



**QUARTERLY REPORT TO THE SBWMA
FOR 1ST Quarter 2024**

Submitted April 30, 2024



April 30, 2024

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 1st Quarter 2024 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 black ink, appearing to read 'John Zirelli', is written over the word 'Sincerely'.

John Zirelli
General Manager
Recology San Mateo County

cc: John Mangini



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

For 1ST Quarter 2024

**Submitted
APRIL 30, 2024**



1st QUARTER 2024 REPORT

TABLE OF CONTENTS

	Page
A. Definitions	ii - iii
B. Summary	iv
C. Tonnage Summary and Cumulative Comparison	1 - 26
D. Inquiry, Service Request and Complaint Data	27
E. Call Center Data and Quality Assurance Calls Made	28
F. On-Site Customer Assessments, Visual Audits, and Recycling Tote-Bag Delivery Information	29
G. Liquidated Damages Summary	30 - 36
H. Performance Incentives and Disincentives	37 - 39
I. Recycling Technical Assistance Plan Status Report	40 - 51

1st QUARTER 2024 REPORT

DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

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

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

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

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

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

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

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

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

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

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

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

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

Tonnage Allocations – During Quarter 1, system tonnage allocations were updated as follows: effective January 8 for usual and customary service changes. Bulky item collection tonnage is allocated based on the number of collection events for solid waste and on the basis of the number of items collected for recyclables. The allocation methodology is applied consistently each month.



1st QUARTER 2024 QUARTERLY REPORT SUMMARY

Quarterly	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2024 Year End
Commercial Tonnage Collected					
Solid Waste	17,654.72				17,654.72
Recyclables	6,208.18				6,208.18
Organics	6,434.01				6,434.01
Multi-Family Tonnage Collected					
Solid Waste	8,768.28				8,768.28
Recyclables	2,671.77				2,671.77
Organics	640.52				640.52
Residential Tonnage Collected					
Solid Waste	14,591.32				14,591.32
Recyclables	8,654.59				8,654.59
Organics	19,212.49				19,212.49
Diversion Rates					
Commercial	37.65%				0.00%
Multi-Family	27.42%				0.00%
Residential	65.63%				0.00%
Overall	51.65%				0.00%
Inquiries, Service Requests & Complaints					
Inquiries, Service Requests & Complaints	24,010				24,010
Calls Received	46,210				46,210
Avg. Hold Time	121.40				121.40
Assessments	130				130
Quality Assurance	565				565

RECOLOGY QUARTERLY REPORT 2024

								2024
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	194.90	181.50	192.43	568.83	0.00	0.00	0.00	568.83
Commercial Recycling	85.03	71.79	70.77	227.59	0.00	0.00	0.00	227.59
Commercial Organics	68.89	75.10	96.97	240.96	0.00	0.00	0.00	240.96
Subtotal - Disposed	194.90	181.50	192.43	568.83	0.00	0.00	0.00	568.83
Subtotal - Diverted	153.92	146.89	167.74	468.55	0.00	0.00	0.00	468.55
Diversion Rate	44.13%	44.73%	46.57%	45.17%	0.00%	0.00%	0.00%	45.17%
MFD								
MFD Solid Waste	162.52	155.06	165.23	482.81	0.00	0.00	0.00	482.81
MFD Recycling	88.45	69.90	56.41	214.76	0.00	0.00	0.00	214.76
MFD Organics	9.19	9.23	8.23	26.65	0.00	0.00	0.00	26.65
Subtotal - Disposed	162.52	155.06	165.23	482.81	0.00	0.00	0.00	482.81
Subtotal - Diverted	97.64	79.13	64.64	241.41	0.00	0.00	0.00	241.41
Diversion Rate	37.53%	33.79%	28.12%	33.33%	0.00%	0.00%	0.00%	33.33%
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	271.85	266.68	264.40	802.93	0.00	0.00	0.00	802.93
Residential Curbside Recycling	210.65	187.37	181.93	579.95	0.00	0.00	0.00	579.95
Residential Curbside Organics	393.80	367.44	377.28	1,138.52	0.00	0.00	0.00	1,138.52
Subtotal - Disposed	271.85	266.68	264.40	802.93	0.00	0.00	0.00	802.93
Subtotal - Diverted	604.45	554.81	559.21	1,718.47	0.00	0.00	0.00	1,718.47
Diversion Rate	68.98%	67.54%	67.90%	68.16%	0.00%	0.00%	0.00%	68.16%
Total Disposed	629.27	603.24	622.06	1,854.57	0.00	0.00	0.00	1,854.57
Total Diverted	856.01	780.83	791.59	2,428.43	0.00	0.00	0.00	2,428.43
Total Diversion Rate	57.63%	56.42%	56.00%	56.70%	0.00%	0.00%	0.00%	56.70%
Single-Family Measured Diversion Rate	68.98%	67.54%	67.90%	68.16%	0.00%	0.00%	0.00%	68.16%
Commercial Measured Diversion Rate	41.31%	40.18%	39.38%	40.30%	0.00%	0.00%	0.00%	40.30%
MFD Measured Diversion Rate	37.53%	33.79%	28.12%	33.33%	0.00%	0.00%	0.00%	33.33%
Overall Measured Diversion Rate	57.63%	56.42%	56.00%	56.70%	0.00%	0.00%	0.00%	56.70%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
Belmont													
Commercial¹ and MFD													
Commercial Solid Waste	554.65	553.22	577.33	560.32	611.05	571.83	466.29	521.35	582.98	568.83	(14.15)	-2.43%	
MFD Solid Waste	504.57	518.34	499.06	473.77	509.35	484.97	493.98	471.58	490.02	482.81	(7.21)	-1.47%	
Roll-Off Solid Waste	112.33	114.23	90.54	99.16	26.47	27.51	27.37	22.18	22.56	0.00	(22.56)	-100.00%	
Commercial Recycling	197.81	232.39	249.58	236.83	244.00	237.85	222.45	204.57	234.15	227.59	(6.56)	-2.80%	
MFD Recycling	136.04	151.54	150.56	155.71	134.47	144.53	150.28	146.86	169.80	214.76	44.96	26.48%	
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	166.78	215.51	228.05	261.17	246.33	207.47	129.75	160.51	235.31	240.96	5.65	2.40%	
MFD Organics	16.61	19.73	19.38	16.01	20.77	12.41	12.58	18.77	26.01	26.65	0.64	2.46%	
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	1,171.55	1,185.79	1,166.93	1,133.25	1,146.87	1,084.31	987.64	1,015.11	1,095.56	1,051.64	(43.92)	-4.01%	
SUBTOTAL - Diverted Tons	517.24	619.17	647.57	669.72	645.57	602.26	515.06	530.71	665.27	709.96	44.69	6.72%	
Residential													
Residential Solid Waste	803.62	828.54	838.73	792.81	791.87	803.05	821.66	745.49	769.19	802.93	33.74	4.39%	
Residential Curbside Recycling	691.10	750.18	720.62	693.63	652.43	660.12	706.20	619.99	645.30	579.95	(65.35)	-10.13%	
Residential Curbside Organics	1,000.98	985.77	1,044.51	927.15	978.31	949.38	1,078.69	992.42	1,140.66	1,138.52	(2.14)	-0.19%	
SUBTOTAL - Disposed Tons	803.62	828.54	838.73	792.81	791.87	803.05	821.66	745.49	769.19	802.93	33.74	4.39%	
SUBTOTAL - Diverted Tons	1,692.08	1,735.95	1,765.13	1,620.78	1,630.74	1,609.50	1,784.89	1,612.41	1,785.96	1,718.47	(67.49)	-3.78%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	1,975.17	2,014.33	2,005.66	1,926.06	1,938.74	1,887.36	1,809.30	1,760.60	1,864.75	1,854.57			
TOTAL TONS DIVERTED	2,209.32	2,355.12	2,412.70	2,290.50	2,276.31	2,211.76	2,299.95	2,143.12	2,451.23	2,428.43			
COMMERCIAL DIVERSION RATE	30.63%	34.30%	35.69%	37.15%	36.02%	35.71%	34.28%	34.33%	37.78%	40.30%			
MFD DIVERSION RATE	23.23%	24.84%	25.40%	26.60%	23.36%	24.45%	24.79%	25.99%	28.55%	33.33%			
RESIDENTIAL DIVERSION RATE	67.80%	67.69%	67.79%	67.15%	67.31%	66.71%	68.48%	68.38%	69.90%	68.16%			
TOTAL DIVERSION RATE	52.80%	53.90%	54.61%	54.32%	54.00%	53.96%	55.97%	54.90%	56.79%	56.70%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME								
Commercial								
Commercial Solid Waste	612.99	561.55	553.83	1,728.37	0.00	0.00	0.00	1,728.37
Commercial Recycling	313.72	290.09	310.72	914.53	0.00	0.00	0.00	914.53
Commercial Organics	291.49	285.64	245.14	822.27	0.00	0.00	0.00	822.27
Subtotal - Disposed	612.99	561.55	553.83	1,728.37	0.00	0.00	0.00	1,728.37
Subtotal - Diverted	605.21	575.73	555.86	1,736.80	0.00	0.00	0.00	1,736.80
Diversion Rate	49.68%	50.62%	50.09%	50.12%	0.00%	0.00%	0.00%	50.12%
MFD								
MFD Solid Waste	271.77	272.57	251.02	795.36	0.00	0.00	0.00	795.36
MFD Recycling	95.55	94.89	83.65	274.09	0.00	0.00	0.00	274.09
MFD Organics	27.71	27.49	24.75	79.95	0.00	0.00	0.00	79.95
Subtotal - Disposed	271.77	272.57	251.02	795.36	0.00	0.00	0.00	795.36
Subtotal - Diverted	123.26	122.38	108.40	354.04	0.00	0.00	0.00	354.04
Diversion Rate	31.20%	30.99%	30.16%	30.80%	0.00%	0.00%	0.00%	30.80%
Roll-Off								
Roll-Off Solid Waste	209.40	188.92	223.15	621.47	0.00	0.00	0.00	621.47
Roll-Off Recycling	18.56	17.18	21.60	57.34	0.00	0.00	0.00	57.34
Roll-Off Organics	15.11	15.95	18.26	49.32	0.00	0.00	0.00	49.32
Subtotal - Disposed	209.40	188.92	223.15	621.47	0.00	0.00	0.00	621.47
Subtotal - Diverted	33.67	33.13	39.86	106.66	0.00	0.00	0.00	106.66
Diversion Rate	13.85%	14.92%	15.16%	14.65%	0.00%	0.00%	0.00%	14.65%
Residential								
Residential Solid Waste	337.53	369.36	301.64	1,008.53	0.00	0.00	0.00	1,008.53
Residential Curbside Recycling	232.96	198.87	184.82	616.65	0.00	0.00	0.00	616.65
Residential Curbside Organics	523.79	501.27	385.67	1,410.73	0.00	0.00	0.00	1,410.73
Subtotal - Disposed	337.53	369.36	301.64	1,008.53	0.00	0.00	0.00	1,008.53
Subtotal - Diverted	756.75	700.14	570.49	2,027.38	0.00	0.00	0.00	2,027.38
Diversion Rate	69.16%	65.46%	65.41%	66.78%	0.00%	0.00%	0.00%	66.78%
Total Disposed	1,431.69	1,392.40	1,329.64	4,153.73	0.00	0.00	0.00	4,153.73
Total Diverted	1,518.89	1,431.38	1,274.61	4,224.88	0.00	0.00	0.00	4,224.88
Total Diversion Rate	51.48%	50.69%	48.94%	50.42%	0.00%	0.00%	0.00%	50.42%
Single-Family Measured Diversion Rate	69.16%	65.46%	65.41%	66.78%	0.00%	0.00%	0.00%	66.78%
Commercial Measured Diversion Rate	41.06%	41.68%	40.65%	41.13%	0.00%	0.00%	0.00%	41.13%
MFD Measured Diversion Rate	31.20%	30.99%	30.16%	30.80%	0.00%	0.00%	0.00%	30.80%
Overall Measured Diversion Rate	51.48%	50.69%	48.94%	50.42%	0.00%	0.00%	0.00%	50.42%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
Burlingame													
Commercial¹ and MFD													
Commercial Solid Waste	1,991.48	2,223.26	2,209.90	2,054.03	2,109.83	1,847.50	1,601.99	1,754.85	1,883.19	1,728.37	(154.82)	-8.22%	
MFD Solid Waste	716.98	748.60	777.14	723.89	719.57	674.58	689.33	688.88	786.10	795.36	9.26	1.18%	
Roll-Off Solid Waste	1,788.53	2,209.48	2,269.73	2,392.20	2,525.93	1,698.88	586.20	666.45	732.61	621.47	(111.14)	-15.17%	
Commercial Recycling	961.52	1,045.18	962.20	899.52	935.51	896.18	823.40	873.53	1,046.86	914.53	(132.33)	-12.64%	
MFD Recycling	233.34	241.85	260.28	241.34	251.94	234.00	247.50	239.78	271.58	274.09	2.51	0.92%	
Roll-Off Recycling	38.57	43.14	43.91	140.93	122.53	130.69	31.37	54.29	36.27	57.34	21.07	58.09%	
Commercial Organics	816.36	766.81	863.47	834.86	1,042.14	819.96	532.35	744.54	1,299.10	822.27	(476.83)	-36.70%	
MFD Organics	13.49	16.88	19.69	19.01	25.93	29.24	30.52	56.36	76.39	79.95	3.56	4.66%	
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	41.64	49.32	7.68	18.44%	
SUBTOTAL - Disposed Tons	4,496.99	5,181.34	5,256.77	5,170.12	5,355.33	4,220.96	2,877.52	3,110.18	3,401.90	3,145.20	(256.70)	-7.55%	
SUBTOTAL - Diverted Tons	2,063.28	2,113.86	2,149.55	2,135.66	2,378.05	2,110.07	1,665.14	1,968.50	2,771.84	2,197.50	(574.34)	-20.72%	
Residential													
Residential Solid Waste	904.50	937.14	963.11	913.01	916.02	951.93	994.03	944.50	969.56	1,008.53	38.97	4.02%	
Residential Curbside Recycling	738.63	767.67	796.81	759.60	730.85	717.89	740.26	706.35	686.73	616.65	(70.08)	-10.20%	
Residential Curbside Organics	1,217.20	1,248.80	1,278.29	1,177.56	1,253.19	1,175.97	1,278.98	1,132.52	1,419.67	1,410.73	(8.94)	-0.63%	
SUBTOTAL - Disposed Tons	904.50	937.14	963.11	913.01	916.02	951.93	994.03	944.50	969.56	1,008.53	38.97	4.02%	
SUBTOTAL - Diverted Tons	1,955.83	2,016.47	2,075.10	1,937.16	1,984.04	1,893.86	2,019.24	1,838.87	2,106.40	2,027.38	(79.02)	-3.75%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	5,401.49	6,118.48	6,219.88	6,083.13	6,271.35	5,172.89	3,871.55	4,054.68	4,371.46	4,153.73			
TOTAL TONS DIVERTED	4,019.11	4,130.33	4,224.65	4,072.82	4,362.09	4,003.93	3,684.38	3,807.37	4,878.24	4,224.88			
COMMERCIAL DIVERSION RATE	31.45%	28.98%	29.02%	29.23%	30.75%	33.33%	36.66%	38.76%	44.90%	41.13%			
MFD DIVERSION RATE	25.61%	25.68%	26.48%	26.45%	27.86%	28.07%	28.74%	30.06%	30.68%	30.80%			
RESIDENTIAL DIVERSION RATE	68.38%	68.27%	68.30%	67.97%	68.41%	66.55%	67.01%	66.07%	68.48%	66.78%			
TOTAL DIVERSION RATE	42.66%	40.30%	40.45%	40.10%	41.02%	43.63%	48.76%	48.43%	52.74%	50.42%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO								
Commercial								
Commercial Solid Waste	116.55	117.64	112.09	346.28	0.00	0.00	0.00	346.28
Commercial Recycling	54.23	46.12	44.46	144.81	0.00	0.00	0.00	144.81
Commercial Organics	48.52	47.36	41.60	137.48	0.00	0.00	0.00	137.48
Subtotal - Disposed	116.55	117.64	112.09	346.28	0.00	0.00	0.00	346.28
Subtotal - Diverted	102.75	93.48	86.06	282.29	0.00	0.00	0.00	282.29
Diversion Rate	46.85%	44.28%	43.43%	44.91%	0.00%	0.00%	0.00%	44.91%
MFD								
MFD Solid Waste	244.93	230.51	246.61	722.05	0.00	0.00	0.00	722.05
MFD Recycling	46.76	44.29	43.72	134.77	0.00	0.00	0.00	134.77
MFD Organics	12.34	11.86	11.42	35.62	0.00	0.00	0.00	35.62
Subtotal - Disposed	244.93	230.51	246.61	722.05	0.00	0.00	0.00	722.05
Subtotal - Diverted	59.10	56.15	55.14	170.39	0.00	0.00	0.00	170.39
Diversion Rate	19.44%	19.59%	18.27%	19.09%	0.00%	0.00%	0.00%	19.09%
Roll-Off								
Roll-Off Solid Waste	71.24	74.60	76.54	222.38	0.00	0.00	0.00	222.38
Roll-Off Recycling	0.73	1.40	2.20	4.33	0.00	0.00	0.00	4.33
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	71.24	74.60	76.54	222.38	0.00	0.00	0.00	222.38
Subtotal - Diverted	0.73	1.40	2.20	4.33	0.00	0.00	0.00	4.33
Diversion Rate	1.01%	1.84%	2.79%	1.91%	0.00%	0.00%	0.00%	1.91%
Residential								
Residential Solid Waste	557.06	526.39	522.31	1,605.76	0.00	0.00	0.00	1,605.76
Residential Curbside Recycling	145.79	160.70	113.96	420.45	0.00	0.00	0.00	420.45
Residential Curbside Organics	360.69	327.80	383.45	1,071.94	0.00	0.00	0.00	1,071.94
Subtotal - Disposed	557.06	526.39	522.31	1,605.76	0.00	0.00	0.00	1,605.76
Subtotal - Diverted	506.48	488.50	497.41	1,492.39	0.00	0.00	0.00	1,492.39
Diversion Rate	47.62%	48.13%	48.78%	48.17%	0.00%	0.00%	0.00%	48.17%
Total Disposed	989.78	949.14	957.55	2,896.47	0.00	0.00	0.00	2,896.47
Total Diverted	669.06	639.53	640.81	1,949.40	0.00	0.00	0.00	1,949.40
Total Diversion Rate	40.33%	40.26%	40.09%	40.23%	0.00%	0.00%	0.00%	40.23%
Single-Family Measured Diversion Rate	47.62%	48.13%	48.78%	48.17%	0.00%	0.00%	0.00%	48.17%
Commercial Measured Diversion Rate	27.31%	26.32%	24.78%	26.15%	0.00%	0.00%	0.00%	26.15%
MFD Measured Diversion Rate	19.44%	19.59%	18.27%	19.09%	0.00%	0.00%	0.00%	19.09%
Overall Measured Diversion Rate	40.33%	40.26%	40.09%	40.23%	0.00%	0.00%	0.00%	40.23%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
East Palo Alto													
Commercial¹ and MFD													
Commercial Solid Waste	392.50	389.37	384.21	352.31	353.21	369.38	300.88	299.53	339.22	346.28	7.06	2.08%	
MFD Solid Waste	630.05	655.18	690.54	635.52	619.64	650.49	709.32	772.33	797.67	722.05	(75.62)	-9.48%	
Roll-Off Solid Waste	267.83	164.13	155.70	204.71	243.95	172.31	177.97	165.40	176.65	222.38	45.73	25.89%	
Commercial Recycling	130.43	137.38	139.47	162.02	179.52	168.67	126.26	124.16	166.44	144.81	(21.63)	-13.00%	
MFD Recycling	81.41	92.57	96.12	91.93	93.57	93.57	94.03	102.08	120.77	134.77	14.00	11.59%	
Roll-Off Recycling	5.12	6.75	8.80	8.96	5.41	10.53	5.84	7.15	6.01	4.33	(1.68)	-27.95%	
Commercial Organics	117.87	123.43	138.01	152.07	141.59	147.05	114.07	103.73	136.95	137.48	0.53	0.39%	
MFD Organics	20.85	17.64	20.73	22.58	18.18	20.05	22.90	25.34	29.78	35.62	5.84	19.61%	
Roll-Off Organics	0.00	93.68	88.48	115.01	0.00	0.00	0.47	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	1,290.38	1,208.68	1,230.45	1,192.54	1,216.80	1,192.18	1,188.17	1,237.26	1,313.54	1,290.71	(22.83)	-1.74%	
SUBTOTAL - Diverted Tons	355.68	471.45	491.61	552.57	438.27	439.87	363.57	362.46	459.95	457.01	(2.94)	-0.64%	
Residential													
Residential Solid Waste	1,645.84	1,682.60	1,755.02	1,633.00	1,649.11	1,688.07	1,789.76	1,688.91	1,686.07	1,605.76	(80.31)	-4.76%	
Residential Curbside Recycling	373.15	397.67	437.73	414.20	405.39	433.30	465.51	447.57	477.32	420.45	(56.87)	-11.91%	
Residential Curbside Organics	923.21	981.42	919.27	827.18	833.64	830.03	919.21	965.67	926.89	1,071.94	145.05	15.65%	
SUBTOTAL - Disposed Tons	1,645.84	1,682.60	1,755.02	1,633.00	1,649.11	1,688.07	1,789.76	1,688.91	1,686.07	1,605.76	(80.31)	-4.76%	
SUBTOTAL - Diverted Tons	1,296.36	1,379.09	1,357.00	1,241.38	1,239.03	1,263.33	1,384.72	1,413.24	1,404.21	1,492.39	88.18	6.28%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	2,936.22	2,891.28	2,985.47	2,825.54	2,865.91	2,880.25	2,977.93	2,926.17	2,999.61	2,896.47			
TOTAL TONS DIVERTED	1,652.04	1,850.54	1,848.61	1,793.95	1,677.30	1,703.20	1,748.29	1,775.70	1,864.16	1,949.40			
COMMERCIAL DIVERSION RATE	21.61%	28.06%	28.55%	31.66%	26.48%	26.95%	23.43%	22.66%	25.93%	26.15%			
MFD DIVERSION RATE	13.96%	14.40%	14.47%	15.27%	15.28%	14.87%	14.15%	14.16%	15.88%	19.09%			
RESIDENTIAL DIVERSION RATE	44.06%	45.04%	43.61%	43.19%	42.90%	42.80%	43.62%	45.56%	45.44%	48.17%			
TOTAL DIVERSION RATE	36.01%	39.03%	38.24%	38.83%	36.92%	37.16%	36.99%	37.77%	38.33%	40.23%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY								
Commercial								
Commercial Solid Waste	242.63	221.53	217.23	681.39	0.00	0.00	0.00	681.39
Commercial Recycling	87.76	81.50	80.39	249.65	0.00	0.00	0.00	249.65
Commercial Organics	155.13	156.44	148.83	460.40	0.00	0.00	0.00	460.40
Subtotal - Disposed	242.63	221.53	217.23	681.39	0.00	0.00	0.00	681.39
Subtotal - Diverted	242.89	237.94	229.22	710.05	0.00	0.00	0.00	710.05
Diversion Rate	50.03%	51.79%	51.34%	51.03%	0.00%	0.00%	0.00%	51.03%
MFD								
MFD Solid Waste	318.00	299.77	279.45	897.22	0.00	0.00	0.00	897.22
MFD Recycling	95.97	87.90	88.66	272.53	0.00	0.00	0.00	272.53
MFD Organics	23.65	23.84	24.72	72.21	0.00	0.00	0.00	72.21
Subtotal - Disposed	318.00	299.77	279.45	897.22	0.00	0.00	0.00	897.22
Subtotal - Diverted	119.62	111.74	113.38	344.74	0.00	0.00	0.00	344.74
Diversion Rate	27.33%	27.15%	28.86%	27.76%	0.00%	0.00%	0.00%	27.76%
Roll-Off								
Roll-Off Solid Waste	76.57	62.02	81.35	219.94	0.00	0.00	0.00	219.94
Roll-Off Recycling	7.81	4.82	5.29	17.92	0.00	0.00	0.00	17.92
Roll-Off Organics	13.50	27.12	20.95	61.57	0.00	0.00	0.00	61.57
Subtotal - Disposed	76.57	62.02	81.35	219.94	0.00	0.00	0.00	219.94
Subtotal - Diverted	21.31	31.94	26.24	79.49	0.00	0.00	0.00	79.49
Diversion Rate	21.77%	33.99%	24.39%	26.55%	0.00%	0.00%	0.00%	26.55%
Residential								
Residential Solid Waste	265.66	280.64	250.51	796.81	0.00	0.00	0.00	796.81
Residential Curbside Recycling	179.57	150.94	151.65	482.16	0.00	0.00	0.00	482.16
Residential Curbside Organics	268.44	243.62	256.09	768.15	0.00	0.00	0.00	768.15
Subtotal - Disposed	265.66	280.64	250.51	796.81	0.00	0.00	0.00	796.81
Subtotal - Diverted	448.01	394.56	407.74	1,250.31	0.00	0.00	0.00	1,250.31
Diversion Rate	62.78%	58.44%	61.94%	61.08%	0.00%	0.00%	0.00%	61.08%
Total Disposed	902.86	863.96	828.54	2,595.36	0.00	0.00	0.00	2,595.36
Total Diverted	831.83	776.18	776.58	2,384.59	0.00	0.00	0.00	2,384.59
Total Diversion Rate	47.95%	47.32%	48.38%	47.88%	0.00%	0.00%	0.00%	47.88%
Single-Family Measured Diversion Rate	62.78%	58.44%	61.94%	61.08%	0.00%	0.00%	0.00%	61.08%
Commercial Measured Diversion Rate	37.59%	39.55%	38.95%	38.68%	0.00%	0.00%	0.00%	38.68%
MFD Measured Diversion Rate	27.33%	27.15%	28.86%	27.76%	0.00%	0.00%	0.00%	27.76%
Overall Measured Diversion Rate	47.95%	47.32%	48.38%	47.88%	0.00%	0.00%	0.00%	47.88%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
Foster City													
Commercial¹ and MFD													
Commercial Solid Waste	650.09	663.56	748.26	690.53	752.78	692.94	646.40	654.94	717.76	681.39	(36.37)	-5.07%	
MFD Solid Waste	788.77	785.67	767.77	719.82	749.34	729.20	882.51	864.39	935.83	897.22	(38.61)	-4.13%	
Roll-Off Solid Waste	258.53	250.15	232.04	260.95	239.93	176.74	136.72	160.44	191.68	219.94	28.26	14.74%	
Commercial Recycling	250.96	308.19	351.04	326.81	328.93	322.06	215.39	227.83	266.94	249.65	(17.29)	-6.48%	
MFD Recycling	226.77	269.65	294.49	286.32	280.32	265.79	275.60	278.19	296.15	272.53	(23.62)	-7.98%	
Roll-Off Recycling	2.36	4.30	1.75	8.84	22.83	40.94	18.24	15.62	16.72	17.92	1.20	7.18%	
Commercial Organics	465.02	528.77	567.53	580.14	587.85	535.97	292.47	324.20	444.44	460.40	15.96	3.59%	
MFD Organics	8.80	9.83	26.89	29.51	30.54	27.57	18.42	32.42	54.09	72.21	18.12	33.50%	
Roll-Off Organics	144.27	146.02	170.79	128.44	121.18	106.51	115.01	83.22	82.08	61.57	(20.51)	-24.99%	
SUBTOTAL - Disposed Tons	1,697.39	1,699.38	1,748.07	1,671.30	1,742.05	1,598.88	1,665.63	1,679.77	1,845.27	1,798.55	(46.72)	-2.53%	
SUBTOTAL - Diverted Tons	1,098.18	1,266.76	1,412.49	1,360.06	1,371.65	1,298.84	935.13	961.48	1,160.42	1,134.28	(26.14)	-2.25%	
Residential													
Residential Solid Waste	770.87	804.07	831.35	778.91	769.05	778.40	839.84	781.36	805.85	796.81	(9.04)	-1.12%	
Residential Curbside Recycling	595.87	638.69	602.33	585.21	548.03	547.77	569.74	508.81	514.28	482.16	(32.12)	-6.25%	
Residential Curbside Organics	656.10	657.76	661.81	615.31	675.94	675.26	757.16	712.41	735.61	768.15	32.54	4.42%	
SUBTOTAL - Disposed Tons	770.87	804.07	831.35	778.91	769.05	778.40	839.84	781.36	805.85	796.81	(9.04)	-1.12%	
SUBTOTAL - Diverted Tons	1,251.97	1,296.45	1,264.14	1,200.52	1,223.97	1,223.03	1,326.90	1,221.22	1,249.89	1,250.31	0.42	0.03%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	2,468.26	2,503.45	2,579.42	2,450.21	2,511.10	2,377.28	2,505.47	2,461.13	2,651.12	2,595.36			
TOTAL TONS DIVERTED	2,350.15	2,563.21	2,676.63	2,560.58	2,595.62	2,521.87	2,262.03	2,182.70	2,410.31	2,384.59			
COMMERCIAL DIVERSION RATE	39.28%	42.71%	44.69%	44.87%	44.05%	44.82%	35.96%	36.40%	38.61%	38.68%			
MFD DIVERSION RATE	23.00%	26.24%	29.51%	30.50%	29.32%	28.69%	24.99%	26.43%	27.23%	27.76%			
RESIDENTIAL DIVERSION RATE	61.89%	61.72%	60.33%	60.65%	61.41%	61.11%	61.24%	60.98%	60.80%	61.08%			
TOTAL DIVERSION RATE	48.77%	50.59%	50.92%	51.10%	50.83%	51.48%	47.45%	47.00%	47.62%	47.88%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	20.11	17.98	20.70	58.79	0.00	0.00	0.00	58.79
Commercial Recycling	11.31	23.93	22.41	57.65	0.00	0.00	0.00	57.65
Commercial Organics	35.87	29.10	11.07	76.04	0.00	0.00	0.00	76.04
Subtotal - Disposed	20.11	17.98	20.70	58.79	0.00	0.00	0.00	58.79
Subtotal - Diverted	47.18	53.03	33.48	133.69	0.00	0.00	0.00	133.69
Diversion Rate	70.11%	74.68%	61.79%	69.46%	0.00%	0.00%	0.00%	69.46%
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	226.20	207.26	190.28	623.74	0.00	0.00	0.00	623.74
Residential Curbside Recycling	147.88	127.51	124.66	400.05	0.00	0.00	0.00	400.05
Residential Curbside Organics	539.77	520.51	435.16	1,495.44	0.00	0.00	0.00	1,495.44
Subtotal - Disposed	226.20	207.26	190.28	623.74	0.00	0.00	0.00	623.74
Subtotal - Diverted	687.65	648.02	559.82	1,895.49	0.00	0.00	0.00	1,895.49
Diversion Rate	75.25%	75.77%	74.63%	75.24%	0.00%	0.00%	0.00%	75.24%
Total Disposed	246.31	225.24	210.98	682.53	0.00	0.00	0.00	682.53
Total Diverted	734.83	701.05	593.30	2,029.18	0.00	0.00	0.00	2,029.18
Total Diversion Rate	74.90%	75.68%	73.77%	74.83%	0.00%	0.00%	0.00%	74.83%
Single-Family Measured Diversion Rate	75.25%	75.77%	74.63%	75.24%	0.00%	0.00%	0.00%	75.24%
Commercial Measured Diversion Rate	70.11%	74.68%	61.79%	69.46%	0.00%	0.00%	0.00%	69.46%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	74.90%	75.68%	73.77%	74.83%	0.00%	0.00%	0.00%	74.83%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
Hillsborough													
Commercial¹ and MFD													
Commercial Solid Waste	87.01	93.70	91.61	69.12	55.26	57.64	49.11	58.46	64.20	58.79	(5.41)	-8.43%	
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Recycling	89.48	155.02	63.97	76.02	175.46	51.05	148.59	74.87	140.09	57.65	(82.44)	-58.85%	
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	87.08	114.03	146.39	99.82	55.99	51.13	48.39	36.45	85.67	76.04	(9.63)	-11.24%	
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Roll-Off Organics	0.00	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	87.01	93.70	91.61	69.12	55.26	57.64	49.11	58.46	64.20	58.79	(5.41)	-8.43%	
SUBTOTAL - Diverted Tons	176.56	269.05	210.36	175.84	231.45	102.18	196.98	111.32	225.76	133.69	(92.07)	-40.78%	
Residential													
Residential Solid Waste	552.77	574.74	593.99	563.59	601.22	592.51	633.41	586.93	623.87	623.74	(0.13)	-0.02%	
Residential Curbside Recycling	466.03	492.81	485.82	480.90	466.36	468.56	486.06	441.64	455.34	400.05	(55.29)	-12.14%	
Residential Curbside Organics	1,101.63	1,140.09	1,221.79	1,165.87	1,192.68	1,188.99	1,329.88	1,236.07	1,527.61	1,495.44	(32.17)	-2.11%	
SUBTOTAL - Disposed Tons	552.77	574.74	593.99	563.59	601.22	592.51	633.41	586.93	623.87	623.74	(0.13)	-0.02%	
SUBTOTAL - Diverted Tons	1,567.66	1,632.90	1,707.61	1,646.77	1,659.04	1,657.55	1,815.94	1,677.71	1,982.95	1,895.49	(87.46)	-4.41%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	639.78	668.44	685.60	632.71	656.48	650.15	682.52	645.39	688.07	682.53			
TOTAL TONS DIVERTED	1,744.22	1,901.95	1,917.97	1,822.61	1,890.49	1,759.73	2,012.92	1,789.03	2,208.71	2,029.18			
COMMERCIAL DIVERSION RATE	66.99%	74.17%	69.66%	71.78%	80.73%	63.93%	80.04%	65.57%	77.86%	69.46%			
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	73.93%	73.97%	74.19%	74.50%	73.40%	73.67%	74.14%	74.08%	76.07%	75.24%			
TOTAL DIVERSION RATE	73.16%	73.99%	73.67%	74.23%	74.23%	73.02%	74.68%	73.49%	76.25%	74.83%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK								
Commercial								
Commercial Solid Waste	711.86	669.86	698.51	2,080.23	0.00	0.00	0.00	2,080.23
Commercial Recycling	231.18	222.00	218.49	671.67	0.00	0.00	0.00	671.67
Commercial Organics	495.78	417.14	434.63	1,347.55	0.00	0.00	0.00	1,347.55
Subtotal - Disposed	711.86	669.86	698.51	2,080.23	0.00	0.00	0.00	2,080.23
Subtotal - Diverted	726.96	639.14	653.12	2,019.22	0.00	0.00	0.00	2,019.22
Diversion Rate	50.52%	48.83%	48.32%	49.26%	0.00%	0.00%	0.00%	49.26%
MFD								
MFD Solid Waste	214.12	196.95	208.04	619.11	0.00	0.00	0.00	619.11
MFD Recycling	73.40	67.79	63.12	204.31	0.00	0.00	0.00	204.31
MFD Organics	26.01	22.69	21.25	69.95	0.00	0.00	0.00	69.95
Subtotal - Disposed	214.12	196.95	208.04	619.11	0.00	0.00	0.00	619.11
Subtotal - Diverted	99.41	90.48	84.37	274.26	0.00	0.00	0.00	274.26
Diversion Rate	31.71%	31.48%	28.85%	30.70%	0.00%	0.00%	0.00%	30.70%
Roll-Off								
Roll-Off Solid Waste	52.70	54.73	53.59	161.02	0.00	0.00	0.00	161.02
Roll-Off Recycling	30.18	48.08	40.00	118.26	0.00	0.00	0.00	118.26
Roll-Off Organics	100.02	84.28	102.19	286.49	0.00	0.00	0.00	286.49
Subtotal - Disposed	52.70	54.73	53.59	161.02	0.00	0.00	0.00	161.02
Subtotal - Diverted	130.20	132.36	142.19	404.75	0.00	0.00	0.00	404.75
Diversion Rate	71.19%	70.75%	72.63%	71.54%	0.00%	0.00%	0.00%	71.54%
Residential								
Residential Solid Waste	362.17	369.06	353.18	1,084.41	0.00	0.00	0.00	1,084.41
Residential Curbside Recycling	270.33	253.30	244.49	768.12	0.00	0.00	0.00	768.12
Residential Curbside Organics	850.78	746.48	687.39	2,284.65	0.00	0.00	0.00	2,284.65
Subtotal - Disposed	362.17	369.06	353.18	1,084.41	0.00	0.00	0.00	1,084.41
Subtotal - Diverted	1,121.11	999.78	931.88	3,052.77	0.00	0.00	0.00	3,052.77
Diversion Rate	75.58%	73.04%	72.52%	73.79%	0.00%	0.00%	0.00%	73.79%
Total Disposed	1,340.85	1,290.60	1,313.32	3,944.77	0.00	0.00	0.00	3,944.77
Total Diverted	2,077.68	1,861.76	1,811.56	5,751.00	0.00	0.00	0.00	5,751.00
Total Diversion Rate	60.78%	59.06%	57.97%	59.31%	0.00%	0.00%	0.00%	59.31%
Single-Family Measured Diversion Rate	75.58%	73.04%	72.52%	73.79%	0.00%	0.00%	0.00%	73.79%
Commercial Measured Diversion Rate	49.43%	48.33%	47.81%	48.54%	0.00%	0.00%	0.00%	48.54%
MFD Measured Diversion Rate	31.71%	31.48%	28.85%	30.70%	0.00%	0.00%	0.00%	30.70%
Overall Measured Diversion Rate	60.78%	59.06%	57.97%	59.31%	0.00%	0.00%	0.00%	59.31%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
Menlo Park													
Commercial¹ and MFD													
Commercial Solid Waste	2,351.95	2,393.10	2,480.26	2,444.19	2,462.37	2,136.76	1,855.27	1,941.00	2,061.31	2,080.23	18.92	0.92%	
MFD Solid Waste	551.97	571.73	554.41	563.05	554.05	568.42	625.63	595.51	615.61	619.11	3.50	0.57%	
Roll-Off Solid Waste	123.09	123.52	136.20	203.51	167.71	123.91	89.86	105.60	129.03	161.02	31.99	24.79%	
Commercial Recycling	724.44	836.21	920.04	988.37	993.00	808.77	542.80	601.01	700.96	671.67	(29.29)	-4.18%	
MFD Recycling	189.67	210.09	210.82	204.92	202.28	204.52	193.52	190.84	211.03	204.31	(6.72)	-3.18%	
Roll-Off Recycling	226.69	187.55	214.26	294.67	314.09	247.49	11.28	66.67	49.76	118.26	68.50	137.66%	
Commercial Organics	1,059.94	1,454.63	1,771.94	1,886.35	2,078.86	1,658.49	853.66	1,031.96	1,592.86	1,347.55	(245.31)	-15.40%	
MFD Organics	28.77	31.13	32.48	38.20	38.73	34.83	39.68	37.15	68.04	69.95	1.91	2.81%	
Roll-Off Organics	42.83	109.79	53.16	144.24	383.78	253.38	100.43	211.76	273.95	286.49	12.54	4.58%	
SUBTOTAL - Disposed Tons	3,027.01	3,088.35	3,170.87	3,210.75	3,184.13	2,829.09	2,570.76	2,642.11	2,805.95	2,860.36	54.41	1.94%	
SUBTOTAL - Diverted Tons	2,272.34	2,829.40	3,202.70	3,556.75	4,010.74	3,207.48	1,741.37	2,139.39	2,896.60	2,698.23	(198.37)	-6.85%	
Residential													
Residential Solid Waste	1,084.18	1,116.50	1,126.60	1,074.19	1,046.19	1,062.66	1,110.39	1,075.16	1,098.57	1,084.41	(14.16)	-1.29%	
Residential Curbside Recycling	892.45	899.91	906.80	881.83	844.48	817.16	861.30	786.96	785.60	768.12	(17.48)	-2.23%	
Residential Curbside Organics	1,834.62	1,999.13	2,032.33	1,863.64	2,026.18	1,849.69	2,040.72	1,786.30	2,266.30	2,284.65	18.35	0.81%	
SUBTOTAL - Disposed Tons	1,084.18	1,116.50	1,126.60	1,074.19	1,046.19	1,062.66	1,110.39	1,075.16	1,098.57	1,084.41	(14.16)	-1.29%	
SUBTOTAL - Diverted Tons	2,727.07	2,899.04	2,939.13	2,745.47	2,870.66	2,666.85	2,902.02	2,573.26	3,051.90	3,052.77	0.87	0.03%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	4,111.19	4,204.85	4,297.47	4,284.94	4,230.32	3,891.75	3,681.15	3,717.27	3,904.52	3,944.77			
TOTAL TONS DIVERTED	4,999.41	5,728.44	6,141.83	6,302.22	6,881.40	5,874.33	4,643.39	4,712.65	5,948.50	5,751.00			
COMMERCIAL DIVERSION RATE	42.88%	47.81%	50.25%	52.56%	55.74%	53.13%	40.38%	44.74%	50.79%	48.54%			
MFD DIVERSION RATE	28.35%	29.67%	30.50%	30.16%	30.31%	29.63%	27.15%	27.69%	31.19%	30.70%			
RESIDENTIAL DIVERSION RATE	71.55%	72.20%	72.29%	71.88%	73.29%	71.51%	72.33%	70.53%	73.53%	73.79%			
TOTAL DIVERSION RATE	54.87%	57.67%	58.83%	59.53%	61.93%	60.15%	55.78%	55.90%	60.37%	59.31%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	177.35	166.66	169.65	513.66	0.00	0.00	0.00	513.66
Commercial Recycling	75.90	67.95	68.53	212.38	0.00	0.00	0.00	212.38
Commercial Organics	42.54	42.02	41.25	125.81	0.00	0.00	0.00	125.81
Subtotal - Disposed	177.35	166.66	169.65	513.66	0.00	0.00	0.00	513.66
Subtotal - Diverted	118.44	109.97	109.78	338.19	0.00	0.00	0.00	338.19
Diversion Rate	40.04%	39.75%	39.29%	39.70%	0.00%	0.00%	0.00%	39.70%
MFD								
MFD Solid Waste	80.46	77.50	85.72	243.68	0.00	0.00	0.00	243.68
MFD Recycling	16.92	15.21	16.08	48.21	0.00	0.00	0.00	48.21
MFD Organics	3.62	3.16	3.18	9.96	0.00	0.00	0.00	9.96
Subtotal - Disposed	80.46	77.50	85.72	243.68	0.00	0.00	0.00	243.68
Subtotal - Diverted	20.54	18.37	19.26	58.17	0.00	0.00	0.00	58.17
Diversion Rate	20.34%	19.16%	18.35%	19.27%	0.00%	0.00%	0.00%	19.27%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	9.78	9.78	0.00	0.00	0.00	9.78
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	9.78	9.78	0.00	0.00	0.00	9.78
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	269.70	270.67	258.17	798.54	0.00	0.00	0.00	798.54
Residential Curbside Recycling	104.42	87.69	87.02	279.13	0.00	0.00	0.00	279.13
Residential Curbside Organics	202.46	171.43	179.14	553.03	0.00	0.00	0.00	553.03
Subtotal - Disposed	269.70	270.67	258.17	798.54	0.00	0.00	0.00	798.54
Subtotal - Diverted	306.88	259.12	266.16	832.16	0.00	0.00	0.00	832.16
Diversion Rate	53.22%	48.91%	50.76%	51.03%	0.00%	0.00%	0.00%	51.03%
Total Disposed	527.51	514.83	523.32	1,565.66	0.00	0.00	0.00	1,565.66
Total Diverted	445.86	387.46	395.20	1,228.52	0.00	0.00	0.00	1,228.52
Total Diversion Rate	45.81%	42.94%	43.03%	43.97%	0.00%	0.00%	0.00%	43.97%
Single-Family Measured Diversion Rate	53.22%	48.91%	50.76%	51.03%	0.00%	0.00%	0.00%	51.03%
Commercial Measured Diversion Rate	35.03%	34.45%	32.74%	34.07%	0.00%	0.00%	0.00%	34.07%
MFD Measured Diversion Rate	20.34%	19.16%	18.35%	19.27%	0.00%	0.00%	0.00%	19.27%
Overall Measured Diversion Rate	45.81%	42.94%	43.03%	43.97%	0.00%	0.00%	0.00%	43.97%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
North Fair Oaks													
Commercial¹ and MFD													
Commercial Solid Waste	509.19	530.68	533.53	499.10	517.88	482.32	403.70	434.88	483.42	513.66	30.24	6.26%	
MFD Solid Waste	245.53	249.16	247.17	226.58	235.51	219.99	218.81	221.77	239.90	243.68	3.78	1.58%	
Roll-Off Solid Waste	0.00	0.00	0.00	2.47	3.01	2.87	0.51	5.05	6.27	9.78	3.51	55.98%	
Commercial Recycling	148.20	174.07	197.49	191.30	215.40	173.91	193.39	202.97	213.78	212.38	(1.40)	-0.65%	
MFD Recycling	31.41	37.30	39.80	39.22	43.56	36.09	42.83	41.57	45.99	48.21	2.22	4.83%	
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	123.65	125.35	110.19	98.53	96.17	113.26	76.43	99.01	116.20	125.81	9.61	8.27%	
MFD Organics	0.61	1.92	4.14	3.61	4.16	5.02	4.75	6.26	9.02	9.96	0.94	10.42%	
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	754.72	779.84	780.70	728.15	756.40	705.18	623.02	661.70	729.59	767.12	37.53	5.14%	
SUBTOTAL - Diverted Tons	303.87	338.64	351.62	332.66	359.29	328.28	317.40	349.81	384.99	396.36	11.37	2.95%	
Residential													
Residential Solid Waste	692.92	760.19	752.50	737.90	733.43	712.61	794.55	741.99	753.65	798.54	44.89	5.96%	
Residential Curbside Recycling	279.57	298.98	308.34	291.58	310.73	282.28	326.19	290.39	309.22	279.13	(30.09)	-9.73%	
Residential Curbside Organics	496.68	524.85	515.40	473.41	488.28	507.51	512.35	495.77	560.31	553.03	(7.28)	-1.30%	
SUBTOTAL - Disposed Tons	692.92	760.19	752.50	737.90	733.43	712.61	794.55	741.99	753.65	798.54	44.89	5.96%	
SUBTOTAL - Diverted Tons	776.25	823.83	823.74	764.99	799.01	789.79	838.54	786.16	869.53	832.16	(37.37)	-4.30%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	1,447.64	1,540.03	1,533.20	1,466.05	1,489.83	1,417.79	1,417.57	1,403.69	1,483.24	1,565.66			
TOTAL TONS DIVERTED	1,080.12	1,162.47	1,175.36	1,097.65	1,158.30	1,118.07	1,155.94	1,135.97	1,254.52	1,228.52			
COMMERCIAL DIVERSION RATE	28.71%	30.28%	31.05%	31.36%	32.20%	31.77%	33.75%	34.58%	34.54%	34.07%			
MFD DIVERSION RATE	11.54%	13.60%	15.09%	15.90%	16.85%	15.74%	17.86%	17.74%	18.65%	19.27%			
RESIDENTIAL DIVERSION RATE	52.84%	52.01%	52.26%	50.90%	52.14%	52.57%	51.35%	51.45%	53.57%	51.03%			
TOTAL DIVERSION RATE	42.73%	43.01%	43.39%	42.82%	43.74%	44.09%	44.92%	44.73%	45.82%	43.97%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,311.53	1,244.63	1,215.66	3,771.82	0.00	0.00	0.00	3,771.82
Commercial Recycling	414.57	413.82	393.68	1,222.07	0.00	0.00	0.00	1,222.07
Commercial Organics	315.30	357.34	347.41	1,020.05	0.00	0.00	0.00	1,020.05
Subtotal - Disposed	1,311.53	1,244.63	1,215.66	3,771.82	0.00	0.00	0.00	3,771.82
Subtotal - Diverted	729.87	771.16	741.09	2,242.12	0.00	0.00	0.00	2,242.12
Diversion Rate	35.75%	38.26%	37.87%	37.28%	0.00%	0.00%	0.00%	37.28%
MFD								
MFD Solid Waste	675.77	617.86	623.11	1,916.74	0.00	0.00	0.00	1,916.74
MFD Recycling	181.53	176.78	162.04	520.35	0.00	0.00	0.00	520.35
MFD Organics	31.93	28.36	28.35	88.64	0.00	0.00	0.00	88.64
Subtotal - Disposed	675.77	617.86	623.11	1,916.74	0.00	0.00	0.00	1,916.74
Subtotal - Diverted	213.46	205.14	190.39	608.99	0.00	0.00	0.00	608.99
Diversion Rate	24.01%	24.93%	23.40%	24.11%	0.00%	0.00%	0.00%	24.11%
Roll-Off								
Roll-Off Solid Waste	362.57	251.43	277.91	891.91	0.00	0.00	0.00	891.91
Roll-Off Recycling	22.79	27.18	34.01	83.98	0.00	0.00	0.00	83.98
Roll-Off Organics	27.84	48.24	49.02	125.10	0.00	0.00	0.00	125.10
Subtotal - Disposed	362.57	251.43	277.91	891.91	0.00	0.00	0.00	891.91
Subtotal - Diverted	50.63	75.42	83.03	209.08	0.00	0.00	0.00	209.08
Diversion Rate	12.25%	23.07%	23.00%	18.99%	0.00%	0.00%	0.00%	18.99%
Residential								
Residential Solid Waste	863.59	887.93	797.78	2,549.30	0.00	0.00	0.00	2,549.30
Residential Curbside Recycling	614.72	535.21	518.39	1,668.32	0.00	0.00	0.00	1,668.32
Residential Curbside Organics	1,157.61	1,053.81	971.66	3,183.08	0.00	0.00	0.00	3,183.08
Subtotal - Disposed	863.59	887.93	797.78	2,549.30	0.00	0.00	0.00	2,549.30
Subtotal - Diverted	1,772.33	1,589.02	1,490.05	4,851.40	0.00	0.00	0.00	4,851.40
Diversion Rate	67.24%	64.15%	65.13%	65.55%	0.00%	0.00%	0.00%	65.55%
Total Disposed	3,213.46	3,001.85	2,914.46	9,129.77	0.00	0.00	0.00	9,129.77
Total Diverted	2,766.29	2,640.74	2,504.56	7,911.59	0.00	0.00	0.00	7,911.59
Total Diversion Rate	46.26%	46.80%	46.22%	46.43%	0.00%	0.00%	0.00%	46.43%
Single-Family Measured Diversion Rate	67.24%	64.15%	65.13%	65.55%	0.00%	0.00%	0.00%	65.55%
Commercial Measured Diversion Rate	29.73%	33.22%	32.40%	31.74%	0.00%	0.00%	0.00%	31.74%
MFD Measured Diversion Rate	24.01%	24.93%	23.40%	24.11%	0.00%	0.00%	0.00%	24.11%
Overall Measured Diversion Rate	46.26%	46.80%	46.22%	46.43%	0.00%	0.00%	0.00%	46.43%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
Redwood City													
Commercial¹ and MFD													
Commercial Solid Waste	4,004.53	4,202.21	4,305.50	4,101.45	4,015.35	3,719.89	3,320.19	3,386.80	3,726.74	3,771.82	45.08	1.21%	
MFD Solid Waste	1,733.64	1,910.42	1,950.00	1,822.59	1,833.95	1,694.69	1,801.36	1,796.16	1,934.51	1,916.74	(17.77)	-0.92%	
Roll-Off Solid Waste	986.75	959.63	952.53	949.63	904.78	799.90	590.14	691.70	763.52	891.91	128.39	16.82%	
Commercial Recycling	1,031.21	1,255.96	1,366.64	1,310.35	1,357.04	1,160.44	1,057.84	1,111.94	1,223.05	1,222.07	(0.98)	-0.08%	
MFD Recycling	321.00	413.84	460.18	456.35	478.17	429.63	504.89	476.94	535.44	520.35	(15.09)	-2.82%	
Roll-Off Recycling	95.11	86.64	102.87	98.39	102.17	88.44	49.73	74.02	92.04	83.98	(8.06)	-8.76%	
Commercial Organics	1,012.29	1,203.89	1,124.76	1,016.42	1,035.18	1,001.76	659.03	788.52	1,186.96	1,020.05	(166.91)	-14.06%	
MFD Organics	25.74	28.68	37.83	35.73	28.63	29.38	35.65	40.62	83.54	88.64	5.10	6.10%	
Roll-Off Organics	154.88	162.83	201.31	213.81	206.54	208.97	157.46	168.24	176.70	125.10	(51.60)	-29.20%	
SUBTOTAL - Disposed Tons	6,724.92	7,072.26	7,208.03	6,873.67	6,754.08	6,214.48	5,711.69	5,874.66	6,424.77	6,580.47	155.70	2.42%	
SUBTOTAL - Diverted Tons	2,640.23	3,151.84	3,293.59	3,131.05	3,207.73	2,918.62	2,464.60	2,660.28	3,297.73	3,060.19	(237.54)	-7.20%	
Residential													
Residential Solid Waste	2,459.46	2,545.94	2,589.68	2,509.10	2,493.83	2,500.30	2,608.77	2,450.62	2,625.92	2,549.30	(76.62)	-2.92%	
Residential Curbside Recycling	1,867.51	1,922.81	1,975.93	1,906.65	1,858.29	1,787.83	1,868.31	1,752.81	1,785.83	1,668.32	(117.51)	-6.58%	
Residential Curbside Organics	3,040.84	3,100.41	3,109.91	2,847.77	2,952.40	2,845.55	2,866.03	2,865.32	3,213.93	3,183.08	(30.85)	-0.96%	
SUBTOTAL - Disposed Tons	2,459.46	2,545.94	2,589.68	2,509.10	2,493.83	2,500.30	2,608.77	2,450.62	2,625.92	2,549.30	(76.62)	-2.92%	
SUBTOTAL - Diverted Tons	4,908.35	5,023.22	5,085.84	4,754.42	4,810.69	4,633.38	4,734.34	4,618.13	4,999.76	4,851.40	(148.36)	-2.97%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	9,184.38	9,618.20	9,797.71	9,382.77	9,247.91	8,714.78	8,320.46	8,325.28	9,050.69	9,129.77			
TOTAL TONS DIVERTED	7,548.58	8,175.06	8,379.43	7,885.47	8,018.42	7,552.00	7,198.94	7,278.41	8,297.49	7,911.59			
COMMERCIAL DIVERSION RATE	28.19%	30.83%	31.36%	31.30%	32.20%	31.96%	30.14%	31.17%	33.92%	31.74%			
MFD DIVERSION RATE	16.67%	18.81%	20.34%	21.26%	21.65%	21.31%	23.08%	22.37%	24.24%	24.11%			
RESIDENTIAL DIVERSION RATE	66.62%	66.36%	66.26%	65.46%	65.86%	64.95%	64.47%	65.33%	65.56%	65.55%			
TOTAL DIVERSION RATE	45.11%	45.94%	46.10%	45.66%	46.44%	46.43%	46.39%	46.65%	47.83%	46.43%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS								
Commercial								
Commercial Solid Waste	534.57	472.15	470.37	1,477.09	0.00	0.00	0.00	1,477.09
Commercial Recycling	203.93	190.05	184.47	578.45	0.00	0.00	0.00	578.45
Commercial Organics	131.96	124.25	128.32	384.53	0.00	0.00	0.00	384.53
Subtotal - Disposed	534.57	472.15	470.37	1,477.09	0.00	0.00	0.00	1,477.09
Subtotal - Diverted	335.89	314.30	312.79	962.98	0.00	0.00	0.00	962.98
Diversion Rate	38.59%	39.96%	39.94%	39.47%	0.00%	0.00%	0.00%	39.47%
MFD								
MFD Solid Waste	133.29	119.84	115.25	368.38	0.00	0.00	0.00	368.38
MFD Recycling	42.17	34.66	32.43	109.26	0.00	0.00	0.00	109.26
MFD Organics	18.27	17.83	17.18	53.28	0.00	0.00	0.00	53.28
Subtotal - Disposed	133.29	119.84	115.25	368.38	0.00	0.00	0.00	368.38
Subtotal - Diverted	60.44	52.49	49.61	162.54	0.00	0.00	0.00	162.54
Diversion Rate	31.20%	30.46%	30.09%	30.61%	0.00%	0.00%	0.00%	30.61%
Roll-Off								
Roll-Off Solid Waste	35.64	57.84	63.85	157.33	0.00	0.00	0.00	157.33
Roll-Off Recycling	15.69	16.61	15.39	47.69	0.00	0.00	0.00	47.69
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	35.64	57.84	63.85	157.33	0.00	0.00	0.00	157.33
Subtotal - Diverted	15.69	16.61	15.39	47.69	0.00	0.00	0.00	47.69
Diversion Rate	30.57%	22.31%	19.42%	23.26%	0.00%	0.00%	0.00%	23.26%
Residential								
Residential Solid Waste	351.27	374.47	355.72	1,081.46	0.00	0.00	0.00	1,081.46
Residential Curbside Recycling	271.76	270.22	249.78	791.76	0.00	0.00	0.00	791.76
Residential Curbside Organics	575.66	524.16	514.33	1,614.15	0.00	0.00	0.00	1,614.15
Subtotal - Disposed	351.27	374.47	355.72	1,081.46	0.00	0.00	0.00	1,081.46
Subtotal - Diverted	847.42	794.38	764.11	2,405.91	0.00	0.00	0.00	2,405.91
Diversion Rate	70.70%	67.96%	68.23%	68.99%	0.00%	0.00%	0.00%	68.99%
Total Disposed	1,054.77	1,024.30	1,005.19	3,084.26	0.00	0.00	0.00	3,084.26
Total Diverted	1,259.44	1,177.78	1,141.90	3,579.12	0.00	0.00	0.00	3,579.12
Total Diversion Rate	54.42%	53.48%	53.18%	53.71%	0.00%	0.00%	0.00%	53.71%
Single-Family Measured Diversion Rate	70.70%	67.96%	68.23%	68.99%	0.00%	0.00%	0.00%	68.99%
Commercial Measured Diversion Rate	36.94%	37.11%	36.78%	36.94%	0.00%	0.00%	0.00%	36.94%
MFD Measured Diversion Rate	31.20%	30.46%	30.09%	30.61%	0.00%	0.00%	0.00%	30.61%
Overall Measured Diversion Rate	54.42%	53.48%	53.18%	53.71%	0.00%	0.00%	0.00%	53.71%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
San Carlos													
Commercial¹ and MFD													
Commercial Solid Waste	1,572.09	1,535.16	1,617.22	1,448.33	1,504.61	1,377.79	1,407.99	1,486.68	1,774.19	1,477.09	(297.10)	-16.75%	
MFD Solid Waste	379.82	395.31	432.19	411.57	413.78	386.02	403.47	366.65	404.85	368.38	(36.47)	-9.01%	
Roll-Off Solid Waste	212.49	232.26	209.34	181.31	175.79	150.30	153.80	166.99	146.36	157.33	10.97	7.50%	
Commercial Recycling	492.14	558.99	546.93	523.56	604.12	589.62	533.64	586.05	620.30	578.45	(41.85)	-6.75%	
MFD Recycling	115.57	124.11	128.37	122.43	122.97	129.76	126.53	120.41	125.35	109.26	(16.09)	-12.84%	
Roll-Off Recycling	55.18	29.89	58.91	49.79	50.81	54.45	35.34	19.56	26.35	47.69	21.34	80.99%	
Commercial Organics	281.92	366.84	448.22	446.91	447.77	404.69	310.61	325.24	403.99	384.53	(19.46)	-4.82%	
MFD Organics	29.23	30.30	27.63	28.04	31.67	29.06	25.72	30.18	44.93	53.28	8.35	18.58%	
Roll-Off Organics	0.00	0.00	0.00	0.00	3.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	2,164.40	2,162.73	2,258.75	2,041.21	2,094.18	1,914.11	1,965.26	2,020.32	2,325.40	2,002.80	(322.60)	-13.87%	
SUBTOTAL - Diverted Tons	974.04	1,110.13	1,210.06	1,170.73	1,260.74	1,207.58	1,031.84	1,081.44	1,220.92	1,173.21	(47.71)	-3.91%	
Residential													
Residential Solid Waste	1,057.20	1,088.69	1,130.25	1,085.73	1,107.07	1,084.58	1,032.44	956.32	1,042.79	1,081.46	38.67	3.71%	
Residential Curbside Recycling	943.76	973.76	975.00	889.53	910.12	894.98	945.24	840.44	863.65	791.76	(71.89)	-8.32%	
Residential Curbside Organics	1,471.37	1,476.05	1,546.19	1,356.64	1,451.20	1,373.59	1,484.84	1,394.54	1,669.70	1,614.15	(55.55)	-3.33%	
SUBTOTAL - Disposed Tons	1,057.20	1,088.69	1,130.25	1,085.73	1,107.07	1,084.58	1,032.44	956.32	1,042.79	1,081.46	38.67	3.71%	
SUBTOTAL - Diverted Tons	2,415.13	2,449.81	2,521.19	2,246.17	2,361.32	2,268.57	2,430.08	2,234.98	2,533.35	2,405.91	(127.44)	-5.03%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	3,221.60	3,251.42	3,389.00	3,126.94	3,201.25	2,998.69	2,997.70	2,976.64	3,368.19	3,084.26			
TOTAL TONS DIVERTED	3,389.17	3,559.94	3,731.25	3,416.90	3,622.06	3,476.15	3,461.92	3,316.42	3,754.27	3,579.12			
COMMERCIAL DIVERSION RATE	31.04%	33.92%	34.88%	36.45%	37.58%	38.68%	34.43%	34.87%	34.43%	36.94%			
MFD DIVERSION RATE	27.60%	28.09%	26.52%	26.77%	27.21%	29.15%	27.40%	29.11%	29.61%	30.61%			
RESIDENTIAL DIVERSION RATE	69.55%	69.23%	69.05%	67.41%	68.08%	67.65%	70.18%	70.03%	70.84%	68.99%			
TOTAL DIVERSION RATE	51.27%	52.26%	52.40%	52.22%	53.08%	53.69%	53.59%	52.70%	52.71%	53.71%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO								
Commercial								
Commercial Solid Waste	1,070.77	1,025.71	1,006.17	3,102.65	0.00	0.00	0.00	3,102.65
Commercial Recycling	518.64	390.13	391.92	1,300.69	0.00	0.00	0.00	1,300.69
Commercial Organics	356.15	343.20	342.51	1,041.86	0.00	0.00	0.00	1,041.86
Subtotal - Disposed	1,070.77	1,025.71	1,006.17	3,102.65	0.00	0.00	0.00	3,102.65
Subtotal - Diverted	874.79	733.33	734.43	2,342.55	0.00	0.00	0.00	2,342.55
Diversion Rate	44.96%	41.69%	42.19%	43.02%	0.00%	0.00%	0.00%	43.02%
MFD								
MFD Solid Waste	908.10	839.54	857.38	2,605.02	0.00	0.00	0.00	2,605.02
MFD Recycling	321.34	279.47	274.78	875.59	0.00	0.00	0.00	875.59
MFD Organics	75.05	65.41	62.38	202.84	0.00	0.00	0.00	202.84
Subtotal - Disposed	908.10	839.54	857.38	2,605.02	0.00	0.00	0.00	2,605.02
Subtotal - Diverted	396.39	344.88	337.16	1,078.43	0.00	0.00	0.00	1,078.43
Diversion Rate	30.39%	29.12%	28.23%	29.28%	0.00%	0.00%	0.00%	29.28%
Roll-Off								
Roll-Off Solid Waste	250.34	263.52	273.66	787.52	0.00	0.00	0.00	787.52
Roll-Off Recycling	66.90	65.38	51.29	183.57	0.00	0.00	0.00	183.57
Roll-Off Organics	49.81	62.15	53.23	165.19	0.00	0.00	0.00	165.19
Subtotal - Disposed	250.34	263.52	273.66	787.52	0.00	0.00	0.00	787.52
Subtotal - Diverted	116.71	127.53	104.52	348.76	0.00	0.00	0.00	348.76
Diversion Rate	31.80%	32.61%	27.64%	30.69%	0.00%	0.00%	0.00%	30.69%
Residential								
Residential Solid Waste	1,021.04	1,056.71	1,059.28	3,137.03	0.00	0.00	0.00	3,137.03
Residential Curbside Recycling	697.15	646.21	603.69	1,947.05	0.00	0.00	0.00	1,947.05
Residential Curbside Organics	1,322.06	1,309.26	1,281.39	3,912.71	0.00	0.00	0.00	3,912.71
Subtotal - Disposed	1,021.04	1,056.71	1,059.28	3,137.03	0.00	0.00	0.00	3,137.03
Subtotal - Diverted	2,019.21	1,955.47	1,885.08	5,859.76	0.00	0.00	0.00	5,859.76
Diversion Rate	66.42%	64.92%	64.02%	65.13%	0.00%	0.00%	0.00%	65.13%
Total Disposed	3,250.25	3,185.48	3,196.49	9,632.22	0.00	0.00	0.00	9,632.22
Total Diverted	3,407.10	3,161.21	3,061.19	9,629.50	0.00	0.00	0.00	9,629.50
Total Diversion Rate	51.18%	49.81%	48.92%	49.99%	0.00%	0.00%	0.00%	49.99%
Single-Family Measured Diversion Rate	66.42%	64.92%	64.02%	65.13%	0.00%	0.00%	0.00%	65.13%
Commercial Measured Diversion Rate	38.37%	36.16%	35.50%	36.72%	0.00%	0.00%	0.00%	36.72%
MFD Measured Diversion Rate	30.39%	29.12%	28.23%	29.28%	0.00%	0.00%	0.00%	29.28%
Overall Measured Diversion Rate	51.18%	49.81%	48.92%	49.99%	0.00%	0.00%	0.00%	49.99%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
San Mateo													
Commercial¹ and MFD													
Commercial Solid Waste	3,544.71	3,745.43	3,687.19	3,616.46	3,614.14	3,156.24	2,734.51	2,823.34	3,208.84	3,102.65	(106.19)	-3.31%	
MFD Solid Waste	2,670.97	2,674.76	2,670.68	2,583.09	2,680.79	2,563.64	2,596.60	2,608.82	2,773.94	2,605.02	(168.92)	-6.09%	
Roll-Off Solid Waste	974.88	1,102.64	944.47	858.85	967.33	1,005.56	836.11	894.08	911.19	787.52	(123.67)	-13.57%	
Commercial Recycling	1,159.95	1,467.66	1,421.43	1,337.76	1,309.83	1,247.06	1,053.87	1,165.72	1,487.29	1,300.69	(186.60)	-12.55%	
MFD Recycling	667.51	734.53	777.39	761.79	743.35	757.12	779.27	804.46	916.65	875.59	(41.06)	-4.48%	
Roll-Off Recycling	88.01	103.14	91.49	88.06	100.48	122.78	114.95	163.52	174.12	183.57	9.45	5.43%	
Commercial Organics	834.95	899.82	1,049.07	1,018.26	924.92	868.65	562.82	723.11	1,163.08	1,041.86	(121.22)	-10.42%	
MFD Organics	71.16	79.21	63.23	77.84	68.34	64.74	59.02	91.50	169.83	202.84	33.01	19.44%	
Roll-Off Organics	0.00	0.00	129.34	111.59	99.12	118.82	90.57	123.26	150.71	165.19	14.48	9.61%	
SUBTOTAL - Disposed Tons	7,190.56	7,522.83	7,302.34	7,058.40	7,262.26	6,725.44	6,167.22	6,326.24	6,893.97	6,495.19	(398.78)	-5.78%	
SUBTOTAL - Diverted Tons	2,821.58	3,284.36	3,531.95	3,395.30	3,246.04	3,179.17	2,660.50	3,071.57	4,061.68	3,769.74	(291.94)	-7.19%	
Residential													
Residential Solid Waste	3,072.72	3,174.25	3,248.97	3,136.39	3,163.68	3,143.91	3,274.51	3,110.38	3,221.26	3,137.03	(84.23)	-2.61%	
Residential Curbside Recycling	2,068.98	2,218.82	2,289.17	2,190.42	2,070.96	2,086.41	2,134.47	1,918.53	1,996.75	1,947.05	(49.70)	-2.49%	
Residential Curbside Organics	3,404.00	3,471.66	3,546.74	3,244.66	3,261.82	3,205.55	3,589.60	3,442.12	3,750.07	3,912.71	162.64	4.34%	
SUBTOTAL - Disposed Tons	3,072.72	3,174.25	3,248.97	3,136.39	3,163.68	3,143.91	3,274.51	3,110.38	3,221.26	3,137.03	(84.23)	-2.61%	
SUBTOTAL - Diverted Tons	5,472.98	5,690.48	5,835.91	5,435.08	5,332.78	5,291.96	5,724.07	5,360.65	5,746.82	5,859.76	112.94	1.97%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	10,263.28	10,697.08	10,551.31	10,194.79	10,425.94	9,869.35	9,441.73	9,436.62	10,115.23	9,632.22			
TOTAL TONS DIVERTED	8,294.56	8,974.84	9,367.86	8,830.38	8,578.82	8,471.13	8,384.57	8,432.22	9,808.50	9,629.50			
COMMERCIAL DIVERSION RATE	28.18%	30.39%	32.60%	32.48%	30.89%	32.10%	30.14%	32.68%	37.07%	36.72%			
MFD DIVERSION RATE	21.66%	23.33%	23.94%	24.53%	23.24%	24.28%	24.41%	25.56%	28.14%	29.28%			
RESIDENTIAL DIVERSION RATE	64.04%	64.19%	64.24%	63.41%	62.76%	62.73%	63.61%	63.28%	64.08%	65.13%			
TOTAL DIVERSION RATE	44.70%	45.62%	47.03%	46.41%	45.14%	46.19%	47.03%	47.19%	49.23%	49.99%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
COUNTY FRANCHISED AREA								
Commercial								
Commercial Solid Waste	58.00	56.05	57.35	171.40	0.00	0.00	0.00	171.40
Commercial Recycling	26.99	22.83	24.62	74.44	0.00	0.00	0.00	74.44
Commercial Organics	14.29	13.30	14.76	42.35	0.00	0.00	0.00	42.35
Subtotal - Disposed	58.00	56.05	57.35	171.40	0.00	0.00	0.00	171.40
Subtotal - Diverted	41.28	36.13	39.38	116.79	0.00	0.00	0.00	116.79
Diversion Rate	41.58%	39.20%	40.71%	40.53%	0.00%	0.00%	0.00%	40.53%
MFD								
MFD Solid Waste	36.66	35.92	38.45	111.03	0.00	0.00	0.00	111.03
MFD Recycling	5.84	5.05	5.09	15.98	0.00	0.00	0.00	15.98
MFD Organics	0.31	0.29	0.28	0.88	0.00	0.00	0.00	0.88
Subtotal - Disposed	36.66	35.92	38.45	111.03	0.00	0.00	0.00	111.03
Subtotal - Diverted	6.15	5.34	5.37	16.86	0.00	0.00	0.00	16.86
Diversion Rate	14.37%	12.94%	12.25%	13.18%	0.00%	0.00%	0.00%	13.18%
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	246.25	258.25	222.34	726.84	0.00	0.00	0.00	726.84
Residential Curbside Recycling	179.12	155.94	151.75	486.81	0.00	0.00	0.00	486.81
Residential Curbside Organics	401.27	381.79	341.45	1,124.51	0.00	0.00	0.00	1,124.51
Subtotal - Disposed	246.25	258.25	222.34	726.84	0.00	0.00	0.00	726.84
Subtotal - Diverted	580.39	537.73	493.20	1,611.32	0.00	0.00	0.00	1,611.32
Diversion Rate	70.21%	67.56%	68.93%	68.91%	0.00%	0.00%	0.00%	68.91%
Total Disposed	340.91	350.22	318.14	1,009.27	0.00	0.00	0.00	1,009.27
Total Diverted	627.82	579.20	537.95	1,744.97	0.00	0.00	0.00	1,744.97
Total Diversion Rate	64.81%	62.32%	62.84%	63.36%	0.00%	0.00%	0.00%	63.36%
Single-Family Measured Diversion Rate	70.21%	67.56%	68.93%	68.91%	0.00%	0.00%	0.00%	68.91%
Commercial Measured Diversion Rate	33.38%	31.08%	31.84%	32.12%	0.00%	0.00%	0.00%	32.12%
MFD Measured Diversion Rate	14.37%	12.94%	12.25%	13.18%	0.00%	0.00%	0.00%	13.18%
Overall Measured Diversion Rate	64.81%	62.32%	62.84%	63.36%	0.00%	0.00%	0.00%	63.36%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
County Franchised Area													
Commercial¹ and MFD													
Commercial Solid Waste	202.20	208.74	237.02	218.45	208.32	175.84	162.50	166.06	183.44	171.40	(12.04)	-6.56%	
MFD Solid Waste	103.87	112.46	112.81	101.57	110.34	96.82	98.11	92.00	108.52	111.03	2.51	2.31%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	3.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Recycling	68.65	83.19	94.95	89.61	91.10	79.32	77.39	74.58	78.44	74.44	(4.00)	-5.10%	
MFD Recycling	13.09	15.00	15.52	15.77	19.07	16.77	17.17	14.62	16.41	15.98	(0.43)	-2.62%	
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	82.20	85.75	58.52	58.11	52.25	37.30	28.25	26.85	43.55	42.35	(1.20)	-2.76%	
MFD Organics	0.95	0.97	0.84	0.77	0.33	0.29	0.29	0.36	0.69	0.88	0.19	27.54%	
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	306.07	321.20	349.83	320.02	322.17	272.66	260.61	258.06	291.96	282.43	(9.53)	-3.26%	
SUBTOTAL - Diverted Tons	164.89	184.91	169.83	164.26	162.75	133.68	123.10	116.41	139.09	133.65	(5.44)	-3.91%	
Residential													
Residential Solid Waste	650.43	680.69	688.48	662.98	659.25	659.36	715.42	682.31	697.08	726.84	29.76	4.27%	
Residential Curbside Recycling	590.66	599.46	612.92	582.32	570.05	556.60	593.24	514.28	530.85	486.81	(44.04)	-8.30%	
Residential Curbside Organics	1,019.39	1,019.79	1,080.28	966.20	986.96	955.96	1,002.95	961.51	1,135.82	1,124.51	(11.31)	-1.00%	
SUBTOTAL - Disposed Tons	650.43	680.69	688.48	662.98	659.25	659.36	715.42	682.31	697.08	726.84	29.76	4.27%	
SUBTOTAL - Diverted Tons	1,610.05	1,619.25	1,693.20	1,548.52	1,557.01	1,512.56	1,596.19	1,475.79	1,666.67	1,611.32	(55.35)	-3.32%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	956.50	1,001.89	1,038.31	983.00	981.42	932.02	976.03	940.37	989.04	1,009.27			
TOTAL TONS DIVERTED	1,774.94	1,804.16	1,863.03	1,712.78	1,719.76	1,646.24	1,719.29	1,592.20	1,805.76	1,744.97			
COMMERCIAL DIVERSION RATE	35.01%	36.54%	32.68%	33.92%	33.56%	32.90%	32.08%	31.09%	32.27%	32.12%			
MFD DIVERSION RATE	11.91%	12.43%	12.67%	14.00%	14.95%	14.98%	15.11%	14.00%	13.61%	13.18%			
RESIDENTIAL DIVERSION RATE	71.23%	70.40%	71.09%	70.02%	70.25%	69.64%	69.05%	68.38%	70.51%	68.91%			
TOTAL DIVERSION RATE	64.98%	64.30%	64.21%	63.54%	63.67%	63.85%	63.79%	62.87%	64.61%	63.36%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY								
Commercial								
Commercial Solid Waste	29.19	25.93	27.74	82.86	0.00	0.00	0.00	82.86
Commercial Recycling	13.52	13.63	14.01	41.16	0.00	0.00	0.00	41.16
Commercial Organics	15.67	15.63	15.74	47.04	0.00	0.00	0.00	47.04
Subtotal - Disposed	29.19	25.93	27.74	82.86	0.00	0.00	0.00	82.86
Subtotal - Diverted	29.19	29.26	29.75	88.20	0.00	0.00	0.00	88.20
Diversion Rate	50.00%	53.02%	51.75%	51.56%	0.00%	0.00%	0.00%	51.56%
MFD								
MFD Solid Waste	2.51	2.17	2.20	6.88	0.00	0.00	0.00	6.88
MFD Recycling	0.68	0.68	0.56	1.92	0.00	0.00	0.00	1.92
MFD Organics	0.21	0.17	0.16	0.54	0.00	0.00	0.00	0.54
Subtotal - Disposed	2.51	2.17	2.20	6.88	0.00	0.00	0.00	6.88
Subtotal - Diverted	0.89	0.85	0.72	2.46	0.00	0.00	0.00	2.46
Diversion Rate	26.18%	28.15%	24.66%	26.34%	0.00%	0.00%	0.00%	26.34%
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	132.30	149.95	93.72	375.97	0.00	0.00	0.00	375.97
Residential Curbside Recycling	77.15	74.83	62.16	214.14	0.00	0.00	0.00	214.14
Residential Curbside Organics	257.83	219.31	178.44	655.58	0.00	0.00	0.00	655.58
Subtotal - Disposed	132.30	149.95	93.72	375.97	0.00	0.00	0.00	375.97
Subtotal - Diverted	334.98	294.14	240.60	869.72	0.00	0.00	0.00	869.72
Diversion Rate	71.69%	66.23%	71.97%	69.82%	0.00%	0.00%	0.00%	69.82%
Total Disposed	164.00	178.05	123.66	465.71	0.00	0.00	0.00	465.71
Total Diverted	365.06	324.25	271.07	960.38	0.00	0.00	0.00	960.38
Total Diversion Rate	69.00%	64.55%	68.67%	67.34%	0.00%	0.00%	0.00%	67.34%
Single-Family Measured Diversion Rate	71.69%	66.23%	71.97%	69.82%	0.00%	0.00%	0.00%	69.82%
Commercial Measured Diversion Rate	48.69%	51.73%	50.44%	50.25%	0.00%	0.00%	0.00%	50.25%
MFD Measured Diversion Rate	26.18%	28.15%	24.66%	26.34%	0.00%	0.00%	0.00%	26.34%
Overall Measured Diversion Rate	69.00%	64.55%	68.67%	67.34%	0.00%	0.00%	0.00%	67.34%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>	
West Bay Sanitary													
Commercial¹ and MFD													
Commercial Solid Waste	100.36	100.64	86.64	87.66	85.18	77.73	90.78	94.92	88.20	82.86	(5.34)	-6.05%	
MFD Solid Waste	6.84	6.99	7.53	5.77	5.75	4.43	5.16	6.22	7.06	6.88	(0.18)	-2.55%	
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	38.24	41.86	49.01	48.20	43.67	37.40	33.70	36.42	45.47	41.16	(4.31)	-9.48%	
MFD Recycling	3.38	3.29	3.43	2.54	2.50	1.61	1.60	1.55	2.10	1.92	(0.18)	-8.57%	
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	37.78	38.61	48.79	43.39	42.52	37.48	34.12	37.99	42.13	47.04	4.91	11.65%	
MFD Organics	0.41	0.42	1.25	1.06	0.43	0.30	0.78	0.31	0.41	0.54	0.13	31.71%	
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	107.20	107.63	94.17	93.43	90.93	82.16	95.94	101.14	95.26	89.74	(5.52)	-5.79%	
SUBTOTAL - Diverted Tons	79.81	84.18	102.48	95.19	89.12	76.79	70.20	76.27	90.11	90.66	0.55	0.61%	
Residential													
Residential Solid Waste	276.69	279.03	279.83	282.14	296.06	304.84	322.42	306.36	333.05	375.97	42.92	12.89%	
Residential Curbside Recycling	262.49	277.68	279.10	262.89	256.30	244.16	257.04	247.13	228.14	214.14	(14.00)	-6.14%	
Residential Curbside Organics	579.07	601.22	635.59	589.69	607.89	546.45	541.09	527.74	647.91	655.58	7.67	1.18%	
SUBTOTAL - Disposed Tons	276.69	279.03	279.83	282.14	296.06	304.84	322.42	306.36	333.05	375.97	42.92	12.89%	
SUBTOTAL - Diverted Tons	841.56	878.90	914.69	852.58	864.19	790.61	798.13	774.87	876.05	869.72	(6.33)	-0.72%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	383.89	386.66	374.00	375.57	386.99	387.00	418.36	407.50	428.31	465.71			
TOTAL TONS DIVERTED	921.37	963.08	1,017.17	947.77	953.31	867.40	868.33	851.14	966.16	960.38			
COMMERCIAL DIVERSION RATE	42.68%	43.89%	52.11%	50.47%	49.50%	48.31%	42.25%	42.99%	48.61%	50.25%			
MFD DIVERSION RATE	35.65%	34.67%	38.33%	38.42%	33.76%	30.13%	31.56%	23.02%	26.23%	26.34%			
RESIDENTIAL DIVERSION RATE	75.26%	75.90%	76.57%	75.14%	74.48%	72.17%	71.23%	71.67%	72.45%	69.82%			
TOTAL DIVERSION RATE	70.59%	71.35%	73.12%	71.62%	71.13%	69.15%	67.49%	67.62%	69.29%	67.34%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

2024

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	5,080.45	4,761.19	4,741.73	14,583.37	0.00	0.00	0.00	14,583.37
Commercial Recycling	2,036.78	1,833.84	1,824.47	5,695.09	0.00	0.00	0.00	5,695.09
Commercial Organics	1,971.59	1,906.52	1,868.23	5,746.34	0.00	0.00	0.00	5,746.34
Subtotal - Disposed	5,080.45	4,761.19	4,741.73	14,583.37	0.00	0.00	0.00	14,583.37
Subtotal - Diverted	4,008.37	3,740.36	3,692.70	11,441.43	0.00	0.00	0.00	11,441.43
Diversion Rate	44.10%	44.00%	43.78%	43.96%	0.00%	0.00%	0.00%	43.96%
MFD								
MFD Solid Waste	3,048.13	2,847.69	2,872.46	8,768.28	0.00	0.00	0.00	8,768.28
MFD Recycling	968.61	876.62	826.54	2,671.77	0.00	0.00	0.00	2,671.77
MFD Organics	228.29	210.33	201.90	640.52	0.00	0.00	0.00	640.52
Subtotal - Disposed	3,048.13	2,847.69	2,872.46	8,768.28	0.00	0.00	0.00	8,768.28
Subtotal - Diverted	1,196.90	1,086.95	1,028.44	3,312.29	0.00	0.00	0.00	3,312.29
Diversion Rate	28.20%	27.63%	26.36%	27.42%	0.00%	0.00%	0.00%	27.42%
Roll-Off								
Roll-Off Solid Waste	1,058.46	953.06	1,059.83	3,071.35	0.00	0.00	0.00	3,071.35
Roll-Off Recycling	162.66	180.65	169.78	513.09	0.00	0.00	0.00	513.09
Roll-Off Organics	206.28	237.74	243.65	687.67	0.00	0.00	0.00	687.67
Subtotal - Disposed	1,058.46	953.06	1,059.83	3,071.35	0.00	0.00	0.00	3,071.35
Subtotal - Diverted	368.94	418.39	413.43	1,200.76	0.00	0.00	0.00	1,200.76
Diversion Rate	25.85%	30.51%	28.06%	28.11%	0.00%	0.00%	0.00%	28.11%
Residential								
Residential Solid Waste	4,904.62	5,017.37	4,669.33	14,591.32	0.00	0.00	0.00	14,591.32
Residential Curbside Recycling	3,131.50	2,848.79	2,674.30	8,654.59	0.00	0.00	0.00	8,654.59
Residential Curbside Organics	6,854.16	6,366.88	5,991.45	19,212.49	0.00	0.00	0.00	19,212.49
Subtotal - Disposed	4,904.62	5,017.37	4,669.33	14,591.32	0.00	0.00	0.00	14,591.32
Subtotal - Diverted	9,985.66	9,215.67	8,665.75	27,867.08	0.00	0.00	0.00	27,867.08
Diversion Rate	67.06%	64.75%	64.98%	65.63%	0.00%	0.00%	0.00%	65.63%
Total Disposed	14,091.66	13,579.31	13,343.35	41,014.32	0.00	0.00	0.00	41,014.32
Total Diverted	15,559.87	14,461.37	13,800.32	43,821.56	0.00	0.00	0.00	43,821.56
Total Diversion Rate	52.48%	51.57%	50.84%	51.65%	0.00%	0.00%	0.00%	51.65%
Single-Family Measured Diversion Rate	67.06%	64.75%	64.98%	65.63%	0.00%	0.00%	0.00%	65.63%
Commercial Measured Diversion Rate	37.76%	37.99%	37.18%	37.65%	0.00%	0.00%	0.00%	37.65%
MFD Measured Diversion Rate	28.20%	27.63%	26.36%	27.42%	0.00%	0.00%	0.00%	27.42%
Overall Measured Diversion Rate	52.48%	51.57%	50.84%	51.65%	0.00%	0.00%	0.00%	51.65%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2024

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	2023 - 2024	2023 - 2024
	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>2024 Tons</u>	Tons Incr/(Decr)	% Change	
TOTAL SBWMA													
Commercial¹ and MFD													
Commercial Solid Waste	16,070.06	16,742.51	17,059.00	16,243.25	16,381.98	14,752.43	13,039.61	13,622.81	15,113.49	14,583.37	(530.12)	-3.51%	
MFD Solid Waste	8,333.01	8,628.62	8,709.30	8,267.22	8,432.07	8,073.25	8,524.28	8,484.31	9,094.01	8,768.28	(325.73)	-3.58%	
Roll-Off Solid Waste	4,724.43	5,156.04	4,990.55	5,152.79	5,258.41	4,157.98	2,598.68	2,877.89	3,079.87	3,071.35	(8.52)	-0.28%	
Commercial Recycling	5,334.33	6,351.81	6,412.51	6,250.90	6,523.93	5,815.90	5,028.72	5,283.65	6,223.77	5,695.09	(528.68)	-8.49%	
MFD Recycling	2,019.19	2,293.77	2,436.96	2,378.32	2,372.20	2,313.39	2,433.22	2,417.30	2,711.27	2,671.77	(39.50)	-1.46%	
Roll-Off Recycling	511.04	461.41	521.99	689.64	718.32	695.32	266.75	400.83	401.27	513.09	111.82	27.87%	
Commercial Organics	5,288.67	6,078.95	6,687.55	6,614.00	6,861.59	5,959.04	3,641.95	4,402.11	6,750.24	5,746.34	(1,003.90)	-14.87%	
MFD Organics	216.62	236.71	254.09	272.36	267.71	252.89	250.31	339.27	562.73	640.52	77.79	13.82%	
Roll-Off Organics	341.98	512.32	643.08	713.09	814.02	687.68	463.94	586.48	725.08	687.67	(37.41)	-5.16%	
SUBTOTAL - Disposed Tons	29,127.50	30,527.17	30,758.85	29,663.26	30,072.46	26,983.66	24,162.57	24,985.01	27,287.37	26,423.00	(864.37)	-3.17%	
SUBTOTAL - Diverted Tons	13,711.83	15,934.97	16,956.18	16,918.31	17,557.77	15,724.22	12,084.89	13,429.64	17,374.36	15,954.48	(1,419.88)	-8.17%	
Residential													
Residential Solid Waste	14,376.69	14,890.62	15,229.25	14,596.40	14,653.28	14,719.92	14,937.20	14,070.33	14,626.86	14,591.32	(35.54)	-0.24%	
Residential Curbside Recycling	10,102.81	10,598.46	10,751.72	10,289.27	9,967.38	9,825.06	9,953.56	9,074.90	9,279.01	8,654.59	(624.42)	-6.73%	
Residential Curbside Organics	18,537.04	19,119.56	19,592.90	17,953.95	18,648.31	17,830.15	17,401.50	16,512.39	18,994.48	19,212.49	218.01	1.15%	
SUBTOTAL - Disposed Tons	14,376.69	14,890.62	15,229.25	14,596.40	14,653.28	14,719.92	14,937.20	14,070.33	14,626.86	14,591.32	(35.54)	-0.24%	
SUBTOTAL - Diverted Tons	28,639.85	29,718.02	30,344.62	28,243.22	28,615.69	27,655.21	27,355.06	25,587.29	28,273.49	27,867.08	(406.41)	-1.44%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	43,504.19	45,417.79	45,988.10	44,259.66	44,725.74	41,703.58	39,099.77	39,055.34	41,914.23	41,014.32			
TOTAL TONS DIVERTED	42,351.68	45,652.99	47,300.80	45,161.53	46,173.46	43,379.43	39,439.95	39,016.93	45,647.85	43,821.56			
COMMERCIAL DIVERSION RATE	32.01%	34.30%	35.54%	36.32%	36.86%	36.82%	33.34%	34.96%	38.90%	37.65%			
MFD DIVERSION RATE	21.15%	22.68%	23.60%	24.28%	23.84%	24.12%	23.94%	24.52%	26.47%	27.42%			
RESIDENTIAL DIVERSION RATE	66.58%	66.62%	66.58%	65.93%	66.13%	65.26%	64.68%	64.52%	65.91%	65.63%			
TOTAL DIVERSION RATE	49.33%	50.13%	50.70%	50.50%	50.80%	50.98%	50.22%	49.98%	52.13%	51.65%			

¹ Includes Agency facilities tonnage

NOTE: The Town of Atherton was a member of the SBWMA prior to year 2021. The Town's tonnage is included in the total SBWMA tonnage for years prior to year 2021.

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2024

	Single-Family and Commercial Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family and Commercial Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Belmont	296	258	176	730	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Burlingame	315	289	165	769	0	1	0	1	0	0	0	0	0	1	0	1	0	2	0	2	0	1	1	2
East Palo Alto	223	130	55	408	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
Foster City	173	105	98	376	1	0	0	1	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0
Hillsborough	147	212	69	428	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	325	212	186	723	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
North Fair Oaks	100	69	80	249	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	3
Redwood City	947	625	383	1955	1	1	0	2	0	0	0	0	0	0	0	0	1	1	1	3	0	0	0	0
San Carlos	664	490	326	1480	1	1	0	2	0	0	0	0	0	0	1	1	0	1	0	1	0	1	1	2
San Mateo	748	576	422	1746	0	0	1	1	0	0	0	0	0	0	0	0	2	1	0	3	4	3	0	7
County Franchised Area	94	104	99	297	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1
West Bay	62	52	44	158	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	4,094	3,122	2,103	9,319	3	6	1	10	0	0	0	0	0	1	1	2	5	6	1	12	6	7	6	19

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Belmont	42	157	148	347	15	11	18	44	1	0	0	1	139	159	182	480	80	54	223	357
Burlingame	52	191	155	398	29	17	26	72	0	0	0	0	166	214	164	544	84	262	88	434
East Palo Alto	32	103	126	261	1	3	3	7	0	0	0	0	80	51	84	215	12	14	14	40
Foster City	47	154	126	327	5	5	6	16	0	0	0	0	117	104	135	356	84	58	254	396
Hillsborough	22	72	74	168	12	8	3	23	0	0	0	0	64	88	61	213	35	19	85	139
Menlo Park	52	196	136	384	20	9	20	49	0	0	0	0	149	173	157	479	152	96	86	334
North Fair Oaks	15	67	44	126	12	8	6	26	0	0	0	0	46	55	53	154	8	18	16	42
Redwood City	124	447	382	953	37	12	31	80	0	0	0	0	350	340	348	1038	26	16	12	54
San Carlos	76	212	181	469	14	14	16	44	0	0	1	1	365	293	421	1079	68	139	69	276
San Mateo	164	495	479	1138	36	28	23	87	0	0	1	1	456	355	483	1294	328	177	190	695
County Franchised Area	22	112	108	242	5	2	2	9	0	0	0	0	75	78	105	258	56	23	138	217
West Bay	17	59	36	112	1	2	1	4	0	0	0	0	31	44	38	113	30	17	15	62
Totals	665	2,265	1,995	4,925	187	119	155	461	1	0	2	3	2,038	1,954	2,231	6,223	963	893	1,190	3,046

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2024

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
January	16,898	13,489	3,409	20.17%	207.21	49.99%	196
February	15,326	14,484	842	5.49%	71.98	67.98%	194
March	13,986	13,006	980	7.01%	87.45	60.27%	175
Quarter 1	46,210	40,979	5,231	11.32%	121.40	59.61%	565

Note: Beginning July 2023, the quality assurance calls made is the number of customers responding to the automated telephone survey.

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2024

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Belmont	0	0	0	0	0	9	5	14	0	82	0	82
Burlingame	0	0	0	0	0	6	33	39	0	48	0	48
East Palo Alto	0	0	0	0	0	1	2	3	0	0	0	0
Foster City	0	0	0	0	0	0	0	0	1	50	0	51
Hillsborough	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	0	0	0	0	0	0	15	15	0	50	1	51
North Fair Oaks	0	0	0	0	0	0	2	2	0	0	0	0
Redwood City	0	0	0	0	0	2	5	7	51	118	3	172
San Carlos	0	0	0	0	0	13	10	23	22	0	15	37
San Mateo	0	0	0	0	0	7	18	25	0	150	54	204
County Franchised Area	0	0	0	0	0	1	1	2	0	0	0	0
West Bay	0	0	0	0	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	39	91	130	74	498	73	645

2024 LIQUIDATED DAMAGES

**COLLECTION
QUALITY**

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

	January									February			March			Q1			Annual Index Change CPI-U		
	Net of			LD			Net of			LD			Net of			5.465%					
	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	LD Amount	2024 LD Amount	Monthly Allowance	LD per Occurrence			
Belmont	1	0	0	-	0	0	-	0	0	1	0	-	-	-	-	-	2	\$ 168			
Burlingame	1	0	0	2	0	0	-	0	0	3	0	-	-	-	-	-	2	\$ 168			
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	-	-	-	1	\$ 168			
Foster City	1	0	0	1	0	0	2	0	0	4	0	-	-	-	-	-	2	\$ 168			
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	-	-	-	1	\$ 168			
Menlo Park	-	0	0	1	0	0	-	0	0	1	0	-	-	-	-	-	3	\$ 168			
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	-	-	-	1	\$ 168			
Redwood City	1	0	0	4	0	0	1	0	0	6	0	-	-	-	-	-	5	\$ 168			
San Carlos	1	0	0	1	0	0	1	0	0	3	0	-	-	-	-	-	3	\$ 168			
San Mateo	2	0	0	1	0	0	-	0	0	3	0	-	-	-	-	-	6	\$ 168			
County Franchised Area	1	0	0	-	0	0	-	0	0	1	0	-	-	-	-	-	2	\$ 168			
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	-	-	-	1	\$ 168			
	8	0	0	10	0	0	4	0	0	22	0	-	-	-	-	-	29				

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

	January			February			March			Q1			2024			Monthly		
	Net of			LD			Net of			LD			LD Amount			Allowance		
	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	LD Amount	LD Amount	Allowance	LD per Occurrence			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	-	4	\$ 112		
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	-	4	\$ 112		
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	-	3	\$ 112		
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	-	4	\$ 112		
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	-	2	\$ 112		
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	-	5	\$ 112		
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	-	2	\$ 112		
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	-	12	\$ 112		
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	-	5	\$ 112		
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	-	14	\$ 112		
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	-	3	\$ 112		
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	-	1	\$ 112		
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	59			

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

	January			February			March			Q1			2024			Monthly		
	Net of			LD			Net of			LD			LD Amount			Allowance		
	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	LD Amount	LD Amount	Allowance	LD per Occurrence			
Belmont	-	0	0	2	0	0	-	0	0	2	0	-	-	-	36	\$ 56		
Burlingame	-	0	0	2	0	0	1	0	0	3	0	-	-	-	35	\$ 56		
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	-	22	\$ 56		
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	-	36	\$ 56		
Hillsborough	-	0	0	1	0	0	-	0	0	1	0	-	-	-	19	\$ 56		
Menlo Park	3	0	0	4	0	0	1	0	0	8	0	-	-	-	42	\$ 56		
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	-	14	\$ 56		
Redwood City	3	0	0	3	0	0	5	0	0	11	0	-	-	-	92	\$ 56		
San Carlos	-	0	0	3	0	0	2	0	0	5	0	-	-	-	45	\$ 56		
San Mateo	8	0	0	9	0	0	18	0	0	35	0	-	-	-	108	\$ 56		
County Franchised Area	1	0	0	1	0	0	-	0	0	2	0	-	-	-	27	\$ 56		
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	-	12	\$ 56		
	16	0	0	26	0	0	27	0	0	69	0	-	-	-	488			

2024 LIQUIDATED DAMAGES

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

	January			February			March			Q1			2024	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 28
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	January			February			March			Q1			2024	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 56
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 56
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 56
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 56
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 56
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 56
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 56
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	12	\$ 56
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 56
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 56
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 56
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 56
	-	-	0	-	-	0	-	-	0	0	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	January			February			March			Q1			2024	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Burlingame	-	-	0	1	1	280	-	-	0	1	1	280	280	0	\$ 280
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
San Carlos	-	-	0	-	-	0	1	1	280	1	1	280	280	0	\$ 280
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
	-	-	0	1	1	280	1	1	280	2	2	560	560	-	

2024 LIQUIDATED DAMAGES

7.A, 7.B, Complaints regarding spills of discarded materials and failure to clean up those spills
8.02.1

	January			February			March			Q1			2024 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			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	9	\$ 56
Burlingame	-	0	0	1	0	0	1	0	0	2	0	-	-	8	\$ 56
East Palo Alto	-	0	0	2	0	0	-	0	0	2	0	-	-	5	\$ 56
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	9	\$ 56
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 56
Menlo Park	-	0	0	-	0	0	2	0	0	2	0	-	-	10	\$ 56
North Fair Oaks	1	0	0	-	0	0	2	0	0	3	0	-	-	3	\$ 56
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	22	\$ 56
San Carlos	-	0	0	1	0	0	1	0	0	2	0	-	-	11	\$ 56
San Mateo	4	0	0	3	0	0	-	0	0	7	0	-	-	26	\$ 56
County Franchised Area	1	0	0	-	0	0	-	0	0	1	0	-	-	6	\$ 56
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 56
	6	0	0	7	0	0	6	0	0	19	0	-	-	117	

8. Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.1

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 560
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

9. Scheduling of bulky item collections beyond 10 business days
5.05.H

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

2024 LIQUIDATED DAMAGES

10. **Collection of abandoned waste beyond one business day after notice**
5.09.A

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
East Palo Alto	-	-	0	5	5	560	-	-	0	5	5	560	560	0	\$ 112
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
	-	-	0	5	5	560	-	-	0	5	5	560	560	-	

CUSTOMER SERVICE QUALITY

1. **Resolution or remedy of complaints or inquiries beyond 10 business days of receipt of the complaint or inquiry**
7.02.D

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Burlingame	-	-	0	3	3	336	1	1	112	4	4	448	448	0	\$ 112
East Palo Alto	-	-	0	5	5	560	1	1	112	6	6	672	672	0	\$ 112
Foster City	-	-	0	-	-	0	1	1	112	1	1	112	112	0	\$ 112
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Menlo Park	-	-	0	10	10	1,120	17	17	1,904	27	27	3,025	3,025	0	\$ 112
North Fair Oaks	-	-	0	1	1	112	5	5	560	6	6	672	672	0	\$ 112
Redwood City	-	-	0	9	9	1,008	10	10	1,120	19	19	2,128	2,128	0	\$ 112
San Carlos	-	-	0	4	4	448	4	4	448	8	8	896	896	0	\$ 112
San Mateo	-	-	0	2	2	224	12	12	1,344	14	14	1,568	1,568	0	\$ 112
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
West Bay	-	-	0	7	7	784	-	-	0	7	7	784	784	0	\$ 112
	-	-	0	41	41	4,593	51	51	5,713	92	92	10,306	10,306	-	

2024 LIQUIDATED DAMAGES

REPORTING

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

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

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

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

3. Late submittal of billing review report

7.01.E

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

2024 LIQUIDATED DAMAGES

OTHER

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

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	-

Disposal of organic materials without written approval
8.02.D

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
	-	-	0	-	-	0	-	-	-	0	0	-	-	-	-

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

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 196
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	-

2024 LIQUIDATED DAMAGES

2. **Solid waste or organic materials not delivered to the designated transfer and processing facility**
6.01

	January			February			March			Q1			2024 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			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 112
Total Liquidated Damages			0			0			0	0	0		11,426	11,426	

Quarterly Single-Family and Commercial Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2024

Annual Index Change CPI-U 5.465% \$56

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$51 per Event			
	Jan	Feb	Mar			Jan	Feb	Mar	Total
Belmont	0	1	0	N/A	0	\$0	(\$56)	\$0	(\$56)
Burlingame	0	1	0	N/A	0	\$0	(\$56)	\$0	(\$56)
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	1	0	0	N/A	0	(\$56)	\$0	\$0	(\$56)
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	0	1	0	N/A	0	\$0	(\$56)	\$0	(\$56)
North Fair Oaks	0	1	0	N/A	0	\$0	(\$56)	\$0	(\$56)
Redwood City	1	1	0	N/A	0	(\$56)	(\$56)	\$0	(\$112)
San Carlos	1	1	0	N/A	0	(\$56)	(\$56)	\$0	(\$112)
San Mateo	0	0	1	N/A	0	\$0	\$0	(\$56)	(\$56)
San Mateo County	0	0	0	N/A	0	\$0	\$0	\$0	\$0
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	3	6	1			(\$168)	(\$336)	(\$56)	(\$560)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2024

Aggregate SBWMA		Annual Index Change CPI-U		5.465%		\$560	\$560	
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	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Quarterly Net Amount	

Quarter 1
Month

January	200	15	30	0	170	\$0	(\$95,143)	(\$95,143)
February	66	15	30	0	36	\$0	(\$20,382)	(\$20,382)
March	81	15	30	0	51	\$0	(\$28,576)	(\$28,576)
Totals						\$0	(\$144,101)	(\$144,101)
		Year 2023						
	Agency	Solid Waste Tons						
	Atherton					\$0	\$0	\$0
	Belmont		7,420			\$0	(\$6,547)	(\$6,547)
	Burlingame		16,817			\$0	(\$14,839)	(\$14,839)
	East Palo Alto		11,947			\$0	(\$10,542)	(\$10,542)
	Foster City		10,396			\$0	(\$9,173)	(\$9,173)
	Hillsborough		2,707			\$0	(\$2,389)	(\$2,389)
	Menlo Park		15,340			\$0	(\$13,536)	(\$13,536)
	North Fair Oaks		5,849			\$0	(\$5,161)	(\$5,161)
	Redwood City		35,162			\$0	(\$31,027)	(\$31,027)
	San Carlos		12,629			\$0	(\$11,144)	(\$11,144)
	San Mateo		39,520			\$0	(\$34,873)	(\$34,873)
	County Franchised Area		3,893			\$0	(\$3,435)	(\$3,435)
	West Bay		1,625			\$0	(\$1,434)	(\$1,434)
	Total Tons		163,303			\$0	(\$144,101)	(\$144,101)

Recology San Mateo County

Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2024

Aggregate SBWMA			Annual Index Change CPI-U		5.465%	\$6
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

Quarter 1
Month

January	5,398			N/A	N/A	\$0
February	2,878			N/A	N/A	\$0
March	3,372			N/A	N/A	\$0
Quarterly Totals	11,648	46,210	2,311		9,338	(\$52,292)
Year 2023 Tons of Solid Waste Collected						
	Agency					
	Atherton		0		N/A	\$0
	Belmont		7,420		N/A	(\$2,376)
	Burlingame		16,817		N/A	(\$5,385)
	East Palo Alto		11,947		N/A	(\$3,826)
	Foster City		10,396		N/A	(\$3,329)
	Hillsborough		2,707		N/A	(\$867)
	Menlo Park		15,340		N/A	(\$4,912)
	North Fair Oaks		5,849		N/A	(\$1,873)
	Redwood City		35,162		N/A	(\$11,259)
	San Carlos		12,629		N/A	(\$4,044)
	San Mateo		39,520		N/A	(\$12,655)
	San Mateo County		3,893		N/A	(\$1,247)
	West Bay		1,625		N/A	(\$520)
	Total Tons		163,303		N/A	(\$52,292)



2024 QUARTER 1 2024-2026

RECYCLING TECHNICAL ASSISTANCE PLAN STATUS REPORT
JANUARY - MARCH

R
Recology™
San Mateo County
WASTE ZERO



Recology™
San Mateo County
WASTE ZERO

Introduction

The Public Education and Recycling Technical Assistance Plan Status Report follows the three-year (2024-2026) Public Education and Recycling Plan (Plan) as specified in section 7.03B of the Amended and Restated Franchise Agreement between Recology San Mateo County (Recology) and each of the South Bayside Waste Management Authority (also known as RethinkWaste) Member Agencies. This Report showcases Recology San Mateo County Waste Zero Specialists (Recology Waste Zero) that provide high quality customer service and technical assistance through target and resource distribution to Commercial and Multi-Family Dwelling (MFD) customers within the RethinkWaste service area. The Plan outlines the strategy and approach of Recology Waste Zero to support improved customer diversion rates and achieve full compliance and participation in State-mandated organics and recycling collection programs.

Recology Waste Zero supports the success of the recycle, compost, and solid waste programs through comprehensive education and outreach. Recology Waste Zero assists Member Agencies in meeting State diversion mandates, drive clean material diversion to the Shoreway Environmental Center by implementing new recycling and compost programs, and inspire lasting behavior change among customers. The following is a summary of the technical assistance activities Recology Waste Zero conducted for the commercial sector and beyond during **January – March 2024**.



Waste Zero Department

In the start of 2024, three additional positions began to support SB 1383 added scope of services. This included two additional Waste Zero Specialist positions for a team of eight and one Waste Zero Reporting Analysis.



Alex Rinear
Waste Zero Manager



Yvette Madera
Senior Waste Zero Specialist
San Mateo



Heather Rockwood
Waste Zero Specialist
Redwood City



Jennifer Hannan
Waste Zero Specialist
Foster City



Joanna Li
Waste Zero Specialist
Belmont, San Carlos



Ishajuwan Saunders
Waste Zero Specialist
Burlingame, Hillsborough



Zoe Bravo
Waste Zero Specialist
Menlo Park, West Bay Sanitary District



Hisis Alcantara
Waste Zero Specialist
East Palo Alto, North Fairs Oaks



Santa Hernandez
Waste Zero Specialist
County of San Mateo



Gabriela Navarro
Waste Zero Reporting Analyst

State Compliance: Senate Bill 1383 (SB 1383)

Recology Waste Zero continues to focus on supporting Member Agencies in meeting the requirements of progressive organics recovery legislation, California’s Short-Lived Climate Pollutant Reduction Strategy SB 1383 (expanded mandatory organics). Recology Waste Zero provides technical assistance to commercial businesses and multi-family dwellings in implementing organics programs, providing recommendations through waiver reviews, and conducting annual route reviews.

Recology maintains a [SB1383-specific website](#) that features an overview of acceptable materials in the compost program, tips for reducing waste, videos on the composting process, and additional tools to help educate customers on the environmental value of composting.

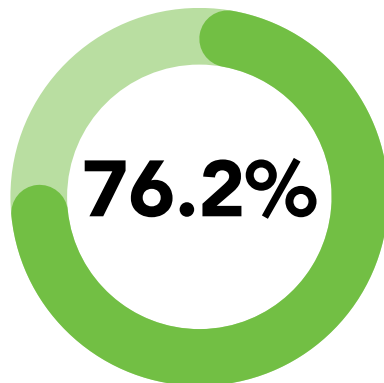
Organics Implementation

In Q1 2024, Recology Waste Zero brought **173** new organic accounts into SB 1383 compliance. Of those, **52** were commercial businesses and **121** were multi-family dwellings.

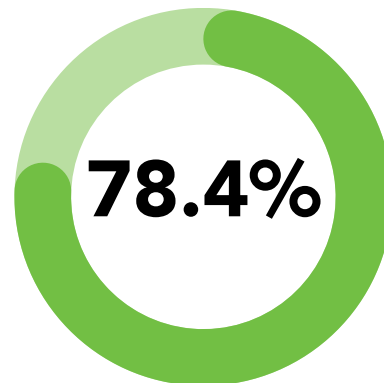
Recology tracks accounts that do not subscribe to organics and/or have alternate means of compliance to support reporting requirements and to identify noncompliant accounts within the service area.

Recology Waste Zero prioritizes accounts based upon: covered-generators with compost-rich materials, highest generators of weekly garbage volume, and/or accounts with low diversion rates. Recology Waste Zero continues to reach out to previously non-responsive customers who have yet to subscribe to an organics program. Recology Waste Zero utilizes a combination of outreach approaches including: phone calls, emails, site visits, audits, and SB 1383 noncompliance letters.

Table 1. RethinkWaste Service Area SB 1383 Participation Percentage



Commercial Business



Multi-Family Dwellings

Multi-Family Dwelling Organics Implementation

In Q1 2024, Recology Waste Zero brought **121** multi-family dwellings into SB 1383 compliance.

Working in the MFD sector includes repeated outreach attempts, from on-site inspections, phone calls, audits, and the delivery of outreach materials. Once organics implementation is in place, Recology Waste Zero provides technical assistance directly to the MFD sector through door-to-door outreach and public education to encourage resident participation.

Door-to-door outreach includes providing each unit with an SB 1383 doorhanger that introduces the organics program, details the legislation, provides information on proper sorting, and offers a free kitchen pail for interested residents. The doorhanger also includes a QR code where residents can view a video called "Learn How to Compost" showing steps on how to compost in their homes.

Recology Waste Zero hand delivered a total of **448** SB 1383 compost doorhangers and **1,017** kitchen pails in Q1 2024.

Homeowner Associations (HOA) within the Multi-Family Dwelling sector received targeted outreach, through phone calls, onsite meetings, and HOA Board presentations. In Q1, a total of **22** HOA complexes came into compliance, resulting in the distribution of **455** organics carts being delivered throughout the service area.



New Multi-Family Dwelling Organic Accounts



Organics Carts Delivered at HOAs



HOA Properties in Compliance



SB 1383 Waiver Reviews

SB 1383 legislation provides the opportunity for accounts that do not meet volume-specific thresholds or physical space limitations to apply for waivers, granting them exemption from organics implementations for five years upon approval. Recology Waste Zero supports the waiver review process by assessing each waiver application and providing recommendations to RethinkWaste as to whether the application should be approved or denied.

De minimis waiver requests reviews include a combination of utilizing current service level data, Classification Codes, on-site inspections, and account history to analyze potential organic materials generated onsite.

Space limitation waiver requests reviews include a combination of utilizing current service level data, onsite inspections, adjusting garbage and recycle services, and mapping technology to analyze if adequate space for a compost container is available.

Applicants denied SB 1383 waivers receive continued technical assistance by Recology Waste Zero to support SB 1383 compliance.

In Q1 2024, Recology Waste Zero reviewed over **200** SB 1383 waiver applications, resulting in 159 recommended approvals and 39 recommended denials.



Route Reviews

Recology Waste Zero will conduct SB 1383 route reviews beginning in Q2. Below is a summary of the anticipated process.

Recology's SB 1383 compliant contamination monitoring consists of auditing a select number of containers on every route, once per year in a manner consistent with SB 1383 regulations and that results in all routes being reviewed annually. If a route services multiple Member Agencies, it shall be counted as one (1) hauler route for each Member Agency. The route reviews consist of lifting the lid and conducting a surface visual inspection of the container's contents. Containers identified with contamination receive a cart tag to help educate on proper sorting. Recology Waste Zero utilizes a custom mobile application to conduct route reviews that links directly to Recology's routing and customer service system.

Technical Assistance: Resources Delivered, Meetings, Trainings, Presentations, Community and Tabling Events

Recology Waste Zero delivers educational presentations in classrooms, leads hands-on trainings for restaurant and janitorial staff, and facilitates discussions in office environments. These services might include recycling games, waste sorting demonstrations, and more formal presentations related to resource recovery and waste reduction.

Recology provides the following outreach tools and technical assistance approaches to new and existing customers:

MFD Toolkits	Community Tabling Events
Commercial Starter Kits	Waste Audits
Presentations & Trainings	Contamination Checks
On-site Meetings & Walk-throughs	Cost Analysis Proposal
Door to Door Outreach	Diversion Analysis Reporting

Recology hand-delivered a total of **2,518** resources to commercial businesses and multi-family dwelling residents during Q1 2024. This includes and is not limited to the delivery of Recycle Buddy Bags, Kitchen Pails, SB1383 Door Hangers, program signage, internal containers, and battery buckets. Further detail is outlined in "Table 2. Commercial and Multi-Family Dwelling Resources Delivered."

Additionally, Recology was delighted to participate in **17** trainings, presentations, community and tabling events, connecting with approximately **570** community members.

570



Community Members Educated

17



Trainings, Presentations, Community & Tabling Events

2,518



Total Resources Delivered

84



Onsite & Virtual Meetings

Table 2. Commercial and Multi-Family Dwelling Resources Delivered

Member Agency	Buddy Bags & Inserts	Kitchen Pails & Inserts	Battery Buckets	SB1383 Door Hangers	Program Signage	Internal Containers	Total Resources Delivered
Belmont	92	221	0	50	69	7	439
Burlingame	48	49	1	27	27	12	164
County of San Mateo	0	0	0	0	0	0	0
East Palo Alto	0	7	0	0	12	0	19
Foster City	96	72	0	1	7	2	178
San Mateo	260	158	4	58	35	14	529
Menlo Park	51	208	0	154	55	0	468
North Fair Oaks	0	0	0	0	0	0	0
Redwood City	140	244	1	126	18	12	541
San Carlos	65	58	1	32	22	2	180
Service Area Total	752	1,017	7	448	245	49	2,518

Table 3. Trainings, Presentations, Community and Tabling Events

Member Agency	Date	Location	Attendees	Outreach Provided
Burlingame	01/12/2024	Meta	Culinary, Janitorial, Management	Training
Burlingame	01/16/2024	Meta	Janitorial	Training
Burlingame	01/17/2024	Any Breakers Inc.	Office & Warehouse Staff	Presentation
Burlingame	01/17/2024	Any Breakers Inc.	Office & Warehouse Staff	Presentation
Redwood City	01/26/2024	Shappell Properties	Back of the house	Training
San Mateo	01/29/2024	The Burkard School	Teachers & Students	Presentation
San Mateo	01/31/2024	The Burkard School	Teachers & Students	Presentation
West Bay Sanitary District	02/13/2024	Woodland School	Teachers & Students	School Presentation
Redwood City	02/28/2024	Trimont Schools	Teachers & Students	School Presentation
East Palo Alto	02/29/2024	Light Tree Two LP	Tenants	Training
Redwood City	03/01/2024	Alix Partners	Staff	Presentation
San Mateo	03/01/2024	Park Place Holdco LLC	Janitorial	Presentation
Menlo Park	03/06/2024	Gatway Rising	Tenants & Property Management	Presentation
Burlingame	03/07/2024	Panda Express	Staff & Management	Training
San Mateo	03/21/2024	Cuban Kitchen	Employees & Owner	Training
West Bay Sanitary District	03/22/2024	Woodland School	Teachers & Students	School Presentation
San Carlos	03/23/2024	Oye LatinX Youth Conference.	Event Attendees	Community Event

Waste Zero All Star

Each quarter, we recognize accounts that Recology Waste Zero worked with to provide exceptional technical assistance and outreach to support increased diversion, SB 1383 compliance, and improved community partnerships.

The Q1 2024 Waste Zero All-Star highlights the efforts made at Woodland Park Properties. In September 2023, Recology Waste Zero began working closely with Woodland Park Properties, which oversees approximately 60 accounts in East Palo Alto. At this time, nearly half of their accounts remained noncompliant with SB 1383. In partnership with the City of East Palo Alto and Woodland Park Properties, Recology Waste Zero implemented organics collection to bring the rest of the properties into SB 1383 compliance. A total of **30** new organics programs were implemented.

These changes required multiple meetings and site visits to adjust service levels to adequately meet the needs of the properties. Extensive coordination between Woodland Park Properties and Recology resulted in the delivery of **38** organics containers.



Woodland Park Properties, East Palo Alto



All three waste streams at Woodland Park Properties

30



New Multi-Family Dwelling Organic Accounts at Woodland Park Properties

New Development Enclosures & Plan Review

Recology’s Operations and Waste Zero collaborate in coordinating consultations with developers, architects, and third-party trash management vendors to implement resource recovery management plans. All stakeholders review enclosure specifications and project blueprints to facilitate source reduction systems and recovery plans that result in higher quality materials collected.

Each proposed project is required to complete a detailed questionnaire from Recology, which is then utilized in determining appropriate service levels and effective container placement for customer access, as well as safe serviceability.

Supporting State mandated recycling efforts to improve diversion, Recology Waste Zero advocates for building designs that facilitate ease and accessibility of resource recovery receptacles, while minimizing collection frequencies for environmental quality improvement and operational efficiencies.

Table 4. Approved New Developments in Quarter 1 2024



Approved New Developments

Member Agency	Service Address
Menlo Park	2900 Sand Hill Rd
Redwood City	901 El Camino Real
Redwood City	1200 Marsh Rd
Redwood City	847 Woodside Rd
Redwood City	1401 Broadway
Redwood City	2201 Bay Rd
San Mateo	222 S Fremont St
San Mateo	328 Tilton Ave

Social Media Community Engagement

Recology Waste Zero utilizes various social media platforms such as Facebook, Instagram, YouTube, and X to communicate important service updates, promote best practices, and stay connected with community members throughout the RethinkWaste service area.

During Q1, Recology Waste Zero took a proactive approach to inform community members on how to properly prepare their holiday trees for collection. Informative posts were crafted detailing the correct methods for single-family homes and multi-family dwellings to ensure trees could be efficiently composted. This initiative promoted waste reduction and Recology's commitment to sustainability and environmental stewardship.



Single-family Homes



If you live in a single-family home, holiday trees will be collected on your regularly scheduled pick-up day. Place next to your compost cart.

Trees larger than 8ft need to be cut in half.

After January 31st, please cut the tree to fit inside your compost cart (lid must be closed) or contact us for a special pick-up.

Apartments + Condos



If you own or manage an apartment or condo, you must schedule tree collections on behalf of the entire complex.

Holiday trees can be collected in centrally located areas, on-site compost bins, or in a debris box for no additional charge between January 2nd - January 31st.