOTAL - Diverted Tons	303.91	377.60	399.22	479.63	519.01	502.56	488.89	473.05	478.93	377.78	(101.15)	-21.12%	
Residential													
Residential Solid Waste	1,935.15	1,993.73	1,986.81	1,993.00	1,990.09	2,039.62	2,068.88	2,039.70	2,017.18	2,178.86	161.68	8.02%	
Residential Curbside Recycling	1,644.00	1,746.08	1,763.43	1,720.73	1,754.26	1,751.55	1,745.54	1,748.29	1,612.86	1,747.28	134.42	8.33%	
Residential Curbside Organics	2,993.97	3,041.44	3,198.50	2,826.82	2,841.27	2,994.03	3,150.78	3,006.28	3,101.57	3,208.87	107.30	3.46%	
SUBTOTAL - Disposed Tons	1,935.15	1,993.73	1,986.81	1,993.00	1,990.09	2,039.62	2,068.88	2,039.70	2,017.18	2,178.86	161.68	8.02%	
SUBTOTAL - Diverted Tons	4,637.97	4,787.52	4,961.93	4,547.55	4,595.53	4,745.58	4,896.32	4,754.57	4,714.43	4,956.15	241.72	5.13%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	2,979.33	3,063.79	3,045.59	2,979.14	2,929.02	2,993.53	3,093.97	2,997.64	2,936.56	2,967.60			
TOTAL TONS DIVERTED	4,941.88	5,165.12	5,361.15	5,027.18	5,114.54	5,248.14	5,385.21	5,227.62	5,193.36	5,333.93			
COMMERCIAL DIVERSION RATE	22.54%	26.08%	27.38%	32.72%	35.60%	34.51%	32.29%	33.06%	34.25%	32.39%			
MFD DIVERSION RATE	14.00%	12.44%	11.39%	11.35%	12.12%	12.16%	12.90%	13.52%	14.84%	15.44%			
RESIDENTIAL DIVERSION RATE	70.56%	70.60%	71.41%	69.53%	69.78%	69.94%	70.30%	69.98%	70.03%	69.46%			
TOTAL DIVERSION RATE	62.39%	62.77%	63.77%	62.79%	63.59%	63.68%	63.51%	63.56%	63.88%	64.25%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2020 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY								
Commercial								
Commercial Solid Waste	28.83	29.47	30.30	77.73	68.01	88.60	0.00	234.34
Commercial Recycling	10.61	10.88	10.82	37.40	25.32	32.31	0.00	95.03
Commercial Organics	9.68	11.87	11.99	37.48	19.15	33.54	0.00	90.17
Subtotal - Disposed	28.83	29.47	30.30	77.73	68.01	88.60	0.00	234.34
Subtotal - Diverted	20.29	22.75	22.81	74.88	44.47	65.85	0.00	185.20
Diversion Rate	41.31%	43.57%	42.95%	49.07%	39.54%	42.64%	0.00%	44.14%
MFD								
MFD Solid Waste	2.03	1.84	2.13	4.43	4.88	6.00	0.00	15.31
MFD Recycling	0.51	0.51	0.61	1.61	1.49	1.63	0.00	4.73
MFD Organics	0.10	0.08	0.12	0.30	0.29	0.30	0.00	0.89
Subtotal - Disposed	2.03	1.84	2.13	4.43	4.88	6.00	0.00	15.31
Subtotal - Diverted	0.61	0.59	0.73	1.91	1.78	1.93	0.00	5.62
Diversion Rate	23.11%	24.28%	25.52%	30.13%	26.73%	24.34%	0.00%	26.85%
Roll-Off								
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%
Residential								
Residential Solid Waste	139.04	114.62	118.39	304.84	323.01	372.05	0.00	999.90
Residential Curbside Recycling	89.29	75.16	99.09	244.16	273.71	263.54	0.00	781.41
Residential Curbside Organics	194.17	181.63	216.53	546.45	579.93	592.33	0.00	1,718.71
Subtotal - Disposed	139.04	114.62	118.39	304.84	323.01	372.05	0.00	999.90
Subtotal - Diverted	283.46	256.79	315.62	790.61	853.64	855.87	0.00	2,500.12
Diversion Rate	67.09%	69.14%	72.72%	72.17%	72.55%	69.70%	0.00%	71.43%
Total Disposed	169.90	145.93	150.82	387.00	395.90	466.65	0.00	1,249.55
Total Diverted	304.36	280.13	339.16	867.40	899.89	923.65	0.00	2,690.94
Total Diversion Rate	64.18%	65.75%	69.22%	69.15%	69.45%	66.44%	0.00%	68.29%
Single-Family Measured Diversion Rate	67.09%	69.14%	72.72%	72.17%	72.55%	69.70%	0.00%	71.43%
Commercial Measured Diversion Rate	40.38%	42.71%	42.06%	48.31%	38.82%	41.74%	0.00%	43.32%
MFD Measured Diversion Rate	23.11%	24.28%	25.52%	30.13%	26.73%	24.34%	0.00%	26.85%
Overall Measured Diversion Rate	64.18%	65.75%	69.22%	69.15%	69.45%	66.44%	0.00%	68.29%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
West Bay Sanitary													
Commercial¹ and MFD													
Commercial Solid Waste	297.83	280.12	273.44	298.98	296.51	297.05	263.84	264.21	254.50	234.34	(20.16)	-7.92%	
MFD Solid Waste	55.08	42.51	40.83	20.69	20.30	20.34	19.28	16.94	15.46	15.31	(0.15)	-0.97%	
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	74.62	95.58	96.93	109.40	117.37	118.20	147.48	139.97	130.61	95.03	(35.58)	-27.24%	
MFD Recycling	12.10	12.70	13.36	9.56	9.94	9.62	9.43	7.50	6.02	4.73	(1.29)	-21.43%	
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	32.71	74.75	105.88	107.98	102.46	126.73	137.81	135.50	134.09	90.17	(43.92)	-32.75%	
MFD Organics	0.00	0.00	0.42	1.19	1.29	1.91	3.38	2.32	1.07	0.89	(0.18)	-16.82%	
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%	
SUBTOTAL - Disposed Tons	352.91	322.63	314.27	319.67	316.81	317.39	283.12	281.15	269.96	249.65	(20.31)	-7.52%	
SUBTOTAL - Diverted Tons	119.43	183.03	216.59	228.13	231.06	256.46	298.10	285.29	271.79	190.82	(80.97)	-29.79%	
Residential													
Residential Solid Waste	807.41	868.13	871.01	848.61	834.17	851.27	874.26	873.53	925.74	999.90	74.16	8.01%	
Residential Curbside Recycling	801.58	835.52	804.92	809.61	799.73	807.99	808.77	778.50	737.45	781.41	43.96	5.96%	
Residential Curbside Organics	1,689.55	1,724.34	1,781.05	1,644.48	1,634.40	1,713.42	1,802.58	1,698.06	1,754.95	1,718.71	(36.24)	-2.07%	
SUBTOTAL - Disposed Tons	807.41	868.13	871.01	848.61	834.17	851.27	874.26	873.53	925.74	999.90	74.16	8.01%	
SUBTOTAL - Diverted Tons	2,491.13	2,559.86	2,585.97	2,454.09	2,434.13	2,521.41	2,611.35	2,476.56	2,492.40	2,500.12	7.72	0.31%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	1,160.32	1,190.76	1,185.28	1,168.28	1,150.98	1,168.66	1,157.38	1,154.68	1,195.70	1,249.55			
TOTAL TONS DIVERTED	2,610.56	2,742.89	2,802.56	2,682.22	2,665.19	2,777.87	2,909.45	2,761.85	2,764.19	2,690.94			
COMMERCIAL DIVERSION RATE	25.28%	36.20%	40.80%	41.64%	42.17%	44.69%	51.29%	50.37%	50.17%	43.32%			
MFD DIVERSION RATE	18.01%	23.00%	25.23%	34.19%	35.62%	36.18%	39.92%	36.70%	31.44%	26.85%			
RESIDENTIAL DIVERSION RATE	75.52%	74.68%	74.80%	74.31%	74.48%	74.76%	74.92%	73.93%	72.92%	71.43%			
TOTAL DIVERSION RATE	69.23%	69.73%	70.28%	69.66%	69.84%	70.39%	71.54%	70.52%	69.80%	68.29%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

	July	August	September	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
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	4,493.29	4,335.09	4,389.36	14,752.43	11,770.18	13,217.74	0.00	39,740.35
Commercial Recycling	1,742.44	1,650.82	1,675.81	5,815.90	4,425.41	5,069.07	0.00	15,310.38
Commercial Organics	1,191.97	1,250.51	1,178.62	5,959.04	3,034.64	3,621.10	0.00	12,614.78
Subtotal - Disposed	4,493.29	4,335.09	4,389.36	14,752.43	11,770.18	13,217.74	0.00	39,740.35
Subtotal - Diverted	2,934.41	2,901.33	2,854.43	11,774.94	7,460.05	8,690.17	0.00	27,925.16
Diversion Rate	39.51%	40.09%	39.41%	44.39%	38.79%	39.67%	0.00%	41.27%
MFD								
MFD Solid Waste	2,999.61	2,855.33	2,851.00	8,073.25	8,183.84	8,705.94	0.00	24,963.03
MFD Recycling	842.01	825.29	808.55	2,313.39	2,295.64	2,475.85	0.00	7,084.88
MFD Organics	82.01	84.65	84.15	252.89	227.12	250.81	0.00	730.82
Subtotal - Disposed	2,999.61	2,855.33	2,851.00	8,073.25	8,183.84	8,705.94	0.00	24,963.03
Subtotal - Diverted	924.02	909.94	892.70	2,566.28	2,522.76	2,726.66	0.00	7,815.70
Diversion Rate	23.55%	24.17%	23.85%	24.12%	23.56%	23.85%	0.00%	23.84%
Roll-Off								
Roll-Off Solid Waste	934.83	890.29	834.90	4,157.98	2,233.29	2,660.02	0.00	9,051.29
Roll-Off Recycling	80.68	88.07	91.45	695.32	201.71	260.20	0.00	1,157.23
Roll-Off Organics	163.64	138.91	165.00	687.68	412.16	467.55	0.00	1,567.39
Subtotal - Disposed	934.83	890.29	834.90	4,157.98	2,233.29	2,660.02	0.00	9,051.29
Subtotal - Diverted	244.32	226.98	256.45	1,383.00	613.87	727.75	0.00	2,724.62
Diversion Rate	20.72%	20.32%	23.50%	24.96%	21.56%	21.48%	0.00%	23.14%
Residential								
Residential Solid Waste	5,991.21	5,433.19	5,609.60	14,719.92	16,533.98	17,034.00	0.00	48,287.90
Residential Curbside Recycling	3,711.17	3,401.53	3,584.91	9,825.06	10,996.98	10,697.61	0.00	31,519.65
Residential Curbside Organics	7,263.07	6,557.26	6,813.53	17,830.15	21,915.36	20,633.86	0.00	60,379.37
Subtotal - Disposed	5,991.21	5,433.19	5,609.60	14,719.92	16,533.98	17,034.00	0.00	48,287.90
Subtotal - Diverted	10,974.24	9,958.79	10,398.44	27,655.21	32,912.34	31,331.47	0.00	91,899.02
Diversion Rate	64.69%	64.70%	64.96%	65.26%	66.56%	64.78%	0.00%	65.55%
Total Disposed	14,418.94	13,513.90	13,684.86	41,703.58	38,721.29	41,617.70	0.00	122,042.57
Total Diverted	15,076.99	13,997.04	14,402.02	43,379.43	43,509.02	43,476.05	0.00	130,364.50
Total Diversion Rate	51.12%	50.88%	51.28%	50.98%	52.91%	51.09%	0.00%	51.65%
Single-Family Measured Diversion Rate	64.69%	64.70%	64.96%	65.26%	66.56%	64.78%	0.00%	65.55%
Commercial Measured Diversion Rate	32.74%	33.32%	33.15%	36.82%	32.32%	33.07%	0.00%	34.28%
MFD Measured Diversion Rate	23.55%	24.17%	23.85%	24.12%	23.56%	23.85%	0.00%	23.84%
Overall Measured Diversion Rate	51.12%	50.88%	51.28%	50.98%	52.91%	51.09%	0.00%	51.65%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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 - 2020	2019 - 2020
	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	Tons Incr/(Decr)	% Change	
TOTAL SBWMA													
Commercial¹ and MFD													
Commercial Solid Waste	48,574.11	49,946.59	47,674.95	47,814.91	48,454.99	49,026.18	49,968.32	49,130.36	48,449.33	39,740.35	(8,708.98)	-17.98%	
MFD Solid Waste	27,903.48	24,834.66	26,184.95	25,190.59	25,138.77	25,555.62	25,597.42	25,073.75	25,342.94	24,963.03	(379.91)	-1.50%	
Roll-Off Solid Waste	16,209.22	16,649.73	14,989.95	14,720.86	14,912.86	15,813.18	15,801.33	16,156.27	15,649.90	9,051.29	(6,598.61)	-42.16%	
Commercial Recycling	12,040.82	14,022.17	14,597.64	16,033.51	17,033.76	18,108.96	18,454.47	18,810.35	18,958.05	15,310.38	(3,647.67)	-19.24%	
MFD Recycling	4,765.43	4,813.16	5,628.09	5,858.31	6,234.10	6,704.76	7,060.87	7,156.72	7,032.54	7,084.88	52.34	0.74%	
Roll-Off Recycling	1,237.94	1,018.43	1,043.71	1,179.12	1,420.07	1,436.51	1,753.63	2,074.32	2,141.01	1,157.23	(983.79)	-45.95%	
Commercial Organics	11,035.70	12,247.74	13,727.41	14,148.66	16,389.21	18,170.17	19,498.91	19,970.35	20,546.91	12,614.78	(7,932.13)	-38.60%	
MFD Organics	681.07	634.35	703.16	660.81	668.17	706.11	763.44	791.19	846.51	730.82	(115.69)	-13.67%	
Roll-Off Organics	1,551.21	1,604.56	1,065.73	1,048.44	1,066.07	1,709.31	2,043.17	1,785.14	2,303.43	1,567.39	(736.04)	-31.95%	
SUBTOTAL - Disposed Tons	92,686.81	91,430.98	88,849.85	87,726.36	88,506.62	90,394.98	91,367.07	90,360.38	89,442.17	73,754.67	(15,687.50)	-17.54%	
SUBTOTAL - Diverted Tons	31,312.17	34,340.41	36,765.74	38,928.85	42,811.38	46,835.82	49,574.49	50,588.07	51,828.45	38,465.48	(13,362.98)	-25.78%	
Residential													
Residential Solid Waste	44,572.65	44,225.86	43,917.20	43,316.59	43,881.55	45,096.29	45,549.11	44,680.73	44,652.64	48,287.90	3,635.26	8.14%	
Residential Curbside Recycling	30,173.62	29,884.15	30,264.06	30,177.07	30,199.24	31,054.44	30,904.37	30,472.07	28,833.35	31,519.65	2,686.30	9.32%	
Residential Curbside Organics	55,905.94	56,416.37	57,823.04	53,603.04	52,300.44	56,100.26	58,655.04	56,389.68	58,572.93	60,379.37	1,806.44	3.08%	
SUBTOTAL - Disposed Tons	44,572.65	44,225.86	43,917.20	43,316.59	43,881.55	45,096.29	45,549.11	44,680.73	44,652.64	48,287.90	3,635.26	8.14%	
SUBTOTAL - Diverted Tons	86,079.56	86,300.52	88,087.10	83,780.11	82,499.68	87,154.70	89,559.41	86,861.75	87,406.28	91,899.02	4,492.74	5.14%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	137,259.46	135,656.84	132,767.05	131,042.95	132,388.17	135,491.27	136,916.18	135,041.11	134,094.81	122,042.57			
TOTAL TONS DIVERTED	117,391.73	120,640.93	124,852.84	122,708.96	125,311.06	133,990.52	139,133.90	137,449.82	139,234.73	130,364.50			
COMMERCIAL DIVERSION RATE	25.25%	27.30%	29.27%	30.74%	32.60%	34.13%	35.17%	35.89%	36.69%	34.28%			
MFD DIVERSION RATE	16.33%	17.99%	19.47%	20.56%	21.54%	22.48%	23.41%	24.07%	23.72%	23.84%			
RESIDENTIAL DIVERSION RATE	65.88%	66.12%	66.73%	65.92%	65.28%	65.90%	66.29%	66.03%	66.19%	65.55%			
TOTAL DIVERSION RATE	46.10%	47.07%	48.46%	48.36%	48.63%	49.72%	50.40%	50.44%	50.94%	51.65%			

¹ 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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	34	43	37	114	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Belmont	83	77	87	247	0	0	2	2	0	0	0	0	0	0	0	0	0	1	1	1	0	1	2	
Burlingame	80	106	138	324	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	3	1	5	
East Palo Alto	56	56	77	189	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1	1	3	
Foster City	35	62	65	162	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2	1	5	8	
Hillsborough	116	80	121	317	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	4	
Menlo Park	184	211	202	597	0	6	2	8	0	0	0	0	0	0	0	1	1	1	3	1	3	4	8	
North Fair Oaks	22	16	24	62	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	
Redwood City	300	306	202	808	1	0	2	3	0	0	0	0	1	0	0	1	1	0	0	3	0	3	6	
San Carlos	107	150	151	408	0	2	4	6	0	0	0	0	1	0	0	1	2	3	0	5	2	1	5	
San Mateo	348	318	338	1004	2	2	6	10	0	1	0	1	0	0	0	0	1	0	0	1	6	2	3	
County Franchised Area	76	78	61	215	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
West Bay	44	32	64	140	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
Totals	1,485	1,535	1,567	4,587	3	12	18	33	0	1	0	1	2	0	0	2	6	4	3	13	20	13	23	

	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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	54	52	40	146	23	19	15	57	0	0	0	0	48	67	42	157	19	21	9	49
Belmont	241	230	183	654	28	31	20	79	0	1	0	1	146	173	134	453	30	22	68	120
Burlingame	265	238	232	735	46	34	57	137	1	1	0	2	207	168	199	574	51	56	45	152
East Palo Alto	227	194	176	597	13	12	10	35	0	0	0	0	94	100	69	263	7	5	9	21
Foster City	258	166	183	607	23	32	34	89	1	2	0	3	126	131	120	377	22	26	72	120
Hillsborough	110	109	105	324	18	34	32	84	0	0	0	0	80	87	86	253	17	11	35	63
Menlo Park	299	203	183	685	24	47	36	107	0	0	0	0	223	199	184	606	88	45	48	181
North Fair Oaks	106	95	64	265	11	8	8	27	0	0	0	0	66	64	37	167	2	7	5	14
Redwood City	687	610	572	1869	69	86	72	227	1	0	1	2	438	399	371	1208	16	11	7	34
San Carlos	359	286	229	874	47	50	27	124	0	1	0	1	519	414	358	1291	47	57	51	155
San Mateo	920	683	700	2303	67	99	62	228	0	3	0	3	588	447	483	1518	227	104	123	454
County Franchised Area	209	133	117	459	10	4	6	20	0	0	1	1	108	85	85	278	27	11	73	111
West Bay	68	64	50	182	7	1	7	15	0	0	0	0	48	41	47	136	29	6	10	45
Totals	3,803	3,063	2,834	9,700	386	457	386	1,229	3	8	2	13	2,691	2,375	2,215	7,281	582	382	555	1,519

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
July	15,294	14,019	1,275	8.34%	41.94	68.30%	202
August	14,460	14,132	328	2.27%	28.13	82.32%	205
September	15,860	15,521	339	2.14%	26.12	85.60%	206
Quarter 3	45,614	43,672	1,942	4.26%	31.85	78.99%	613

Note: The Shortel phone system data was corrupted due to an AT&T cable failure on 7/1, 7/6, 7/13, 7/20, 7/27, 8/3, 8/7 and 8/17. As a result of the corrupted data, the call statistics for those dates are not included in the information above.

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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	0	0	0	0	0	0	0	0	63	117	7	187
Burlingame	0	0	0	0	0	0	0	0	41	46	44	131
East Palo Alto	0	0	0	0	0	0	0	0	0	0	0	0
Foster City	0	0	0	0	0	0	0	0	13	132	0	145
Hillsborough	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	0	0	0	0	0	0	0	0	0	1	19	20
North Fair Oaks	0	0	0	0	0	0	0	0	0	0	0	0
Redwood City	0	0	0	0	0	0	0	0	117	104	16	237
San Carlos	0	0	0	0	0	0	0	0	31	42	118	191
San Mateo	0	0	0	0	0	0	0	0	151	74	112	337
County Franchised Area	0	0	0	0	0	0	0	0	0	0	0	0
West Bay	0	0	0	0	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	0	0	0	416	516	316	1,248

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,

	July			August			September			Q3			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	-	0	0	2	0	0	1	0	0	3	0	-	-	2	\$ 150
Burlingame	1	0	0	1	0	0	1	0	0	3	0	-	150	2	\$ 150
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	0	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	1	0	0	1	0	-	-	1	\$ 150
Redwood City	3	0	0	1	0	0	1	0	0	5	0	-	-	6	\$ 150
San Carlos	3	0	0	3	0	0	-	0	0	6	0	-	-	3	\$ 150
San Mateo	2	0	0	2	0	0	3	0	0	7	0	-	-	6	\$ 150
County Franchised Area	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Total	10	0	0	11	0	0	8	0	0	29	0	-	150	31	

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

	July			August			September			Q3			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
Total	-	0	0	-	0	0	-	0	0	-	0	-	-	59	

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

	July			August			September			Q3			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	4	0	0	1	0	0	5	0	-	-	12	\$ 50
Belmont	1	0	0	2	0	0	5	0	0	8	0	-	-	36	\$ 50
Burlingame	3	0	0	5	0	0	3	0	0	11	0	-	-	35	\$ 50
East Palo Alto	-	0	0	3	0	0	-	0	0	3	0	-	-	23	\$ 50
Foster City	-	0	0	2	0	0	2	0	0	4	0	-	-	35	\$ 50
Hillsborough	1	0	0	2	0	0	1	0	0	4	0	-	-	20	\$ 50
Menlo Park	4	0	0	7	0	0	2	0	0	13	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	1	0	0	1	0	0	2	0	-	-	14	\$ 50
Redwood City	6	0	0	11	0	0	9	0	0	26	0	-	-	94	\$ 50
San Carlos	8	0	0	4	0	0	4	0	0	16	0	-	-	46	\$ 50
San Mateo	8	0	0	13	0	0	7	0	0	28	0	-	-	105	\$ 50
County Franchised Area	1	0	0	3	0	0	-	0	0	4	0	-	-	27	\$ 50
West Bay	1	0	0	1	0	0	-	0	0	2	0	-	-	11	\$ 50
Total	33	0	0	58	0	0	35	0	0	126	0	-	-	500	

2020 LIQUIDATED DAMAGES

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

	July			August			September			Q3			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	-	-	0	\$ 25
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	July			August			September			Q3			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	-	0	0	-	0	0	-	0	0	0	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	1	0	0	-	0	0	1	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
	-	0	0	1	0	0	-	0	0	1	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	July			August			September			Q3			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	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	250	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	250	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	1	1	250	-	0	0	-	0	0	1	1	250	250	250	\$ 250
San Carlos	1	1	250	-	0	0	-	0	0	1	1	250	500	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	1,000	0	\$ 250
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	2	2	500	0	0	0	0	0	0	2	2	500	2,250	-	

2020 LIQUIDATED DAMAGES

7.A, 7.B,

Complaints regarding spills of discarded materials and failure to clean up those spills
8.02.1

	July			August			September			Q3			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	-	0	0	-	0	0	1	0	-	-	3	\$ 50
Belmont	1	0	0	-	0	0	1	0	0	2	0	-	-	9	\$ 50
Burlingame	-	0	0	-	0	0	1	0	0	1	0	-	-	8	\$ 50
East Palo Alto	1	0	0	1	0	0	1	0	0	3	0	-	-	5	\$ 50
Foster City	1	0	0	-	0	0	3	0	0	4	0	-	-	9	\$ 50
Hillsborough	-	0	0	1	0	0	1	0	0	2	0	-	-	5	\$ 50
Menlo Park	1	0	0	3	0	0	4	0	0	8	0	-	-	10	\$ 50
North Fair Oaks	1	0	0	-	0	0	-	0	0	1	0	-	-	3	\$ 50
Redwood City	2	0	0	-	0	0	2	0	0	4	0	-	-	22	\$ 50
San Carlos	2	0	0	1	0	0	1	0	0	4	0	-	-	11	\$ 50
San Mateo	4	0	0	2	0	0	1	0	0	7	0	-	-	25	\$ 50
County Franchised Area	-	0	0	-	0	0	1	0	0	1	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 50
Total	14	0	0	8	0	0	17	0	0	39	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.1

	July			August			September			Q3			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	-	-	0	\$ 500
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
Burlingame	1	1	500	3	3	1,500	-	0	0	4	4	2,000	2,500	0	\$ 500
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Foster City	1	1	500	1	1	500	2	2	1,000	4	4	2,000	3,000	0	\$ 500
Hillsborough	1	1	500	-	0	0	1	1	500	2	2	1,000	1,500	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
Redwood City	1	1	500	-	0	0	1	1	500	2	2	1,000	4,500	0	\$ 500
San Carlos	-	0	0	1	1	500	-	0	0	1	1	500	1,500	0	\$ 500
San Mateo	2	2	1,000	-	0	0	2	2	1,000	4	4	2,000	7,500	0	\$ 500
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Total	6	6	3,000	5	5	2,500	6	6	3,000	17	17	8,500	22,000	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

	July			August			September			Q3			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	-	100	0	\$ 100
Belmont	1	1	100	-	0	0	-	0	0	1	1	100	100	0	\$ 100
Burlingame	1	1	100	-	0	0	-	0	0	1	1	100	100	0	\$ 100
East Palo Alto	1	1	100	-	0	0	-	0	0	1	1	100	200	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	1	1	100	-	0	0	-	0	0	1	1	100	300	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	1	1	100	1	1	100	100	0	\$ 100
Redwood City	2	2	200	-	0	0	1	1	100	3	3	300	400	0	\$ 100
San Carlos	-	0	0	-	0	0	1	1	100	1	1	100	200	0	\$ 100
San Mateo	1	1	100	-	0	0	1	1	100	2	2	200	200	0	\$ 100
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Total	7	7	700	-	0	0	4	4	400	11	11	1,100	1,700	-	

2020 LIQUIDATED DAMAGES

REPORTING

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

	July			August			September			Q3			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	0	0	-	-	-	

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

	July			August			September			Q3			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	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

3. Late submittal of billing review report 7.01.E

	July			August			September			Q3			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	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

2020 LIQUIDATED DAMAGES

OTHER

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

	July			August			September			Q3			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	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

Disposal of organic materials without written approval
8.02.D

	July			August			September			Q3			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	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

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

	July			August			September			Q3			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	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2020 LIQUIDATED DAMAGES

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

6.01

	July			August			September			Q3			2020 LD Amount	Tonnage Allowance	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	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Total Liquidated Damages	-	0	0	-	0	0	-	0	0	0	0	-	10,100	26,100	

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			
	Jul	Aug	Sep			Jul	Aug	Sep	Total
Atherton	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Belmont	0	0	2	N/A	0	\$0	\$0	(\$100)	(\$100)
Burlingame	0	0	0	N/A	0	\$0	\$0	\$0	\$0
East Palo Alto	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Foster City	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	0	6	2	N/A	0	\$0	(\$300)	(\$100)	(\$400)
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	1	0	2	N/A	0	(\$50)	\$0	(\$100)	(\$150)
San Carlos	0	2	4	N/A	0	\$0	(\$100)	(\$200)	(\$300)
San Mateo	2	2	6	N/A	0	(\$100)	(\$100)	(\$300)	(\$500)
San Mateo County	0	0	0	N/A	0	\$0	\$0	\$0	\$0
West Bay	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Totals	3	12	18			(\$150)	(\$600)	(\$900)	(\$1,650)

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/Disincentive		\$500	\$500	Quarterly Net Amount
			Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	

Quarter 3
Month

July	35	15	30	0	5	\$0	(\$2,545)	(\$2,545)
August	21	15	30	0	0	\$0	\$0	\$0
September	18	15	30	0	0	\$0	\$0	\$0
Totals						\$0	(\$2,545)	(\$2,545)
			Year 2019					
	Agency	Solid Waste Tons						
	Atherton	2,151		\$0		(\$31)	(\$31)	
	Belmont	7,844		\$0		(\$112)	(\$112)	
	Burlingame	24,346		\$0		(\$346)	(\$346)	
	East Palo Alto	11,817		\$0		(\$168)	(\$168)	
	Foster City	10,195		\$0		(\$145)	(\$145)	
	Hillsborough	2,710		\$0		(\$39)	(\$39)	
	Menlo Park	16,844		\$0		(\$240)	(\$240)	
	North Fair Oaks	5,939		\$0		(\$85)	(\$85)	
	Redwood City	36,867		\$0		(\$524)	(\$524)	
	San Carlos	12,764		\$0		(\$182)	(\$182)	
	San Mateo	41,891		\$0		(\$596)	(\$596)	
	County Franchised Area	3,955		\$0		(\$56)	(\$56)	
	West Bay	1,594		\$0		(\$23)	(\$23)	
		178,918		\$0		(\$2,545)	(\$2,545)	

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 3

Month

\$5

July	1,621			N/A	1,621	N/A	(\$8,105)
August	648			N/A	648	N/A	(\$3,240)
September	455			N/A	455	N/A	(\$2,275)
Totals	2,724	45,614	2,281		2,724		(\$13,620)

Year 2019
Tons of Solid
Waste Collected

Agency	Tons of Solid Waste Collected		
Atherton	2,151	N/A	(\$164)
Belmont	7,844	N/A	(\$597)
Burlingame	24,346	N/A	(\$1,853)
East Palo Alto	11,817	N/A	(\$900)
Foster City	10,195	N/A	(\$776)
Hillsborough	2,710	N/A	(\$206)
Menlo Park	16,844	N/A	(\$1,282)
North Fair Oaks	5,939	N/A	(\$452)
Redwood City	36,867	N/A	(\$2,806)
San Carlos	12,764	N/A	(\$972)
San Mateo	41,891	N/A	(\$3,189)
San Mateo County	3,955	N/A	(\$301)
West Bay	1,594	N/A	(\$121)
	178,918	N/A	(\$13,620)

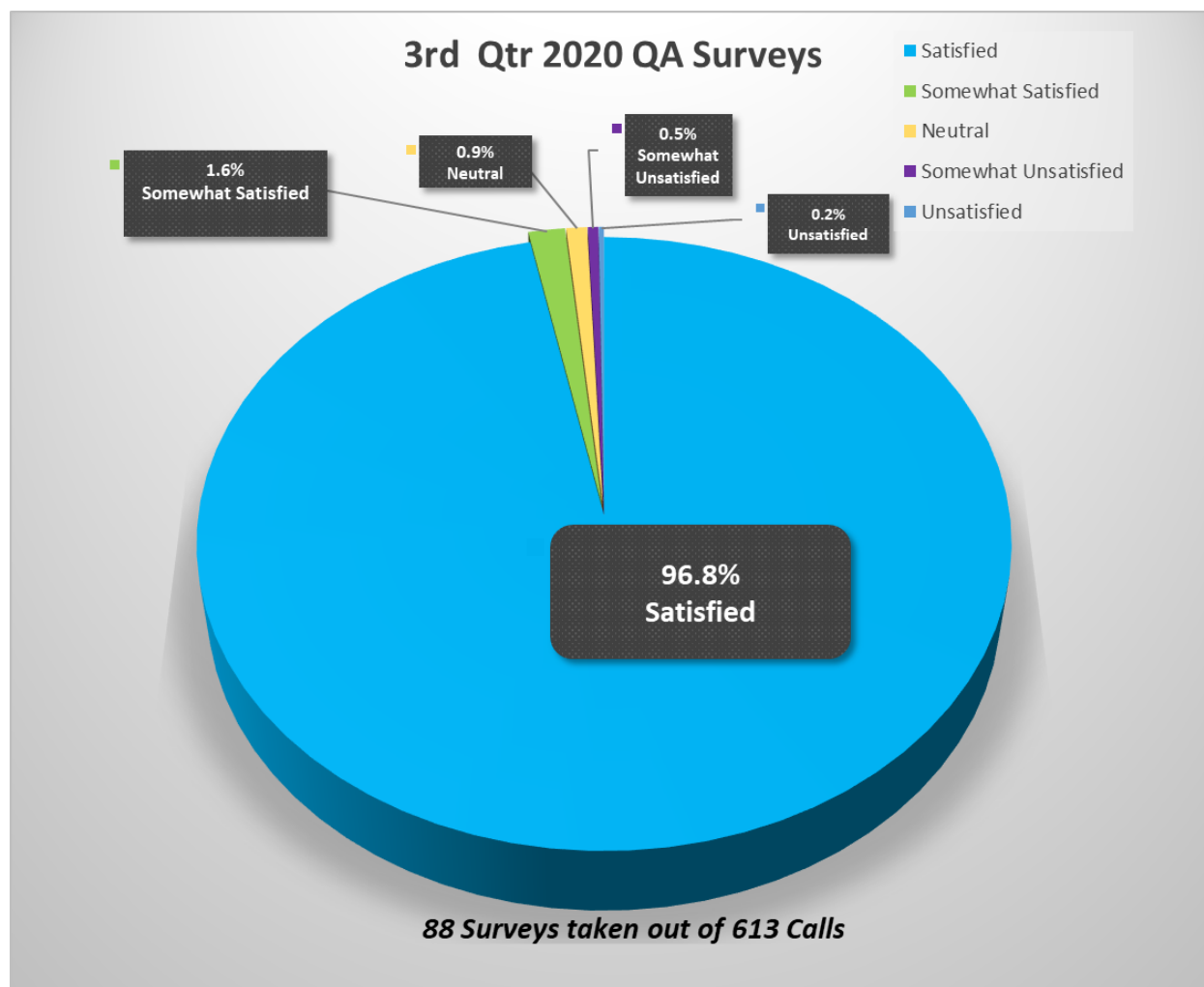
I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Customer Service Quality Assurance Surveys

Recology San Mateo County (RSMC) 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 613 calls placed to customers during the 3rd Quarter, 88 surveys were completed (any surveys with unanswered questions were eliminated from the results).

The results of the surveys continue to be positive with 98.4% of the customers giving a Satisfactory rating. The top 3 reasons cited for the Satisfactory rating included Friendliness, Responsiveness, and Patience.



Redwood City Public Library—Stories from Your Community

In the wake of the COVID-19 pandemic, new social safety norms and business practices have transformed the ways in which RSMC approaches community engagement. During Q3, the Waste Zero Team continued to seek out opportunities to promote diversion, proper sorting and better recycling to the community.

On August 24, 2020, four members of the Waste Zero Team—Yvette Madera, Alex Rinear, Heather Rockwood and Michelle Sung—participated in the Redwood City Public Library’s “Stories from Your Community” Project. Each Waste Zero Specialist was recorded reading select children’s books about recycling, composting, and keeping the community clean and safe. There was even a Spanish recording to include members from all our language communities. Waste Zero Specialists came dressed in fluorescent yellow safety vests and hard hats as a colorful reminder, that even as many shifts take place, the essential workers of Recology continue to keep safety and education a priority as our community comes together to help build a greener community, and to take one step closer to a world without waste.



Diversion Outreach Continues Digitally

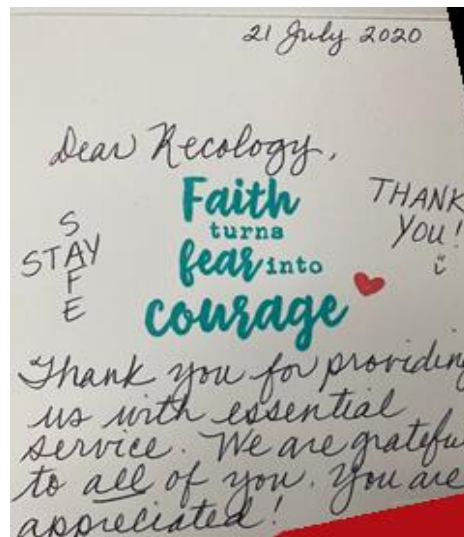
The practices of social distancing, face mask wearing and limiting large gatherings, have presented new challenges to providing effective outreach and education. RSMC’s Waste Zero Team adapted to these challenges by increasing efforts in effective digital education and tapping into creative new ways to reach community members.

In Q3, the RSMC's Waste Zero Team conducted 2 virtual presentations and 3 Webinars focusing on the commercial and MFD sectors. San Mateo County's Shelter in Place orders and the shift towards less activity outside the home, have resulted in increased shipping and waste accrual in the home. In response, RSMC emphasized targeted messaging highlighting the importance of the Waste Hierarchy and creating change further upstream. The Waste Zero Specialists promoted proper diversion efforts and small daily practices that collectively make large and positive impacts towards a more sustainable San Mateo County.



Our Community Responds with Gratitude

RSMC employee-owners remain encouraged and recognized by the community members that we serve through small gestures and tokens such as handwritten thank you notes—a novelty in the digital age. The gratitude and appreciation expressed reminds each and every one of us that we truly are #Inthistogether.



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 3 (Q3) 2020 training and professional development activities for the Recology San Mateo County (RSMC) Commercial Recycling Promotion Team (CRPT):

Professional Development

During Q3 2020, the CRPT redirected focus towards online learning platforms to stay connected and informed of the changing initiatives and market shifts caused as a result of the COVID-19 pandemic. This redirection resulted in an increase in digital trainings and professional development through the participation of webinars held by local businesses, government agencies and industry leaders.

On July 30, Heather Rockwood attended the Sustainable Food Service Ware in the Time of COVID-19. This webinar provided insight to supporting food service customers with the changing safety and sustainability recommendations of single use plastics in response to the COVID-19 pandemic.

On August 17 & 18, the CRPT attended the annual California Resource Recovery Association (CRRRA) Conference. The digital conference was a 4-day event with multiple breakout sessions presenting on topics including recycling markets, state organics recycling legislation, education in the classroom, and industry changes on single-use plastics as a response to the COVID-19 pandemic. The Waste Zero Team attended a combined 15 education sessions.

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

The recent changes in social distancing norms and the enhanced COVID-19 safety measures put in place by the County of San Mateo to keep our workforce healthy and safe, resulted in significant changes to Recology’s daily operations, including the CRPT’s outreach and education goals.

The CRPT goals are to continue recruiting 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. However, these goals were adjusted to better reflect the real constraints COVID-19 posed on the day-to-day operations and activities needed to accomplish the set out goals. The following is an update on the objectives achieved in Q3 2020.

Multi-Family Dwelling (MFD) Outreach

RSMC is pleased to report that during Q3 2020, the CRPT contacted a total of 391 MFD customers throughout the SBWMA service area for general and AB1826 specific outreach. Direct contact included inquiring about services, verifying service levels, updating account information and offering program outreach to improve diversion. Program outreach efforts included offering compost, the scheduling and delivery of Recycle Buddy Bags, Kitchen Pails, Battery Buckets, Property Manager Guides, and educational signage. Program outreach also included providing virtual presentations and offering assistance on the successful launch of compost programs for residents of MFDs.

Q3 2020 Total MFD Contacted
391

As a result of the MFD outreach, the CRPT team delivered approximately 1,248 Recycle Buddy Bags and 401 Kitchen Pails.

New Compost Customers

Despite COVID-19 restrictions, RSMC is pleased to report that the CRPT implemented 24 new compost accounts in the Commercial and MFD sectors.

Q3 2020 New Compost Services
24

Target Account Site Assessments

As a safety precaution and to align with the San Mateo County COVID-19 Health and Safety Guidelines, Target Account Site Assessments were converted to a Remote Site Assessment. These Remote Site Assessments included contacting the identified customer or “target account” to verifying potential diversion opportunities, discussing materials generated on-site, and offering outreach tools and programs to ensure customers were aware and in compliance with AB1826.

Q3 2020 Remote Site Assessments Conducted

285

Virtual Educational Outreach

The CRPT focused on safe and effective outreach through the development and delivery of virtual presentations including scheduled webinars as well as onsite and online trainings and presentations. The CRPT will continue to offer presentations and trainings to targeted audience groups in multiple languages, including English, Spanish and Chinese. These targeted presentations and trainings provide various stakeholders with the necessary information and motivation to sort properly for better diversion and to be “Better at the Bin”.

Q3 2020 Virtual Educational Outreach

17

The following is an outline of the 12 trainings, 2 presentations, and 3 webinars provided by the CRPT during Q3 2020.

Date	Customer Name	Attendees	Description
07/23/2020	SAN CARLOS PLAZA	OWNER & STAFF	TRAINING
07/31/2020	ASTRAZENECA	BUSINESS EMPLOYEES	PRESENTATION
08/07/2020	DES ARCHITECTS	ARCHITECTS & ENGINEERS	PRESENTATION
08/12/2020	DOUCE FRANCE BAKERY	KITCHEN STAFF (SPANISH)	TRAINING
08/21/0220	LIMON BURLINGAME	KITCHEN STAFF (SPANISH)	TRAINING
08/25/2020	J&J HAWAIIAN BBQ, INC.	KITCHEN STAFF (SPANISH)	TRAINING
08/31/2020	PIONEER SEAFOODS	CAPTAIN, FIRST MATE, FISHERMAN	TRAINING
09/01/2020	GARDEN SUPER MARKET	MANAGER & JANITORIAL	TRAINING
09/09/2020	MEXCAL	OWNER & EMPLOYEE (SPANISH)	TRAINING
09/14/2020	SYLVIA LEE	OWNER & MAINTENANCE	TRAINING

09/15/2020	NAPOLEON AT HOME	OFFICE MANAGER	TRAINING
09/21/2020	THE MELTING POT RESTAURANT	OFFICE MANAGER	TRAINING
09/29/2020	CHRISTINA BECK	EMPLOYEES	TRAINING
09/29/2020	ZAREEN'S RESTAURANTS	EMPLOYEES	TRAINING

Date	Webinar Event	Attendees	Description
07/22/2020	PLASTIC FREE JULY	PUBLIC	WEBINAR
08/06/2020	MULTI-FAMILY DWELLING WEBINAR	PUBLIC	WEBINAR
08/11/2020	MULTI-FAMILY DWELLING WEBINAR	PROPERTY MANAGERS	WEBINAR

Quarter 4 (Q4) 2020 Goals

In these unprecedented and unique times, RSMC remains committed to achieving our goals while maintaining the health and safety of the employee-owners and the communities we serve. RSMC has stayed informed, vigilant and responsive to the rapidly evolving changes to business functions as a result of the COVID-19 pandemic.

The CRPT adapted to the situation with a seamless transition to outreach and education on digital platforms. The CRPT modified to digital technologies, such as Zoom conference calls, webinar presentations and social media platforms, to safely provide customers support as we all still find the new normal.

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 AB1826 compliant.

With the that in mind, the following Q4 2020 goals have been set for the CRPT:

- Implement compost services at Commercial and MFD accounts
- Contact MFDs to ensure their yard waste materials are recycled and that they are AB1826 compliant

- Conduct presentations and/or trainings to educate customers about collection programs and California Legislation

The Q4 2020 goals for the CRPT will be achieved through the metrics outlined below:

These metrics take into consideration the restrictions put in place from the COVID-19 pandemic. If the County's Shelter In Place (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 remaining 137 Commercial customers that have been selected as a Target Accounts to inform them of AB1826 and support their efforts to be compliant with the State mandate
- Recruit a minimum of 15 new compost accounts
- Provide 8 presentations, webinars 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 the 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 maximize diversion.

The CRPT will continue to contact customers 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 AB1826

AB1826 went into effect on April 1st, 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 AB1826 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.

Although RSMC's outreach strategies have dramatically shifted, the CPRT continues to provide effective outreach and education to ensure compliance with AB1826. The CRPT will continue to

focus targeted outreach on accounts that meet the threshold of AB1826 and are still not yet compliant. The CPRT will target accounts that produce four or more cubic yards of MSW and do not currently subscribe to compost collection services with the goal of meeting an 80% participation rate in each Member Agency. After achieving this goal, the CPRT will then target generators of 2 or more cubic yards of MSW.

The volatility of the COVID-19 pandemic has resulted in consistent shifts to the daily norms and socially acceptable activities. The CPRT will maintain sensitivity to the situation when working with commercial customers who may have been heavily and/or negatively impacted by COVID-19. 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 AB1826 and assist with the implementation of compost collection to ensure that customers are compliant, and their diversion programs are successful.

Presentations, Trainings, and Outreach Materials

The CRPT utilizes presentations and trainings, both through digital platforms and in person when safe and appropriate, 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 Q4 2020 to increase diversion and reduce contamination.

The following is a summary of the public education and outreach materials distributed by the CRPT throughout the SBWMA service area during Q3 2020:

Q3 2020 Public Education and Outreach Materials					
	Commercial Brochures	Posters	Dock Signs	Stickers	Recycle Buddy Bags
July	9	20	4	11	416
August	3	33	5	59	516
September	3	50	0	16	316
Total	15	103	9	86	1248

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, when deemed appropriate or safe, determining adequate and cost-effective service levels, providing presentations and trainings (in-person or virtual) 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 3rd Quarter Report under the tab labeled “M1d. Diversion Level”.