



QUARTERLY REPORT TO THE SBWMA FOR 4th Quarter 2020

Submitted January 30, 2021



January 30, 2021

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 4th 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) 595-3900.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Michael Kelly', is written over a light blue horizontal line.

Michael Kelly
General Manager
Recology San Mateo County

cc: John Mangini



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
4th Quarter 2020**

**Submitted
JANUARY 30, 2021**



4th QUARTER 2020 REPORT

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4th 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 4, system tonnage allocations were updated as follows: effective October 5 for usual and customary service changes as well as changes in commercial solid waste routes and effective December 14 for changes in commercial recycling 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.



4th 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	16,384.65	65,176.29
Recyclables	6,511.22	4,627.12	5,329.27	5,376.90	21,844.51
Organics	6,646.72	3,446.80	4,088.65	4,726.72	18,908.89
Multi-Family Tonnage Collected					
Solid Waste	8,073.25	8,183.84	8,705.94	8,601.86	33,564.89
Recyclables	2,313.39	2,295.64	2,475.85	2,529.84	9,614.72
Organics	252.89	227.12	250.81	273.43	1,004.25
Residential Tonnage Collected					
Solid Waste	14,719.92	16,533.98	17,034.00	16,655.90	64,943.80
Recyclables	9,825.06	10,996.98	10,697.61	11,080.42	42,600.07
Organics	17,830.15	21,915.36	20,633.86	22,137.02	82,516.39
Diversion Rates					
Commercial	36.82%	32.32%	33.07%	34.06%	34.22%
Multi-Family	24.12%	23.56%	23.85%	24.58%	24.03%
Residential	65.26%	66.56%	64.78%	66.60%	65.83%
Overall	50.98%	52.91%	51.09%	52.55%	51.88%
Inquiries, Service Requests & Complaints					
Inquiries, Service Requests & Complaints	20,110	21,563	24,401	26,560	92,634
Calls Received	41,588	45,667	45,614	54,164	187,033
Avg. Hold Time	12.48	22.33	31.85	43.52	28.10
Assessments	180	1	0	8	189
Quality Assurance	521	611	613	597	2,342

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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	36.08	34.91	34.09	86.57	80.66	104.70	105.08	377.01
Commercial Recycling	11.47	12.09	11.73	43.57	28.67	34.63	35.29	142.16
Commercial Organics	24.04	25.06	23.98	75.83	48.91	62.48	73.08	260.30
Subtotal - Disposed	36.08	34.91	34.09	86.57	80.66	104.70	105.08	377.01
Subtotal - Diverted	35.51	37.15	35.71	119.40	77.58	97.11	108.37	402.46
Diversion Rate	49.60%	51.55%	51.16%	57.97%	49.03%	48.12%	50.77%	51.63%
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	161.27	168.42	199.60	437.70	495.03	498.04	529.29	1,960.06
Residential Curbside Recycling	127.15	117.29	163.91	328.00	370.81	366.81	408.35	1,473.97
Residential Curbside Organics	619.49	677.23	771.80	1,726.22	1,746.47	1,796.81	2,068.52	7,338.02
Subtotal - Disposed	161.27	168.42	199.60	437.70	495.03	498.04	529.29	1,960.06
Subtotal - Diverted	746.64	794.52	935.71	2,054.22	2,117.28	2,163.62	2,476.87	8,811.99
Diversion Rate	82.24%	82.51%	82.42%	82.44%	81.05%	81.29%	82.39%	81.80%
Total Disposed	197.35	203.33	233.69	524.27	575.69	602.74	634.37	2,337.07
Total Diverted	782.15	831.67	971.42	2,173.62	2,194.86	2,260.73	2,585.24	9,214.45
Total Diversion Rate	79.85%	80.35%	80.61%	80.57%	79.22%	78.95%	80.30%	79.77%
Single-Family Measured Diversion Rate	82.24%	82.51%	82.42%	82.44%	81.05%	81.29%	82.39%	81.80%
Commercial Measured Diversion Rate	49.60%	51.55%	51.16%	57.97%	49.03%	48.12%	50.77%	51.63%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	79.85%	80.35%	80.61%	80.57%	79.22%	78.95%	80.30%	79.77%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	591.22	532.17	447.45	451.08	463.51	410.78	425.55	397.30	375.68	377.01	1.33	0.35%	
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	200.36	154.17	165.50	166.16	178.19	188.20	205.31	214.59	183.41	142.16	(41.25)	-22.49%	
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	426.87	393.80	501.50	508.81	658.18	604.75	527.71	552.48	416.25	260.30	(155.95)	-37.47%	
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	2.32	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	591.22	532.17	447.88	457.85	467.96	414.28	425.55	400.72	383.99	377.01	(6.98)	-1.82%	
SUBTOTAL - Diverted Tons	637.37	574.54	667.24	674.97	838.33	794.94	735.34	767.07	599.66	402.46	(197.20)	-32.89%	
Residential													
Residential Solid Waste	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	1,758.36	1,786.44	1,767.15	1,960.06	192.91	10.92%	
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	1,427.46	1,407.94	1,444.17	1,419.11	1,439.19	1,350.88	1,473.97	123.09	9.11%	
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	7,519.55	7,178.41	7,488.82	7,750.96	7,570.83	7,854.73	7,338.02	(516.71)	-6.58%	
SUBTOTAL - Disposed Tons	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	1,758.36	1,786.44	1,767.15	1,960.06	192.91	10.92%	
SUBTOTAL - Diverted Tons	9,186.54	9,573.18	9,090.65	8,947.01	8,586.35	8,932.99	9,170.07	9,010.02	9,205.61	8,811.99	(393.62)	-4.28%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	2,580.93	2,307.89	2,150.65	2,151.21	2,171.01	2,164.30	2,183.91	2,187.16	2,151.14	2,337.07			
TOTAL TONS DIVERTED	9,823.91	10,147.72	9,757.89	9,621.98	9,424.68	9,727.93	9,905.41	9,777.09	9,805.27	9,214.45			
COMMERCIAL DIVERSION RATE	51.88%	51.91%	59.84%	59.58%	64.18%	65.74%	63.34%	65.69%	60.96%	51.63%			
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	82.20%	84.35%	84.22%	84.09%	83.45%	83.62%	83.91%	83.45%	83.90%	81.80%			
TOTAL DIVERSION RATE	79.19%	81.47%	81.94%	81.73%	81.28%	81.80%	81.94%	81.72%	82.01%	79.77%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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	157.61	147.40	159.76	571.83	456.43	474.03	464.77	1,967.06
Commercial Recycling	67.50	60.72	75.16	237.85	178.49	204.09	203.38	823.81
Commercial Organics	46.91	44.70	44.92	207.47	103.02	144.84	136.53	591.86
Subtotal - Disposed	157.61	147.40	159.76	571.83	456.43	474.03	464.77	1,967.06
Subtotal - Diverted	114.41	105.42	120.08	445.32	281.51	348.93	339.91	1,415.67
Diversion Rate	42.06%	41.70%	42.91%	43.78%	38.15%	42.40%	42.24%	41.85%
MFD								
MFD Solid Waste	162.40	161.67	171.43	484.97	490.97	486.94	495.50	1,958.38
MFD Recycling	51.54	50.27	58.12	144.53	144.19	152.17	159.93	600.82
MFD Organics	4.39	4.75	4.63	12.41	10.91	12.36	13.77	49.45
Subtotal - Disposed	162.40	161.67	171.43	484.97	490.97	486.94	495.50	1,958.38
Subtotal - Diverted	55.93	55.02	62.75	156.94	155.10	164.53	173.70	650.27
Diversion Rate	25.62%	25.39%	26.80%	24.45%	24.01%	25.26%	25.96%	24.93%
Roll-Off								
Roll-Off Solid Waste	12.42	8.87	9.96	27.51	23.84	21.25	31.25	103.85
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	12.42	8.87	9.96	27.51	23.84	21.25	31.25	103.85
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	291.77	306.32	347.66	803.05	882.38	938.11	945.75	3,569.29
Residential Curbside Recycling	241.27	230.62	274.29	660.12	712.79	732.41	746.18	2,851.50
Residential Curbside Organics	384.72	397.89	448.96	949.38	1,252.54	1,184.12	1,231.57	4,617.61
Subtotal - Disposed	291.77	306.32	347.66	803.05	882.38	938.11	945.75	3,569.29
Subtotal - Diverted	625.99	628.51	723.25	1,609.50	1,965.33	1,916.53	1,977.75	7,469.11
Diversion Rate	68.21%	67.23%	67.54%	66.71%	69.01%	67.14%	67.65%	67.66%
Total Disposed	624.20	624.26	688.81	1,887.36	1,853.62	1,920.33	1,937.27	7,598.58
Total Diverted	796.33	788.95	906.08	2,211.76	2,401.94	2,429.99	2,491.36	9,535.05
Total Diversion Rate	56.06%	55.83%	56.81%	53.96%	56.44%	55.86%	56.26%	55.65%
Single-Family Measured Diversion Rate	68.21%	67.23%	67.54%	66.71%	69.01%	67.14%	67.65%	67.66%
Commercial Measured Diversion Rate	33.88%	33.54%	34.89%	35.71%	31.01%	34.33%	34.12%	33.89%
MFD Measured Diversion Rate	25.62%	25.39%	26.80%	24.45%	24.01%	25.26%	25.96%	24.93%
Overall Measured Diversion Rate	56.06%	55.83%	56.81%	53.96%	56.44%	55.86%	56.26%	55.65%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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 -
	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	2,276.14	2,530.67	2,360.87	2,345.04	2,154.85	2,101.60	2,224.59	2,289.48	2,385.23	1,967.06	(418.17)	-17.53%	
MFD Solid Waste	2,018.99	2,134.47	2,223.99	2,179.40	2,046.70	2,044.07	1,959.03	1,980.87	2,034.01	1,958.38	(75.63)	-3.72%	
Roll-Off Solid Waste	469.16	491.80	486.60	498.21	482.93	470.10	421.26	304.14	133.72	103.85	(29.87)	-22.34%	
Commercial Recycling	536.32	614.13	656.10	755.46	855.81	890.23	933.71	962.79	989.53	823.81	(165.72)	-16.75%	
MFD Recycling	467.47	479.43	516.04	530.82	577.26	587.37	593.73	617.19	568.61	600.82	32.21	5.66%	
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	412.88	440.09	512.41	623.02	735.35	834.32	918.39	938.57	979.48	591.86	(387.62)	-39.57%	
MFD Organics	25.68	41.96	61.11	64.76	70.53	80.05	73.85	73.45	92.54	49.45	(43.09)	-46.56%	
Roll-Off Organics	1.14	8.74	9.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	4,764.29	5,156.94	5,071.46	5,022.65	4,684.48	4,615.77	4,604.88	4,574.49	4,552.96	4,029.29	(523.67)	-11.50%	
SUBTOTAL - Diverted Tons	1,443.90	1,586.00	1,758.02	1,974.52	2,238.95	2,391.97	2,519.68	2,592.00	2,630.16	2,065.94	(564.22)	-21.45%	
Residential													
Residential Solid Waste	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	3,340.01	3,238.73	3,290.92	3,569.29	278.37	8.46%	
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	2,848.96	2,812.16	2,886.75	2,802.03	2,712.44	2,550.17	2,851.50	301.33	11.82%	
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	3,899.39	3,815.90	4,005.68	4,357.32	4,071.13	4,323.80	4,617.61	293.81	6.80%	
SUBTOTAL - Disposed Tons	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	3,340.01	3,238.73	3,290.92	3,569.29	278.37	8.46%	
SUBTOTAL - Diverted Tons	7,051.63	7,002.57	7,010.71	6,748.35	6,628.06	6,892.43	7,159.35	6,783.57	6,873.97	7,469.11	595.14	8.66%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	8,046.02	8,548.18	8,377.18	8,285.16	7,997.96	7,951.90	7,944.89	7,813.22	7,843.88	7,598.58			
TOTAL TONS DIVERTED	8,495.53	8,588.57	8,768.73	8,722.87	8,867.01	9,284.40	9,679.03	9,375.57	9,504.13	9,535.05			
COMMERCIAL DIVERSION RATE	23.26%	23.52%	25.74%	28.22%	32.34%	34.13%	35.37%	36.17%	36.62%	33.89%			
MFD DIVERSION RATE	19.63%	19.63%	20.60%	21.46%	24.04%	24.61%	25.42%	25.85%	24.53%	24.93%			
RESIDENTIAL DIVERSION RATE	68.24%	67.37%	67.96%	67.41%	66.67%	67.38%	68.19%	67.68%	67.62%	67.66%			
TOTAL DIVERSION RATE	51.36%	50.12%	51.14%	51.29%	52.58%	53.87%	54.92%	54.54%	54.79%	55.65%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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	541.51	532.48	566.26	1,847.50	1,482.56	1,686.90	1,640.25	6,657.21
Commercial Recycling	273.97	255.51	286.51	896.18	664.89	860.09	815.99	3,237.15
Commercial Organics	195.16	215.75	234.87	819.96	515.64	533.82	645.78	2,515.20
Subtotal - Disposed	541.51	532.48	566.26	1,847.50	1,482.56	1,686.90	1,640.25	6,657.21
Subtotal - Diverted	469.13	471.26	521.38	1,716.14	1,180.53	1,393.91	1,461.77	5,752.35
Diversion Rate	46.42%	46.95%	47.94%	48.16%	44.33%	45.24%	47.12%	46.35%
MFD								
MFD Solid Waste	227.58	228.80	236.75	674.58	675.07	710.61	693.13	2,753.39
MFD Recycling	81.67	76.62	94.90	234.00	227.41	244.13	253.19	958.73
MFD Organics	9.78	11.80	8.79	29.24	24.61	28.16	30.37	112.38
Subtotal - Disposed	227.58	228.80	236.75	674.58	675.07	710.61	693.13	2,753.39
Subtotal - Diverted	91.45	88.42	103.69	263.24	252.02	272.29	283.56	1,071.11
Diversion Rate	28.67%	27.87%	30.46%	28.07%	27.18%	27.70%	29.03%	28.01%
Roll-Off								
Roll-Off Solid Waste	216.43	179.11	178.90	1,698.88	465.54	563.15	574.44	3,302.01
Roll-Off Recycling	24.36	17.31	17.29	130.69	32.27	66.14	58.96	288.06
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	216.43	179.11	178.90	1,698.88	465.54	563.15	574.44	3,302.01
Subtotal - Diverted	24.36	17.31	17.29	130.69	32.27	66.14	58.96	288.06
Diversion Rate	10.12%	8.81%	8.81%	7.14%	6.48%	10.51%	9.31%	8.02%
Residential								
Residential Solid Waste	358.83	348.18	410.08	951.93	1,077.72	1,107.82	1,117.09	4,254.56
Residential Curbside Recycling	237.41	258.49	292.26	717.89	792.10	757.60	788.16	3,055.75
Residential Curbside Organics	425.03	508.91	608.44	1,175.97	1,449.97	1,402.68	1,542.38	5,571.00
Subtotal - Disposed	358.83	348.18	410.08	951.93	1,077.72	1,107.82	1,117.09	4,254.56
Subtotal - Diverted	662.44	767.40	900.70	1,893.86	2,242.07	2,160.28	2,330.54	8,626.75
Diversion Rate	64.86%	68.79%	68.71%	66.55%	67.54%	66.10%	67.60%	66.97%
Total Disposed	1,344.35	1,288.57	1,391.99	5,172.89	3,700.89	4,068.48	4,024.91	16,967.17
Total Diverted	1,247.38	1,344.39	1,543.06	4,003.93	3,706.89	3,892.62	4,134.83	15,738.27
Total Diversion Rate	48.13%	51.06%	52.57%	43.63%	50.04%	48.90%	50.67%	48.12%
Single-Family Measured Diversion Rate	64.86%	68.79%	68.71%	66.55%	67.54%	66.10%	67.60%	66.97%
Commercial Measured Diversion Rate	37.25%	38.03%	39.55%	33.33%	35.83%	36.91%	38.29%	35.87%
MFD Measured Diversion Rate	28.67%	27.87%	30.46%	28.07%	27.18%	27.70%	29.03%	28.01%
Overall Measured Diversion Rate	48.13%	51.06%	52.57%	43.63%	50.04%	48.90%	50.67%	48.12%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	8,222.96	8,600.41	8,268.37	8,254.24	8,227.59	8,509.98	8,582.22	8,248.47	8,251.44	6,657.21	(1,594.23)	-19.32%	
MFD Solid Waste	3,146.03	2,990.25	2,941.97	2,917.26	2,885.41	3,013.48	3,083.73	2,889.75	2,833.83	2,753.39	(80.44)	-2.84%	
Roll-Off Solid Waste	7,638.95	8,771.06	7,243.72	7,454.48	7,918.68	9,426.15	10,069.20	10,078.89	9,461.23	3,302.01	(6,159.22)	-65.10%	
Commercial Recycling	2,613.82	2,785.59	3,181.80	3,832.64	3,867.82	3,938.28	3,576.15	3,645.37	3,799.41	3,237.15	(562.26)	-14.80%	
MFD Recycling	732.09	776.45	870.68	930.43	952.75	959.74	995.89	1,018.55	995.97	958.73	(37.24)	-3.74%	
Roll-Off Recycling	125.71	224.48	141.32	154.16	148.17	167.89	357.32	522.33	488.73	288.06	(200.67)	-41.06%	
Commercial Organics	2,329.15	2,466.36	2,981.65	2,797.15	3,327.15	3,227.07	3,334.69	3,301.83	3,903.60	2,515.20	(1,388.40)	-35.57%	
MFD Organics	77.69	63.48	60.39	51.78	57.95	70.67	78.69	95.95	122.84	112.38	(10.46)	-8.52%	
Roll-Off Organics	1,141.95	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	19,007.94	20,361.72	18,454.06	18,625.98	19,031.68	20,949.61	21,735.15	21,217.11	20,546.50	12,712.61	(7,833.89)	-38.13%	
SUBTOTAL - Diverted Tons	7,020.41	6,555.23	7,235.84	7,766.16	8,353.84	8,363.65	8,342.74	8,584.03	9,310.55	7,111.52	(2,199.03)	-23.62%	
Residential													
Residential Solid Waste	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	3,843.93	3,772.59	3,799.46	4,254.56	455.10	11.98%	
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	3,003.18	3,007.76	3,037.84	3,053.95	3,098.44	2,791.94	3,055.75	263.81	9.45%	
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	4,994.50	4,718.96	4,984.28	5,217.80	5,197.37	5,537.74	5,571.00	33.26	0.60%	
SUBTOTAL - Disposed Tons	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	3,843.93	3,772.59	3,799.46	4,254.56	455.10	11.98%	
SUBTOTAL - Diverted Tons	8,111.04	8,316.13	8,206.57	7,997.68	7,726.72	8,022.12	8,271.75	8,295.81	8,329.68	8,626.75	297.07	3.57%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	22,921.67	24,126.50	22,163.87	22,314.82	22,754.81	24,725.64	25,579.08	24,989.70	24,345.96	16,967.17			
TOTAL TONS DIVERTED	15,131.45	14,871.36	15,442.41	15,763.84	16,080.56	16,385.77	16,614.49	16,879.84	17,640.23	15,738.27			
COMMERCIAL DIVERSION RATE	26.97%	24.35%	28.17%	29.43%	30.50%	28.53%	27.74%	28.80%	31.18%	35.87%			
MFD DIVERSION RATE	20.47%	21.93%	24.04%	25.19%	25.94%	25.48%	25.84%	27.83%	28.31%	28.01%			
RESIDENTIAL DIVERSION RATE	67.45%	68.84%	68.87%	68.44%	67.48%	67.99%	68.27%	68.74%	68.67%	66.97%			
TOTAL DIVERSION RATE	39.76%	38.13%	41.06%	41.40%	41.41%	39.86%	39.38%	40.32%	42.01%	48.12%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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	99.55	101.89	111.40	369.38	318.53	337.16	312.84	1,337.91
Commercial Recycling	47.22	50.76	45.07	168.67	102.26	132.36	143.05	546.34
Commercial Organics	33.75	31.53	44.01	147.05	81.35	96.86	109.29	434.55
Subtotal - Disposed	99.55	101.89	111.40	369.38	318.53	337.16	312.84	1,337.91
Subtotal - Diverted	80.97	82.29	89.08	315.72	183.61	229.22	252.34	980.89
Diversion Rate	44.85%	44.68%	44.43%	46.08%	36.57%	40.47%	44.65%	42.30%
MFD								
MFD Solid Waste	242.55	242.78	243.80	650.49	699.64	761.37	729.13	2,840.63
MFD Recycling	33.79	37.09	34.43	93.57	93.08	106.02	105.31	397.98
MFD Organics	7.52	9.31	8.15	20.05	25.82	24.27	24.98	95.12
Subtotal - Disposed	242.55	242.78	243.80	650.49	699.64	761.37	729.13	2,840.63
Subtotal - Diverted	41.31	46.40	42.58	113.62	118.90	130.29	130.29	493.10
Diversion Rate	14.55%	16.05%	14.87%	14.87%	14.53%	14.61%	15.16%	14.79%
Roll-Off								
Roll-Off Solid Waste	69.10	68.20	65.86	172.31	136.38	194.34	203.16	706.19
Roll-Off Recycling	1.41	7.50	1.39	10.53	1.33	7.50	10.30	29.66
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	69.10	68.20	65.86	172.31	136.38	194.34	203.16	706.19
Subtotal - Diverted	1.41	7.50	1.39	10.53	1.33	7.50	10.30	29.66
Diversion Rate	2.00%	9.91%	2.07%	5.76%	0.97%	3.72%	4.83%	4.03%
Residential								
Residential Solid Waste	623.50	574.41	641.06	1,688.07	1,937.65	1,976.06	1,838.97	7,440.75
Residential Curbside Recycling	157.14	151.40	168.52	433.30	509.87	501.40	477.06	1,921.63
Residential Curbside Organics	321.32	333.87	353.62	830.03	1,191.10	1,047.43	1,008.81	4,077.37
Subtotal - Disposed	623.50	574.41	641.06	1,688.07	1,937.65	1,976.06	1,838.97	7,440.75
Subtotal - Diverted	478.46	485.27	522.14	1,263.33	1,700.97	1,548.83	1,485.87	5,999.00
Diversion Rate	43.42%	45.79%	44.89%	42.80%	46.75%	43.94%	44.69%	44.64%
Total Disposed	1,034.70	987.28	1,062.12	2,880.25	3,092.20	3,268.93	3,084.10	12,325.48
Total Diverted	602.15	621.46	655.19	1,703.20	2,004.81	1,915.84	1,878.80	7,502.65
Total Diversion Rate	36.79%	38.63%	38.15%	37.16%	39.33%	36.95%	37.86%	37.84%
Single-Family Measured Diversion Rate	43.42%	45.79%	44.89%	42.80%	46.75%	43.94%	44.69%	44.64%
Commercial Measured Diversion Rate	23.12%	24.80%	24.01%	26.95%	20.83%	22.11%	23.99%	23.54%
MFD Measured Diversion Rate	14.55%	16.05%	14.87%	14.87%	14.53%	14.61%	15.16%	14.79%
Overall Measured Diversion Rate	36.79%	38.63%	38.15%	37.16%	39.33%	36.95%	37.86%	37.84%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2020

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	1,419.75	1,415.09	1,310.22	1,404.75	1,537.50	1,533.44	1,450.56	1,402.25	1,546.59	1,337.91	(208.68)	-13.49%	
MFD Solid Waste	2,652.48	2,621.00	2,696.78	2,756.76	2,515.93	2,643.16	2,681.31	2,595.50	2,623.32	2,840.63	217.31	8.28%	
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	1,163.30	907.39	768.72	743.24	894.82	881.13	706.19	(174.94)	-19.85%	
Commercial Recycling	564.07	1,038.49	485.98	502.28	525.75	552.91	590.28	673.85	727.10	546.34	(180.76)	-24.86%	
MFD Recycling	28.13	203.81	227.06	281.50	350.45	365.05	383.02	386.55	384.04	397.98	13.94	3.63%	
Roll-Off Recycling	37.53	18.71	11.92	29.20	24.14	24.51	22.01	32.53	23.15	29.66	6.51	28.12%	
Commercial Organics	313.21	303.45	413.02	474.19	502.61	598.51	540.73	717.27	656.79	434.55	(222.24)	-33.84%	
MFD Organics	54.96	71.19	80.94	79.48	76.01	71.96	84.68	86.99	86.04	95.12	9.08	10.55%	
Roll-Off Organics	0.00	9.94	2.79	0.00	105.86	349.95	400.04	172.77	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	4,964.52	5,358.03	5,308.01	5,324.81	4,960.82	4,945.32	4,875.11	4,892.57	5,051.04	4,884.73	(166.31)	-3.29%	
SUBTOTAL - Diverted Tons	997.90	1,645.59	1,221.71	1,366.65	1,584.82	1,962.89	2,020.76	2,069.96	1,877.12	1,503.65	(373.47)	-19.90%	
Residential													
Residential Solid Waste	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	6,886.21	6,831.92	6,765.73	7,440.75	675.02	9.98%	
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	1,484.52	1,544.00	1,649.99	1,709.46	1,656.25	1,654.15	1,921.63	267.48	16.17%	
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	3,528.22	3,543.54	3,724.43	3,715.72	3,579.60	3,810.60	4,077.37	266.77	7.00%	
SUBTOTAL - Disposed Tons	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	6,886.21	6,831.92	6,765.73	7,440.75	675.02	9.98%	
SUBTOTAL - Diverted Tons	4,750.31	4,807.16	4,984.12	5,012.74	5,087.54	5,374.42	5,425.18	5,235.85	5,464.75	5,999.00	534.25	9.78%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	11,253.44	11,788.80	11,635.15	11,937.33	11,791.81	11,871.06	11,761.32	11,724.49	11,816.77	12,325.48			
TOTAL TONS DIVERTED	5,748.21	6,452.75	6,205.83	6,379.39	6,672.36	7,337.31	7,445.94	7,305.81	7,341.87	7,502.65			
COMMERCIAL DIVERSION RATE	16.74%	23.50%	18.71%	20.42%	24.21%	28.41%	29.30%	29.73%	27.09%	23.54%			
MFD DIVERSION RATE	3.04%	9.50%	10.25%	11.58%	14.49%	14.19%	14.85%	15.43%	15.20%	14.79%			
RESIDENTIAL DIVERSION RATE	43.03%	42.78%	44.06%	43.12%	42.69%	43.69%	44.07%	43.39%	44.68%	44.64%			
TOTAL DIVERSION RATE	33.81%	35.37%	34.78%	34.83%	36.14%	38.20%	38.77%	38.39%	38.32%	37.84%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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
FOSTER CITY								
Commercial								
Commercial Solid Waste	212.14	200.74	218.25	692.94	549.28	666.15	631.13	2,539.50
Commercial Recycling	83.91	89.93	82.13	322.06	232.19	247.27	255.97	1,057.49
Commercial Organics	116.06	107.03	106.92	535.97	290.42	322.27	330.01	1,478.67
Subtotal - Disposed	212.14	200.74	218.25	692.94	549.28	666.15	631.13	2,539.50
Subtotal - Diverted	199.97	196.96	189.05	858.03	522.61	569.54	585.98	2,536.16
Diversion Rate	48.52%	49.52%	46.42%	55.32%	48.76%	46.09%	48.15%	49.97%
MFD								
MFD Solid Waste	298.53	275.87	319.69	729.20	786.55	895.69	894.09	3,305.53
MFD Recycling	98.69	106.18	96.35	265.79	258.64	289.01	301.22	1,114.66
MFD Organics	6.55	6.89	6.86	27.57	17.46	19.16	20.30	84.49
Subtotal - Disposed	298.53	275.87	319.69	729.20	786.55	895.69	894.09	3,305.53
Subtotal - Diverted	105.24	113.07	103.21	293.36	276.10	308.17	321.52	1,199.15
Diversion Rate	26.06%	29.07%	24.41%	28.69%	25.98%	25.60%	26.45%	26.62%
Roll-Off								
Roll-Off Solid Waste	53.98	54.19	37.58	176.74	126.37	152.21	145.75	601.07
Roll-Off Recycling	4.81	5.66	11.76	40.94	25.76	16.31	22.23	105.24
Roll-Off Organics	34.89	37.87	43.13	106.51	104.10	124.48	115.89	450.98
Subtotal - Disposed	53.98	54.19	37.58	176.74	126.37	152.21	145.75	601.07
Subtotal - Diverted	39.70	43.53	54.89	147.45	129.86	140.79	138.12	556.22
Diversion Rate	42.38%	44.55%	59.36%	45.48%	50.68%	48.05%	48.66%	48.06%
Residential								
Residential Solid Waste	301.05	277.27	345.72	778.40	889.05	911.37	924.04	3,502.86
Residential Curbside Recycling	197.95	187.86	226.82	547.77	615.33	601.02	612.63	2,376.75
Residential Curbside Organics	265.83	259.24	296.37	675.26	859.94	833.49	821.44	3,190.13
Subtotal - Disposed	301.05	277.27	345.72	778.40	889.05	911.37	924.04	3,502.86
Subtotal - Diverted	463.78	447.10	523.19	1,223.03	1,475.27	1,434.51	1,434.07	5,566.88
Diversion Rate	60.64%	61.72%	60.21%	61.11%	62.40%	61.15%	60.81%	61.38%
Total Disposed	865.70	808.07	921.24	2,377.28	2,351.25	2,625.42	2,595.01	9,948.96
Total Diverted	808.69	800.66	870.34	2,521.87	2,403.84	2,453.01	2,479.69	9,858.41
Total Diversion Rate	48.30%	49.77%	48.58%	51.48%	50.55%	48.30%	48.86%	49.77%
Single-Family Measured Diversion Rate	60.64%	61.72%	60.21%	61.11%	62.40%	61.15%	60.81%	61.38%
Commercial Measured Diversion Rate	37.92%	39.98%	37.62%	44.82%	38.84%	37.27%	38.49%	39.97%
MFD Measured Diversion Rate	26.06%	29.07%	24.41%	28.69%	25.98%	25.60%	26.45%	26.62%
Overall Measured Diversion Rate	48.30%	49.77%	48.58%	51.48%	50.55%	48.30%	48.86%	49.77%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	3,200.66	3,160.55	2,812.08	2,732.39	2,580.56	2,718.02	2,939.70	2,927.76	3,038.47	2,539.50	(498.97)	-16.42%	
MFD Solid Waste	3,963.06	3,203.16	3,355.24	3,201.16	3,114.74	2,933.30	2,931.99	2,881.25	2,927.16	3,305.53	378.37	12.93%	
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	1,153.30	1,119.33	984.37	1,051.64	1,147.57	1,023.79	601.07	(422.72)	-41.29%	
Commercial Recycling	688.67	941.33	998.73	1,032.09	1,075.44	1,233.22	1,321.81	1,292.46	1,261.41	1,057.49	(203.92)	-16.17%	
MFD Recycling	601.97	657.90	828.40	918.77	972.79	1,080.58	1,150.11	1,118.43	1,078.79	1,114.66	35.87	3.33%	
Roll-Off Recycling	46.60	22.90	17.36	8.55	12.46	17.63	18.55	60.31	111.47	105.24	(6.23)	-5.59%	
Commercial Organics	1,469.88	1,587.85	1,872.59	1,970.96	1,991.68	2,192.68	2,287.05	2,483.59	2,448.16	1,478.67	(969.49)	-39.60%	
MFD Organics	35.51	34.96	48.24	39.47	37.00	56.97	109.17	112.35	127.00	84.49	(42.51)	-33.47%	
Roll-Off Organics	348.55	578.91	523.15	544.56	566.69	649.60	631.73	414.42	469.61	450.98	(18.63)	-3.97%	
SUBTOTAL - Disposed Tons	8,935.59	7,808.56	7,476.63	7,086.85	6,814.63	6,635.69	6,923.33	6,956.58	6,989.42	6,446.10	(543.32)	-7.77%	
SUBTOTAL - Diverted Tons	3,191.18	3,823.85	4,288.47	4,514.40	4,656.06	5,230.68	5,518.42	5,481.56	5,496.44	4,291.53	(1,204.91)	-21.92%	
Residential													
Residential Solid Waste	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	3,291.10	3,220.17	3,205.89	3,502.86	296.97	9.26%	
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	2,404.14	2,432.17	2,455.86	2,343.50	2,296.67	2,210.43	2,376.75	166.32	7.52%	
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	2,628.83	2,489.48	2,653.75	2,760.62	2,888.30	3,104.98	3,190.13	85.15	2.74%	
SUBTOTAL - Disposed Tons	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	3,291.10	3,220.17	3,205.89	3,502.86	296.97	9.26%	
SUBTOTAL - Diverted Tons	5,211.92	5,243.08	5,164.17	5,032.97	4,921.65	5,109.61	5,104.12	5,184.97	5,315.41	5,566.88	251.47	4.73%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	12,094.91	11,108.12	10,758.47	10,273.16	10,009.64	9,946.34	10,214.43	10,176.75	10,195.31	9,948.96			
TOTAL TONS DIVERTED	8,403.10	9,066.93	9,452.64	9,547.37	9,577.71	10,340.29	10,622.54	10,666.53	10,811.85	9,858.41			
COMMERCIAL DIVERSION RATE	26.32%	32.87%	36.45%	38.91%	40.59%	44.08%	44.35%	44.07%	44.02%	39.97%			
MFD DIVERSION RATE	13.86%	17.78%	20.72%	23.04%	24.48%	27.94%	30.05%	29.93%	29.18%	26.62%			
RESIDENTIAL DIVERSION RATE	62.26%	61.38%	61.14%	61.23%	60.64%	60.68%	60.80%	61.69%	62.38%	61.38%			
TOTAL DIVERSION RATE	40.99%	44.94%	46.77%	48.17%	48.90%	50.97%	50.98%	51.17%	51.47%	49.77%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	13.19	12.16	12.71	57.64	32.25	38.92	38.06	166.87
Commercial Recycling	33.49	23.14	4.75	51.05	27.95	65.85	61.38	206.23
Commercial Organics	19.68	39.11	13.65	51.13	35.59	59.30	72.44	218.46
Subtotal - Disposed	13.19	12.16	12.71	57.64	32.25	38.92	38.06	166.87
Subtotal - Diverted	53.17	62.25	18.40	102.18	63.54	125.15	133.82	424.69
Diversion Rate	80.12%	83.66%	59.14%	63.93%	66.33%	76.28%	77.86%	71.79%
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	217.93	220.32	263.48	592.51	679.17	697.64	701.73	2,671.05
Residential Curbside Recycling	167.68	167.15	204.46	468.56	523.31	509.64	539.29	2,040.80
Residential Curbside Organics	414.16	464.33	553.44	1,188.99	1,368.82	1,365.98	1,431.93	5,355.72
Subtotal - Disposed	217.93	220.32	263.48	592.51	679.17	697.64	701.73	2,671.05
Subtotal - Diverted	581.84	631.48	757.90	1,657.55	1,892.13	1,875.62	1,971.22	7,396.52
Diversion Rate	72.75%	74.13%	74.20%	73.67%	73.59%	72.89%	73.75%	73.47%
Total Disposed	231.12	232.48	276.19	650.15	711.42	736.56	739.79	2,837.92
Total Diverted	635.01	693.73	776.30	1,759.73	1,955.67	2,000.77	2,105.04	7,821.21
Total Diversion Rate	73.32%	74.90%	73.76%	73.02%	73.33%	73.09%	74.00%	73.38%
Single-Family Measured Diversion Rate	72.75%	74.13%	74.20%	73.67%	73.59%	72.89%	73.75%	73.47%
Commercial Measured Diversion Rate	80.12%	83.66%	59.14%	63.93%	66.33%	76.28%	77.86%	71.79%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.32%	74.90%	73.76%	73.02%	73.33%	73.09%	74.00%	73.38%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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 -
	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	506.78	379.52	385.31	272.78	310.97	303.00	291.60	258.83	234.87	166.87	(68.00)	-28.95%	
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	590.06	229.44	492.63	345.35	532.53	291.80	185.03	287.73	386.21	206.23	(179.98)	-46.60%	
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	275.02	323.48	354.35	331.05	481.97	408.69	504.87	322.75	280.40	218.46	(61.94)	-22.09%	
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	512.02	381.32	385.31	272.78	310.97	303.00	291.60	258.83	234.87	166.87	(68.00)	-28.95%	
SUBTOTAL - Diverted Tons	872.62	568.76	846.98	676.40	1,014.50	700.49	689.90	610.48	666.61	424.69	(241.92)	-36.29%	
Residential													
Residential Solid Waste	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	2,353.20	2,335.14	2,475.13	2,671.05	195.92	7.92%	
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	1,950.19	1,942.23	1,988.23	1,939.20	1,922.31	1,825.10	2,040.80	215.70	11.82%	
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	4,386.85	4,194.58	4,516.15	4,891.36	4,898.63	5,217.87	5,355.72	137.85	2.64%	
SUBTOTAL - Disposed Tons	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	2,353.20	2,335.14	2,475.13	2,671.05	195.92	7.92%	
SUBTOTAL - Diverted Tons	6,090.50	6,483.14	6,317.89	6,337.04	6,136.81	6,504.38	6,830.56	6,820.94	7,042.97	7,396.52	353.55	5.02%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	3,279.88	2,740.38	2,658.49	2,514.68	2,608.66	2,632.03	2,644.80	2,593.97	2,710.00	2,837.92			
TOTAL TONS DIVERTED	6,963.12	7,051.90	7,164.87	7,013.44	7,151.31	7,204.87	7,520.46	7,431.42	7,709.58	7,821.21			
COMMERCIAL DIVERSION RATE	63.02%	59.86%	68.73%	71.26%	76.54%	69.81%	70.29%	70.23%	73.95%	71.79%			
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	68.75%	73.32%	73.54%	73.87%	72.76%	73.63%	74.38%	74.50%	74.00%	73.47%			
TOTAL DIVERSION RATE	67.98%	72.01%	72.94%	73.61%	73.27%	73.24%	73.98%	74.13%	73.99%	73.38%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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	627.74	613.04	614.62	2,136.76	1,681.49	1,884.51	1,855.40	7,558.16
Commercial Recycling	196.02	177.21	169.01	808.77	477.89	605.22	542.24	2,434.12
Commercial Organics	305.22	284.37	383.21	1,658.49	638.77	730.47	972.80	4,000.53
Subtotal - Disposed	627.74	613.04	614.62	2,136.76	1,681.49	1,884.51	1,855.40	7,558.16
Subtotal - Diverted	501.24	461.58	552.22	2,467.26	1,116.66	1,335.69	1,515.04	6,434.65
Diversion Rate	44.40%	42.95%	47.33%	53.59%	39.91%	41.48%	44.95%	45.99%
MFD								
MFD Solid Waste	215.41	206.83	216.69	568.42	594.02	652.88	638.93	2,454.25
MFD Recycling	71.17	73.52	74.64	204.52	196.65	216.25	219.33	836.75
MFD Organics	12.54	15.05	18.05	34.83	36.08	38.42	45.64	154.97
Subtotal - Disposed	215.41	206.83	216.69	568.42	594.02	652.88	638.93	2,454.25
Subtotal - Diverted	83.71	88.57	92.69	239.35	232.73	254.67	264.97	991.72
Diversion Rate	27.99%	29.98%	29.96%	29.63%	28.15%	28.06%	29.31%	28.78%
Roll-Off								
Roll-Off Solid Waste	36.03	22.49	25.05	123.91	86.33	91.57	83.57	385.38
Roll-Off Recycling	8.95	7.93	6.67	247.49	49.64	21.45	23.55	342.13
Roll-Off Organics	23.14	24.83	38.23	253.38	53.61	81.62	86.20	474.81
Subtotal - Disposed	36.03	22.49	25.05	123.91	86.33	91.57	83.57	385.38
Subtotal - Diverted	32.09	32.76	44.90	500.87	103.25	103.07	109.75	816.94
Diversion Rate	47.11%	59.29%	64.19%	80.17%	54.46%	52.95%	56.77%	67.95%
Residential								
Residential Solid Waste	386.96	387.31	402.67	1,062.66	1,233.48	1,236.00	1,176.94	4,709.08
Residential Curbside Recycling	297.34	278.35	349.19	817.16	941.68	894.49	924.88	3,578.21
Residential Curbside Organics	666.83	800.92	994.10	1,849.69	2,112.29	1,988.32	2,461.85	8,412.15
Subtotal - Disposed	386.96	387.31	402.67	1,062.66	1,233.48	1,236.00	1,176.94	4,709.08
Subtotal - Diverted	964.17	1,079.27	1,343.29	2,666.85	3,053.97	2,882.81	3,386.73	11,990.36
Diversion Rate	71.36%	73.59%	76.94%	71.51%	71.23%	69.99%	74.21%	71.80%
Total Disposed	1,266.14	1,229.67	1,259.03	3,891.75	3,595.32	3,864.96	3,754.84	15,106.87
Total Diverted	1,581.21	1,662.18	2,033.10	5,874.33	4,506.61	4,576.24	5,276.49	20,233.67
Total Diversion Rate	55.53%	57.48%	61.76%	60.15%	55.62%	54.21%	58.42%	57.25%
Single-Family Measured Diversion Rate	71.36%	73.59%	76.94%	71.51%	71.23%	69.99%	74.21%	71.80%
Commercial Measured Diversion Rate	41.24%	40.90%	44.61%	53.13%	38.08%	39.18%	42.30%	44.22%
MFD Measured Diversion Rate	27.99%	29.98%	29.96%	29.63%	28.15%	28.06%	29.31%	28.78%
Overall Measured Diversion Rate	55.53%	57.48%	61.76%	60.15%	55.62%	54.21%	58.42%	57.25%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	10,407.78	9,951.68	9,251.31	9,434.44	9,488.72	9,411.65	9,987.93	9,994.55	9,569.94	7,558.16	(2,011.78)	-21.02%	
MFD Solid Waste	2,511.65	2,175.92	2,153.06	2,189.51	2,224.59	2,176.50	2,237.46	2,261.49	2,341.73	2,454.25	112.52	4.80%	
Roll-Off Solid Waste	630.67	532.98	410.34	470.77	503.40	499.85	586.96	757.98	603.06	385.38	(217.68)	-36.10%	
Commercial Recycling	2,013.95	2,566.57	2,687.81	2,855.38	3,255.21	3,407.16	3,884.39	3,994.10	3,826.42	2,434.12	(1,392.30)	-36.39%	
MFD Recycling	527.40	663.85	745.63	765.17	799.00	820.53	834.99	840.88	851.13	836.75	(14.38)	-1.69%	
Roll-Off Recycling	481.46	268.82	560.53	772.60	799.27	817.20	934.46	1,225.09	1,249.26	342.13	(907.13)	-72.61%	
Commercial Organics	3,707.57	4,094.45	4,345.37	4,265.33	4,898.19	5,923.40	7,275.07	8,413.33	8,217.61	4,000.53	(4,217.08)	-51.32%	
MFD Organics	129.37	114.25	124.09	123.61	119.26	119.79	143.07	148.55	163.31	154.97	(8.34)	-5.11%	
Roll-Off Organics	103.10	356.99	270.73	217.75	255.50	381.58	416.82	614.65	1,312.47	474.81	(837.66)	-63.82%	
SUBTOTAL - Disposed Tons	13,550.10	12,660.58	11,814.71	12,094.72	12,216.71	12,088.00	12,812.35	13,014.02	12,514.73	10,397.79	(2,116.94)	-16.92%	
SUBTOTAL - Diverted Tons	6,962.85	8,064.93	8,734.16	8,999.84	10,126.43	11,469.66	13,488.80	15,236.60	15,620.20	8,243.31	(7,376.89)	-47.23%	
Residential													
Residential Solid Waste	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	4,464.85	4,399.97	4,329.57	4,709.08	379.51	8.77%	
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	3,621.01	3,645.83	3,591.71	3,577.90	3,573.05	3,291.16	3,578.21	287.05	8.72%	
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	7,830.59	7,524.42	7,876.42	8,016.11	8,027.39	8,457.57	8,412.15	(45.42)	-0.54%	
SUBTOTAL - Disposed Tons	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	4,464.85	4,399.97	4,329.57	4,709.08	379.51	8.77%	
SUBTOTAL - Diverted Tons	11,785.12	11,884.41	11,726.94	11,451.60	11,170.25	11,468.13	11,594.01	11,600.44	11,748.73	11,990.36	241.63	2.06%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	17,917.07	17,119.89	16,190.56	16,475.02	16,606.64	16,576.90	17,277.20	17,413.99	16,844.30	15,106.87			
TOTAL TONS DIVERTED	18,747.97	19,949.34	20,461.10	20,451.44	21,296.68	22,937.79	25,082.81	26,837.04	27,368.93	20,233.67			
COMMERCIAL DIVERSION RATE	33.94%	38.91%	42.50%	42.66%	45.32%	48.69%	51.29%	53.93%	55.52%	44.22%			
MFD DIVERSION RATE	20.73%	26.34%	28.77%	28.87%	29.22%	30.17%	30.42%	30.44%	30.23%	28.78%			
RESIDENTIAL DIVERSION RATE	72.96%	72.72%	72.83%	72.33%	71.79%	71.87%	72.20%	72.50%	73.07%	71.80%			
TOTAL DIVERSION RATE	51.13%	53.82%	55.83%	55.38%	56.19%	58.05%	59.21%	60.65%	61.90%	57.25%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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	134.40	129.24	131.29	482.32	415.01	431.15	394.93	1,723.41
Commercial Recycling	54.75	56.16	67.76	173.91	139.69	161.47	178.67	653.74
Commercial Organics	28.01	27.00	27.25	113.26	65.84	87.31	82.26	348.67
Subtotal - Disposed	134.40	129.24	131.29	482.32	415.01	431.15	394.93	1,723.41
Subtotal - Diverted	82.76	83.16	95.01	287.17	205.53	248.78	260.93	1,002.41
Diversion Rate	38.11%	39.15%	41.98%	37.32%	33.12%	36.59%	39.78%	36.77%
MFD								
MFD Solid Waste	74.10	73.22	73.01	219.99	211.11	236.11	220.33	887.54
MFD Recycling	13.93	14.22	14.59	36.09	38.49	41.58	42.74	158.90
MFD Organics	1.80	1.78	2.09	5.02	5.03	5.19	5.67	20.91
Subtotal - Disposed	74.10	73.22	73.01	219.99	211.11	236.11	220.33	887.54
Subtotal - Diverted	15.73	16.00	16.68	41.11	43.52	46.77	48.41	179.81
Diversion Rate	17.51%	17.93%	18.60%	15.74%	17.09%	16.53%	18.01%	16.85%
Roll-Off								
Roll-Off Solid Waste	1.11	4.30	0.92	2.87	3.09	2.01	6.33	14.30
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	1.11	4.30	0.92	2.87	3.09	2.01	6.33	14.30
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	257.19	264.22	266.64	712.61	823.06	838.04	788.05	3,161.76
Residential Curbside Recycling	103.21	108.90	119.24	282.28	326.72	328.26	331.35	1,268.61
Residential Curbside Organics	178.18	192.65	219.55	507.51	624.89	566.07	590.38	2,288.85
Subtotal - Disposed	257.19	264.22	266.64	712.61	823.06	838.04	788.05	3,161.76
Subtotal - Diverted	281.39	301.55	338.79	789.79	951.61	894.33	921.73	3,557.46
Diversion Rate	52.25%	53.30%	55.96%	52.57%	53.62%	51.62%	53.91%	52.94%
Total Disposed	466.80	470.98	471.86	1,417.79	1,452.27	1,507.31	1,409.64	5,787.01
Total Diverted	379.88	400.71	450.48	1,118.07	1,200.66	1,189.88	1,231.07	4,739.68
Total Diversion Rate	44.87%	45.97%	48.84%	44.09%	45.26%	44.12%	46.62%	45.03%
Single-Family Measured Diversion Rate	52.25%	53.30%	55.96%	52.57%	53.62%	51.62%	53.91%	52.94%
Commercial Measured Diversion Rate	31.97%	32.41%	35.24%	31.77%	28.36%	30.63%	33.23%	31.05%
MFD Measured Diversion Rate	17.51%	17.93%	18.60%	15.74%	17.09%	16.53%	18.01%	16.85%
Overall Measured Diversion Rate	44.87%	45.97%	48.84%	44.09%	45.26%	44.12%	46.62%	45.03%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	
North Fair Oaks													
Commercial¹ and MFD													
Commercial Solid Waste	1,729.60	2,033.91	1,942.78	2,016.00	2,100.63	2,073.54	2,028.18	2,020.80	2,038.01	1,723.41	(314.60)	-15.44%	
MFD Solid Waste	785.27	822.70	967.90	975.96	993.25	989.15	962.62	956.17	958.14	887.54	(70.60)	-7.37%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.32	2.09	5.84	8.18	14.30	6.12	74.82%	
Commercial Recycling	418.58	477.20	489.79	564.86	671.61	722.79	754.68	796.21	840.66	653.74	(186.92)	-22.24%	
MFD Recycling	100.23	110.41	118.40	120.80	142.02	150.94	156.13	162.63	166.04	158.90	(7.14)	-4.30%	
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	366.40	381.55	392.05	472.35	496.02	478.14	400.87	396.55	471.95	348.67	(123.28)	-26.12%	
MFD Organics	3.02	2.18	1.58	2.11	4.24	13.77	14.37	15.53	20.13	20.91	0.78	3.87%	
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	2,514.87	2,856.61	2,910.68	2,991.96	3,093.88	3,063.01	2,992.89	2,982.81	3,004.33	2,625.25	(379.08)	-12.62%	
SUBTOTAL - Diverted Tons	888.23	971.34	1,001.82	1,160.12	1,313.89	1,365.64	1,326.05	1,370.92	1,498.78	1,182.22	(316.56)	-21.12%	
Residential													
Residential Solid Waste	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	3,023.31	2,987.31	2,934.30	3,161.76	227.46	7.75%	
Residential Curbside Recycling	989.25	1,154.24	1,170.12	1,164.56	1,163.10	1,193.88	1,193.80	1,184.09	1,177.62	1,268.61	90.99	7.73%	
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	1,991.06	1,944.71	2,045.74	2,068.73	2,112.97	2,171.85	2,288.85	117.00	5.39%	
SUBTOTAL - Disposed Tons	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	3,023.31	2,987.31	2,934.30	3,161.76	227.46	7.75%	
SUBTOTAL - Diverted Tons	3,040.48	3,278.61	3,258.61	3,155.62	3,107.81	3,239.62	3,262.53	3,297.06	3,349.47	3,557.46	207.99	6.21%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	5,008.63	5,625.14	5,743.11	5,783.08	5,915.56	6,045.88	6,016.20	5,970.12	5,938.63	5,787.01			
TOTAL TONS DIVERTED	3,928.71	4,249.95	4,260.43	4,315.74	4,421.70	4,605.26	4,588.58	4,667.98	4,848.25	4,739.68			
COMMERCIAL DIVERSION RATE	26.10%	25.37%	25.61%	27.94%	29.81%	30.84%	30.70%	31.49%	33.28%	31.05%			
MFD DIVERSION RATE	11.62%	12.04%	11.03%	11.19%	12.84%	14.27%	15.05%	15.71%	16.27%	16.85%			
RESIDENTIAL DIVERSION RATE	54.94%	54.22%	53.50%	53.06%	52.41%	52.06%	51.90%	52.46%	53.30%	52.94%			
TOTAL DIVERSION RATE	43.96%	43.04%	42.59%	42.74%	42.77%	43.24%	43.27%	43.88%	44.95%	45.03%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,166.76	1,131.40	1,213.01	3,719.89	2,942.87	3,293.44	3,511.17	13,467.37
Commercial Recycling	333.91	324.09	365.49	1,160.44	881.50	1,013.17	1,023.49	4,078.60
Commercial Organics	216.20	241.65	290.45	1,001.76	538.38	624.25	748.30	2,912.69
Subtotal - Disposed	1,166.76	1,131.40	1,213.01	3,719.89	2,942.87	3,293.44	3,511.17	13,467.37
Subtotal - Diverted	550.11	565.74	655.94	2,162.20	1,419.88	1,637.42	1,771.79	6,991.29
Diversion Rate	32.04%	33.33%	35.10%	36.76%	32.55%	33.21%	33.54%	34.17%
MFD								
MFD Solid Waste	588.04	580.84	613.65	1,694.69	1,702.03	1,799.82	1,782.53	6,979.07
MFD Recycling	155.18	153.02	168.10	429.63	439.45	476.63	476.30	1,822.01
MFD Organics	12.25	13.40	15.18	29.38	34.67	36.39	40.83	141.27
Subtotal - Disposed	588.04	580.84	613.65	1,694.69	1,702.03	1,799.82	1,782.53	6,979.07
Subtotal - Diverted	167.43	166.42	183.28	459.01	474.12	513.02	517.13	1,963.28
Diversion Rate	22.16%	22.27%	23.00%	21.31%	21.79%	22.18%	22.49%	21.95%
Roll-Off								
Roll-Off Solid Waste	216.89	191.58	195.64	799.90	483.47	537.86	604.11	2,425.34
Roll-Off Recycling	18.39	14.06	14.54	88.44	27.67	38.15	46.99	201.25
Roll-Off Organics	60.42	52.63	61.08	208.97	174.75	173.85	174.13	731.70
Subtotal - Disposed	216.89	191.58	195.64	799.90	483.47	537.86	604.11	2,425.34
Subtotal - Diverted	78.81	66.69	75.62	297.41	202.42	212.00	221.12	932.95
Diversion Rate	26.65%	25.82%	27.88%	27.10%	29.51%	28.27%	26.79%	27.78%
Residential								
Residential Solid Waste	921.52	902.05	978.63	2,500.30	2,762.25	2,871.81	2,802.20	10,936.56
Residential Curbside Recycling	613.09	591.01	754.63	1,787.83	1,992.59	1,903.09	1,958.73	7,642.24
Residential Curbside Organics	1,025.98	1,090.03	1,366.95	2,845.55	3,559.58	3,222.14	3,482.96	13,110.23
Subtotal - Disposed	921.52	902.05	978.63	2,500.30	2,762.25	2,871.81	2,802.20	10,936.56
Subtotal - Diverted	1,639.07	1,681.04	2,121.58	4,633.38	5,552.17	5,125.23	5,441.69	20,752.47
Diversion Rate	64.01%	65.08%	68.43%	64.95%	66.78%	64.09%	66.01%	65.49%
Total Disposed	2,893.21	2,805.87	3,000.93	8,714.78	7,890.62	8,502.93	8,700.01	33,808.34
Total Diverted	2,435.42	2,479.89	3,036.42	7,552.00	7,648.59	7,487.67	7,951.73	30,639.99
Total Diversion Rate	45.70%	46.92%	50.29%	46.43%	49.22%	46.83%	47.75%	47.54%
Single-Family Measured Diversion Rate	64.01%	65.08%	68.43%	64.95%	66.78%	64.09%	66.01%	65.49%
Commercial Measured Diversion Rate	28.77%	29.56%	31.15%	31.96%	29.02%	29.55%	29.85%	30.18%
MFD Measured Diversion Rate	22.16%	22.27%	23.00%	21.31%	21.79%	22.18%	22.49%	21.95%
Overall Measured Diversion Rate	45.70%	46.92%	50.29%	46.43%	49.22%	46.83%	47.75%	47.54%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2020

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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 -
	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	14,650.61	15,913.47	15,321.40	15,896.35	16,346.28	16,600.95	16,698.91	16,330.33	15,985.08	13,467.37	(2,517.71)	-15.75%	
MFD Solid Waste	7,963.02	7,687.77	7,466.53	7,130.61	7,114.06	7,596.31	7,400.06	7,375.48	7,200.17	6,979.07	(221.10)	-3.07%	
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	4,098.20	3,944.34	3,886.62	3,970.23	3,931.32	3,534.07	2,425.34	(1,108.73)	-31.37%	
Commercial Recycling	2,984.86	3,477.58	3,492.67	4,054.47	4,511.05	4,857.50	5,167.30	5,202.77	5,221.70	4,078.60	(1,143.10)	-21.89%	
MFD Recycling	1,147.28	1,211.15	1,301.58	1,304.54	1,391.55	1,627.74	1,775.34	1,843.96	1,829.98	1,822.01	(7.97)	-0.44%	
Roll-Off Recycling	122.07	114.38	158.71	194.51	336.19	414.33	407.78	410.34	406.22	201.25	(204.98)	-50.46%	
Commercial Organics	2,656.97	3,229.20	3,442.53	3,710.01	4,426.37	4,543.51	4,221.52	4,089.24	4,550.77	2,912.69	(1,638.08)	-36.00%	
MFD Organics	136.97	129.08	123.64	114.41	105.44	133.95	148.20	126.75	130.84	141.27	10.43	7.97%	
Roll-Off Organics	616.13	747.42	651.78	632.59	633.50	743.91	849.68	883.12	851.80	731.70	(120.10)	-14.10%	
SUBTOTAL - Disposed Tons	26,752.49	27,765.08	26,798.52	27,125.16	27,404.68	28,083.88	28,069.20	27,637.13	26,719.32	22,871.78	(3,847.54)	-14.40%	
SUBTOTAL - Diverted Tons	7,664.28	8,908.81	9,170.91	10,010.53	11,404.10	12,320.94	12,569.82	12,556.18	12,991.31	9,887.52	(3,103.80)	-23.89%	
Residential													
Residential Solid Waste	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	10,297.68	10,254.28	10,147.60	10,936.56	788.96	7.77%	
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	7,568.52	7,446.55	7,614.52	7,592.15	7,632.54	7,198.65	7,642.24	443.59	6.16%	
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	12,177.01	11,637.32	12,290.75	12,527.70	12,477.54	12,847.71	13,110.23	262.52	2.04%	
SUBTOTAL - Disposed Tons	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	10,297.68	10,254.28	10,147.60	10,936.56	788.96	7.77%	
SUBTOTAL - Diverted Tons	18,660.37	19,804.59	20,203.88	19,745.53	19,083.87	19,905.27	20,119.85	20,110.08	20,046.36	20,752.47	706.11	3.52%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	37,296.62	38,146.22	36,998.76	37,139.67	37,506.34	38,335.39	38,366.88	37,891.41	36,866.92	33,808.34			
TOTAL TONS DIVERTED	26,324.65	28,713.40	29,374.79	29,756.06	30,487.97	32,226.21	32,689.67	32,666.26	33,037.67	30,639.99			
COMMERCIAL DIVERSION RATE	22.27%	24.29%	25.50%	26.96%	29.39%	30.49%	30.93%	31.24%	32.71%	30.18%			
MFD DIVERSION RATE	13.89%	14.85%	16.03%	16.60%	17.38%	18.83%	20.63%	21.09%	21.40%	21.95%			
RESIDENTIAL DIVERSION RATE	63.90%	65.61%	66.45%	66.35%	65.39%	66.01%	66.15%	66.23%	66.39%	65.49%			
TOTAL DIVERSION RATE	41.38%	42.95%	44.26%	44.48%	44.84%	45.67%	46.01%	46.30%	47.26%	47.54%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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	462.38	445.44	485.76	1,377.79	1,200.98	1,328.80	1,393.58	5,301.15
Commercial Recycling	179.51	166.77	191.65	589.62	476.42	547.45	537.93	2,151.42
Commercial Organics	101.88	107.32	113.89	404.69	218.30	310.65	323.09	1,256.73
Subtotal - Disposed	462.38	445.44	485.76	1,377.79	1,200.98	1,328.80	1,393.58	5,301.15
Subtotal - Diverted	281.39	274.09	305.54	994.31	694.72	858.10	861.02	3,408.15
Diversion Rate	37.83%	38.09%	38.61%	41.92%	36.65%	39.24%	38.19%	39.13%
MFD								
MFD Solid Waste	132.53	131.51	141.48	386.02	384.21	396.40	405.52	1,572.15
MFD Recycling	45.64	42.25	47.05	129.76	130.45	135.25	134.94	530.40
MFD Organics	9.08	9.36	9.19	29.06	19.63	25.47	27.63	101.79
Subtotal - Disposed	132.53	131.51	141.48	386.02	384.21	396.40	405.52	1,572.15
Subtotal - Diverted	54.72	51.61	56.24	158.82	150.08	160.72	162.57	632.19
Diversion Rate	29.22%	28.18%	28.44%	29.15%	28.09%	28.85%	28.62%	28.68%
Roll-Off								
Roll-Off Solid Waste	56.04	52.54	55.31	150.30	194.59	217.37	163.89	726.15
Roll-Off Recycling	12.40	5.72	8.66	54.45	37.89	33.98	26.78	153.10
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	6.41	0.00	6.41
Subtotal - Disposed	56.04	52.54	55.31	150.30	194.59	217.37	163.89	726.15
Subtotal - Diverted	12.40	5.72	8.66	54.45	37.89	40.39	26.78	159.51
Diversion Rate	18.12%	9.82%	13.54%	26.59%	16.30%	15.67%	0.00%	18.01%
Residential								
Residential Solid Waste	420.75	361.64	401.19	1,084.58	1,209.52	1,226.85	1,183.58	4,704.53
Residential Curbside Recycling	343.74	311.77	358.24	894.98	1,029.02	989.43	1,013.75	3,927.18
Residential Curbside Organics	553.33	500.95	617.41	1,373.59	1,740.30	1,630.98	1,671.69	6,416.56
Subtotal - Disposed	420.75	361.64	401.19	1,084.58	1,209.52	1,226.85	1,183.58	4,704.53
Subtotal - Diverted	897.07	812.72	975.65	2,268.57	2,769.32	2,620.41	2,685.44	10,343.74
Diversion Rate	68.07%	69.21%	70.86%	67.65%	69.60%	68.11%	69.41%	68.74%
Total Disposed	1,071.70	991.13	1,083.74	2,998.69	2,989.30	3,169.42	3,146.57	12,303.98
Total Diverted	1,245.58	1,144.14	1,346.09	3,476.15	3,652.01	3,679.62	3,735.81	14,543.59
Total Diversion Rate	53.75%	53.58%	55.40%	53.69%	54.99%	53.72%	54.28%	54.17%
Single-Family Measured Diversion Rate	68.07%	69.21%	70.86%	67.65%	69.60%	68.11%	69.41%	68.74%
Commercial Measured Diversion Rate	34.87%	34.49%	35.18%	38.68%	33.15%	35.29%	34.86%	35.59%
MFD Measured Diversion Rate	29.22%	28.18%	28.44%	29.15%	28.09%	28.85%	28.62%	28.68%
Overall Measured Diversion Rate	53.75%	53.58%	55.40%	53.69%	54.99%	53.72%	54.28%	54.17%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2020

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	6,080.74	6,058.04	6,151.67	6,274.92	6,133.75	6,008.65	6,113.70	5,857.68	5,908.62	5,301.15	(607.47)	-10.28%	
MFD Solid Waste	1,756.00	1,556.17	1,593.44	1,579.36	1,550.13	1,616.10	1,659.35	1,637.00	1,669.19	1,572.15	(97.04)	-5.81%	
Roll-Off Solid Waste	1,336.01	976.84	823.76	808.18	862.02	875.88	803.88	739.11	759.29	726.15	(33.14)	-4.36%	
Commercial Recycling	1,583.21	1,757.09	1,895.15	2,023.91	2,129.98	2,144.29	2,084.36	2,152.97	2,347.07	2,151.42	(195.65)	-8.34%	
MFD Recycling	407.67	375.77	444.50	467.01	480.21	485.86	490.53	478.55	485.48	530.40	44.92	9.25%	
Roll-Off Recycling	345.23	186.22	174.06	139.80	185.01	161.78	258.58	229.74	194.84	153.10	(41.74)	-21.42%	
Commercial Organics	687.65	838.14	863.47	1,015.48	1,298.55	1,634.87	1,762.74	1,775.42	1,840.79	1,256.73	(584.06)	-31.73%	
MFD Organics	86.80	73.08	78.57	122.38	119.24	113.02	105.67	110.41	136.62	101.79	(34.83)	-25.49%	
Roll-Off Organics	64.78	2.13	9.28	2.29	0.00	4.84	5.88	0.00	7.82	6.41	(1.41)	-18.03%	
SUBTOTAL - Disposed Tons	9,172.75	8,591.05	8,568.87	8,662.46	8,545.90	8,500.63	8,576.93	8,233.79	8,337.10	7,599.45	(737.65)	-8.85%	
SUBTOTAL - Diverted Tons	3,175.34	3,232.43	3,465.03	3,770.87	4,212.99	4,544.66	4,707.76	4,747.09	5,012.62	4,199.85	(812.77)	-16.21%	
Residential													
Residential Solid Waste	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	4,436.20	4,536.62	4,476.96	4,427.39	4,704.53	277.14	6.26%	
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	3,872.17	3,775.35	3,814.03	3,754.90	3,692.29	3,548.69	3,927.18	378.49	10.67%	
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	5,812.59	5,659.48	5,893.64	6,155.10	5,941.68	6,311.01	6,416.56	105.55	1.67%	
SUBTOTAL - Disposed Tons	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	4,436.20	4,536.62	4,476.96	4,427.39	4,704.53	277.14	6.26%	
SUBTOTAL - Diverted Tons	10,010.71	10,260.86	10,117.83	9,684.76	9,434.83	9,707.67	9,910.00	9,633.97	9,859.70	10,343.74	484.04	4.91%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	13,671.23	13,080.09	12,974.02	12,993.55	12,865.85	12,936.83	13,113.55	12,710.75	12,764.49	12,303.98			
TOTAL TONS DIVERTED	13,186.05	13,493.29	13,582.86	13,455.63	13,647.82	14,252.33	14,617.76	14,381.06	14,872.32	14,543.59			
COMMERCIAL DIVERSION RATE	25.72%	27.34%	28.79%	30.33%	33.02%	34.84%	35.44%	36.57%	37.55%	35.59%			
MFD DIVERSION RATE	21.97%	22.39%	24.71%	27.18%	27.89%	27.04%	26.43%	26.46%	27.15%	28.68%			
RESIDENTIAL DIVERSION RATE	69.00%	69.57%	69.67%	69.10%	68.59%	68.64%	68.60%	68.27%	69.01%	68.74%			
TOTAL DIVERSION RATE	49.10%	50.78%	51.15%	50.87%	51.47%	52.42%	52.71%	53.08%	53.81%	54.17%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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 MATEO								
Commercial								
Commercial Solid Waste	949.68	1,066.31	1,008.94	3,156.24	2,386.82	2,716.86	3,024.93	11,284.85
Commercial Recycling	357.37	434.13	351.52	1,247.06	1,120.29	1,085.99	1,143.02	4,596.36
Commercial Organics	217.29	273.52	201.41	868.65	452.95	582.65	692.22	2,596.47
Subtotal - Disposed	949.68	1,066.31	1,008.94	3,156.24	2,386.82	2,716.86	3,024.93	11,284.85
Subtotal - Diverted	574.66	707.65	552.93	2,115.71	1,573.24	1,668.64	1,835.24	7,192.83
Diversion Rate	37.70%	39.89%	35.40%	40.13%	39.73%	38.05%	37.76%	38.93%
MFD								
MFD Solid Waste	871.94	867.77	900.79	2,563.64	2,541.34	2,659.87	2,640.50	10,405.35
MFD Recycling	266.69	259.08	289.67	757.12	749.05	794.47	815.44	3,116.08
MFD Organics	21.07	20.51	21.87	64.74	52.31	60.75	63.45	241.25
Subtotal - Disposed	871.94	867.77	900.79	2,563.64	2,541.34	2,659.87	2,640.50	10,405.35
Subtotal - Diverted	287.76	279.59	311.54	821.86	801.36	855.22	878.89	3,357.33
Diversion Rate	24.81%	24.37%	25.70%	24.28%	23.97%	24.33%	24.97%	24.39%
Roll-Off								
Roll-Off Solid Waste	308.34	308.45	322.46	1,005.56	713.68	880.26	939.25	3,538.75
Roll-Off Recycling	41.48	41.50	48.63	122.78	27.15	76.67	131.61	358.21
Roll-Off Organics	48.32	22.22	26.26	118.82	79.70	81.19	96.80	376.51
Subtotal - Disposed	308.34	308.45	322.46	1,005.56	713.68	880.26	939.25	3,538.75
Subtotal - Diverted	89.80	63.72	74.89	241.60	106.85	157.86	228.41	734.72
Diversion Rate	22.55%	17.12%	18.85%	19.37%	13.02%	15.21%	19.56%	17.19%
Residential								
Residential Solid Waste	1,166.98	1,098.56	1,258.15	3,143.91	3,474.17	3,588.20	3,523.69	13,729.97
Residential Curbside Recycling	758.46	716.61	863.46	2,086.41	2,309.47	2,258.82	2,338.53	8,993.23
Residential Curbside Organics	1,242.90	1,249.37	1,481.02	3,205.55	4,264.30	3,915.83	3,973.29	15,358.97
Subtotal - Disposed	1,166.98	1,098.56	1,258.15	3,143.91	3,474.17	3,588.20	3,523.69	13,729.97
Subtotal - Diverted	2,001.36	1,965.98	2,344.48	5,291.96	6,573.77	6,174.65	6,311.82	24,352.20
Diversion Rate	63.17%	64.15%	65.08%	62.73%	65.42%	63.25%	64.17%	63.95%
Total Disposed	3,296.94	3,341.09	3,490.34	9,869.35	9,116.01	9,845.19	10,128.37	38,958.92
Total Diverted	2,953.58	3,016.94	3,283.84	8,471.13	9,055.22	8,856.37	9,254.36	35,637.08
Total Diversion Rate	47.25%	47.45%	48.48%	46.19%	49.83%	47.36%	47.75%	47.77%
Single-Family Measured Diversion Rate	63.17%	64.15%	65.08%	62.73%	65.42%	63.25%	64.17%	63.95%
Commercial Measured Diversion Rate	30.89%	31.91%	29.62%	32.10%	30.55%	30.00%	30.82%	30.91%
MFD Measured Diversion Rate	24.81%	24.37%	25.70%	24.28%	23.97%	24.33%	24.97%	24.39%
Overall Measured Diversion Rate	47.25%	47.45%	48.48%	46.19%	49.83%	47.36%	47.75%	47.77%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2020

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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 -
	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	13,943.82	14,785.48	14,034.95	14,458.76	14,363.59	14,700.18	14,554.72	14,939.13	14,120.32	11,284.85	(2,835.47)	-20.08%	
MFD Solid Waste	11,703.20	10,580.12	10,663.03	10,499.72	10,653.67	10,542.59	10,533.84	10,595.83	10,672.18	10,405.35	(266.83)	-2.50%	
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	4,175.79	4,217.65	4,040.33	3,647.52	3,635.01	4,215.50	3,538.75	(676.75)	-16.05%	
Commercial Recycling	3,608.08	4,286.18	4,599.20	4,994.51	5,082.44	5,497.70	5,219.94	5,372.89	5,310.25	4,596.36	(713.89)	-13.44%	
MFD Recycling	2,365.38	2,278.04	2,498.87	2,609.95	2,759.57	2,930.33	3,003.97	3,084.90	3,010.19	3,116.08	105.89	3.52%	
Roll-Off Recycling	438.38	498.93	422.51	403.03	396.65	405.92	403.39	393.02	469.49	358.21	(111.28)	-23.70%	
Commercial Organics	2,646.99	3,006.65	3,033.41	3,169.17	3,468.84	3,738.75	4,092.40	3,927.78	3,923.20	2,596.47	(1,326.73)	-33.82%	
MFD Organics	382.22	357.70	342.73	291.12	311.59	279.52	265.59	292.86	276.12	241.25	(34.87)	-12.63%	
Roll-Off Organics	0.47	18.50	0.00	0.00	2.44	301.39	469.89	415.68	399.94	376.51	(23.43)	-5.86%	
SUBTOTAL - Disposed Tons	29,970.77	29,965.91	29,153.23	29,134.27	29,234.91	29,283.10	28,736.08	29,169.97	29,008.00	25,228.95	(3,779.05)	-13.03%	
SUBTOTAL - Diverted Tons	9,441.52	10,446.00	10,896.72	11,467.78	12,021.53	13,153.61	13,455.18	13,487.13	13,389.19	11,284.88	(2,104.31)	-15.72%	
Residential													
Residential Solid Waste	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	12,930.25	12,937.34	12,883.48	13,729.97	846.49	6.57%	
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	8,542.51	8,569.35	8,847.75	8,775.63	8,588.77	8,102.32	8,993.23	890.91	11.00%	
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	13,676.71	12,814.53	13,764.55	14,367.61	14,137.12	14,466.29	15,358.97	892.68	6.17%	
SUBTOTAL - Disposed Tons	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	12,930.25	12,937.34	12,883.48	13,729.97	846.49	6.57%	
SUBTOTAL - Diverted Tons	22,323.72	22,704.82	22,462.77	22,219.22	21,383.88	22,612.30	23,143.24	22,725.89	22,568.61	24,352.20	1,783.59	7.90%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	42,280.97	42,699.73	41,674.02	41,636.36	41,871.40	42,075.56	41,666.33	42,107.31	41,891.48	38,958.92			
TOTAL TONS DIVERTED	31,765.24	33,150.82	33,359.49	33,687.00	33,405.41	35,765.91	36,598.42	36,213.02	35,957.80	35,637.08			
COMMERCIAL DIVERSION RATE	23.96%	25.85%	27.21%	28.24%	29.14%	31.00%	31.89%	31.62%	31.58%	30.91%			
MFD DIVERSION RATE	19.01%	19.94%	21.04%	21.65%	22.38%	23.34%	23.69%	24.17%	23.54%	24.39%			
RESIDENTIAL DIVERSION RATE	64.46%	64.07%	64.21%	63.99%	62.86%	63.87%	64.16%	63.72%	63.66%	63.95%			
TOTAL DIVERSION RATE	42.90%	43.71%	44.46%	44.72%	44.38%	45.95%	46.76%	46.24%	46.19%	47.77%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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	56.42	54.20	56.89	175.84	155.29	166.52	167.51	665.16
Commercial Recycling	25.81	25.97	30.39	79.32	69.85	79.17	82.17	310.51
Commercial Organics	11.20	11.88	10.34	37.30	26.32	32.66	33.42	129.70
Subtotal - Disposed	56.42	54.20	56.89	175.84	155.29	166.52	167.51	665.16
Subtotal - Diverted	37.01	37.85	40.73	116.62	96.17	111.83	115.59	440.21
Diversion Rate	39.61%	41.12%	41.72%	39.88%	38.24%	40.18%	40.83%	39.82%
MFD								
MFD Solid Waste	32.79	32.33	31.61	96.82	94.02	100.25	96.73	387.82
MFD Recycling	6.49	7.01	6.29	16.77	16.74	18.71	19.79	72.01
MFD Organics	0.14	0.12	0.13	0.29	0.31	0.34	0.39	1.33
Subtotal - Disposed	32.79	32.33	31.61	96.82	94.02	100.25	96.73	387.82
Subtotal - Diverted	6.63	7.13	6.42	17.06	17.05	19.05	20.18	73.34
Diversion Rate	16.82%	18.07%	16.88%	14.98%	15.35%	15.97%	17.26%	15.90%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	3.21	0.00	0.00	0.00	3.21	3.21
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	3.21	0.00	0.00	0.00	3.21	3.21
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	248.54	243.52	276.55	659.36	747.49	772.01	768.61	2,947.47
Residential Curbside Recycling	201.27	188.00	242.95	556.60	599.58	591.10	632.22	2,379.50
Residential Curbside Organics	353.97	383.61	435.04	955.96	1,165.23	1,087.68	1,172.62	4,381.49
Subtotal - Disposed	248.54	243.52	276.55	659.36	747.49	772.01	768.61	2,947.47
Subtotal - Diverted	555.24	571.61	677.99	1,512.56	1,764.81	1,678.78	1,804.84	6,760.99
Diversion Rate	69.08%	70.13%	71.03%	69.64%	70.25%	68.50%	70.13%	69.64%
Total Disposed	337.75	330.05	368.26	932.02	996.80	1,038.78	1,036.06	4,003.66
Total Diverted	598.88	616.59	725.14	1,646.24	1,878.03	1,809.66	1,940.61	7,274.54
Total Diversion Rate	63.94%	65.13%	66.32%	63.85%	65.33%	63.53%	65.19%	64.50%
Single-Family Measured Diversion Rate	69.08%	70.13%	71.03%	69.64%	70.25%	68.50%	70.13%	69.64%
Commercial Measured Diversion Rate	32.85%	34.20%	33.96%	32.90%	31.23%	32.91%	33.67%	32.72%
MFD Measured Diversion Rate	16.82%	18.07%	16.88%	14.98%	15.35%	15.97%	17.26%	15.90%
Overall Measured Diversion Rate	63.94%	65.13%	66.32%	63.85%	65.33%	63.53%	65.19%	64.50%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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 -
	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	998.90	1,050.52	995.20	896.77	825.15	849.74	914.97	838.53	784.18	665.16	(119.02)	-15.18%	
MFD Solid Waste	419.41	397.14	411.31	419.04	426.93	442.75	434.75	435.05	424.68	387.82	(36.86)	-8.68%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	5.45	3.63	3.79	6.91	3.21	(3.70)	-53.55%	
Commercial Recycling	199.65	243.73	264.07	283.65	296.74	333.63	359.31	347.09	359.76	310.51	(49.25)	-13.69%	
MFD Recycling	60.39	49.96	48.18	50.51	55.87	57.25	62.58	68.63	72.98	72.01	(0.97)	-1.33%	
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	145.94	219.45	223.46	320.68	345.98	275.15	229.66	216.01	199.35	129.70	(69.65)	-34.94%	
MFD Organics	8.13	4.84	4.48	3.52	3.77	3.55	3.03	1.69	1.38	1.33	(0.05)	-3.62%	
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	1,418.31	1,447.66	1,406.51	1,315.81	1,252.08	1,297.94	1,353.35	1,277.37	1,215.77	1,056.19	(159.58)	-13.13%	
SUBTOTAL - Diverted Tons	414.21	517.98	540.19	658.36	702.36	669.58	654.58	633.42	633.47	513.55	(119.92)	-18.93%	
Residential													
Residential Solid Waste	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	2,770.59	2,766.44	2,738.91	2,947.47	208.56	7.61%	
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	2,371.48	2,384.26	2,379.82	2,369.06	2,357.93	2,173.91	2,379.50	205.59	9.46%	
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	3,935.51	3,884.85	4,023.44	4,208.40	4,165.09	4,301.92	4,381.49	79.57	1.85%	
SUBTOTAL - Disposed Tons	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	2,770.59	2,766.44	2,738.91	2,947.47	208.56	7.61%	
SUBTOTAL - Diverted Tons	6,281.18	6,675.02	6,676.77	6,306.99	6,269.11	6,403.26	6,577.46	6,523.02	6,475.83	6,760.99	285.16	4.40%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	4,015.15	4,153.74	4,082.32	4,007.50	3,938.13	4,030.16	4,123.94	4,043.81	3,954.68	4,003.66			
TOTAL TONS DIVERTED	6,695.39	7,193.00	7,216.96	6,965.35	6,971.47	7,072.84	7,232.04	7,156.44	7,109.30	7,274.54			
COMMERCIAL DIVERSION RATE	22.60%	26.35%	27.75%	33.35%	35.94%	34.03%	32.60%	33.15%	34.26%	32.72%			
MFD DIVERSION RATE	14.04%	12.13%	11.35%	11.42%	12.26%	12.07%	13.11%	13.91%	14.90%	15.90%			
RESIDENTIAL DIVERSION RATE	70.75%	71.15%	71.39%	70.09%	70.01%	70.09%	70.36%	70.22%	70.28%	69.64%			
TOTAL DIVERSION RATE	62.51%	63.39%	63.87%	63.48%	63.90%	63.70%	63.68%	63.90%	64.26%	64.50%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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	31.03	29.34	29.67	77.73	68.01	88.60	90.04	324.38
Commercial Recycling	10.83	11.56	11.51	37.40	25.32	32.31	33.90	128.93
Commercial Organics	11.55	11.93	11.00	37.48	19.15	33.54	34.48	124.65
Subtotal - Disposed	31.03	29.34	29.67	77.73	68.01	88.60	90.04	324.38
Subtotal - Diverted	22.38	23.49	22.51	74.88	44.47	65.85	68.38	253.58
Diversion Rate	41.90%	44.46%	43.14%	49.07%	39.54%	42.64%	43.16%	43.88%
MFD								
MFD Solid Waste	1.86	1.62	1.99	4.43	4.88	6.00	5.47	20.78
MFD Recycling	0.52	0.53	0.60	1.61	1.49	1.63	1.65	6.38
MFD Organics	0.12	0.11	0.17	0.30	0.29	0.30	0.40	1.29
Subtotal - Disposed	1.86	1.62	1.99	4.43	4.88	6.00	5.47	20.78
Subtotal - Diverted	0.64	0.64	0.77	1.91	1.78	1.93	2.05	7.67
Diversion Rate	25.60%	28.32%	27.90%	30.13%	26.73%	24.34%	27.26%	26.96%
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	114.36	107.25	134.35	304.84	323.01	372.05	355.96	1,355.86
Residential Curbside Recycling	98.36	94.00	116.93	244.16	273.71	263.54	309.29	1,090.70
Residential Curbside Organics	185.24	196.37	297.97	546.45	579.93	592.33	679.58	2,398.29
Subtotal - Disposed	114.36	107.25	134.35	304.84	323.01	372.05	355.96	1,355.86
Subtotal - Diverted	283.60	290.37	414.90	790.61	853.64	855.87	988.87	3,488.99
Diversion Rate	71.26%	73.03%	75.54%	72.17%	72.55%	69.70%	73.53%	72.01%
Total Disposed	147.25	138.21	166.01	387.00	395.90	466.65	451.47	1,701.02
Total Diverted	306.62	314.50	438.18	867.40	899.89	923.65	1,059.30	3,750.24
Total Diversion Rate	67.56%	69.47%	72.52%	69.15%	69.45%	66.44%	70.12%	68.80%
Single-Family Measured Diversion Rate	71.26%	73.03%	75.54%	72.17%	72.55%	69.70%	73.53%	72.01%
Commercial Measured Diversion Rate	41.17%	43.80%	42.37%	48.31%	38.82%	41.74%	42.44%	43.08%
MFD Measured Diversion Rate	25.60%	28.32%	27.90%	30.13%	26.73%	24.34%	27.26%	26.96%
Overall Measured Diversion Rate	67.56%	69.47%	72.52%	69.15%	69.45%	66.44%	70.12%	68.80%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	392.32	379.90	374.80	409.91	398.25	390.81	354.60	353.61	341.26	324.38	(16.88)	-4.95%	
MFD Solid Waste	72.55	61.63	47.95	27.81	27.49	27.08	25.31	22.12	20.33	20.78	0.45	2.21%	
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	103.53	128.31	136.16	148.27	161.07	160.56	194.79	185.38	174.17	128.93	(45.24)	-25.97%	
MFD Recycling	16.80	18.33	16.56	13.10	13.50	12.84	12.04	10.03	7.81	6.38	(1.43)	-18.31%	
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	46.18	102.39	139.39	146.95	140.27	168.98	181.11	180.46	181.21	124.65	(56.56)	-31.21%	
MFD Organics	0.00	0.00	0.82	1.66	1.75	3.11	4.48	2.87	1.41	1.29	(0.12)	-8.51%	
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	464.87	441.53	422.75	437.72	425.74	417.89	379.91	375.73	361.59	345.16	(16.43)	-4.54%	
SUBTOTAL - Diverted Tons	166.51	249.03	292.93	309.98	316.59	345.49	392.42	378.74	364.60	261.25	(103.35)	-28.35%	
Residential													
Residential Solid Waste	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	1,157.93	1,189.78	1,232.65	1,355.86	123.21	10.00%	
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	1,121.17	1,093.36	1,105.88	1,089.75	1,058.52	1,002.83	1,090.70	87.87	8.76%	
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	2,391.92	2,321.20	2,407.12	2,490.17	2,429.54	2,499.48	2,398.29	(101.19)	-4.05%	
SUBTOTAL - Disposed Tons	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	1,157.93	1,189.78	1,232.65	1,355.86	123.21	10.00%	
SUBTOTAL - Diverted Tons	3,462.82	3,659.22	3,589.47	3,513.09	3,414.56	3,513.00	3,579.92	3,488.06	3,502.31	3,488.99	(13.32)	-0.38%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	1,559.35	1,646.22	1,594.91	1,594.55	1,553.20	1,562.35	1,537.84	1,565.51	1,594.24	1,701.02			
TOTAL TONS DIVERTED	3,629.33	3,908.25	3,882.40	3,823.07	3,731.15	3,858.49	3,972.34	3,866.80	3,866.91	3,750.24			
COMMERCIAL DIVERSION RATE	26.37%	36.06%	40.93%	41.46%	42.65%	45.26%	50.81%	50.20%	50.21%	43.08%			
MFD DIVERSION RATE	18.80%	22.92%	26.60%	34.67%	35.68%	37.07%	39.49%	36.84%	31.20%	26.96%			
RESIDENTIAL DIVERSION RATE	75.98%	75.23%	75.38%	75.23%	75.18%	75.43%	75.56%	74.57%	73.97%	72.01%			
TOTAL DIVERSION RATE	69.95%	70.36%	70.88%	70.57%	70.61%	71.18%	72.09%	71.18%	70.81%	68.80%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2020

MEMBER AGENCY	October	November	December	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
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	4,488.49	4,498.55	4,642.65	14,752.43	11,770.18	13,217.74	13,629.69	53,370.04
Commercial Recycling	1,675.76	1,688.04	1,692.68	5,815.90	4,425.41	5,069.07	5,056.48	20,366.86
Commercial Organics	1,326.95	1,420.85	1,505.90	5,959.04	3,034.64	3,621.10	4,253.70	16,868.48
Subtotal - Disposed	4,488.49	4,498.55	4,642.65	14,752.43	11,770.18	13,217.74	13,629.69	53,370.04
Subtotal - Diverted	3,002.71	3,108.89	3,198.58	11,774.94	7,460.05	8,690.17	9,310.18	37,235.34
Diversion Rate	40.08%	40.87%	40.79%	44.39%	38.79%	39.67%	40.59%	41.10%
MFD								
MFD Solid Waste	2,847.73	2,803.24	2,950.89	8,073.25	8,183.84	8,705.94	8,601.86	33,564.89
MFD Recycling	825.31	819.79	884.74	2,313.39	2,295.64	2,475.85	2,529.84	9,614.72
MFD Organics	85.24	93.08	95.11	252.89	227.12	250.81	273.43	1,004.25
Subtotal - Disposed	2,847.73	2,803.24	2,950.89	8,073.25	8,183.84	8,705.94	8,601.86	33,564.89
Subtotal - Diverted	910.55	912.87	979.85	2,566.28	2,522.76	2,726.66	2,803.27	10,618.97
Diversion Rate	24.23%	24.57%	24.93%	24.12%	23.56%	23.85%	24.58%	24.03%
Roll-Off								
Roll-Off Solid Waste	970.34	889.73	894.89	4,157.98	2,233.29	2,660.02	2,754.96	11,806.25
Roll-Off Recycling	111.80	99.68	108.94	695.32	201.71	260.20	320.42	1,477.65
Roll-Off Organics	166.77	137.55	168.70	687.68	412.16	467.55	473.02	2,040.41
Subtotal - Disposed	970.34	889.73	894.89	4,157.98	2,233.29	2,660.02	2,754.96	11,806.25
Subtotal - Diverted	278.57	237.23	277.64	1,383.00	613.87	727.75	793.44	3,518.06
Diversion Rate	22.31%	21.05%	23.68%	24.96%	21.56%	21.48%	22.36%	22.96%
Residential								
Residential Solid Waste	5,470.65	5,259.47	5,925.78	14,719.92	16,533.98	17,034.00	16,655.90	64,943.80
Residential Curbside Recycling	3,544.07	3,401.45	4,134.90	9,825.06	10,996.98	10,697.61	11,080.42	42,600.07
Residential Curbside Organics	6,636.98	7,055.37	8,444.67	17,830.15	21,915.36	20,633.86	22,137.02	82,516.39
Subtotal - Disposed	5,470.65	5,259.47	5,925.78	14,719.92	16,533.98	17,034.00	16,655.90	64,943.80
Subtotal - Diverted	10,181.05	10,456.82	12,579.57	27,655.21	32,912.34	31,331.47	33,217.44	125,116.46
Diversion Rate	65.05%	66.53%	67.98%	65.26%	66.56%	64.78%	66.60%	65.83%
Total Disposed	13,777.21	13,450.99	14,414.21	41,703.58	38,721.29	41,617.70	41,642.41	163,684.98
Total Diverted	14,372.88	14,715.81	17,035.64	43,379.43	43,509.02	43,476.05	46,124.33	176,488.83
Total Diversion Rate	51.06%	52.25%	54.17%	50.98%	52.91%	51.09%	52.55%	51.88%
Single-Family Measured Diversion Rate	65.05%	66.53%	67.98%	65.26%	66.56%	64.78%	66.60%	65.83%
Commercial Measured Diversion Rate	33.54%	34.21%	34.42%	36.82%	32.32%	33.07%	34.06%	34.22%
MFD Measured Diversion Rate	24.23%	24.57%	24.93%	24.12%	23.56%	23.85%	24.58%	24.03%
Overall Measured Diversion Rate	51.06%	52.25%	54.17%	50.98%	52.91%	51.09%	52.55%	51.88%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	64,421.28	66,791.41	63,656.41	64,847.43	64,931.35	65,612.34	66,567.23	65,858.72	64,579.69	53,370.04	(11,209.65)	-17.36%	
MFD Solid Waste	36,991.66	34,230.33	34,521.20	33,876.59	33,552.90	34,024.49	33,909.45	33,630.51	33,704.74	33,564.89	(139.85)	-0.41%	
Roll-Off Solid Waste	21,206.80	22,305.42	20,041.01	19,829.00	19,960.19	20,961.29	21,299.65	21,501.89	20,635.19	11,806.25	(8,828.94)	-42.79%	
Commercial Recycling	16,105.16	18,699.81	19,545.59	21,559.03	23,143.64	24,218.27	24,477.06	25,128.20	25,427.10	20,366.86	(5,060.24)	-19.90%	
MFD Recycling	6,454.81	6,825.10	7,615.90	7,992.60	8,494.97	9,078.23	9,458.33	9,630.30	9,451.02	9,614.72	163.70	1.73%	
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	1,702.31	1,903.85	2,011.25	2,402.09	2,873.36	2,943.16	1,477.65	(1,465.52)	-49.79%	
Commercial Organics	15,484.71	17,386.86	19,075.20	19,805.15	22,771.16	24,628.82	26,276.81	27,315.28	28,069.56	16,868.48	(11,201.08)	-39.90%	
MFD Organics	940.35	892.72	926.59	894.30	906.78	946.36	1,030.80	1,067.40	1,158.23	1,004.25	(153.98)	-13.29%	
Roll-Off Organics	2,287.29	1,993.59	1,467.47	1,397.19	1,563.99	2,431.27	2,776.36	2,500.64	3,041.64	2,040.41	(1,001.23)	-32.92%	
SUBTOTAL - Disposed Tons	122,619.74	123,327.16	118,218.62	118,553.02	118,444.44	120,598.12	121,776.33	120,991.12	118,919.62	98,741.18	(20,178.44)	-16.97%	
SUBTOTAL - Diverted Tons	42,876.32	47,144.49	50,120.02	53,350.58	58,784.39	63,314.20	66,421.45	68,515.18	70,090.71	51,372.37	(18,718.35)	-26.71%	
Residential													
Residential Solid Waste	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	60,256.22	60,654.04	60,197.07	59,998.18	64,943.80	4,945.62	8.24%	
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	41,379.87	41,224.06	42,010.43	41,620.44	41,212.49	38,877.85	42,600.07	3,722.22	9.57%	
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	74,772.73	71,727.38	75,674.77	78,527.60	77,497.19	80,905.55	82,516.39	1,610.84	1.99%	
SUBTOTAL - Disposed Tons	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	60,256.22	60,654.04	60,197.07	59,998.18	64,943.80	4,945.62	8.24%	
SUBTOTAL - Diverted Tons	115,966.34	119,692.79	118,810.38	116,152.60	112,951.44	117,685.20	120,148.04	118,709.68	119,783.40	125,116.46	5,333.06	4.45%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	181,925.87	183,090.90	177,001.51	177,106.09	177,591.01	180,854.34	182,430.37	181,188.19	178,917.80	163,684.98			
TOTAL TONS DIVERTED	158,842.66	166,837.28	168,930.40	169,503.18	171,735.83	180,999.40	186,569.49	187,224.86	189,874.11	176,488.83			
COMMERCIAL DIVERSION RATE	25.91%	27.66%	29.77%	31.04%	33.17%	34.43%	35.29%	36.15%	37.08%	34.22%			
MFD DIVERSION RATE	16.66%	18.40%	19.84%	20.78%	21.89%	22.76%	23.62%	24.13%	23.94%	24.03%			
RESIDENTIAL DIVERSION RATE	66.16%	66.70%	66.90%	66.48%	65.63%	66.14%	66.45%	66.35%	66.63%	65.83%			
TOTAL DIVERSION RATE	46.61%	47.68%	48.83%	48.90%	49.16%	50.02%	50.56%	50.82%	51.49%	51.88%			

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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	94	89	117	300	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	88	77	127	292	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	3	0	3	6
Burlingame	162	112	363	637	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1
East Palo Alto	34	72	85	191	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1	0	2
Foster City	90	36	80	206	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	3
Hillsborough	97	153	154	404	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
Menlo Park	206	108	187	501	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2
North Fair Oaks	30	34	53	117	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Redwood City	244	283	425	952	0	0	1	1	0	0	0	0	0	0	0	0	2	2	0	4	6	1	2	9
San Carlos	126	185	398	709	0	0	0	0	0	1	0	1	1	0	0	1	2	0	0	2	1	1	0	2
San Mateo	334	294	341	969	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	4	2	1	7
County Franchised Area	109	91	164	364	0	1	0	1	0	0	0	0	0	0	1	1	0	0	0	0	2	1	0	3
West Bay	59	60	90	209	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Totals	1,673	1,594	2,584	5,851	1	1	2	4	0	2	1	3	1	1	1	3	4	4	2	10	22	7	8	37

	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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	47	108	55	210	11	24	21	56	0	0	0	0	74	63	67	204	11	31	10	52
Belmont	224	379	262	865	21	21	35	77	0	0	0	0	160	161	146	467	44	26	65	135
Burlingame	248	286	241	775	53	61	80	194	0	0	0	0	211	200	180	591	58	97	42	197
East Palo Alto	183	156	135	474	10	3	6	19	0	0	0	0	71	81	72	224	7	7	8	22
Foster City	215	282	233	730	59	37	44	140	0	0	0	0	123	131	138	392	47	34	62	143
Hillsborough	109	140	147	396	20	31	32	83	0	0	0	0	83	104	93	280	23	15	32	70
Menlo Park	209	256	195	660	33	22	39	94	0	0	0	0	220	160	152	532	111	34	39	184
North Fair Oaks	88	84	62	234	4	14	22	40	0	0	0	0	96	61	44	201	7	6	10	23
Redwood City	630	829	538	1997	61	45	80	186	0	0	0	0	468	422	299	1189	16	7	15	38
San Carlos	298	397	275	970	39	47	45	131	1	0	0	1	377	319	263	959	67	94	41	202
San Mateo	788	951	744	2483	86	87	125	298	2	0	0	2	573	511	492	1576	268	111	108	487
County Franchised Area	170	198	158	526	10	7	17	34	0	0	0	0	143	90	108	341	27	22	50	99
West Bay	51	76	55	182	4	5	4	13	0	0	0	0	42	38	46	126	35	10	7	52
Totals	3,260	4,142	3,100	10,502	411	404	550	1,365	3	0	0	3	2,641	2,341	2,100	7,082	721	494	489	1,704

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
October	18,778	17,638	1,140	6.07%	27.75	77.49%	203
November	17,262	15,821	1,441	8.35%	66.59	68.20%	190
December	18,124	12,392	5,732	31.63%	36.53	91.07%	204
Quarter 4	54,164	45,851	8,313	15.35%	43.52	77.95%	597

Note: The Shortel phone system data was corrupted due to an AT&T cable failure on 11/30 as well as on 12/1 through 12/7. As a result of the corrupted data, the call statistics for those days are not included in the November and December data 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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	0	0	0	0	0	0	0	0	77	80	0	157
Burlingame	0	0	0	0	0	0	0	0	24	0	0	24
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	0	0	0	0
Hillsborough	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	0	0	0	0	0	0	0	0	6	42	41	89
North Fair Oaks	0	0	0	0	0	0	0	0	0	0	68	68
Redwood City	0	0	3	3	0	0	4	4	124	63	29	216
San Carlos	0	0	0	0	1	0	0	1	20	0	22	42
San Mateo	0	0	0	0	0	0	0	0	219	224	175	618
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	3	3	1	0	4	5	470	409	335	1,214

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,

	October			November			December			Q4			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	2	0	0	-	0	0	1	0	0	3	0	-	-	2	\$ 150
Burlingame	2	0	0	1	0	0	-	0	0	3	0	-	150	2	\$ 150
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	1	\$ 150
Foster City	1	0	0	1	0	0	-	0	0	2	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	1	0	0	1	0	-	-	1	\$ 150
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	1	0	0	1	0	-	-	1	\$ 150
Redwood City	2	0	0	2	0	0	2	0	0	6	0	-	-	6	\$ 150
San Carlos	3	0	0	-	0	0	-	0	0	3	0	-	-	3	\$ 150
San Mateo	1	0	0	1	0	0	1	0	0	3	0	-	-	6	\$ 150
County Franchised Area	-	0	0	-	0	0	1	0	0	1	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
	11	0	0	6	0	0	7	0	0	24	0	-	150	31	

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

	October			November			December			Q4			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
	-	0	0	-	0	0	-	0	0	-	0	-	-	59	

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

	October			November			December			Q4			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	-	-	12	\$ 50
Belmont	1	0	0	1	0	0	2	0	0	4	0	-	-	36	\$ 50
Burlingame	3	0	0	3	0	0	2	0	0	8	0	-	-	35	\$ 50
East Palo Alto	-	0	0	2	0	0	4	0	0	6	0	-	-	23	\$ 50
Foster City	2	0	0	-	0	0	-	0	0	2	0	-	-	35	\$ 50
Hillsborough	-	0	0	1	0	0	-	0	0	1	0	-	-	20	\$ 50
Menlo Park	1	0	0	3	0	0	1	0	0	5	0	-	-	42	\$ 50
North Fair Oaks	4	0	0	-	0	0	1	0	0	5	0	-	-	14	\$ 50
Redwood City	6	0	0	8	0	0	9	0	0	23	0	-	-	94	\$ 50
San Carlos	7	0	0	7	0	0	2	0	0	16	0	-	-	46	\$ 50
San Mateo	6	0	0	6	0	0	3	0	0	15	0	-	-	105	\$ 50
County Franchised Area	-	0	0	-	0	0	2	0	0	2	0	-	-	27	\$ 50
West Bay	-	0	0	1	0	0	2	0	0	3	0	-	-	11	\$ 50
	30	0	0	32	0	0	28	0	0	90	0	-	-	500	

2020 LIQUIDATED DAMAGES

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

	October			November			December			Q4			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
Total	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

**5. Excessive noise complaints
8.02.J**

	October			November			December			Q4			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	1	0	0	-	0	0	1	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	1	0	0	-	0	0	1	0	-	-	6	\$ 50
San Mateo	-	0	0	-	0	0	1	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
Total	-	0	0	2	0	0	1	0	0	3	0	-	-	59	

**6. Complaints regarding unacceptable employee behavior
8.06.J**

	October			November			December			Q4			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	1	1	250	-	-	0	1	1	250	250	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
San Carlos	1	1	250	-	-	0	-	-	0	1	1	250	750	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	1,000	0	\$ 250
County Franchised Area	-	-	0	-	-	0	1	1	250	1	1	250	250	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Total	1	1	250	1	1	250	1	1	250	3	3	750	3,000	-	

2020 LIQUIDATED DAMAGES

7.A, 7.B,

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

8.02.I

	October			November			December			Q4			2020 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Belmont	3	0	0	-	0	0	3	0	0	6	0	-	-	9	\$ 50
Burlingame	-	0	0	1	0	0	-	0	0	1	0	-	-	8	\$ 50
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 50
Foster City	1	0	0	-	0	0	-	0	0	1	0	-	-	9	\$ 50
Hillsborough	-	0	0	-	0	0	1	0	0	1	0	-	-	5	\$ 50
Menlo Park	2	0	0	-	0	0	-	0	0	2	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Redwood City	5	0	0	1	0	0	2	0	0	8	0	-	-	22	\$ 50
San Carlos	1	0	0	1	0	0	-	0	0	2	0	-	-	11	\$ 50
San Mateo	2	0	0	1	0	0	1	0	0	4	0	-	-	25	\$ 50
County Franchised Area	1	0	0	1	0	0	-	0	0	2	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	15	0	0	6	0	0	7	0	0	28	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.I

	October			November			December			Q4			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	-	0	0	-	0	0	-	0	0	0	0	-	2,500	0	\$ 500
East Palo Alto	1	1	500	-	0	0	-	0	0	1	1	500	500	0	\$ 500
Foster City	2	2	1,000	-	0	0	-	0	0	2	2	1,000	4,000	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	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	-	0	0	1	1	500	5,000	0	\$ 500
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	1,500	0	\$ 500
San Mateo	2	2	1,000	1	1	500	-	0	0	3	3	1,500	9,000	0	\$ 500
County Franchised Area	1	1	500	-	0	0	-	0	0	1	1	500	500	0	\$ 500
West Bay	-	0	0	-	0	0	1	1	500	1	1	500	500	0	\$ 500
	7	7	3,500	1	1	500	1	1	500	9	9	4,500	26,500	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

	October			November			December			Q4			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	-	0	0	-	0	0	-	0	0	0	0	-	100	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	100	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	200	0	\$ 100
Foster City	-	0	0	-	0	0	1	1	100	1	1	100	100	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	300	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	2	2	200	2	2	200	300	0	\$ 100
Redwood City	-	0	0	-	0	0	5	5	500	5	5	500	900	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	200	0	\$ 100
San Mateo	-	0	0	-	0	0	2	2	200	2	2	200	400	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	10	10	1,000	10	10	1,000	2,700	-	

2020 LIQUIDATED DAMAGES

REPORTING

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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	0	\$ 100
Total Liquidated Damages	-	0	0	-	0	0	-	0	0	0	0	0	6,250	32,350	

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			
	Oct	Nov	Dec			Oct	Nov	Dec	Total
Quarter 4	Oct	Nov	Dec			Oct	Nov	Dec	Total
Atherton	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Belmont	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Burlingame	0	0	0	N/A	0	\$0	\$0	\$0	\$0
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	0	0	0	N/A	0	\$0	\$0	\$0	\$0
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
San Carlos	0	0	0	N/A	0	\$0	\$0	\$0	\$0
San Mateo	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
County Franchised Area	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	1	1	2			(\$50)	(\$50)	(\$100)	(\$200)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2020

Aggregate SBWMA

Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	\$500 Incentive Payment due \$500 per Second	\$500 Disincentive Payment due \$500 per Second	Quarterly Net Amount
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Quarter 4
Month

October	20	15	30	0	0	\$0	\$0	\$0
November	60	15	30	0	30	\$0	(\$15,010)	(\$15,010)
December	29	15	30	0	0	\$0	\$0	\$0
Totals						\$0	(\$15,010)	(\$15,010)
		Year 2019						
	Agency	Solid Waste Tons						
	Atherton	2,151				\$0	(\$181)	(\$181)
	Belmont	7,844				\$0	(\$658)	(\$658)
	Burlingame	24,346				\$0	(\$2,043)	(\$2,043)
	East Palo Alto	11,817				\$0	(\$991)	(\$991)
	Foster City	10,195				\$0	(\$855)	(\$855)
	Hillsborough	2,710				\$0	(\$227)	(\$227)
	Menlo Park	16,844				\$0	(\$1,413)	(\$1,413)
	North Fair Oaks	5,939				\$0	(\$498)	(\$498)
	Redwood City	36,867				\$0	(\$3,093)	(\$3,093)
	San Carlos	12,764				\$0	(\$1,071)	(\$1,071)
	San Mateo	41,891				\$0	(\$3,514)	(\$3,514)
	County Franchised Area	3,955				\$0	(\$332)	(\$332)
	West Bay	1,594				\$0	(\$134)	(\$134)
		178,918				\$0	(\$15,010)	(\$15,010)

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 4

Month

\$5

October	991			N/A	991	N/A	(\$4,955)
November	2,968			N/A	2,968	N/A	(\$14,840)
December	712			N/A	712	N/A	(\$3,560)
Totals	4,671	54,164	2,708		4,671		(\$23,355)
Year 2019 Tons of Solid Waste Collected							
	Agency						
		Atherton	2,151			N/A	(\$281)
		Belmont	7,844			N/A	(\$1,024)
		Burlingame	24,346			N/A	(\$3,178)
		East Palo Alto	11,817			N/A	(\$1,543)
		Foster City	10,195			N/A	(\$1,331)
		Hillsborough	2,710			N/A	(\$354)
		Menlo Park	16,844			N/A	(\$2,199)
		North Fair Oaks	5,939			N/A	(\$775)
		Redwood City	36,867			N/A	(\$4,812)
		San Carlos	12,764			N/A	(\$1,666)
		San Mateo	41,891			N/A	(\$5,468)
		County Franchised Area	3,955			N/A	(\$516)
		West Bay	1,594			N/A	(\$208)
			178,918			N/A	(\$23,355)

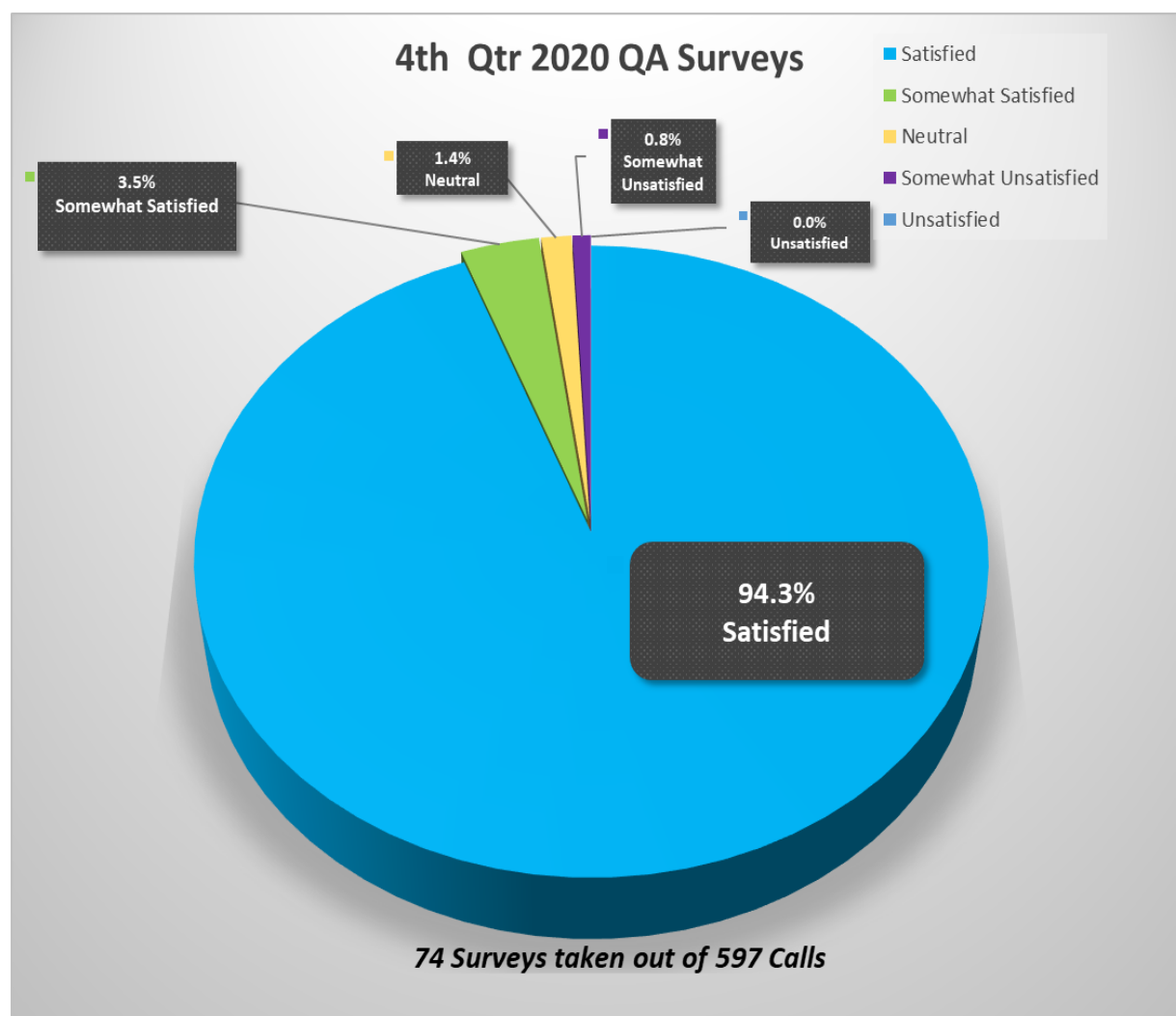
I. SUMMARY ASSESSMENT

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 597 calls placed to customers during the 4th Quarter, 74 surveys were completed (Any surveys with unanswered questions were eliminated from the results).

The results of the surveys continue to be positive 97.8% of the customers giving a Satisfactory rating. The top 3 reasons cited for the Satisfactory rating included Responsiveness, Friendliness, and Patience.



Coats for Kids

RSMC's annual Coats for Kids Program took place in November and was another great success! The clothing drive resulted in the collection and distribution of nearly 640 coats, 16 blankets, 4 large bags of miscellaneous clothing and nearly 30 pairs of shoes. Although the Coats for Kids Program is designed to collection just coats and jackets, the donation of extra clothing were a welcome addition. All donations were collected curb side from residents, local businesses, and SBWMA Member Agency Facilities.

After collection, RSMC's Waste Zero Team sorted and delivered the coats to the St. Anthony's Clothing Distribution Center in North Fair Oaks. On Wednesday, December 9th, employee-owners concluded the drive by safely volunteering outdoors with the St. Anthony's staff to hang donated coats for distribution to families in need - adding some much-needed warmth for the winter months.

Pat Ferrando, St. Anthony's Clothing Center Coordinator said it perfectly - "It really is a joyful time to be able to give something so needed to our community...the smiles on everyone's faces was so gratifying to see."



Waste Zero Specialists (starting at the left) Michelle Sung, Yvette Madera and Heather Rockwood sorting coats for the clothing distribution.



Michelle Sung and Heather Rockwood hosting the Better at the Bin webinar on November 17th.

Better at the Bin Webinars

RSMC's Waste Zero Team continued to reach out to the community through digital distance learning via the Better at the Bin Webinar series! The team conducted 5 virtual presentations that resulted in connecting with 70 participants. In addition, RSMC participated in RethinkWaste's virtual "Rethink Recycling Day".

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 4 (Q4) 2020 training and professional development activities for the Recology San Mateo County (RSMC) Commercial Recycling Promotion Team (CRPT):

Professional Development

During Q4 2020, the CRPT redirected focus towards online learning platforms to stay connected and informed of the changing initiatives and market resulting from the continued challenges of the COVID-19 pandemic in digital trainings and professional development through the participation of webinars held by local businesses, government agencies and industry leaders.

Alexandra Rinear and Yvette Madera attended the Redwood City Chamber of Commerce Annual Progress Seminar series, which took place on November 6th, 13th, and 20th. The series brought together community leaders for discussion on addressing the challenges local jurisdictions are facing and how they can collaborate to find solutions. This year, RSMC developed and shared a video montage highlighting the creative adaptations the company adopted in response to the COVID-19 pandemic.

Alexandra Rinear, Heather Rockwood, Michelle Sung, and Yvette Madera attended the Plastic Pollution Coalition's webinar titled "Campaigning Against Corporate Plastic Producers" on November 18th. The webinar provided further insight into the role public policy can play in holding plastic producers accountable for the negative environmental and health effects of single-use plastics.

Alexandra Rinear and Yvette Madera attended an informational session on December 8th, hosted by CalRecycle, which expanded on the regulations of Senate Bill 1383 and how the reduced threshold of solid waste volumes will affect commercial business and multi-family dwelling customers in our service area.

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, to achieve those goals, the CRPT adjusted their strategies and outreach efforts to combat the constraints COVID-19 posed on the day-to-day operations. The following is an update on the objectives achieved in Q4 2020.

Multi-Family Dwelling (MFD) Outreach

RSMC is pleased to report that during Q4 2020, the CRPT contacted a total of 98 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 services, scheduling the delivery of Recycle Buddy Bags, Kitchen Pails, Battery Buckets, Property Manager Guides, signage and other educational materials. Program outreach also included providing virtual presentations and offering assistance to Property Managers, to achieve a successful launch of compost programs for residents of MFDs.

Q4 2020 Total MFD Contacted
98

New Compost Customers

Despite COVID-19 restrictions, RSMC is pleased to report that the CRPT implemented 15 new compost accounts in the Commercial and MFD sectors.

Q4 2020 New Compost Services
15

Target Account Site Assessments

The CRPT adapted Target Account Site Assessments to meet the evolving response of San Mateo County's COVID-19 Health and Safety Guidelines. As in Q3, Remote Site Assessments remained the prioritized method and utilized customer conversations to gather the following information:

- Communicate account status as a “covered generator” of AB1826
- Discuss and identify divertible materials generated on-site
- Identify and inform Member Agencies of exemption customers
- Provide next steps and follow up for “covered generators” to come into compliance
- Offer internal containers, educational materials and virtual outreach

For accounts that were contacted for a Remote Site Assessment, but did not respond, onsite visual audits—when safe to do so—were conducted.

Q4 2020 Target Accounts Contacted
137

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 and Spanish. These targeted presentations and trainings provide various stakeholders with the necessary information and motivation to sort properly for higher diversion and to be “*Better at the Bin*”.

Q4 2020 Virtual Educational Outreach
17

The following is an outline of the 7 trainings, 4 presentations, and 6 webinars provided by the CRPT during Q4 2020:

Date	Customer Name	Attendees	Description
10/14/2020	WOODSIDE PLAZA BLDG	FACILITIES MANAGER	TRAINING
10/16/2020	FAR WEST BREWING LLC	EMPLOYEES	TRAINING
10/20/2020	GILEAD SCIENCES	EMPLOYEES	PRESENTATION
10/23/2020	EQUITY ONE	MANAGERS & EMPLOYEES	TRAINING
10/27/2020	COST PLUS INC.	OPERATIONS & MERCHANTS	PRESENTATION
10/27/2020	HILLSDALE MALL	OPERATIONS & MERCHANTS	PRESENTATION
11/17/2020	KSI CORP	EMPLOYEES	PRESENTATION
12/02/2020	TESLA MOTORS	EMPLOYEES & OWNER	TRAINING

12/02/2020	DEVILS CANYON BREWING	EMPLOYEES & OWNER	TRAINING
12/03/2020	VETERAN'S HOUSING	THIRD PARTY TRASH MANAGER	TRAINING
12/15/2020	JUAN FRANCISCO GAMEZ	KITCHEN STAFF	SPANISH TRAINING

Date	Webinar Event	Attendees	Description
10/22/2020	BETTER AT THE BIN	PUBLIC	WEBINAR
11/04/2020	BETTER AT THE BIN	PUBLIC	WEBINAR
11/07/2020	RETHINK RECYCLING DAY	PUBLIC	WEBINAR
11/17/2020	BETTER AT THE BIN	PUBLIC	WEBINAR
12/03/2020	BETTER AT THE BIN	PUBLIC	WEBINAR
12/16/2020	BETTER AT THE BIN	PUBLIC	WEBINAR

Quarter 1 (Q1) 2021 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 continues to offer outreach and education on digital platforms, such as Zoom conference calls, webinar presentations and social media, safely providing customers support to become “*Better at the Bin.*” For customers that do not have the capability to access virtual technologies during these challenging times, the CRPT continues to provide socially-distanced and safe onsite trainings that comply with all County and State Guidelines for COVID-19.

January 1, 2021 launched the new three-year Public Education and Recycling Technical Assistance Plan, which was developed in collaboration with RethinkWaste and approved by the SBWMA Board of Directors on November 19, 2020. In following the Plan, the CRPT will focus their 2021 efforts on assisting the Member Agencies to meet State required mandates, such as AB341, AB1826 and prepare for SB1383. In doing so, the CRPT will target low diversion and/or

compost-rich accounts to ensure customers are properly informed about diversion best practices to achieve maximum diversion.

With the that in mind, the following Q1 2021 goals have been set for the CRPT:

- Increase compost recycling participation for the mandated compliance of AB1826
- Implement compost services at Commercial and MFD accounts
- Conduct presentations and/or trainings to educate customers about collection programs and requirements of pertinent State and Local Legislation

The Q1 2021 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 275 high generating, low diversion and/or compost-rich accounts in the Commercial and MFD sectors to identify the customer's needs and provide technical assistance for compliance with current and future mandates of SB1383
- Recruit a minimum of 20 new compost accounts
- Provide a minimum of 10 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, the strategy will be to focus on helping businesses that made temporary adjustments to their service levels, as a result of COVID-19 and ensure the reinstated services meet their current needs.

The CRPT will continue to support customers and identify opportunities 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. Effective January 1, 2020, all

businesses that generate 2 or more cubic yards of MSW per week, which includes the combined volume of recycling, compost and garbage, are required to recycle their organic materials.

Although 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 in compliance. The CPRT will initially 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 sensitive 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 Q1 2021 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 Q4 2020:

Q4 2020 Public Education and Outreach Materials					
	Commercial Brochures	Posters	Dock Signs	Stickers	Recycle Buddy Bags
October	0	0	0	0	470
November	0	19	3	3	409
December	4	24	90	8	335
Total	4	43	93	11	1214

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 4th Quarter Report under the tab labeled "M1d. Diversion Level".