



**ANNUAL REPORT TO THE SBWMA
FOR YEAR 2023**

Submitted February 14, 2024



February 14, 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 Annual 2023 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,

John Zirelli

John Zirelli
General Manager
Recology San Mateo County

cc: John Mangini



RECOLOGY SAN MATEO COUNTY

ANNUAL REPORT TO THE SBWMA

For Year 2023

**Submitted
FEBRUARY 14, 2024**



ANNUAL 2023 REPORT

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ANNUAL 2023 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 – System tonnage allocations are updated on a quarterly basis for usual and customary service changes and for substantive route changes when they occur. 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.



ANNUAL 2023 REPORT SUMMARY

Quarterly	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2023 Year End
Commercial Tonnage Collected					
Solid Waste	18,193.36	17,455.29	17,133.99	17,328.92	70,111.56
Recyclables	6,625.04	5,946.51	5,871.15	6,055.37	24,498.07
Organics	7,475.32	6,376.06	6,221.78	6,444.10	26,517.26
Multi-Family Tonnage Collected					
Solid Waste	9,094.01	8,745.98	8,746.88	8,455.72	35,042.59
Recyclables	2,711.27	2,508.15	2,458.44	2,556.61	10,234.47
Organics	562.73	610.84	603.78	630.83	2,408.18
Residential Tonnage Collected					
Solid Waste	14,626.86	14,480.55	14,408.24	14,633.46	58,149.11
Recyclables	9,279.01	8,494.57	8,195.22	8,647.37	34,616.17
Organics	18,994.48	19,716.34	17,219.03	18,451.67	74,381.52
Diversion Rates					
Commercial	38.90%	37.08%	36.93%	37.83%	37.71%
Multi-Family	26.47%	26.29%	25.93%	27.38%	26.51%
Residential	65.91%	66.08%	63.82%	64.94%	65.21%
Overall	52.13%	51.76%	50.17%	51.42%	51.39%
Inquiries, Service Requests & Complaints					
Inquiries, Service Requests & Complaints	18,746	20,660	22,885	29,895	92,186
Calls Received	35,986	39,958	43,822	50,584	170,350
Avg. Hold Time	44.35	54.24	102.84	143.90	89.30
Assessments	4	0	1	2	7
Quality Assurance	659	650	625	576	2,510

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT					
Commercial					
Commercial Solid Waste	582.98	593.18	541.76	541.48	2,259.40
Commercial Recycling	234.15	202.58	196.33	206.29	839.35
Commercial Organics	235.31	198.63	180.70	169.13	783.77
Subtotal - Disposed	582.98	593.18	541.76	541.48	2,259.40
Subtotal - Diverted	469.46	401.21	377.03	375.42	1,623.12
Diversion Rate	44.61%	40.35%	41.04%	40.94%	41.81%
MFD					
MFD Solid Waste	490.02	477.56	478.16	456.46	1,902.20
MFD Recycling	169.80	163.97	163.94	180.29	678.00
MFD Organics	26.01	26.46	24.62	25.05	102.14
Subtotal - Disposed	490.02	477.56	478.16	456.46	1,902.20
Subtotal - Diverted	195.81	190.43	188.56	205.34	780.14
Diversion Rate	28.55%	28.51%	28.28%	31.03%	29.08%
Roll-Off					
Roll-Off Solid Waste	22.56	27.37	24.60	23.21	97.74
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	22.56	27.37	24.60	23.21	97.74
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	769.19	778.64	776.60	835.95	3,160.38
Residential Curbside Recycling	645.30	571.01	540.20	580.84	2,337.35
Residential Curbside Organics	1,140.66	1,233.70	1,071.24	1,079.41	4,525.01
Subtotal - Disposed	769.19	778.64	776.60	835.95	3,160.38
Subtotal - Diverted	1,785.96	1,804.71	1,611.44	1,660.25	6,862.36
Diversion Rate	69.90%	69.86%	67.48%	0.00%	68.47%
Total Disposed	1,864.75	1,876.75	1,821.12	1,857.10	7,419.72
Total Diverted	2,451.23	2,396.35	2,177.03	2,241.01	9,265.62
Total Diversion Rate	56.79%	56.08%	54.45%	54.68%	55.53%
Single-Family Measured Diversion Rate	69.90%	69.86%	67.48%	66.51%	68.47%
Commercial Measured Diversion Rate	37.78%	35.01%	35.13%	36.25%	36.07%
MFD Measured Diversion Rate	28.55%	28.51%	28.28%	31.03%	29.08%
Overall Measured Diversion Rate	56.79%	56.08%	54.45%	54.68%	55.53%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023	2022 - 2023
	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>Tons Incr/(Decr)</u>	<u>% Change</u>	
Belmont													
Commercial¹ and MFD													
Commercial Solid Waste	2,345.04	2,154.85	2,101.60	2,224.59	2,289.48	2,385.23	1,967.06	2,059.07	2,159.10	2,259.40	100.30	4.65%	
MFD Solid Waste	2,179.40	2,046.70	2,044.07	1,959.03	1,980.87	2,034.01	1,958.38	1,968.08	1,856.39	1,902.20	45.81	2.47%	
Roll-Off Solid Waste	498.21	482.93	470.10	421.26	304.14	133.72	103.85	102.67	102.35	97.74	(4.61)	-4.50%	
Commercial Recycling	755.46	855.81	890.23	933.71	962.79	989.53	823.81	913.15	825.82	839.35	13.53	1.64%	
MFD Recycling	530.82	577.26	587.37	593.73	617.19	568.61	600.82	607.88	641.72	678.00	36.28	5.65%	
Roll-Off Recycling	0.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	623.02	735.35	834.32	918.39	938.57	979.48	591.86	634.00	678.85	783.77	104.92	15.46%	
MFD Organics	64.76	70.53	80.05	73.85	73.45	92.54	49.45	55.89	82.97	102.14	19.17	23.10%	
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	5,022.65	4,684.48	4,615.77	4,604.88	4,574.49	4,552.96	4,029.29	4,129.82	4,117.84	4,259.34	141.50	3.44%	
SUBTOTAL - Diverted Tons	1,974.52	2,238.95	2,391.97	2,519.68	2,592.00	2,630.16	2,065.94	2,210.92	2,229.36	2,403.26	173.90	7.80%	
Residential													
Residential Solid Waste	3,262.51	3,313.48	3,336.13	3,340.01	3,238.73	3,290.92	3,569.29	3,311.66	3,052.14	3,160.38	108.24	3.55%	
Residential Curbside Recycling	2,848.96	2,812.16	2,886.75	2,802.03	2,712.44	2,550.17	2,851.50	2,635.13	2,414.35	2,337.35	(77.00)	-3.19%	
Residential Curbside Organics	3,899.39	3,815.90	4,005.68	4,357.32	4,071.13	4,323.80	4,617.61	4,329.90	4,194.95	4,525.01	330.06	7.87%	
SUBTOTAL - Disposed Tons	3,262.51	3,313.48	3,336.13	3,340.01	3,238.73	3,290.92	3,569.29	3,311.66	3,052.14	3,160.38	108.24	3.55%	
SUBTOTAL - Diverted Tons	6,748.35	6,628.06	6,892.43	7,159.35	6,783.57	6,873.97	7,469.11	6,965.03	6,609.30	6,862.36	253.06	3.83%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	8,285.16	7,997.96	7,951.90	7,944.89	7,813.22	7,843.88	7,598.58	7,441.48	7,169.98	7,419.72			
TOTAL TONS DIVERTED	8,722.87	8,867.01	9,284.40	9,679.03	9,375.57	9,504.13	9,535.05	9,175.95	8,838.66	9,265.62			
COMMERCIAL DIVERSION RATE	28.22%	32.34%	34.13%	35.37%	36.17%	36.62%	33.89%	34.87%	35.12%	36.07%			
MFD DIVERSION RATE	21.46%	24.04%	24.61%	25.42%	25.85%	24.53%	24.93%	25.22%	28.08%	29.08%			
RESIDENTIAL DIVERSION RATE	67.41%	66.67%	67.38%	68.19%	67.68%	67.62%	67.66%	67.78%	68.41%	68.47%			
TOTAL DIVERSION RATE	51.29%	52.58%	53.87%	54.92%	54.54%	54.79%	55.65%	55.22%	55.21%	55.53%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME					
Commercial					
Commercial Solid Waste	1,883.19	1,745.69	1,727.87	1,709.64	7,066.39
Commercial Recycling	1,046.86	996.92	897.04	987.08	3,927.90
Commercial Organics	1,299.10	973.73	793.42	907.16	3,973.41
Subtotal - Disposed	1,883.19	1,745.69	1,727.87	1,709.64	7,066.39
Subtotal - Diverted	2,345.96	1,970.65	1,690.46	1,894.24	7,901.31
Diversion Rate	55.47%	53.03%	49.45%	52.56%	52.79%
MFD					
MFD Solid Waste	786.10	770.90	766.41	772.47	3,095.88
MFD Recycling	271.58	254.76	237.65	257.93	1,021.92
MFD Organics	76.39	82.56	81.68	87.23	327.86
Subtotal - Disposed	786.10	770.90	766.41	772.47	3,095.88
Subtotal - Diverted	347.97	337.32	319.33	345.16	1,349.78
Diversion Rate	30.68%	30.44%	29.41%	30.88%	30.36%
Roll-Off					
Roll-Off Solid Waste	732.61	678.36	687.01	705.07	2,803.05
Roll-Off Recycling	36.27	36.93	48.81	69.21	191.22
Roll-Off Organics	41.64	45.08	64.61	65.75	217.08
Subtotal - Disposed	732.61	678.36	687.01	705.07	2,803.05
Subtotal - Diverted	77.91	82.01	113.42	134.96	408.30
Diversion Rate	9.61%	10.79%	14.17%	16.07%	12.71%
Residential					
Residential Solid Waste	969.56	949.79	929.19	1,002.89	3,851.43
Residential Curbside Recycling	686.73	635.62	623.55	644.43	2,590.33
Residential Curbside Organics	1,419.67	1,437.69	1,326.55	1,499.00	5,682.91
Subtotal - Disposed	969.56	949.79	929.19	1,002.89	3,851.43
Subtotal - Diverted	2,106.40	2,073.31	1,950.10	2,143.43	8,273.24
Diversion Rate	68.48%	68.58%	67.73%	0.00%	68.23%
Total Disposed	4,371.46	4,144.74	4,110.48	4,190.07	16,816.75
Total Diverted	4,878.24	4,463.29	4,073.31	4,517.79	17,932.63
Total Diversion Rate	52.74%	51.85%	49.77%	51.88%	51.61%
Single-Family Measured Diversion Rate	68.48%	68.58%	67.73%	68.12%	68.23%
Commercial Measured Diversion Rate	44.90%	42.79%	40.03%	42.69%	42.69%
MFD Measured Diversion Rate	30.68%	30.44%	29.41%	30.88%	30.36%
Overall Measured Diversion Rate	52.74%	51.85%	49.77%	51.88%	51.61%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023	2022 - 2023
	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>Tons Incr/(Decr)</u>	<u>% Change</u>	
Burlingame													
Commercial¹ and MFD													
Commercial Solid Waste	8,254.24	8,227.59	8,509.98	8,582.22	8,248.47	8,251.44	6,657.21	7,072.54	7,209.21	7,066.39	(142.82)	-1.98%	
MFD Solid Waste	2,917.26	2,885.41	3,013.48	3,083.73	2,889.75	2,833.83	2,753.39	2,789.86	2,909.35	3,095.88	186.53	6.41%	
Roll-Off Solid Waste	7,454.48	7,918.68	9,426.15	10,069.20	10,078.89	9,461.23	3,302.01	2,491.74	2,753.37	2,803.05	49.68	1.80%	
Commercial Recycling	3,832.64	3,867.82	3,938.28	3,576.15	3,645.37	3,799.41	3,237.15	3,574.20	3,858.10	3,927.90	69.80	1.81%	
MFD Recycling	930.43	952.75	959.74	995.89	1,018.55	995.97	958.73	1,007.90	989.25	1,021.92	32.67	3.30%	
Roll-Off Recycling	154.16	148.17	167.89	357.32	522.33	488.73	288.06	159.49	160.50	191.22	30.72	19.14%	
Commercial Organics	2,797.15	3,327.15	3,227.07	3,334.69	3,301.83	3,903.60	2,515.20	2,617.56	3,450.05	3,973.41	523.36	15.17%	
MFD Organics	51.78	57.95	70.67	78.69	95.95	122.84	112.38	169.43	267.02	327.86	60.84	22.78%	
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	217.08	217.08	0.00%	
SUBTOTAL - Disposed Tons	18,625.98	19,031.68	20,949.61	21,735.15	21,217.11	20,546.50	12,712.61	12,354.14	12,871.93	12,965.32	93.39	0.73%	
SUBTOTAL - Diverted Tons	7,766.16	8,353.84	8,363.65	8,342.74	8,584.03	9,310.55	7,111.52	7,528.58	8,724.92	9,659.39	934.47	10.71%	
Residential													
Residential Solid Waste	3,688.84	3,723.13	3,776.03	3,843.93	3,772.59	3,799.46	4,254.56	4,027.89	3,807.12	3,851.43	44.31	1.16%	
Residential Curbside Recycling	3,003.18	3,007.76	3,037.84	3,053.95	3,098.44	2,791.94	3,055.75	2,881.02	2,726.72	2,590.33	(136.39)	-5.00%	
Residential Curbside Organics	4,994.50	4,718.96	4,984.28	5,217.80	5,197.37	5,537.74	5,571.00	5,322.51	5,301.42	5,682.91	381.49	7.20%	
SUBTOTAL - Disposed Tons	3,688.84	3,723.13	3,776.03	3,843.93	3,772.59	3,799.46	4,254.56	4,027.89	3,807.12	3,851.43	44.31	1.16%	
SUBTOTAL - Diverted Tons	7,997.68	7,726.72	8,022.12	8,271.75	8,295.81	8,329.68	8,626.75	8,203.53	8,028.14	8,273.24	245.10	3.05%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	22,314.82	22,754.81	24,725.64	25,579.08	24,989.70	24,345.96	16,967.17	16,382.03	16,679.05	16,816.75			
TOTAL TONS DIVERTED	15,763.84	16,080.56	16,385.77	16,614.49	16,879.84	17,640.23	15,738.27	15,732.11	16,753.06	17,932.63			
COMMERCIAL DIVERSION RATE	29.43%	30.50%	28.53%	27.74%	28.80%	31.18%	35.87%	37.86%	40.40%	42.69%			
MFD DIVERSION RATE	25.19%	25.94%	25.48%	25.84%	27.83%	28.31%	28.01%	29.68%	30.16%	30.36%			
RESIDENTIAL DIVERSION RATE	68.44%	67.48%	67.99%	68.27%	68.74%	68.67%	66.97%	67.07%	67.83%	68.23%			
TOTAL DIVERSION RATE	41.40%	41.41%	39.86%	39.38%	40.32%	42.01%	48.12%	48.99%	50.11%	51.61%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO					
Commercial					
Commercial Solid Waste	339.22	345.79	345.19	324.59	1,354.79
Commercial Recycling	166.44	159.54	167.37	152.87	646.22
Commercial Organics	136.95	130.60	136.19	141.50	545.24
Subtotal - Disposed	339.22	345.79	345.19	324.59	1,354.79
Subtotal - Diverted	303.39	290.14	303.56	294.37	1,191.46
Diversion Rate	47.21%	45.62%	46.79%	47.56%	46.79%
MFD					
MFD Solid Waste	797.67	759.63	790.24	705.62	3,053.16
MFD Recycling	120.77	113.80	121.31	117.31	473.19
MFD Organics	29.78	30.93	30.25	33.62	124.58
Subtotal - Disposed	797.67	759.63	790.24	705.62	3,053.16
Subtotal - Diverted	150.55	144.73	151.56	150.93	597.77
Diversion Rate	15.88%	16.00%	16.09%	17.62%	16.37%
Roll-Off					
Roll-Off Solid Waste	176.65	232.25	220.09	224.16	853.15
Roll-Off Recycling	6.01	3.34	3.48	9.21	22.04
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	176.65	232.25	220.09	224.16	853.15
Subtotal - Diverted	6.01	3.34	3.48	9.21	22.04
Diversion Rate	3.29%	1.42%	1.56%	3.95%	2.52%
Residential					
Residential Solid Waste	1,686.07	1,685.00	1,663.93	1,651.14	6,686.14
Residential Curbside Recycling	477.32	431.88	419.51	429.18	1,757.89
Residential Curbside Organics	926.89	1,120.45	944.33	853.40	3,845.07
Subtotal - Disposed	1,686.07	1,685.00	1,663.93	1,651.14	6,686.14
Subtotal - Diverted	1,404.21	1,552.33	1,363.84	1,282.58	5,602.96
Diversion Rate	45.44%	47.95%	45.04%	43.72%	45.59%
Total Disposed	2,999.61	3,022.67	3,019.45	2,905.51	11,947.24
Total Diverted	1,864.16	1,990.54	1,822.44	1,737.09	7,414.23
Total Diversion Rate	38.33%	39.71%	37.64%	37.42%	38.29%
Single-Family Measured Diversion Rate	45.44%	47.95%	45.04%	43.72%	45.59%
Commercial Measured Diversion Rate	25.93%	24.68%	25.28%	26.60%	25.61%
MFD Measured Diversion Rate	15.88%	16.00%	16.09%	17.62%	16.37%
Overall Measured Diversion Rate	38.33%	39.71%	37.64%	37.42%	38.29%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023 Tons Incr/(Decr)	2022 - 2023 % Change
	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons			
East Palo Alto													
Commercial¹ and MFD													
Commercial Solid Waste	1,404.75	1,537.50	1,533.44	1,450.56	1,402.25	1,546.59	1,337.91	1,290.43	1,191.02	1,354.79	163.77	13.75%	
MFD Solid Waste	2,756.76	2,515.93	2,643.16	2,681.31	2,595.50	2,623.32	2,840.63	2,964.68	2,996.99	3,053.16	56.17	1.87%	
Roll-Off Solid Waste	1,163.30	907.39	768.72	743.24	894.82	881.13	706.19	789.54	714.18	853.15	138.97	19.46%	
Commercial Recycling	502.28	525.75	552.91	590.28	673.85	727.10	546.34	571.93	574.74	646.22	71.48	12.44%	
MFD Recycling	281.50	350.45	365.05	383.02	386.55	384.04	397.98	401.36	443.19	473.19	30.00	6.77%	
Roll-Off Recycling	29.20	24.14	24.51	22.01	32.53	23.15	29.66	39.08	29.83	22.04	(7.79)	-26.11%	
Commercial Organics	474.19	502.61	598.51	540.73	717.27	656.79	434.55	497.56	476.76	545.24	68.48	14.36%	
MFD Organics	79.48	76.01	71.96	84.68	86.99	86.04	95.12	95.02	108.50	124.58	16.08	14.82%	
Roll-Off Organics	0.00	105.86	349.95	400.04	172.77	0.00	0.00	0.47	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	5,324.81	4,960.82	4,945.32	4,875.11	4,892.57	5,051.04	4,884.73	5,044.65	4,902.19	5,261.10	358.91	7.32%	
SUBTOTAL - Diverted Tons	1,366.65	1,584.82	1,962.89	2,020.76	2,069.96	1,877.12	1,503.65	1,605.42	1,633.02	1,811.27	178.25	10.92%	
Residential													
Residential Solid Waste	6,612.52	6,830.99	6,925.74	6,886.21	6,831.92	6,765.73	7,440.75	7,188.50	6,695.36	6,686.14	(9.22)	-0.14%	
Residential Curbside Recycling	1,484.52	1,544.00	1,649.99	1,709.46	1,656.25	1,654.15	1,921.63	1,845.14	1,759.23	1,757.89	(1.34)	-0.08%	
Residential Curbside Organics	3,528.22	3,543.54	3,724.43	3,715.72	3,579.60	3,810.60	4,077.37	3,832.19	3,826.03	3,845.07	19.04	0.50%	
SUBTOTAL - Disposed Tons	6,612.52	6,830.99	6,925.74	6,886.21	6,831.92	6,765.73	7,440.75	7,188.50	6,695.36	6,686.14	(9.22)	-0.14%	
SUBTOTAL - Diverted Tons	5,012.74	5,087.54	5,374.42	5,425.18	5,235.85	5,464.75	5,999.00	5,677.33	5,585.26	5,602.96	17.70	0.32%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	11,937.33	11,791.81	11,871.06	11,761.32	11,724.49	11,816.77	12,325.48	12,233.15	11,597.55	11,947.24			
TOTAL TONS DIVERTED	6,379.39	6,672.36	7,337.31	7,445.94	7,305.81	7,341.87	7,502.65	7,282.75	7,218.28	7,414.23			
COMMERCIAL DIVERSION RATE	20.42%	24.21%	28.41%	29.30%	29.73%	27.09%	23.54%	24.14%	24.99%	25.61%			
MFD DIVERSION RATE	11.58%	14.49%	14.19%	14.85%	15.43%	15.20%	14.79%	14.34%	15.55%	16.37%			
RESIDENTIAL DIVERSION RATE	43.12%	42.69%	43.69%	44.07%	43.39%	44.68%	44.64%	44.13%	45.48%	45.59%			
TOTAL DIVERSION RATE	34.83%	36.14%	38.20%	38.77%	38.39%	38.32%	37.84%	37.32%	38.36%	38.29%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023				2023
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY					
Commercial					
Commercial Solid Waste	717.76	684.50	676.02	705.23	2,783.51
Commercial Recycling	266.94	244.84	244.57	243.69	1,000.04
Commercial Organics	444.44	450.67	458.23	440.08	1,793.42
Subtotal - Disposed	717.76	684.50	676.02	705.23	2,783.51
Subtotal - Diverted	711.38	695.51	702.80	683.77	2,793.46
Diversion Rate	49.78%	50.40%	50.97%	49.23%	50.09%
MFD					
MFD Solid Waste	935.83	901.41	900.13	851.32	3,588.69
MFD Recycling	296.15	269.37	265.75	271.95	1,103.22
MFD Organics	54.09	71.44	73.49	73.48	272.50
Subtotal - Disposed	935.83	901.41	900.13	851.32	3,588.69
Subtotal - Diverted	350.24	340.81	339.24	345.43	1,375.72
Diversion Rate	27.23%	27.44%	27.37%	28.86%	27.71%
Roll-Off					
Roll-Off Solid Waste	191.68	196.35	195.34	222.44	805.81
Roll-Off Recycling	16.72	21.11	18.90	13.39	70.12
Roll-Off Organics	82.08	87.03	89.58	83.93	342.62
Subtotal - Disposed	191.68	196.35	195.34	222.44	805.81
Subtotal - Diverted	98.80	108.14	108.48	97.32	412.74
Diversion Rate	34.01%	35.52%	35.71%	30.44%	33.87%
Residential					
Residential Solid Waste	805.85	812.72	787.43	811.64	3,217.64
Residential Curbside Recycling	514.28	480.62	486.66	469.90	1,951.46
Residential Curbside Organics	735.61	873.30	767.52	751.38	3,127.81
Subtotal - Disposed	805.85	812.72	787.43	811.64	3,217.64
Subtotal - Diverted	1,249.89	1,353.92	1,254.18	1,221.28	5,079.27
Diversion Rate	60.80%	62.49%	61.43%	60.08%	61.22%
Total Disposed	2,651.12	2,594.98	2,558.92	2,590.63	10,395.65
Total Diverted	2,410.31	2,498.38	2,404.70	2,347.80	9,661.19
Total Diversion Rate	47.62%	49.05%	48.45%	47.54%	48.17%
Single-Family Measured Diversion Rate	60.80%	62.49%	61.43%	60.08%	61.22%
Commercial Measured Diversion Rate	38.61%	39.10%	39.37%	38.77%	38.96%
MFD Measured Diversion Rate	27.23%	27.44%	27.37%	28.86%	27.71%
Overall Measured Diversion Rate	47.62%	49.05%	48.45%	47.54%	48.17%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023	2022 - 2023
	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>Tons Incr/(Decr)</u>	<u>% Change</u>	
Foster City													
Commercial¹ and MFD													
Commercial Solid Waste	2,732.39	2,580.56	2,718.02	2,939.70	2,927.76	3,038.47	2,539.50	2,700.96	2,761.96	2,783.51	21.55	0.78%	
MFD Solid Waste	3,201.16	3,114.74	2,933.30	2,931.99	2,881.25	2,927.16	3,305.53	3,664.00	3,560.54	3,588.69	28.15	0.79%	
Roll-Off Solid Waste	1,153.30	1,119.33	984.37	1,051.64	1,147.57	1,023.79	601.07	619.72	744.12	805.81	61.69	8.29%	
Commercial Recycling	1,032.09	1,075.44	1,233.22	1,321.81	1,292.46	1,261.41	1,057.49	898.87	949.26	1,000.04	50.78	5.35%	
MFD Recycling	918.77	972.79	1,080.58	1,150.11	1,118.43	1,078.79	1,114.66	1,119.44	1,107.61	1,103.22	(4.39)	-0.40%	
Roll-Off Recycling	8.55	12.46	17.63	18.55	60.31	111.47	105.24	65.38	79.34	70.12	(9.22)	-11.62%	
Commercial Organics	1,970.96	1,991.68	2,192.68	2,287.05	2,483.59	2,448.16	1,478.67	1,369.20	1,509.38	1,793.42	284.04	18.82%	
MFD Organics	39.47	37.00	56.97	109.17	112.35	127.00	84.49	99.06	165.52	272.50	106.98	64.63%	
Roll-Off Organics	544.56	566.69	649.60	631.73	414.42	469.61	450.98	426.27	345.38	342.62	(2.76)	-0.80%	
SUBTOTAL - Disposed Tons	7,086.85	6,814.63	6,635.69	6,923.33	6,956.58	6,989.42	6,446.10	6,984.68	7,066.62	7,178.01	111.39	1.58%	
SUBTOTAL - Diverted Tons	4,514.40	4,656.06	5,230.68	5,518.42	5,481.56	5,496.44	4,291.53	3,978.22	4,156.49	4,581.92	425.43	10.24%	
Residential													
Residential Solid Waste	3,186.31	3,195.01	3,310.65	3,291.10	3,220.17	3,205.89	3,502.86	3,473.55	3,218.56	3,217.64	(0.92)	-0.03%	
Residential Curbside Recycling	2,404.14	2,432.17	2,455.86	2,343.50	2,296.67	2,210.43	2,376.75	2,275.60	2,054.97	1,951.46	(103.51)	-5.04%	
Residential Curbside Organics	2,628.83	2,489.48	2,653.75	2,760.62	2,888.30	3,104.98	3,190.13	3,150.88	2,823.15	3,127.81	304.66	10.79%	
SUBTOTAL - Disposed Tons	3,186.31	3,195.01	3,310.65	3,291.10	3,220.17	3,205.89	3,502.86	3,473.55	3,218.56	3,217.64	(0.92)	-0.03%	
SUBTOTAL - Diverted Tons	5,032.97	4,921.65	5,109.61	5,104.12	5,184.97	5,315.41	5,566.88	5,426.48	4,878.12	5,079.27	201.15	4.12%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	10,273.16	10,009.64	9,946.34	10,214.43	10,176.75	10,195.31	9,948.96	10,458.23	10,285.18	10,395.65			
TOTAL TONS DIVERTED	9,547.37	9,577.71	10,340.29	10,622.54	10,666.53	10,811.85	9,858.41	9,404.70	9,034.61	9,661.19			
COMMERCIAL DIVERSION RATE	38.91%	40.59%	44.08%	44.35%	44.07%	44.02%	39.97%	36.29%	37.04%	38.96%			
MFD DIVERSION RATE	23.04%	24.48%	27.94%	30.05%	29.93%	29.18%	26.62%	24.96%	26.34%	27.71%			
RESIDENTIAL DIVERSION RATE	61.23%	60.64%	60.68%	60.80%	61.69%	62.38%	61.38%	60.97%	60.25%	61.22%			
TOTAL DIVERSION RATE	48.17%	48.90%	50.97%	50.98%	51.17%	51.47%	49.77%	47.35%	46.76%	48.17%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH					
Commercial					
Commercial Solid Waste	64.20	65.21	60.68	64.42	254.51
Commercial Recycling	140.09	84.12	103.69	60.29	388.19
Commercial Organics	85.67	74.25	83.74	38.70	282.36
Subtotal - Disposed	64.20	65.21	60.68	64.42	254.51
Subtotal - Diverted	225.76	158.37	187.43	98.99	670.55
Diversion Rate	77.86%	70.83%	75.54%	60.58%	72.49%
MFD					
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	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
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	623.87	601.13	612.62	615.36	2,452.98
Residential Curbside Recycling	455.34	412.79	407.05	395.38	1,670.56
Residential Curbside Organics	1,527.61	1,394.50	1,279.48	1,385.00	5,586.59
Subtotal - Disposed	623.87	601.13	612.62	615.36	2,452.98
Subtotal - Diverted	1,982.95	1,807.29	1,686.53	1,780.38	7,257.15
Diversion Rate	76.07%	75.04%	0.00%	74.31%	74.74%
Total Disposed	688.07	666.34	673.30	679.78	2,707.49
Total Diverted	2,208.71	1,965.66	1,873.96	1,879.37	7,927.70
Total Diversion Rate	76.25%	74.68%	73.57%	73.44%	74.54%
Single-Family Measured Diversion Rate	76.07%	75.04%	73.35%	74.31%	74.74%
Commercial Measured Diversion Rate	77.86%	70.83%	75.54%	60.58%	72.49%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	76.25%	74.68%	73.57%	73.44%	74.54%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023	2022 - 2023
	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>Tons Incr/(Decr)</u>	<u>% Change</u>	
Hillsborough													
Commercial¹ and MFD													
Commercial Solid Waste	272.78	310.97	303.00	291.60	258.83	234.87	166.87	228.97	243.75	254.51	10.76	4.41%	
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	345.35	532.53	291.80	185.03	287.73	386.21	206.23	300.55	198.61	388.19	189.58	95.45%	
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	331.05	481.97	408.69	504.87	322.75	280.40	218.46	233.73	306.32	282.36	(23.96)	-7.82%	
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	272.78	310.97	303.00	291.60	258.83	234.87	166.87	228.97	243.75	254.51	10.76	4.41%	
SUBTOTAL - Diverted Tons	676.40	1,014.50	700.49	689.90	610.48	666.61	424.69	534.28	504.93	670.55	165.62	32.80%	
Residential													
Residential Solid Waste	2,241.90	2,297.69	2,329.03	2,353.20	2,335.14	2,475.13	2,671.05	2,583.05	2,410.16	2,452.98	42.82	1.78%	
Residential Curbside Recycling	1,950.19	1,942.23	1,988.23	1,939.20	1,922.31	1,825.10	2,040.80	1,884.04	1,729.75	1,670.56	(59.19)	-3.42%	
Residential Curbside Organics	4,386.85	4,194.58	4,516.15	4,891.36	4,898.63	5,217.87	5,355.72	5,345.43	5,253.96	5,586.59	332.63	6.33%	
SUBTOTAL - Disposed Tons	2,241.90	2,297.69	2,329.03	2,353.20	2,335.14	2,475.13	2,671.05	2,583.05	2,410.16	2,452.98	42.82	1.78%	
SUBTOTAL - Diverted Tons	6,337.04	6,136.81	6,504.38	6,830.56	6,820.94	7,042.97	7,396.52	7,229.47	6,983.71	7,257.15	273.44	3.92%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	2,514.68	2,608.66	2,632.03	2,644.80	2,593.97	2,710.00	2,837.92	2,812.02	2,653.91	2,707.49			
TOTAL TONS DIVERTED	7,013.44	7,151.31	7,204.87	7,520.46	7,431.42	7,709.58	7,821.21	7,763.75	7,488.64	7,927.70			
COMMERCIAL DIVERSION RATE	71.26%	76.54%	69.81%	70.29%	70.23%	73.95%	71.79%	70.00%	67.44%	72.49%			
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	73.87%	72.76%	73.63%	74.38%	74.50%	74.00%	73.47%	73.68%	74.34%	74.74%			
TOTAL DIVERSION RATE	73.61%	73.27%	73.24%	73.98%	74.13%	73.99%	73.38%	73.41%	73.83%	74.54%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK					
Commercial					
Commercial Solid Waste	2,061.31	2,002.12	1,942.08	1,979.40	7,984.91
Commercial Recycling	700.96	658.50	657.12	659.64	2,676.22
Commercial Organics	1,592.86	1,160.41	1,152.01	1,405.88	5,311.16
Subtotal - Disposed	2,061.31	2,002.12	1,942.08	1,979.40	7,984.91
Subtotal - Diverted	2,293.82	1,818.91	1,809.13	2,065.52	7,987.38
Diversion Rate	52.67%	47.60%	48.23%	51.06%	50.01%
MFD					
MFD Solid Waste	615.61	596.11	601.63	595.74	2,409.09
MFD Recycling	211.03	198.63	192.29	193.57	795.52
MFD Organics	68.04	67.50	62.20	66.91	264.65
Subtotal - Disposed	615.61	596.11	601.63	595.74	2,409.09
Subtotal - Diverted	279.07	266.13	254.49	260.48	1,060.17
Diversion Rate	31.19%	30.86%	29.73%	30.42%	30.56%
Roll-Off					
Roll-Off Solid Waste	129.03	107.86	115.66	156.66	509.21
Roll-Off Recycling	49.76	51.47	73.66	118.12	293.01
Roll-Off Organics	273.95	183.79	234.94	249.43	942.11
Subtotal - Disposed	129.03	107.86	115.66	156.66	509.21
Subtotal - Diverted	323.71	235.26	308.60	367.55	1,235.12
Diversion Rate	71.50%	68.56%	72.74%	70.12%	70.81%
Residential					
Residential Solid Waste	1,098.57	1,096.94	1,117.46	1,123.49	4,436.46
Residential Curbside Recycling	785.60	726.08	688.85	757.36	2,957.89
Residential Curbside Organics	2,266.30	2,177.99	1,823.46	2,187.69	8,455.44
Subtotal - Disposed	1,098.57	1,096.94	1,117.46	1,123.49	4,436.46
Subtotal - Diverted	3,051.90	2,904.07	2,512.31	2,945.05	11,413.33
Diversion Rate	73.53%	72.58%	69.21%	72.39%	72.01%
Total Disposed	3,904.52	3,803.03	3,776.83	3,855.29	15,339.67
Total Diverted	5,948.50	5,224.37	4,884.53	5,638.60	21,696.00
Total Diversion Rate	60.37%	57.87%	56.39%	59.39%	58.58%
Single-Family Measured Diversion Rate	73.53%	72.58%	69.21%	72.39%	72.01%
Commercial Measured Diversion Rate	50.79%	46.16%	47.15%	49.65%	48.54%
MFD Measured Diversion Rate	31.19%	30.86%	29.73%	30.42%	30.56%
Overall Measured Diversion Rate	60.37%	57.87%	56.39%	59.39%	58.58%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023 Tons Incr/(Decr)	2022 - 2023 % Change
	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons			
Menlo Park													
Commercial¹ and MFD													
Commercial Solid Waste	9,434.44	9,488.72	9,411.65	9,987.93	9,994.55	9,569.94	7,558.16	7,775.55	7,944.67	7,984.91	40.24	0.51%	
MFD Solid Waste	2,189.51	2,224.59	2,176.50	2,237.46	2,261.49	2,341.73	2,454.25	2,523.02	2,379.89	2,409.09	29.20	1.23%	
Roll-Off Solid Waste	470.77	503.40	499.85	586.96	757.98	603.06	385.38	426.88	526.39	509.21	(17.18)	-3.26%	
Commercial Recycling	2,855.38	3,255.21	3,407.16	3,884.39	3,994.10	3,826.42	2,434.12	2,278.34	2,637.92	2,676.22	38.30	1.45%	
MFD Recycling	765.17	799.00	820.53	834.99	840.88	851.13	836.75	805.42	792.14	795.52	3.38	0.43%	
Roll-Off Recycling	772.60	799.27	817.20	934.46	1,225.09	1,249.26	342.13	160.43	342.88	293.01	(49.87)	-14.54%	
Commercial Organics	4,265.33	4,898.19	5,923.40	7,275.07	8,413.33	8,217.61	4,000.53	3,717.41	5,309.32	5,311.16	1.84	0.03%	
MFD Organics	123.61	119.26	119.79	143.07	148.55	163.31	154.97	163.63	207.05	264.65	57.60	27.82%	
Roll-Off Organics	217.75	255.50	381.58	416.82	614.65	1,312.47	474.81	456.07	921.91	942.11	20.20	2.19%	
SUBTOTAL - Disposed Tons	12,094.72	12,216.71	12,088.00	12,812.35	13,014.02	12,514.73	10,397.79	10,725.45	10,850.95	10,903.21	52.26	0.48%	
SUBTOTAL - Diverted Tons	8,999.84	10,126.43	11,469.66	13,488.80	15,236.60	15,620.20	8,243.31	7,581.30	10,211.22	10,282.67	71.45	0.70%	
Residential													
Residential Solid Waste	4,380.30	4,389.93	4,488.90	4,464.85	4,399.97	4,329.57	4,709.08	4,499.36	4,235.27	4,436.46	201.19	4.75%	
Residential Curbside Recycling	3,621.01	3,645.83	3,591.71	3,577.90	3,573.05	3,291.16	3,578.21	3,341.44	3,085.13	2,957.89	(127.24)	-4.12%	
Residential Curbside Organics	7,830.59	7,524.42	7,876.42	8,016.11	8,027.39	8,457.57	8,412.15	8,236.93	7,665.05	8,455.44	790.39	10.31%	
SUBTOTAL - Disposed Tons	4,380.30	4,389.93	4,488.90	4,464.85	4,399.97	4,329.57	4,709.08	4,499.36	4,235.27	4,436.46	201.19	4.75%	
SUBTOTAL - Diverted Tons	11,451.60	11,170.25	11,468.13	11,594.01	11,600.44	11,748.73	11,990.36	11,578.37	10,750.18	11,413.33	663.15	6.17%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	16,475.02	16,606.64	16,576.90	17,277.20	17,413.99	16,844.30	15,106.87	15,224.81	15,086.22	15,339.67			
TOTAL TONS DIVERTED	20,451.44	21,296.68	22,937.79	25,082.81	26,837.04	27,368.93	20,233.67	19,159.67	20,961.40	21,696.00			
COMMERCIAL DIVERSION RATE	42.66%	45.32%	48.69%	51.29%	53.93%	55.52%	44.22%	41.41%	48.48%	48.54%			
MFD DIVERSION RATE	28.87%	29.22%	30.17%	30.42%	30.44%	30.23%	28.78%	27.75%	29.57%	30.56%			
RESIDENTIAL DIVERSION RATE	72.33%	71.79%	71.87%	72.20%	72.50%	73.07%	71.80%	72.01%	71.74%	72.01%			
TOTAL DIVERSION RATE	55.38%	56.19%	58.05%	59.21%	60.65%	61.90%	57.25%	55.72%	58.15%	58.58%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS					
Commercial					
Commercial Solid Waste	483.42	464.79	473.29	496.72	1,918.22
Commercial Recycling	213.78	200.65	192.21	189.82	796.46
Commercial Organics	116.20	119.89	131.64	123.15	490.88
Subtotal - Disposed	483.42	464.79	473.29	496.72	1,918.22
Subtotal - Diverted	329.98	320.54	323.85	312.97	1,287.34
Diversion Rate	40.57%	40.82%	40.63%	38.65%	40.16%
MFD					
MFD Solid Waste	239.90	229.89	239.43	233.72	942.94
MFD Recycling	45.99	43.88	43.23	48.07	181.17
MFD Organics	9.02	9.45	9.40	9.57	37.44
Subtotal - Disposed	239.90	229.89	239.43	233.72	942.94
Subtotal - Diverted	55.01	53.33	52.63	57.64	218.61
Diversion Rate	18.65%	18.83%	18.02%	19.78%	18.82%
Roll-Off					
Roll-Off Solid Waste	6.27	0.47	4.53	6.36	17.63
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	6.27	0.47	4.53	6.36	17.63
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	753.65	744.88	748.51	722.92	2,969.96
Residential Curbside Recycling	309.22	283.49	274.83	296.18	1,163.72
Residential Curbside Organics	560.31	582.40	518.87	513.78	2,175.36
Subtotal - Disposed	753.65	744.88	748.51	722.92	2,969.96
Subtotal - Diverted	869.53	865.89	793.70	809.96	3,339.08
Diversion Rate	53.57%	53.76%	51.47%	52.84%	52.93%
Total Disposed	1,483.24	1,440.03	1,465.76	1,459.72	5,848.75
Total Diverted	1,254.52	1,239.76	1,170.18	1,180.57	4,845.03
Total Diversion Rate	45.82%	46.26%	44.39%	44.71%	45.31%
Single-Family Measured Diversion Rate	53.57%	53.76%	51.47%	52.84%	52.93%
Commercial Measured Diversion Rate	34.54%	34.97%	34.42%	33.47%	34.35%
MFD Measured Diversion Rate	18.65%	18.83%	18.02%	19.78%	18.82%
Overall Measured Diversion Rate	45.82%	46.26%	44.39%	44.71%	45.31%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023	2022 - 2023
	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>Tons Incr/(Decr)</u>	<u>% Change</u>	
North Fair Oaks													
Commercial¹ and MFD													
Commercial Solid Waste	2,016.00	2,100.63	2,073.54	2,028.18	2,020.80	2,038.01	1,723.41	1,777.88	1,860.67	1,918.22	57.55	3.09%	
MFD Solid Waste	975.96	993.25	989.15	962.62	956.17	958.14	887.54	928.61	902.05	942.94	40.89	4.53%	
Roll-Off Solid Waste	0.00	0.00	0.32	2.09	5.84	8.18	14.30	8.97	15.11	17.63	2.52	16.68%	
Commercial Recycling	564.86	671.61	722.79	754.68	796.21	840.66	653.74	833.91	826.30	796.46	(29.84)	-3.61%	
MFD Recycling	120.80	142.02	150.94	156.13	162.63	166.04	158.90	179.04	177.69	181.17	3.48	1.96%	
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.70	0.00	0.00	0.00	0.00%	
Commercial Organics	472.35	496.02	478.14	400.87	396.55	471.95	348.67	361.56	440.76	490.88	50.12	11.37%	
MFD Organics	2.11	4.24	13.77	14.37	15.53	20.13	20.91	21.37	28.79	37.44	8.65	30.05%	
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	2,991.96	3,093.88	3,063.01	2,992.89	2,982.81	3,004.33	2,625.25	2,715.46	2,777.83	2,878.79	100.96	3.63%	
SUBTOTAL - Diverted Tons	1,160.12	1,313.89	1,365.64	1,326.05	1,370.92	1,498.78	1,182.22	1,397.58	1,473.54	1,505.95	32.41	2.20%	
Residential													
Residential Solid Waste	2,791.12	2,821.68	2,982.87	3,023.31	2,987.31	2,934.30	3,161.76	3,164.65	2,923.51	2,969.96	46.45	1.59%	
Residential Curbside Recycling	1,164.56	1,163.10	1,193.88	1,193.80	1,184.09	1,177.62	1,268.61	1,266.44	1,151.43	1,163.72	12.29	1.07%	
Residential Curbside Organics	1,991.06	1,944.71	2,045.74	2,068.73	2,112.97	2,171.85	2,288.85	2,059.30	2,063.00	2,175.36	112.36	5.45%	
SUBTOTAL - Disposed Tons	2,791.12	2,821.68	2,982.87	3,023.31	2,987.31	2,934.30	3,161.76	3,164.65	2,923.51	2,969.96	46.45	1.59%	
SUBTOTAL - Diverted Tons	3,155.62	3,107.81	3,239.62	3,262.53	3,297.06	3,349.47	3,557.46	3,325.74	3,214.43	3,339.08	124.65	3.88%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	5,783.08	5,915.56	6,045.88	6,016.20	5,970.12	5,938.63	5,787.01	5,880.11	5,701.34	5,848.75			
TOTAL TONS DIVERTED	4,315.74	4,421.70	4,605.26	4,588.58	4,667.98	4,848.25	4,739.68	4,723.32	4,687.97	4,845.03			
COMMERCIAL DIVERSION RATE	27.94%	29.81%	30.84%	30.70%	31.49%	33.28%	31.05%	33.98%	34.66%	34.35%			
MFD DIVERSION RATE	11.19%	12.84%	14.27%	15.05%	15.71%	16.27%	16.85%	17.75%	18.63%	18.82%			
RESIDENTIAL DIVERSION RATE	53.06%	52.41%	52.06%	51.90%	52.46%	53.30%	52.94%	51.24%	52.37%	52.93%			
TOTAL DIVERSION RATE	42.74%	42.77%	43.24%	43.27%	43.88%	44.95%	45.03%	44.55%	45.12%	45.31%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY					
Commercial					
Commercial Solid Waste	3,726.74	3,569.38	3,467.54	3,504.94	14,268.60
Commercial Recycling	1,223.05	1,177.80	1,154.43	1,138.60	4,693.88
Commercial Organics	1,186.96	1,108.52	1,027.19	959.79	4,282.46
Subtotal - Disposed	3,726.74	3,569.38	3,467.54	3,504.94	14,268.60
Subtotal - Diverted	2,410.01	2,286.32	2,181.62	2,098.39	8,976.34
Diversion Rate	39.27%	39.04%	38.62%	37.45%	38.62%
MFD					
MFD Solid Waste	1,934.51	1,857.84	1,838.45	1,799.60	7,430.40
MFD Recycling	535.44	495.03	489.18	491.51	2,011.16
MFD Organics	83.54	87.34	85.12	90.52	346.52
Subtotal - Disposed	1,934.51	1,857.84	1,838.45	1,799.60	7,430.40
Subtotal - Diverted	618.98	582.37	574.30	582.03	2,357.68
Diversion Rate	24.24%	23.87%	23.80%	24.44%	24.09%
Roll-Off					
Roll-Off Solid Waste	763.52	807.85	797.51	830.44	3,199.32
Roll-Off Recycling	92.04	88.00	90.00	95.44	365.48
Roll-Off Organics	176.70	179.32	191.55	164.48	712.05
Subtotal - Disposed	763.52	807.85	797.51	830.44	3,199.32
Subtotal - Diverted	268.74	267.32	281.55	259.92	1,077.53
Diversion Rate	26.03%	24.86%	26.09%	23.84%	25.19%
Residential					
Residential Solid Waste	2,625.92	2,588.19	2,546.68	2,502.66	10,263.45
Residential Curbside Recycling	1,785.83	1,667.14	1,566.83	1,641.91	6,661.71
Residential Curbside Organics	3,213.93	3,326.65	2,883.50	3,139.45	12,563.53
Subtotal - Disposed	2,625.92	2,588.19	2,546.68	2,502.66	10,263.45
Subtotal - Diverted	4,999.76	4,993.79	4,450.33	4,781.36	19,225.24
Diversion Rate	65.56%	65.86%	63.60%	65.64%	65.20%
Total Disposed	9,050.69	8,823.26	8,650.18	8,637.64	35,161.77
Total Diverted	8,297.49	8,129.80	7,487.80	7,721.70	31,636.79
Total Diversion Rate	47.83%	47.95%	46.40%	47.20%	47.36%
Single-Family Measured Diversion Rate	65.56%	65.86%	63.60%	65.64%	65.20%
Commercial Measured Diversion Rate	33.92%	33.46%	33.23%	32.40%	33.27%
MFD Measured Diversion Rate	24.24%	23.87%	23.80%	24.44%	24.09%
Overall Measured Diversion Rate	47.83%	47.95%	46.40%	47.20%	47.36%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023	2022 - 2023
	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	Tons Incr/(Decr)	% Change	
Redwood City													
Commercial¹ and MFD													
Commercial Solid Waste	15,896.35	16,346.28	16,600.95	16,698.91	16,330.33	15,985.08	13,467.37	14,156.09	13,718.93	14,268.60	549.67	4.01%	
MFD Solid Waste	7,130.61	7,114.06	7,596.31	7,400.06	7,375.48	7,200.17	6,979.07	7,531.43	7,464.91	7,430.40	(34.51)	-0.46%	
Roll-Off Solid Waste	4,098.20	3,944.34	3,886.62	3,970.23	3,931.32	3,534.07	2,425.34	2,643.79	2,893.22	3,199.32	306.10	10.58%	
Commercial Recycling	4,054.47	4,511.05	4,857.50	5,167.30	5,202.77	5,221.70	4,078.60	4,634.41	4,669.90	4,693.88	23.98	0.51%	
MFD Recycling	1,304.54	1,391.55	1,627.74	1,775.34	1,843.96	1,829.98	1,822.01	2,025.59	1,993.89	2,011.16	17.27	0.87%	
Roll-Off Recycling	194.51	336.19	414.33	407.78	410.34	406.22	201.25	258.48	349.81	365.48	15.67	4.48%	
Commercial Organics	3,710.01	4,426.37	4,543.51	4,221.52	4,089.24	4,550.77	2,912.69	3,156.01	3,507.06	4,282.46	775.40	22.11%	
MFD Organics	114.41	105.44	133.95	148.20	126.75	130.84	141.27	147.06	235.31	346.52	111.21	47.26%	
Roll-Off Organics	632.59	633.50	743.91	849.68	883.12	851.80	731.70	675.41	718.42	712.05	(6.37)	-0.89%	
SUBTOTAL - Disposed Tons	27,125.16	27,404.68	28,083.88	28,069.20	27,637.13	26,719.32	22,871.78	24,331.31	24,077.06	24,898.32	821.26	3.41%	
SUBTOTAL - Diverted Tons	10,010.53	11,404.10	12,320.94	12,569.82	12,556.18	12,991.31	9,887.52	10,896.96	11,474.39	12,411.55	937.16	8.17%	
Residential													
Residential Solid Waste	10,014.51	10,101.66	10,251.51	10,297.68	10,254.28	10,147.60	10,936.56	10,445.65	9,873.17	10,263.45	390.28	3.95%	
Residential Curbside Recycling	7,568.52	7,446.55	7,614.52	7,592.15	7,632.54	7,198.65	7,642.24	7,374.12	6,859.94	6,661.71	(198.23)	-2.89%	
Residential Curbside Organics	12,177.01	11,637.32	12,290.75	12,527.70	12,477.54	12,847.71	13,110.23	12,137.84	11,799.91	12,563.53	763.62	6.47%	
SUBTOTAL - Disposed Tons	10,014.51	10,101.66	10,251.51	10,297.68	10,254.28	10,147.60	10,936.56	10,445.65	9,873.17	10,263.45	390.28	3.95%	
SUBTOTAL - Diverted Tons	19,745.53	19,083.87	19,905.27	20,119.85	20,110.08	20,046.36	20,752.47	19,511.96	18,659.85	19,225.24	565.39	3.03%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	37,139.67	37,506.34	38,335.39	38,366.88	37,891.41	36,866.92	33,808.34	34,776.96	33,950.23	35,161.77			
TOTAL TONS DIVERTED	29,756.06	30,487.97	32,226.21	32,689.67	32,666.26	33,037.67	30,639.99	30,408.92	30,134.24	31,636.79			
COMMERCIAL DIVERSION RATE	26.96%	29.39%	30.49%	30.93%	31.24%	32.71%	30.18%	30.93%	32.28%	33.27%			
MFD DIVERSION RATE	16.60%	17.38%	18.83%	20.63%	21.09%	21.40%	21.95%	22.39%	23.00%	24.09%			
RESIDENTIAL DIVERSION RATE	66.35%	65.39%	66.01%	66.15%	66.23%	66.39%	65.49%	65.13%	65.40%	65.20%			
TOTAL DIVERSION RATE	44.48%	44.84%	45.67%	46.01%	46.30%	47.26%	47.54%	46.65%	47.02%	47.36%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS					
Commercial					
Commercial Solid Waste	1,774.19	1,560.06	1,511.27	1,480.32	6,325.84
Commercial Recycling	620.30	561.34	527.63	527.07	2,236.34
Commercial Organics	403.99	373.49	378.89	372.64	1,529.01
Subtotal - Disposed	1,774.19	1,560.06	1,511.27	1,480.32	6,325.84
Subtotal - Diverted	1,024.29	934.83	906.52	899.71	3,765.35
Diversion Rate	36.60%	37.47%	37.49%	37.80%	37.31%
MFD					
MFD Solid Waste	404.85	377.92	375.84	362.52	1,521.13
MFD Recycling	125.35	115.94	111.70	121.04	474.03
MFD Organics	44.93	51.72	51.35	53.57	201.57
Subtotal - Disposed	404.85	377.92	375.84	362.52	1,521.13
Subtotal - Diverted	170.28	167.66	163.05	174.61	675.60
Diversion Rate	29.61%	30.73%	30.26%	32.51%	30.75%
Roll-Off					
Roll-Off Solid Waste	146.36	158.08	136.33	113.55	554.32
Roll-Off Recycling	26.35	23.39	21.45	30.04	101.23
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	146.36	158.08	136.33	113.55	554.32
Subtotal - Diverted	26.35	23.39	21.45	30.04	101.23
Diversion Rate	15.26%	12.89%	13.59%	20.92%	15.44%
Residential					
Residential Solid Waste	1,042.79	996.59	1,059.75	1,128.38	4,227.51
Residential Curbside Recycling	863.65	768.42	735.54	809.29	3,176.90
Residential Curbside Organics	1,669.70	1,671.10	1,459.22	1,542.09	6,342.11
Subtotal - Disposed	1,042.79	996.59	1,059.75	1,128.38	4,227.51
Subtotal - Diverted	2,533.35	2,439.52	2,194.76	2,351.38	9,519.01
Diversion Rate	70.84%	71.00%	67.44%	67.57%	69.25%
Total Disposed	3,368.19	3,092.65	3,083.19	3,084.77	12,628.80
Total Diverted	3,754.27	3,565.40	3,285.78	3,455.74	14,061.19
Total Diversion Rate	52.71%	53.55%	51.59%	52.84%	52.68%
Single-Family Measured Diversion Rate	70.84%	71.00%	67.44%	67.57%	69.25%
Commercial Measured Diversion Rate	34.43%	34.94%	35.03%	36.08%	35.09%
MFD Measured Diversion Rate	29.61%	30.73%	30.26%	32.51%	30.75%
Overall Measured Diversion Rate	52.71%	53.55%	51.59%	52.84%	52.68%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023	2022 - 2023
	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>2018 Tons</u>	<u>2019 Tons</u>	<u>2020 Tons</u>	<u>2021 Tons</u>	<u>2022 Tons</u>	<u>2023 Tons</u>	<u>Tons Incr/(Decr)</u>	<u>% Change</u>	
San Carlos													
Commercial¹ and MFD													
Commercial Solid Waste	6,274.92	6,133.75	6,008.65	6,113.70	5,857.68	5,908.62	5,301.15	5,981.07	6,111.22	6,325.84	214.62	3.51%	
MFD Solid Waste	1,579.36	1,550.13	1,616.10	1,659.35	1,637.00	1,669.19	1,572.15	1,632.10	1,542.21	1,521.13	(21.08)	-1.37%	
Roll-Off Solid Waste	808.18	862.02	875.88	803.88	739.11	759.29	726.15	681.24	617.03	554.32	(62.71)	-10.16%	
Commercial Recycling	2,023.91	2,129.98	2,144.29	2,084.36	2,152.97	2,347.07	2,151.42	2,248.34	2,299.64	2,236.34	(63.30)	-2.75%	
MFD Recycling	467.01	480.21	485.86	490.53	478.55	485.48	530.40	530.12	472.20	474.03	1.83	0.39%	
Roll-Off Recycling	139.80	185.01	161.78	258.58	229.74	194.84	153.10	105.85	47.84	101.23	53.39	111.60%	
Commercial Organics	1,015.48	1,298.55	1,634.87	1,762.74	1,775.42	1,840.79	1,256.73	1,437.67	1,372.95	1,529.01	156.06	11.37%	
MFD Organics	122.38	119.24	113.02	105.67	110.41	136.62	101.79	112.89	128.78	201.57	72.79	56.52%	
Roll-Off Organics	2.29	0.00	4.84	5.88	0.00	7.82	6.41	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	8,662.46	8,545.90	8,500.63	8,576.93	8,233.79	8,337.10	7,599.45	8,294.41	8,270.46	8,401.29	130.83	1.58%	
SUBTOTAL - Diverted Tons	3,770.87	4,212.99	4,544.66	4,707.76	4,747.09	5,012.62	4,199.85	4,434.87	4,321.41	4,542.18	220.77	5.11%	
Residential													
Residential Solid Waste	4,331.09	4,319.95	4,436.20	4,536.62	4,476.96	4,427.39	4,704.53	4,227.07	3,942.32	4,227.51	285.19	7.23%	
Residential Curbside Recycling	3,872.17	3,775.35	3,814.03	3,754.90	3,692.29	3,548.69	3,927.18	3,610.16	3,301.16	3,176.90	(124.26)	-3.76%	
Residential Curbside Organics	5,812.59	5,659.48	5,893.64	6,155.10	5,941.68	6,311.01	6,416.56	6,220.72	5,783.49	6,342.11	558.62	9.66%	
SUBTOTAL - Disposed Tons	4,331.09	4,319.95	4,436.20	4,536.62	4,476.96	4,427.39	4,704.53	4,227.07	3,942.32	4,227.51	285.19	7.23%	
SUBTOTAL - Diverted Tons	9,684.76	9,434.83	9,707.67	9,910.00	9,633.97	9,859.70	10,343.74	9,830.88	9,084.65	9,519.01	434.36	4.78%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	12,993.55	12,865.85	12,936.83	13,113.55	12,710.75	12,764.49	12,303.98	12,521.48	12,212.78	12,628.80			
TOTAL TONS DIVERTED	13,455.63	13,647.82	14,252.33	14,617.76	14,381.06	14,872.32	14,543.59	14,265.75	13,406.06	14,061.19			
COMMERCIAL DIVERSION RATE	30.33%	33.02%	34.84%	35.44%	36.57%	37.55%	35.59%	34.84%	34.32%	35.09%			
MFD DIVERSION RATE	27.18%	27.89%	27.04%	26.43%	26.46%	27.15%	28.68%	28.26%	28.04%	30.75%			
RESIDENTIAL DIVERSION RATE	69.10%	68.59%	68.64%	68.60%	68.27%	69.01%	68.74%	69.93%	69.74%	69.25%			
TOTAL DIVERSION RATE	50.87%	51.47%	52.42%	52.71%	53.08%	53.81%	54.17%	53.26%	52.33%	52.68%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO					
Commercial					
Commercial Solid Waste	3,208.84	3,054.33	3,037.52	3,098.22	12,398.91
Commercial Recycling	1,487.29	1,165.15	1,179.53	1,211.46	5,043.43
Commercial Organics	1,163.08	1,055.36	1,067.16	1,079.74	4,365.34
Subtotal - Disposed	3,208.84	3,054.33	3,037.52	3,098.22	12,398.91
Subtotal - Diverted	2,650.37	2,220.51	2,246.69	2,291.20	9,408.77
Diversion Rate	45.23%	42.10%	42.52%	42.51%	43.14%
MFD					
MFD Solid Waste	2,773.94	2,664.40	2,639.36	2,560.49	10,638.19
MFD Recycling	916.65	834.80	816.21	856.30	3,423.96
MFD Organics	169.83	182.27	184.40	189.35	725.85
Subtotal - Disposed	2,773.94	2,664.40	2,639.36	2,560.49	10,638.19
Subtotal - Diverted	1,086.48	1,017.07	1,000.61	1,045.65	4,149.81
Diversion Rate	28.14%	27.63%	27.49%	29.00%	28.06%
Roll-Off					
Roll-Off Solid Waste	911.19	903.77	917.98	898.09	3,631.03
Roll-Off Recycling	174.12	155.30	179.76	229.45	738.63
Roll-Off Organics	150.71	147.32	140.69	154.32	593.04
Subtotal - Disposed	911.19	903.77	917.98	898.09	3,631.03
Subtotal - Diverted	324.83	302.62	320.45	383.77	1,331.67
Diversion Rate	26.28%	25.08%	25.88%	29.94%	26.83%
Residential					
Residential Solid Waste	3,221.26	3,228.64	3,182.33	3,219.77	12,852.00
Residential Curbside Recycling	1,996.75	1,807.70	1,783.10	1,914.60	7,502.15
Residential Curbside Organics	3,750.07	4,179.36	3,605.96	3,764.14	15,299.53
Subtotal - Disposed	3,221.26	3,228.64	3,182.33	3,219.77	12,852.00
Subtotal - Diverted	5,746.82	5,987.06	5,389.06	5,678.74	22,801.68
Diversion Rate	64.08%	64.97%	62.87%	63.82%	63.95%
Total Disposed	10,115.23	9,851.14	9,777.19	9,776.57	39,520.13
Total Diverted	9,808.50	9,527.26	8,956.81	9,399.36	37,691.93
Total Diversion Rate	49.23%	49.16%	47.81%	49.02%	48.82%
Single-Family Measured Diversion Rate	64.08%	64.97%	62.87%	63.82%	63.95%
Commercial Measured Diversion Rate	37.07%	34.84%	35.11%	36.20%	35.83%
MFD Measured Diversion Rate	28.14%	27.63%	27.49%	29.00%	28.06%
Overall Measured Diversion Rate	49.23%	49.16%	47.81%	49.02%	48.82%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023 Tons Incr/(Decr)	2022 - 2023 % Change
	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons			
San Mateo													
Commercial¹ and MFD													
Commercial Solid Waste	14,458.76	14,363.59	14,700.18	14,554.72	14,939.13	14,120.32	11,284.85	11,532.12	11,949.71	12,398.91	449.20	3.76%	
MFD Solid Waste	10,499.72	10,653.67	10,542.59	10,533.84	10,595.83	10,672.18	10,405.35	10,703.77	10,746.95	10,638.19	(108.76)	-1.01%	
Roll-Off Solid Waste	4,175.79	4,217.65	4,040.33	3,647.52	3,635.01	4,215.50	3,538.75	3,776.86	3,697.28	3,631.03	(66.25)	-1.79%	
Commercial Recycling	4,994.51	5,082.44	5,497.70	5,219.94	5,372.89	5,310.25	4,596.36	4,622.26	4,952.35	5,043.43	91.08	1.84%	
MFD Recycling	2,609.95	2,759.57	2,930.33	3,003.97	3,084.90	3,010.19	3,116.08	3,194.63	3,298.72	3,423.96	125.24	3.80%	
Roll-Off Recycling	403.03	396.65	405.92	403.39	393.02	469.49	358.21	593.97	659.13	738.63	79.50	12.06%	
Commercial Organics	3,169.17	3,468.84	3,738.75	4,092.40	3,927.78	3,923.20	2,596.47	2,832.22	3,577.32	4,365.34	788.02	22.03%	
MFD Organics	291.12	311.59	279.52	265.59	292.86	276.12	241.25	305.79	519.78	725.85	206.07	39.65%	
Roll-Off Organics	0.00	2.44	301.39	469.89	415.68	399.94	376.51	507.53	590.71	593.04	2.33	0.39%	
SUBTOTAL - Disposed Tons	29,134.27	29,234.91	29,283.10	28,736.08	29,169.97	29,008.00	25,228.95	26,012.75	26,393.94	26,668.13	274.19	1.04%	
SUBTOTAL - Diverted Tons	11,467.78	12,021.53	13,153.61	13,455.18	13,487.13	13,389.19	11,284.88	12,056.40	13,598.01	14,890.25	1,292.24	9.50%	
Residential													
Residential Solid Waste	12,502.09	12,636.49	12,792.46	12,930.25	12,937.34	12,883.48	13,729.97	13,420.79	12,631.83	12,852.00	220.17	1.74%	
Residential Curbside Recycling	8,542.51	8,569.35	8,847.75	8,775.63	8,588.77	8,102.32	8,993.23	8,350.99	7,641.17	7,502.15	(139.02)	-1.82%	
Residential Curbside Organics	13,676.71	12,814.53	13,764.55	14,367.61	14,137.12	14,466.29	15,358.97	15,053.13	14,316.40	15,299.53	983.13	6.87%	
SUBTOTAL - Disposed Tons	12,502.09	12,636.49	12,792.46	12,930.25	12,937.34	12,883.48	13,729.97	13,420.79	12,631.83	12,852.00	220.17	1.74%	
SUBTOTAL - Diverted Tons	22,219.22	21,383.88	22,612.30	23,143.24	22,725.89	22,568.61	24,352.20	23,404.12	21,957.57	22,801.68	844.11	3.84%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	41,636.36	41,871.40	42,075.56	41,666.33	42,107.31	41,891.48	38,958.92	39,433.54	39,025.77	39,520.13			
TOTAL TONS DIVERTED	33,687.00	33,405.41	35,765.91	36,598.42	36,213.02	35,957.80	35,637.08	35,460.52	35,555.58	37,691.93			
COMMERCIAL DIVERSION RATE	28.24%	29.14%	31.00%	31.89%	31.62%	31.58%	30.91%	31.67%	34.00%	35.83%			
MFD DIVERSION RATE	21.65%	22.38%	23.34%	23.69%	24.17%	23.54%	24.39%	24.64%	26.22%	28.06%			
RESIDENTIAL DIVERSION RATE	63.99%	62.86%	63.87%	64.16%	63.72%	63.66%	63.95%	63.56%	63.48%	63.95%			
TOTAL DIVERSION RATE	44.72%	44.38%	45.95%	46.76%	46.24%	46.19%	47.77%	47.35%	47.67%	48.82%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
COUNTY FRANCHISED AREA					
Commercial					
Commercial Solid Waste	183.44	171.46	168.02	160.60	683.52
Commercial Recycling	78.44	72.68	70.22	71.28	292.62
Commercial Organics	43.55	44.19	43.48	44.44	175.66
Subtotal - Disposed	183.44	171.46	168.02	160.60	683.52
Subtotal - Diverted	121.99	116.87	113.70	115.72	468.28
Diversion Rate	39.94%	40.53%	40.36%	41.88%	40.66%
MFD					
MFD Solid Waste	108.52	103.31	110.32	111.22	433.37
MFD Recycling	16.41	16.11	15.30	16.85	64.67
MFD Organics	0.69	0.77	0.72	0.98	3.16
Subtotal - Disposed	108.52	103.31	110.32	111.22	433.37
Subtotal - Diverted	17.10	16.88	16.02	17.83	67.83
Diversion Rate	13.61%	14.04%	12.68%	13.82%	13.53%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	697.08	685.27	688.94	704.61	2,775.90
Residential Curbside Recycling	530.85	488.69	468.09	487.88	1,975.51
Residential Curbside Organics	1,135.82	1,138.71	1,023.54	1,103.76	4,401.83
Subtotal - Disposed	697.08	685.27	688.94	704.61	2,775.90
Subtotal - Diverted	1,666.67	1,627.40	1,491.63	1,591.64	6,377.34
Diversion Rate	70.51%	70.37%	68.41%	69.31%	69.67%
Total Disposed	989.04	960.04	967.28	976.43	3,892.79
Total Diverted	1,805.76	1,761.15	1,621.35	1,725.19	6,913.45
Total Diversion Rate	64.61%	64.72%	62.63%	63.86%	63.98%
Single-Family Measured Diversion Rate	70.51%	70.37%	68.41%	69.31%	69.67%
Commercial Measured Diversion Rate	32.27%	32.74%	31.79%	32.95%	32.43%
MFD Measured Diversion Rate	13.61%	14.04%	12.68%	13.82%	13.53%
Overall Measured Diversion Rate	64.61%	64.72%	62.63%	63.86%	63.98%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023 Tons Incr/(Decr)	2022 - 2023 % Change
	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons			
County Franchised Area													
Commercial¹ and MFD													
Commercial Solid Waste	896.77	825.15	849.74	914.97	838.53	784.18	665.16	700.24	668.45	683.52	15.07	2.25%	
MFD Solid Waste	419.04	426.93	442.75	434.75	435.05	424.68	387.82	399.99	400.32	433.37	33.05	8.26%	
Roll-Off Solid Waste	0.00	0.00	5.45	3.63	3.79	6.91	3.21	3.65	3.75	0.00	(3.75)	-100.00%	
Commercial Recycling	283.65	296.74	333.63	359.31	347.09	359.76	310.51	320.53	297.23	292.62	(4.61)	-1.55%	
MFD Recycling	50.51	55.87	57.25	62.58	68.63	72.98	72.01	64.75	63.60	64.67	1.07	1.68%	
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	320.68	345.98	275.15	229.66	216.01	199.35	129.70	117.37	134.36	175.66	41.30	30.74%	
MFD Organics	3.52	3.77	3.55	3.03	1.69	1.38	1.33	1.50	2.02	3.16	1.14	56.44%	
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	1,315.81	1,252.08	1,297.94	1,353.35	1,277.37	1,215.77	1,056.19	1,103.88	1,072.52	1,116.89	44.37	4.14%	
SUBTOTAL - Diverted Tons	658.36	702.36	669.58	654.58	633.42	633.47	513.55	504.15	497.21	536.11	38.90	7.82%	
Residential													
Residential Solid Waste	2,691.69	2,686.05	2,732.22	2,770.59	2,766.44	2,738.91	2,947.47	2,916.75	2,750.60	2,775.90	25.30	0.92%	
Residential Curbside Recycling	2,371.48	2,384.26	2,379.82	2,369.06	2,357.93	2,173.91	2,379.50	2,225.45	2,058.94	1,975.51	(83.43)	-4.05%	
Residential Curbside Organics	3,935.51	3,884.85	4,023.44	4,208.40	4,165.09	4,301.92	4,381.49	4,180.22	4,014.63	4,401.83	387.20	9.64%	
SUBTOTAL - Disposed Tons	2,691.69	2,686.05	2,732.22	2,770.59	2,766.44	2,738.91	2,947.47	2,916.75	2,750.60	2,775.90	25.30	0.92%	
SUBTOTAL - Diverted Tons	6,306.99	6,269.11	6,403.26	6,577.46	6,523.02	6,475.83	6,760.99	6,405.67	6,073.57	6,377.34	303.77	5.00%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	4,007.50	3,938.13	4,030.16	4,123.94	4,043.81	3,954.68	4,003.66	4,020.63	3,823.12	3,892.79			
TOTAL TONS DIVERTED	6,965.35	6,971.47	7,072.84	7,232.04	7,156.44	7,109.30	7,274.54	6,909.82	6,570.78	6,913.45			
COMMERCIAL DIVERSION RATE	33.35%	35.94%	34.03%	32.60%	33.15%	34.26%	32.72%	31.35%	31.67%	32.43%			
MFD DIVERSION RATE	11.42%	12.26%	12.07%	13.11%	13.91%	14.90%	15.90%	14.21%	14.08%	13.53%			
RESIDENTIAL DIVERSION RATE	70.09%	70.01%	70.09%	70.36%	70.22%	70.28%	69.64%	68.71%	68.83%	69.67%			
TOTAL DIVERSION RATE	63.48%	63.90%	63.70%	63.68%	63.90%	64.26%	64.50%	63.22%	63.22%	63.98%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY					
Commercial					
Commercial Solid Waste	88.20	86.42	83.70	83.38	341.70
Commercial Recycling	45.47	42.85	44.95	42.42	175.69
Commercial Organics	42.13	43.78	47.76	43.98	177.65
Subtotal - Disposed	88.20	86.42	83.70	83.38	341.70
Subtotal - Diverted	87.60	86.63	92.71	86.40	353.34
Diversion Rate	49.83%	50.06%	52.55%	50.89%	50.84%
MFD					
MFD Solid Waste	7.06	7.01	6.91	6.56	27.54
MFD Recycling	2.10	1.86	1.88	1.79	7.63
MFD Organics	0.41	0.40	0.55	0.55	1.91
Subtotal - Disposed	7.06	7.01	6.91	6.56	27.54
Subtotal - Diverted	2.51	2.26	2.43	2.34	9.54
Diversion Rate	26.23%	24.38%	26.02%	26.29%	25.73%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	333.05	312.76	294.80	314.65	1,255.26
Residential Curbside Recycling	228.14	221.13	201.01	220.42	870.70
Residential Curbside Organics	647.91	580.49	515.36	632.57	2,376.33
Subtotal - Disposed	333.05	312.76	294.80	314.65	1,255.26
Subtotal - Diverted	876.05	801.62	716.37	852.99	3,247.03
Diversion Rate	72.45%	71.93%	70.85%	73.05%	72.12%
Total Disposed	428.31	406.19	385.41	404.59	1,624.50
Total Diverted	966.16	890.51	811.51	941.73	3,609.91
Total Diversion Rate	69.29%	68.68%	67.80%	69.95%	68.96%
Single-Family Measured Diversion Rate	72.45%	71.93%	70.85%	73.05%	72.12%
Commercial Measured Diversion Rate	48.61%	48.75%	51.22%	49.66%	49.57%
MFD Measured Diversion Rate	26.23%	24.38%	26.02%	26.29%	25.73%
Overall Measured Diversion Rate	69.29%	68.68%	67.80%	69.95%	68.96%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023 Tons Incr/(Decr)	2022 - 2023 % Change
	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons			
West Bay Sanitary													
Commercial¹ and MFD													
Commercial Solid Waste	409.91	398.25	390.81	354.60	353.61	341.26	324.38	409.29	364.85	341.70	(23.15)	-6.35%	
MFD Solid Waste	27.81	27.49	27.08	25.31	22.12	20.33	20.78	25.27	26.15	27.54	1.39	5.32%	
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	148.27	161.07	160.56	194.79	185.38	174.17	128.93	152.71	160.75	175.69	14.94	9.29%	
MFD Recycling	13.10	13.50	12.84	12.04	10.03	7.81	6.38	6.65	7.13	7.63	0.50	7.01%	
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	146.95	140.27	168.98	181.11	180.46	181.21	124.65	154.48	169.06	177.65	8.59	5.08%	
MFD Organics	1.66	1.75	3.11	4.48	2.87	1.41	1.29	1.65	1.48	1.91	0.43	29.05%	
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	437.72	425.74	417.89	379.91	375.73	361.59	345.16	434.56	391.00	369.24	(21.76)	-5.57%	
SUBTOTAL - Diverted Tons	309.98	316.59	345.49	392.42	378.74	364.60	261.25	315.49	338.42	362.88	24.46	7.23%	
Residential													
Residential Solid Waste	1,156.83	1,127.46	1,144.46	1,157.93	1,189.78	1,232.65	1,355.86	1,319.96	1,227.99	1,255.26	27.27	2.22%	
Residential Curbside Recycling	1,121.17	1,093.36	1,105.88	1,089.75	1,058.52	1,002.83	1,090.70	983.55	928.32	870.70	(57.62)	-6.21%	
Residential Curbside Organics	2,391.92	2,321.20	2,407.12	2,490.17	2,429.54	2,499.48	2,398.29	2,274.98	2,151.12	2,376.33	225.21	10.47%	
SUBTOTAL - Disposed Tons	1,156.83	1,127.46	1,144.46	1,157.93	1,189.78	1,232.65	1,355.86	1,319.96	1,227.99	1,255.26	27.27	2.22%	
SUBTOTAL - Diverted Tons	3,513.09	3,414.56	3,513.00	3,579.92	3,488.06	3,502.31	3,488.99	3,258.53	3,079.44	3,247.03	167.59	5.44%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	1,594.55	1,553.20	1,562.35	1,537.84	1,565.51	1,594.24	1,701.02	1,754.52	1,618.99	1,624.50			
TOTAL TONS DIVERTED	3,823.07	3,731.15	3,858.49	3,972.34	3,866.80	3,866.91	3,750.24	3,574.02	3,417.86	3,609.91			
COMMERCIAL DIVERSION RATE	41.46%	42.65%	45.26%	50.81%	50.20%	50.21%	43.08%	42.06%	46.40%	49.57%			
MFD DIVERSION RATE	34.67%	35.68%	37.07%	39.49%	36.84%	31.20%	26.96%	24.72%	24.77%	25.73%			
RESIDENTIAL DIVERSION RATE	75.23%	75.18%	75.43%	75.56%	74.57%	73.97%	72.01%	71.17%	71.49%	72.12%			
TOTAL DIVERSION RATE	70.57%	70.61%	71.18%	72.09%	71.18%	70.81%	68.80%	67.07%	67.86%	68.96%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2023

MEMBER AGENCY	2023					Days	Routes	Tons/Rt/Day
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date			
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected			
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	15,113.49	14,342.93	14,034.94	14,148.94	57,640.30	260	20	11.08
Commercial Recycling	6,223.77	5,566.97	5,435.09	5,490.51	22,716.34	260	17	5.14
Commercial Organics	6,750.24	5,733.52	5,500.41	5,726.19	23,710.36	260	7	13.03
Subtotal - Disposed	15,113.49	14,342.93	14,034.94	14,148.94	57,640.30			
Subtotal - Diverted	12,974.01	11,300.49	10,935.50	11,216.70	46,426.70			
Diversion Rate	46.19%	44.07%	43.79%	44.22%	44.61%			
MFD								
MFD Solid Waste	9,094.01	8,745.98	8,746.88	8,455.72	35,042.59	260	20	6.74
MFD Recycling	2,711.27	2,508.15	2,458.44	2,556.61	10,234.47	260	17	2.32
MFD Organics	562.73	610.84	603.78	630.83	2,408.18	260	7	1.32
Subtotal - Disposed	9,094.01	8,745.98	8,746.88	8,455.72	35,042.59			
Subtotal - Diverted	3,274.00	3,118.99	3,062.22	3,187.44	12,642.65			
Diversion Rate	26.47%	26.29%	25.93%	27.38%	26.51%			
Roll-Off								
Roll-Off Solid Waste	3,079.87	3,112.36	3,099.05	3,179.98	12,471.26	260	4	11.99
Roll-Off Recycling	401.27	379.54	436.06	564.86	1,781.73	260	4	1.71
Roll-Off Organics	725.08	642.54	721.37	717.91	2,806.90	260	4	2.70
Subtotal - Disposed	3,079.87	3,112.36	3,099.05	3,179.98	12,471.26			
Subtotal - Diverted	1,126.35	1,022.08	1,157.43	1,282.77	4,588.63			
Diversion Rate	26.78%	24.72%	27.19%	28.74%	26.90%			
Residential								
Residential Solid Waste	14,626.86	14,480.55	14,408.24	14,633.46	58,149.11	260	24	9.32
Residential Curbside Recycling	9,279.01	8,494.57	8,195.22	8,647.37	34,616.17	260	24	5.55
Residential Curbside Organics	18,994.48	19,716.34	17,219.03	18,451.67	74,381.52	260	20	14.30
Subtotal - Disposed	14,626.86	14,480.55	14,408.24	14,633.46	58,149.11			
Subtotal - Diverted	28,273.49	28,210.91	25,414.25	27,099.04	108,997.69			
Diversion Rate	65.91%	66.08%	63.82%	64.94%	65.21%			
Total Disposed	41,914.23	40,681.82	40,289.11	40,418.10	163,303.26			
Total Diverted	45,647.85	43,652.47	40,569.40	42,785.95	172,655.67			
Total Diversion Rate	52.13%	51.76%	50.17%	51.42%	51.39%			
Single-Family Measured Diversion Rate	65.91%	66.08%	63.82%	64.94%	65.21%			
Commercial Measured Diversion Rate	38.90%	37.08%	36.93%	37.83%	37.71%			
MFD Measured Diversion Rate	26.47%	26.29%	25.93%	27.38%	26.51%			
Overall Measured Diversion Rate	52.13%	51.76%	50.17%	51.42%	51.39%			

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2023

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	2022 - 2023	2022 - 2023
	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	Tons Incr/(Decr)	% Change	
TOTAL SBWMA													
Commercial¹ and MFD													
Commercial Solid Waste	64,847.43	64,931.35	65,612.34	66,567.23	65,858.72	64,579.69	53,370.04	55,684.21	56,183.54	57,640.30	1,456.76	2.59%	
MFD Solid Waste	33,876.59	33,552.90	34,024.49	33,909.45	33,630.51	33,704.74	33,564.89	35,130.81	34,785.75	35,042.59	256.84	0.74%	
Roll-Off Solid Waste	19,829.00	19,960.19	20,961.29	21,299.65	21,501.89	20,635.19	11,806.25	11,545.06	12,066.80	12,471.26	404.46	3.35%	
Commercial Recycling	21,559.03	23,143.64	24,218.27	24,477.06	25,128.20	25,427.10	20,366.86	21,349.20	22,250.62	22,716.34	465.72	2.09%	
MFD Recycling	7,992.60	8,494.97	9,078.23	9,458.33	9,630.30	9,451.02	9,614.72	9,942.78	9,987.14	10,234.47	247.33	2.48%	
Roll-Off Recycling	1,702.31	1,903.85	2,011.25	2,402.09	2,873.36	2,943.16	1,477.65	1,384.38	1,669.33	1,781.73	112.40	6.73%	
Commercial Organics	19,805.15	22,771.16	24,628.82	26,276.81	27,315.28	28,069.56	16,868.48	17,128.77	20,932.19	23,710.36	2,778.17	13.27%	
MFD Organics	894.30	906.78	946.36	1,030.80	1,067.40	1,158.23	1,004.25	1,173.29	1,747.22	2,408.18	660.96	37.83%	
Roll-Off Organics	1,397.19	1,563.99	2,431.27	2,776.36	2,500.64	3,041.64	2,040.41	2,065.75	2,576.42	2,806.90	230.48	8.95%	
SUBTOTAL - Disposed Tons	118,553.02	118,444.44	120,598.12	121,776.33	120,991.12	118,919.62	98,741.18	102,360.08	103,036.09	105,154.15	2,118.06	2.06%	
SUBTOTAL - Diverted Tons	53,350.58	58,784.39	63,314.20	66,421.45	68,515.18	70,090.71	51,372.37	53,044.17	59,162.92	63,657.98	4,495.06	7.60%	
Residential													
Residential Solid Waste	58,553.07	59,146.57	60,256.22	60,654.04	60,197.07	59,998.18	64,943.80	60,578.88	56,768.03	58,149.11	1,381.08	2.43%	
Residential Curbside Recycling	41,379.87	41,224.06	42,010.43	41,620.44	41,212.49	38,877.85	42,600.07	38,673.08	35,711.11	34,616.17	(1,094.94)	-3.07%	
Residential Curbside Organics	74,772.73	71,727.38	75,674.77	78,527.60	77,497.19	80,905.55	82,516.39	72,144.03	69,193.11	74,381.52	5,188.41	7.50%	
SUBTOTAL - Disposed Tons	58,553.07	59,146.57	60,256.22	60,654.04	60,197.07	59,998.18	64,943.80	60,578.88	56,768.03	58,149.11	1,381.08	2.43%	
SUBTOTAL - Diverted Tons	116,152.60	112,951.44	117,685.20	120,148.04	118,709.68	119,783.40	125,116.46	110,817.11	104,904.22	108,997.69	4,093.47	3.90%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	177,106.09	177,591.01	180,854.34	182,430.37	181,188.19	178,917.80	163,684.98	162,938.96	159,804.12	163,303.26			
TOTAL TONS DIVERTED	169,503.18	171,735.83	180,999.40	186,569.49	187,224.86	189,874.11	176,488.83	163,861.28	164,067.14	172,655.67			
COMMERCIAL DIVERSION RATE	31.04%	33.17%	34.43%	35.29%	36.15%	37.08%	34.22%	34.13%	36.48%	37.71%			
MFD DIVERSION RATE	20.78%	21.89%	22.76%	23.62%	24.13%	23.94%	24.03%	24.04%	25.22%	26.51%			
RESIDENTIAL DIVERSION RATE	66.48%	65.63%	66.14%	66.45%	66.35%	66.63%	65.83%	64.66%	64.89%	65.21%			
TOTAL DIVERSION RATE	48.90%	49.16%	50.02%	50.56%	50.82%	51.49%	51.88%	50.14%	50.66%	51.39%			

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 2023

	Single-Family Missed Pick-Up Initial				Single-Family Missed Pick-Up				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I				
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	
Belmont	416	421	470	494	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0
Burlingame	753	717	815	565	0	0	1	0	0	0	0	0	0	0	1	2	1	0	1	1	0	0	0	1	
East Palo Alto	249	307	265	329	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	1	2	0	0	1	
Foster City	296	304	291	291	0	0	0	0	0	0	0	0	0	1	0	1	0	2	0	0	2	1	1	1	
Hillsborough	223	307	343	345	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
Menlo Park	536	533	904	969	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	5	1	1	1	
North Fair Oaks	239	653	252	231	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	1391	1000	1566	1470	1	0	3	0	1	0	0	0	0	0	1	1	4	3	1	1	0	1	2	2	
San Carlos	706	592	824	1039	0	0	1	0	0	0	0	0	0	0	0	1	2	2	2	1	1	0	4	4	
San Mateo	1234	1293	1589	1675	2	0	2	0	0	0	1	0	0	0	0	4	5	2	0	5	2	2	1	1	
County Franchised Area	175	352	217	226	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	3	0	0	0	0	
West Bay	108	109	132	135	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals	6,326	6,588	7,668	7,769	5	0	8	0	2	0	1	1	0	0	1	2	11	13	10	6	13	13	5	12	

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request				Information requests 7.02.A				Billing Concerns			
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4
Belmont	284	388	370	935	36	47	54	72	2	0	0	0	355	320	453	589	206	186	150	213
Burlingame	355	437	410	771	51	70	100	69	0	0	1	0	428	440	483	641	195	185	219	153
East Palo Alto	314	381	373	398	19	23	21	17	0	0	0	0	188	251	213	320	37	94	31	40
Foster City	282	369	361	857	19	23	35	23	0	0	0	1	347	243	408	438	155	86	195	224
Hillsborough	128	268	240	375	49	27	49	23	0	0	0	0	188	223	259	303	105	134	89	128
Menlo Park	291	367	431	782	66	81	88	83	1	0	0	0	420	360	583	675	270	239	279	346
North Fair Oaks	147	650	192	209	26	83	30	29	0	0	0	0	157	585	154	226	42	195	41	26
Redwood City	869	882	1073	1847	152	77	112	103	0	0	1	0	852	746	1145	1346	50	106	82	84
San Carlos	361	365	460	1148	64	73	80	106	1	0	1	0	711	515	1132	1333	270	215	297	184
San Mateo	1059	1336	1351	2575	156	117	142	192	1	1	2	0	1194	1168	1391	1923	652	473	662	859
County Franchised Area	184	343	278	544	25	47	20	15	0	0	0	0	238	471	258	328	143	105	126	134
West Bay	77	87	98	194	16	20	19	1	0	0	0	0	81	69	102	158	75	75	56	65
Totals	4,351	5,873	5,637	10,635	679	688	750	733	5	1	5	1	5,159	5,391	6,581	8,280	2,200	2,093	2,227	2,456

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2023

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
Quarter 1	35,986	34,914	1,072	2.98%	44.35	76.29%	659
Quarter 2	39,958	38,420	1,538	3.85%	54.24	68.81%	650
Quarter 3	43,822	39,416	4,406	10.05%	102.84	58.08%	625
Quarter 4	50,584	43,625	6,959	13.76%	143.90	56.85%	576
Annual Totals	170,350	156,375	13,975	8.20%	89.30	64.44%	2,510

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 2023

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4
Belmont	1	0	0	0	0	0	0	0	113	14	0	42
Burlingame	0	0	0	0	0	0	0	0	16	20	64	129
East Palo Alto	0	0	0	0	0	0	0	0	0	0	0	0
Foster City	0	0	0	0	0	0	0	0	0	92	166	25
Hillsborough	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	0	0	0	0	3	0	0	0	60	54	141	25
North Fair Oaks	0	0	0	0	0	0	0	0	0	0	0	0
Redwood City	0	0	0	0	0	0	0	0	22	72	72	79
San Carlos	0	0	1	0	0	0	0	0	9	51	15	90
San Mateo	0	0	0	0	0	0	0	2	100	327	453	162
County Franchised Area	0	0	0	0	0	0	0	0	0	0	0	0
West Bay	0	0	0	0	0	0	0	0	0	0	0	0
Totals	1	0	1	0	3	0	0	2	320	630	911	552

2023 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,

Annual Index Change CPI-U

4.184%

	Q1			Q2			Q3			Q4			2023 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of		Occurrences	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount			
Belmont	3	0	-	0	0	-	1	0	-	0	0	-	-	2	\$ 159
Burlingame	2	0	-	1	0	-	1	0	-	1	0	-	-	2	\$ 159
East Palo Alto	1	0	-	1	0	-	1	0	-	0	0	-	-	1	\$ 159
Foster City	1	0	-	1	0	-	3	0	-	0	0	-	-	2	\$ 159
Hillsborough	0	0	-	0	0	-	1	0	-	0	0	-	-	1	\$ 159
Menlo Park	3	0	-	2	0	-	2	0	-	2	0	-	-	3	\$ 159
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 159
Redwood City	2	0	-	5	0	-	3	0	-	2	0	-	-	5	\$ 159
San Carlos	2	0	-	3	0	-	3	0	-	3	0	-	-	3	\$ 159
San Mateo	6	0	-	7	0	-	4	0	-	1	0	-	-	6	\$ 159
County Franchised Area	0	0	-	1	0	-	0	0	-	0	0	-	-	2	\$ 159
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 159
	20	0	-	21	0	-	19	0	-	9	0	-	-	29	

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

	Q1			Q2			Q3			Q4			2023 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of		Occurrences	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount			
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 106
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 106
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 106
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 106
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 106
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	5	\$ 106
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 106
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	12	\$ 106
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	5	\$ 106
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	14	\$ 106
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 106
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 106
	0	0	-	-	0	-	-	0	-	-	0	-	-	59	

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

	Q1			Q2			Q3			Q4			2023 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of		Occurrences	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount			
Belmont	1	0	-	0	0	-	0	0	-	2	0	-	-	36	\$ 53
Burlingame	1	0	-	7	0	-	8	0	-	1	0	-	-	35	\$ 53
East Palo Alto	9	0	-	4	0	-	3	0	-	2	0	-	-	22	\$ 53
Foster City	1	0	-	6	0	-	2	0	-	0	0	-	-	36	\$ 53
Hillsborough	4	0	-	5	0	-	4	0	-	4	0	-	-	19	\$ 53
Menlo Park	15	0	-	9	0	-	5	0	-	3	0	-	-	42	\$ 53
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	14	\$ 53
Redwood City	12	0	-	3	0	-	10	0	-	4	0	-	-	92	\$ 53
San Carlos	5	0	-	0	0	-	2	0	-	4	0	-	-	45	\$ 53
San Mateo	15	0	-	17	0	-	17	0	-	14	0	-	-	108	\$ 53
County Franchised Area	1	0	-	1	0	-	3	0	-	2	0	-	-	27	\$ 53
West Bay	5	0	-	0	0	-	3	0	-	1	0	-	-	12	\$ 53
	69	0	-	52	0	-	57	0	-	37	0	-	-	488	

2023 LIQUIDATED DAMAGES

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

	Q1			Q2			Q3			Q4			2023 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	-	-	0	\$ 27
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 27
Total	0	0	-	0	0	-	0	0	-	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	Q1			Q2			Q3			Q4			2023 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	-	-	4	\$ 53
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 53
East Palo Alto	1	0	-	0	0	-	0	0	-	1	0	-	-	3	\$ 53
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 53
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 53
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	5	\$ 53
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 53
Redwood City	1	0	-	0	0	-	0	0	-	0	0	-	-	12	\$ 53
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	5	\$ 53
San Mateo	0	0	-	0	0	-	1	0	-	0	0	-	-	14	\$ 53
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 53
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 53
Total	2	0	-	0	0	-	1	0	-	1	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	Q1			Q2			Q3			Q4			2023 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	-	-	0	\$ 266
Burlingame	0	0	-	0	0	-	0	0	-	1	1	266	266	0	\$ 266
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Foster City	0	0	-	0	0	-	1	1	266	0	0	-	266	0	\$ 266
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Redwood City	0	0	-	0	0	-	0	0	-	1	1	266	266	0	\$ 266
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Total	0	0	-	0	0	-	1	1	266	2	2	531	797	-	

2023 LIQUIDATED DAMAGES

7.A, 7.B, 8.02.I **Complaints regarding spills of discarded materials and failure to clean up those spills**

	Q1			Q2			Q3			Q4			2023 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of		Occurrences	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount			
Belmont	0	0	-	1	0	-	0	0	-	0	0	-	-	9	\$ 53
Burlingame	1	0	-	0	0	-	0	0	-	1	0	-	-	8	\$ 53
East Palo Alto	1	0	-	2	0	-	0	0	-	1	0	-	-	5	\$ 53
Foster City	0	0	-	2	0	-	0	0	-	1	0	-	-	9	\$ 53
Hillsborough	0	0	-	0	0	-	0	0	-	1	0	-	-	5	\$ 53
Menlo Park	1	0	-	5	0	-	1	0	-	1	0	-	-	10	\$ 53
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 53
Redwood City	1	0	-	0	0	-	1	0	-	2	0	-	-	22	\$ 53
San Carlos	1	0	-	1	0	-	0	0	-	4	0	-	-	11	\$ 53
San Mateo	5	0	-	2	0	-	2	0	-	1	0	-	-	26	\$ 53
County Franchised Area	3	0	-	0	0	-	0	0	-	0	0	-	-	6	\$ 53
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 53
	13	0	-	13	0	-	4	0	-	12	0	-	-	117	

8. 8.02.I **Complaints regarding unreasonable leaks or spills of vehicle fluids**

	Q1			Q2			Q3			Q4			2023 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of		Occurrences	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount			
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
Foster City	0	0	-	0	0	-	1	1	531	0	0	-	531	0	\$ 531
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 531
	0	0	-	0	0	-	1	1	531	0	0	-	531	0	

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

	Q1			Q2			Q3			Q4			2023 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of		Occurrences	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount			
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

2023 LIQUIDATED DAMAGES

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

	Q1			Q2			Q3			Q4			2023 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	-	-	0	\$ 106
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

**CUSTOMER
SERVICE
QUALITY**

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

	Q1			Q2			Q3			Q4			2023 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	-	-	0	\$ 106
Burlingame	0	0	-	1	1	106	0	0	-	0	0	-	106	0	\$ 106
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Foster City	0	0	-	0	0	-	2	2	212	0	0	-	212	0	\$ 106
Hillsborough	0	0	-	0	0	-	1	1	106	0	0	-	106	0	\$ 106
Menlo Park	1	1	106	0	0	-	0	0	-	0	0	-	106	0	\$ 106
North Fair Oaks	0	0	-	0	0	-	2	2	212	0	0	-	212	0	\$ 106
Redwood City	1	1	106	1	1	106	1	1	106	0	0	-	319	0	\$ 106
San Carlos	0	0	-	1	1	106	0	0	-	0	0	-	106	0	\$ 106
San Mateo	0	0	-	0	0	-	2	2	212	0	0	-	212	0	\$ 106
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
	2	2	212	3	3	319	8	8	850	0	0	-	1,381	-	

2023 LIQUIDATED DAMAGES

REPORTING

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

	Q1			Q2			Q3			Q4			2023 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	-	-	0	\$ 266
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

	Q1			Q2			Q3			Q4			2023 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	-	-	0	\$ 266
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

3. Late submittal of billing review report

7.01.E

	Q1			Q2			Q3			Q4			2023 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	-	-	0	\$ 266
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 266
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

2023 LIQUIDATED DAMAGES

OTHER

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

	Q1			Q2			Q3			Q4			2023 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	-	0	0	-	-	0	\$ 186
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

Disposal of organic materials without written approval
8.02.D

	Q1			Q2			Q3			Q4			2023 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	-	0	0	-	-	0	\$ 106
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

	Q1			Q2			Q3			Q4			2023 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	-	0	0	-	-	0	\$ 186
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 186
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

2023 LIQUIDATED DAMAGES

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

	Q1			Q2			Q3			Q4			2023 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	-	0	0	-	-	0	\$ 106
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 106
Total Liquidated Damages				212			319			1,646			531	2,709	

Annual Single-Family and Commercial Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2023

Annual Index Change CPI-U 4.184% \$53

Agency	Number of Missed Pick-Up Events				Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$53 per Event				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4			Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Belmont	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
Burlingame	0	0	1	0	N/A	0	\$0	\$0	(\$53)	\$0	(\$53)
East Palo Alto	0	0	1	0	N/A	0	\$0	\$0	(\$53)	\$0	(\$53)
Foster City	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
Hillsborough	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
Menlo Park	2	0	0	0	N/A	0	(\$106)	\$0	\$0	\$0	(\$106)
North Fair Oaks	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
Redwood City	1	0	3	0	N/A	0	(\$53)	\$0	(\$159)	\$0	(\$212)
San Carlos	0	0	1	0	N/A	0	\$0	\$0	(\$53)	\$0	(\$53)
San Mateo	2	0	2	0	N/A	0	(\$106)	\$0	(\$106)	\$0	(\$212)
County Franchised Area	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
West Bay	0	0	0	0			\$0	\$0	\$0	\$0	\$0
Totals	5	0	8	0			(\$266)	\$0	(\$425)	\$0	(\$690)

Recology San Mateo County

		Annual	Average Speed of Answer	Incentive/Disincentive		Rate Year 2023		
Aggregate SBWMA			Annual Index Change CPI-U	4.184%	\$531	\$531		
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	Net Amount	
Annual								
Month								
January	31	15	30	0	1	\$0	(\$552)	(\$552)
February	64	15	30	0	34	\$0	(\$18,030)	(\$18,030)
March	28	15	30	0	0	\$0	\$0	\$0
April	42	15	30	0	12	\$0	(\$6,622)	(\$6,622)
May	35	15	30	0	5	\$0	(\$2,544)	(\$2,544)
June	71	15	30	0	41	\$0	(\$21,726)	(\$21,726)
July	141	15	30	0	111	\$0	(\$58,769)	(\$58,769)
August	58	15	30	0	28	\$0	(\$14,987)	(\$14,987)
September	90	15	30	0	60	\$0	(\$32,109)	(\$32,109)
October	43	15	30	0	13	\$0	(\$6,925)	(\$6,925)
November	51	15	30	0	21	\$0	(\$11,237)	(\$11,237)
December	324	15	30	0	294	\$0	(\$156,358)	(\$156,358)
Totals						\$0	(\$329,860)	(\$329,860)
		Year 2022						
	Agency	Solid Waste Tons						
	Belmont	7,170				\$0	(\$14,800)	(\$14,800)
	Burlingame	16,679				\$0	(\$34,428)	(\$34,428)
	East Palo Alto	11,598				\$0	(\$23,939)	(\$23,939)
	Foster City	10,285				\$0	(\$21,230)	(\$21,230)
	Hillsborough	2,654				\$0	(\$5,478)	(\$5,478)
	Menlo Park	15,086				\$0	(\$31,140)	(\$31,140)
	North Fair Oaks	5,701				\$0	(\$11,769)	(\$11,769)
	Redwood City	33,950				\$0	(\$70,079)	(\$70,079)
	San Carlos	12,213				\$0	(\$25,209)	(\$25,209)
	San Mateo	39,026				\$0	(\$80,555)	(\$80,555)
	County Franchised Area	3,823				\$0	(\$7,892)	(\$7,892)
	West Bay	1,619				\$0	(\$3,342)	(\$3,342)
		159,804				\$0	(\$329,860)	(\$329,860)

Recology San Mateo County

Annual	Ninety Second Maximum Hold Time	Incentive/Disincentive	Rate Year 2023			
Aggregate SBWMA		Annual Index Change CPI-U	4.184% \$5			
Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Quarterly Number of Calls Received SBWMA Service Area	5% of Quarterly Number of Calls Received SBWMA Service Area	Incentive Number of Calls	Ninety Second Hold Time Calls in Excess of 5% of Quarterly Calls Received	Incentive Payment Due	Disincentive Payment due \$5 per Call

Annual 2023

Quarter	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	4,261	35,986	1,799	N/A	2,462	N/A	(\$13,072)
Quarter 2	6,898	39,958	1,998	N/A	4,900	N/A	(\$26,020)
Quarter 3	10,943	43,822	2,191	N/A	8,752	N/A	(\$46,473)
Quarter 4	13,958	50,584	2,529	N/A	11,429	N/A	(\$60,688)
Annual Totals					27,543		(\$146,252)
			Year 2022 Tons of Solid Waste Collected				
		Agency					
		Belmont	7,170			N/A	(\$6,562)
		Burlingame	16,679			N/A	(\$15,265)
		East Palo Alto	11,598			N/A	(\$10,614)
		Foster City	10,285			N/A	(\$9,413)
		Hillsborough	2,654			N/A	(\$2,429)
		Menlo Park	15,086			N/A	(\$13,807)
		North Fair Oaks	5,701			N/A	(\$5,218)
		Redwood City	33,950			N/A	(\$31,071)
		San Carlos	12,213			N/A	(\$11,177)
		San Mateo	39,026			N/A	(\$35,716)
		County Franchised Area	3,823			N/A	(\$3,499)
		West Bay	1,619			N/A	(\$1,482)
			159,804			N/A	(\$146,252)

Recology San Mateo County
Annual Diversion Incentive
Calculation
Rate Year 2023

	Prior Rate Years					2023	Prior Five	Rate Year	Threshold	Actual Less	\$74
	2018	2019	2020	2021	2022		Years Average	2023 Total Tons	Diverted Tons	Threshold Tons	Incentive
Single-Family Disposed Tons	58,410.63	58,231.03	62,983.74	60,578.88	56,768.03	58,149.11					
Single-Family Recyclable Material Tons	109,699.66	110,577.79	116,304.47	110,817.11	104,904.22	108,997.69					
Single-Family Diversion Percentage	65.25%	65.50%	64.87%	64.66%	64.89%	65.21%	65.03%	167,146.80	N/A	N/A	N/A
Commercial Disposed Tons	120,590.40	118,535.63	98,364.17	102,360.08	103,036.09	105,154.15					
Commercial Recyclable Material Tons	67,748.11	69,491.05	50,969.91	53,044.17	59,162.92	63,657.98					
Commercial Diversion Percentage	35.97%	36.96%	34.13%	34.13%	36.48%	37.71%	35.53%	168,812.13	N/A	N/A	N/A
Overall Diversion Percentage	49.78%	50.46%	50.90%	50.14%	50.66%	51.39%	50.39%	335,958.93	169,289.70	3,365.97	\$250,259.87
Total Diversion Incentive/(Disincentive)											\$250,259.87

Member Agency	Year 2022		Member Agency Distribution
	Solid Waste Tons	Percentage	
Belmont	7,170	4.49%	\$11,228.49
Burlingame	16,679	10.44%	\$26,120.08
East Palo Alto	11,598	7.26%	\$18,162.24
Foster City	10,285	6.44%	\$16,107.02
Hillsborough	2,654	1.66%	\$4,156.13
Menlo Park	15,086	9.44%	\$23,625.65
North Fair Oaks	5,701	3.57%	\$8,928.53
Redwood City	33,950	21.24%	\$53,167.47
San Carlos	12,213	7.64%	\$19,125.72
San Mateo County	39,026	24.42%	\$61,115.97
Franchised Area	3,823	2.39%	\$5,987.16
West Bay	1,619	1.01%	\$2,535.41
	159,804	100.00%	\$250,259.87

Recology San Mateo County
Annual Incentive/Disincentive
Summary
Rate Year 2023

	Single -Family and Commercial Missed Pick-up Collection Events	Average Speed of Answer	Ninety Second Maximum Hold Time	Diversion	Total	Maximum
Belmont	\$0	(\$14,800)	(\$6,562)	\$11,228	(\$10,133)	(\$4,487)
Burlingame	(\$53)	(\$34,428)	(\$15,265)	\$26,120	(\$23,626)	(\$10,490)
East Palo Alto	(\$53)	(\$23,939)	(\$10,614)	\$18,162	(\$16,444)	(\$7,310)
Foster City	\$0	(\$21,230)	(\$9,413)	\$16,107	(\$14,536)	(\$6,436)
Hillsborough	\$0	(\$5,478)	(\$2,429)	\$4,156	(\$3,751)	(\$1,661)
Menlo Park	(\$106)	(\$31,140)	(\$13,807)	\$23,626	(\$21,428)	(\$9,547)
North Fair Oaks	\$0	(\$11,769)	(\$5,218)	\$8,929	(\$8,058)	(\$3,568)
Redwood City	(\$212)	(\$70,079)	(\$31,071)	\$53,167	(\$48,194)	(\$21,457)
San Carlos	(\$53)	(\$25,209)	(\$11,177)	\$19,126	(\$17,313)	(\$7,695)
San Mateo	(\$212)	(\$80,555)	(\$35,716)	\$61,116	(\$55,368)	(\$24,633)
San Mateo County	\$0	(\$7,892)	(\$3,499)	\$5,987	(\$5,403)	(\$2,392)
West Bay	\$0	(\$3,342)	(\$1,482)	\$2,535	(\$2,288)	(\$1,013)
Totals	(\$690)	(\$329,860)	(\$146,252)	\$250,260	(\$226,542)	(\$100,690)

Net amount due Member Agencies: In accordance with Attachment I, the maximum annual incentive/disincentive, except for Single-Family and Commercial Missed Pick-up Events, is \$100,000 or (\$100,000).

(\$100,690)

Note: Negative amounts in parentheses are disincentives for Recology and are amounts due Member Agencies.
Positive amounts are incentives for Recology and are amounts due Recology.

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

Number of Routes by Service Sector per Day				
SBWMA Member Agency	Single-Family	Multi-Family and Commercial	Multi-Family and Commercial Roll-off	Member Agency Facilities
Belmont	4.8	2.6	0.1	0.1
Burlingame	4.9	5.9	0.9	0.2
East Palo Alto	2.8	1.6	0.2	0.0
Foster City	4.1	2.7	0.2	0.1
Hillsborough	4.4	0.1	0.0	0.0
Menlo Park	6.0	4.2	0.6	0.5
Redwood City	12.1	8.2	0.8	0.6
San Carlos	6.7	3.1	0.2	0.2
San Mateo	13.9	10.7	0.9	0.6
North Fair Oaks	2.1	1.5	0.0	0.1
WBSD	1.8	0.3	0.0	0.0
County Franchised Area	4.3	0.6	0.0	0.0
TOTAL	68.0	41.7	4.0	2.3

Number of Vehicles by Type by Service Sector			
Type of Vehicle	Single-Family	Multi-Family, Commercial and Agency Facilities	Multi-Family, Commercial and Agency Roll-off
Side Load	77		
Front Load		25	
Rear Load		28	
Roll Off			6
Pick up	15		
Flat Bed	5		
Van	4		

Average Cost Per Route by Service Sector			
SBWMA	Single-Family	Multi-Family and Commercial	Member Agency Facilities
Average Cost per all Routes	591,910	694,552	583,282
FY 2023 compensation	40,249,888	31,718,718	1,360,302

Tons per Route Per Day									
Single Family Dwelling				Multi-Family, Commercial & Agency Facilities					
	Solid Waste	Recyclable Materials	Organic Materials (including Holiday Trees)	Cart and Bin Solid Waste	Cart and Bin Recyclable Materials	Cart and Bin Organic Materials (including Holiday Trees)	Drop Box Solid Waste	Drop Box Recyclable Materials	Drop Box Organic Materials
Number of Routes	24	24	20	20	17	7	4	4	4
Tons per Route Per Day	9.32	5.55	14.30	17.82	7.46	14.35	11.99	1.71	2.70

Operational Changes: During the year 2023, there were no substantive changes in the number of routes, staffing, supervision or collection services.

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

Route Labor Hours by Service Sector						
SBWMA Member Agency	Single-Family Annual	Single-Family per Day	Multi-Family and Commercial Annual	Multi-Family and Commercial per Day	Member Agency Facilities Annual	Member Agency Facilities per Day
Belmont	8,812.34	33.89	4,888.51	18.80	266.96	1.03
Burlingame	9,615.34	36.98	12,322.22	47.39	937.85	3.61
East Palo Alto	6,881.55	26.47	3,159.36	12.15	176.68	0.68
Foster City	7,989.51	30.73	4,891.42	18.81	198.91	0.77
Hillsborough	8,460.82	32.54	254.52	0.98	53.92	0.21
Menlo Park	10,998.68	42.30	8,653.54	33.28	1,742.36	6.70
Redwood City	23,716.69	91.22	16,805.74	64.64	1,789.43	6.88
San Carlos	12,442.42	47.86	5,792.05	22.28	548.95	2.11
San Mateo	27,898.19	107.30	24,195.07	93.06	1,888.09	7.26
North Fair Oaks	4,521.69	17.39	3,154.02	12.13	237.55	0.91
WBSD	3,343.09	12.86	700.16	2.69	12.26	0.05
County Franchised Area	8,734.71	33.60	1,094.45	4.21	0.00	0.00
TOTAL	133,415.02	513.13	85,911.06	330.43	7,852.96	30.20

Set-Outs		
Single-Family Solid Waste	Single-Family Recyclable Materials	Single-Family Organic Materials
305,115	298,676	269,969
293,412	287,735	242,642
199,105	179,813	149,639
307,469	302,040	206,567
173,372	175,343	194,045
364,083	362,511	362,685
856,880	809,200	636,374
381,556	365,659	333,382
956,852	899,601	830,559
144,760	131,878	109,774
101,569	101,560	111,717
234,753	224,935	212,519
4,318,926	4,138,951	3,659,872

MSW Accounts by Service Sector				
Accounts - MSW	Single-Family		Multi-Family and Commercial	Member Agency Facilities
Belmont	6,762		447	19
Burlingame	6,595		1,386	102
East Palo Alto	4,242		372	32
Foster City	6,744		549	8
Hillsborough	3,772		8	5
Menlo Park	7,774		1,125	151
Redwood City	17,606		2,075	145
San Carlos	8,586		1,137	46
San Mateo	20,759		2,737	171
North Fair Oaks	2,675		479	16
WBSD	2,226		33	1
County Franchised Area	5,141		196	0
TOTAL	92,882		10,544	696

RECOLOGY SAN MATEO COUNTY

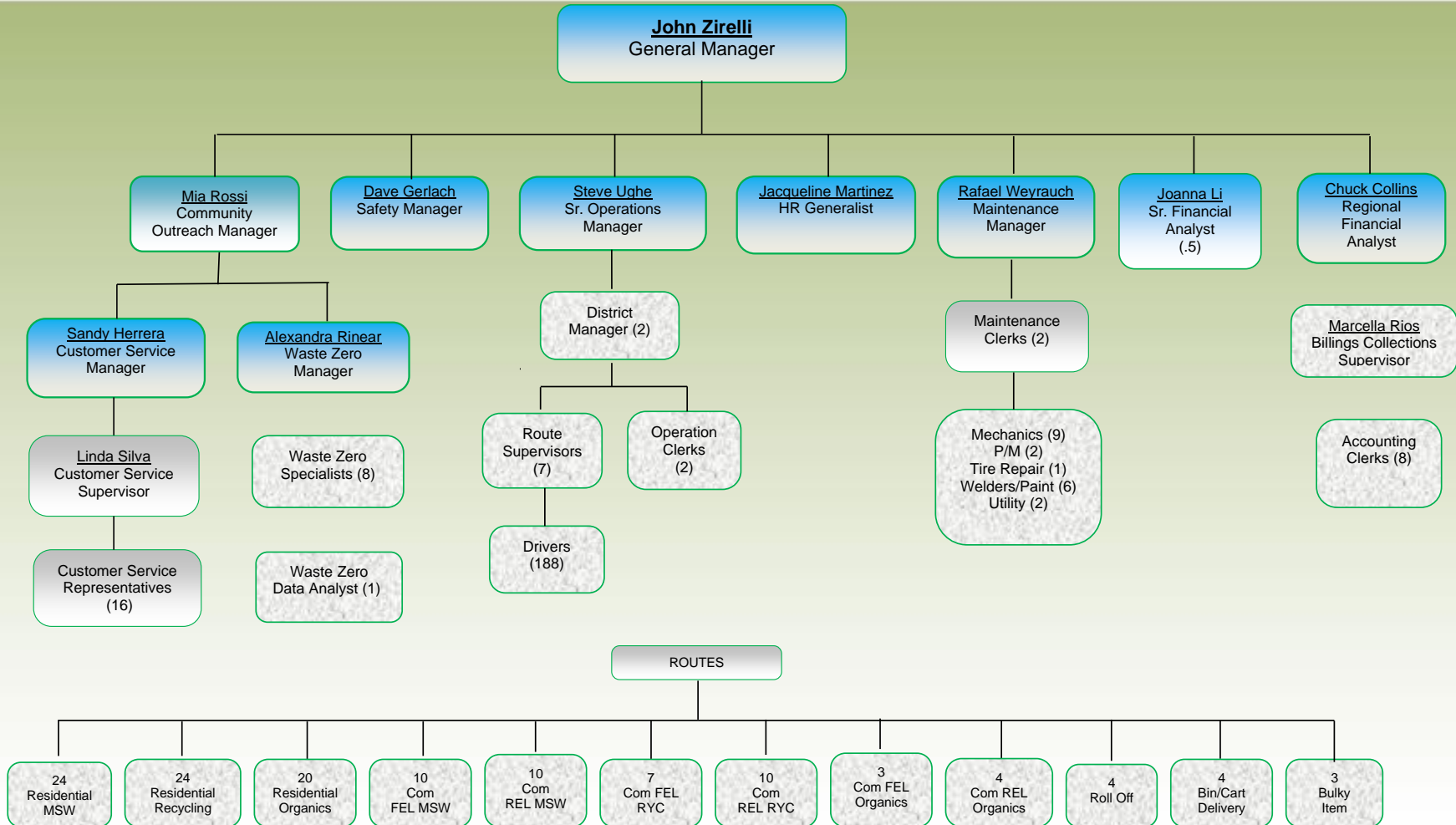
OPERATIONAL INFORMATION

Job Classifications and Annual Wages							
	Job Type	Job Title	Full Time Equivalents	Job Step	Hourly Rate	Hourly Pension*	Hourly H&W**
DRIVERS	DRIVER	Driver	1	1	35.91	7.70	18.36
DRIVERS	DRIVER	Driver	4	2	41.04	7.70	18.36
	DRIVER	Driver	5	3	46.17	7.70	18.36
	DRFTLR	Driver	159	4	51.30	7.70	18.36
	DRFTLR	Driver - Frontloader	15	4	51.80	7.70	18.36
	DRFTLR	Driver - Frontloader	4	5	52.45	7.70	18.36
MECHANICS	MAINT	Bin Repair/Paint/Wash	1	3	43.68	7.70	18.36
	MAINT	Bin Repair/Paint/Wash	4	4	48.53	7.70	18.36
	MAINT	Bin Repair/Paint/Wash	1	LD	50.53	7.70	18.36
	MCHTC	Mechanic (Tire Cert)	1	LD	55.37	7.70	18.36
	MECH	Mechanic	5	4	52.07	7.70	18.36
	MECH	Mechanic	2	LD	54.07	7.70	18.36
	MECHA1	Mechanic	1	4	53.37	7.70	18.36
	MECHA2	Mechanic	1	4	54.67	7.70	18.36
	PMTCH	Preventative Maintenance Tech	1	1	33.95	7.70	18.36
	UTLTYS	Preventative Maintenance Tech	1	4	48.50	7.70	18.36
	UTLTYS	Utility Person - Shop	2	4	35.30	7.70	18.36
CLERICAL	ACTCK	Accounting Clerk	2	4	35.20	4.80	18.36
	ACTCK2	Accounting Clerk II	1	4	41.91	4.80	18.36
	CSREP	Customer Service Rep	3	1	23.22	4.80	18.36
	CSREP	Customer Service Rep	1	2	26.54	4.80	18.36
	CSREP	Customer Service Rep	8	4	33.17	4.80	18.36
	CSREP	Customer Service Rep	4	LD	34.67	4.80	18.36
	MNTCK	Maintenance Clerk	1	4	37.64	4.80	18.36
	MNTCK	Maintenance Clerk	1	LD	39.14	4.80	18.36
	OPSCK	Operations Clerk	2	4	38.27	4.80	18.36

* - Hourly pension is paid on straight time hours worked up to a maximum of 184 hours per month.

** - Hourly H&W is based on average monthly Health and Welfare premiums multiplied by 12 months then divided by 2080 hours

Recology San Mateo County Organizational Chart FY 2023



Recology San Mateo County Headcount = 265.5

Contractor's Review of Billings

Pursuant to Section 7.01.F of the contract, Recology San Mateo County (RSMC) cooperates fully with all requests from Member Agencies and the SBWMA for billing reviews. Also, each Member Agency and the SBWMA have access to the RSMC AS400 billing system. Access to the billing system can be done remotely by portal.

Recology San Mateo County manually reviews all rates keyed into the AS400 billing system. Each rate is reviewed against the Agency provided rates by service size and frequency or reviewed to verify rates agree with Agency provided increase percentages.

Each month, billings are reviewed for accuracy, pursuant to our protocol and practice. After generation and prior to final approval, RSMC generates a random sampling of every 100th billing from that month's function. These billings are reviewed to verify that rates are accurately presented to the customer, and accuracy of messages included by Member Agencies, SBWMA or RSMC. Additionally, a summary report is reviewed to verify that billing counts and amounts are consistent with anticipated revenue totals.

Additionally, pursuant to Section 7.01E, the Recology Audit team physically audited 65,623 accounts during 2023. The source files contain the routes that were audited as well as the audit plan for 2024. This is in addition to the daily data collection done by our on-board electronic route management system, Routeware, to process, track and report on all in-field pick up activity. Any exceptions to the cart or container sizes are noted by the driver and reported electronically or at the end of the day to an operations clerk.

2024 Residential and Commercial Customer Service Plan

Pursuant to Section 9.07 C. of the contract, Recology San Mateo County (RSMC) submits the following Customer Service Plan for Residential, Commercial and Multi-Family service for 2024.

The Customer Service Call Center

A well trained and motivated staff is key to superior customer service. RSMC has a staff of 16 full-time Customer Service Representatives, one Customer Service Supervisor, and one Customer Service Manager.

Job duties for **Customer Service Representatives** (CSRs) include the following tasks:

- Answers telephone, and/or greets customers at the Reception Desk.
- Provides information about residential, multi-family and commercial collections, rates, billing, and account status promptly and accurately.
- Addresses customer inquiries and resolves concerns through a combination of telephone service, computer data entry, billing, balancing and reconciling customer payments.
- Communicates with customers, peers, supervisors and managers, and representatives from other departments or subsidiaries about current customer service standards and options.
- Maintains appropriate records, prepares requested reports, and performs related word processing, data entry and/or clerical duties.
- Expedites communications and services between customers and co-workers by phone, in person, or through written communications to coordinate services, records, and account status.
- Participates in training related to customer service work processes, procedures, skills and safety to ensure optimum customer service.
- Handles escalated calls, escrow, bankruptcy, delinquent accounts by telephone contact and monitors delinquent accounts to point of resolution, as appropriate.

Job duties for **Customer Service Supervisor** include the following tasks:

- Coordinates and oversees the work of Customer Service team.
- Maintains phone statistics and monitors daily call volumes to ensure adequate phone coverage at all times.
- Participates in training and may coordinate training related to customer service work processes, procedures, skills, and safety to ensure optimum customer service.
- Handles hot calls, delinquent accounts by telephone contact and monitoring delinquent accounts to point of resolution, as appropriate.

Job duties for the **Customer Service Manager** include the following:

- Receives and investigates customer complaints regarding services and rates.
- Corrects service issues and/or incidents in the field through or in coordination with appropriate operations department personnel.
- Adjusts rate and billing disputes on own authority.
- Develops and implements business processes and procedures to improve and ensure customer satisfaction.
- Develops and prepares reports as required and/or directed.

Responsibilities also include interviewing, hiring, and training employees, planning, assigning, and directing work, appraising supervisor's performance, rewarding and disciplining employees, addressing complaints, and resolving problems.

Training Strategy

In striving to maintain a consistently high level of service to all our customers, we appreciate and understand the need to maintain a first-class Customer Service team. We acknowledge that any of our CSRs who answer the telephone may be the customer's only direct contact with us, and that CSRs' conduct reflects upon RSMC and the municipalities we serve.

As the direct contact with customers, our CSR's training helps to strengthen RSMC's desire that all calls be answered courteously, with pleasant voices and using proper communication. In particular, training will include how to handle stressful calls, including upset customers, with customer centric solutions being the objective.

Quarterly Training Topics

- ❖ Franchise Facts - this training will take place during the first quarter of the calendar year and will focus on the differences and similarities for each of the franchises RSMC services. This is typically the time of year when rate increases take place so training will include rate increase sound bites to help the CSRs speak to our customers confidently about recent rate increases, services or program changes.

Each of the following quarterly training topics will be addressed interactively through group exercises, puzzles, games, and incentives to continually put emphasis on the training topic. Topics will be updated annually as needed for changes that happen due to legislation, contract addendums or changes in services we provide.

- ❖ Jurisdiction Jeopardy
- ❖ Rate Your Own Calls
- ❖ Reason Code Bingo

In-Field Hands-on Training

Prior to 2020, we have had the CSRs ride along with drivers, supervisors, and Waste Zero Specialists. We have had them spend a day in dispatch as well, to learn about the different areas of our daily operations. We will continue to conduct these types of trainings each year on a rotating basis to ensure that the CSRs are better able to understand the needs of the customer, communicate with the drivers, and more easily formulate the best resolution to issues communicated by customers.

On-Going Continuous Improvement Training

Recology provides ongoing and refresher training to ensure that CSRs maintain a professional and courteous demeanor. Training classes are scheduled routinely through Recology's Training Department in order to help subsidiaries schedule their employees and ensure that training is available on a regular basis. Ongoing training is required as internal Recology Customer Relations Management (RCRM) system changes are made or service enhancements are instituted.

The Quality Assurance programs in place offer another avenue to help identify areas for improvement. Our internal call monitoring allows for immediate feedback to the CSRs on overall performance, and areas for improvement.

Attracting and Retaining High Quality CSR Staff

When the need arises to hire a CSR, Recology posts the position on the internet and with various agencies we partner with. RSMC offers a competitive compensation and benefits package in order to hire and retain qualified staff.

The hiring process includes different types of interviews to better gauge a candidate's suitability. Phone interviews are conducted to help determine phone etiquette, tone, and voice quality whereas in person interviews conducted by the hiring manager and/or a Human Resources representative, allow for a more in-depth discussion of employment history and qualifications. The hiring process and interview questions are designed to identify the desirable qualities in a candidate and determine the overall best qualified candidate.

Website:

Customers continue to embrace RSMC's Online Bill-Pay service. A new feature was added in mid-2017 allowing customers to pay via an Interactive Voice Response (IVR) system. The number of customers using Online Phone Payments through the IVR system is outpacing the number of CSR assisted phone payments and is now reflected in the table below. Electronic communication continues to be a preferred communication tool by customers. Below is the summary of E-bill payments, Phone payments and electronic service requests in 2023:

Member Agency	# of e-bill Payments	# of Online IVR Phone Payments	# of Online Phone Payments	# of BICs Scheduled	# of extra MSW services scheduled	# of extra REC/ORG services scheduled	# of service change Requests	# of Complaints resolved
Belmont		-	272	1122	3	8	37	59
Burlingame		-	231	966	3	9	33	61
East Palo Alto		-	68	90	2	2	7	11
Foster City		-	265	970	2	10	39	38
Hillsborough		-	141	309	0	5	13	23
Menlo Park		-	459	978	8	20	27	85
North Fair Oaks		-	48	113	1	6	3	20
Redwood City		-	73	1895	4	27	67	115
San Carlos		-	331	1417	7	19	58	84
San Mateo		-	1498	2877	9	33	104	131
Unincorporated SMC		-	166	745	3	10	33	29
West Bay Sanitary District		-	77	315	1	1	10	15
Total	147,885	10,152	3,629	11,797	43	150	431	671

CUSTOMER INFORMATION SYSTEM

Status of Changes or Upgrades made to System Software

- Ongoing system modernization – ensuring patching and upgrades to systems take place. We also ensure our infrastructure keeps pace with growth and changes in needs for data and access.

Description of Proposed Changes to System Software

- Will be upgrading truck tablets across the RSMC fleet in early 2024.
- Future changes will include a migration of one of our core systems. Recology is embarking on a business initiative to set the standard for customer experience and strive toward operational excellence through the implementation of standardized business processes and a new, best-in-class, enterprise-wide technology. This will be a multi-year rollout and the South Group will occur after 2025.

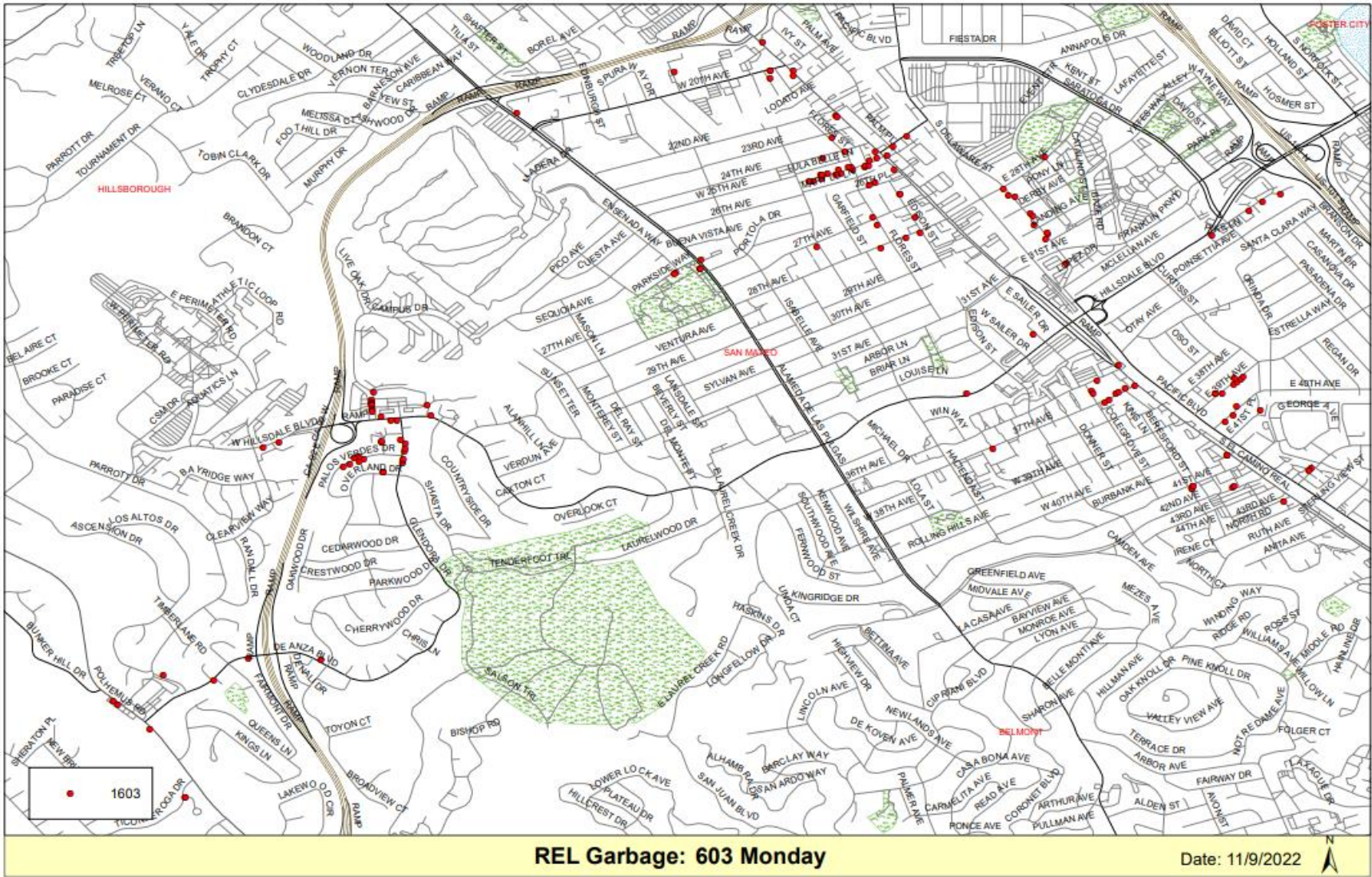
- Implementation of a Talkdesk enhancement to include emails. Integrating email into the Talkdesk contact center environment will allow customer service agents to have a more streamlined experience communicating with Recology's customers. Talkdesk email is part of their "single pane of glass" experience where all customer communication including voice, email and eventually chat, SMS and social media can be utilized within the same screen.
- As Microsoft rolls out the Windows 11 operating system, our end users will need to migrate over to this new operating system.
The benefits of upgrading to Windows 11 include added security for our existing systems from using the latest updates from Windows. Once we have successfully tested our existing systems on Windows 11, we will also benefit from the organization-wide compatibility that comes with all users on the same operating system.
- In 2024, there are plans for improving routing and mapping operations for all Recology Companies. With the upgrade the GIS department will be able to make use of new updated tools.

Explanation and Schedule of Training Activities

Employee's education continues to be a priority at Recology. Training is provided on an as needed basis with either a classroom, electronic or web-based delivery available.

Contractor's Route Sheets and Maps

Pursuant to Section 9.07 A.1.i., the following pages include 3 sample route maps and route sheets. Due to the size of file, we will submit the remaining route maps and corresponding route sheets separately to the SBWMA.

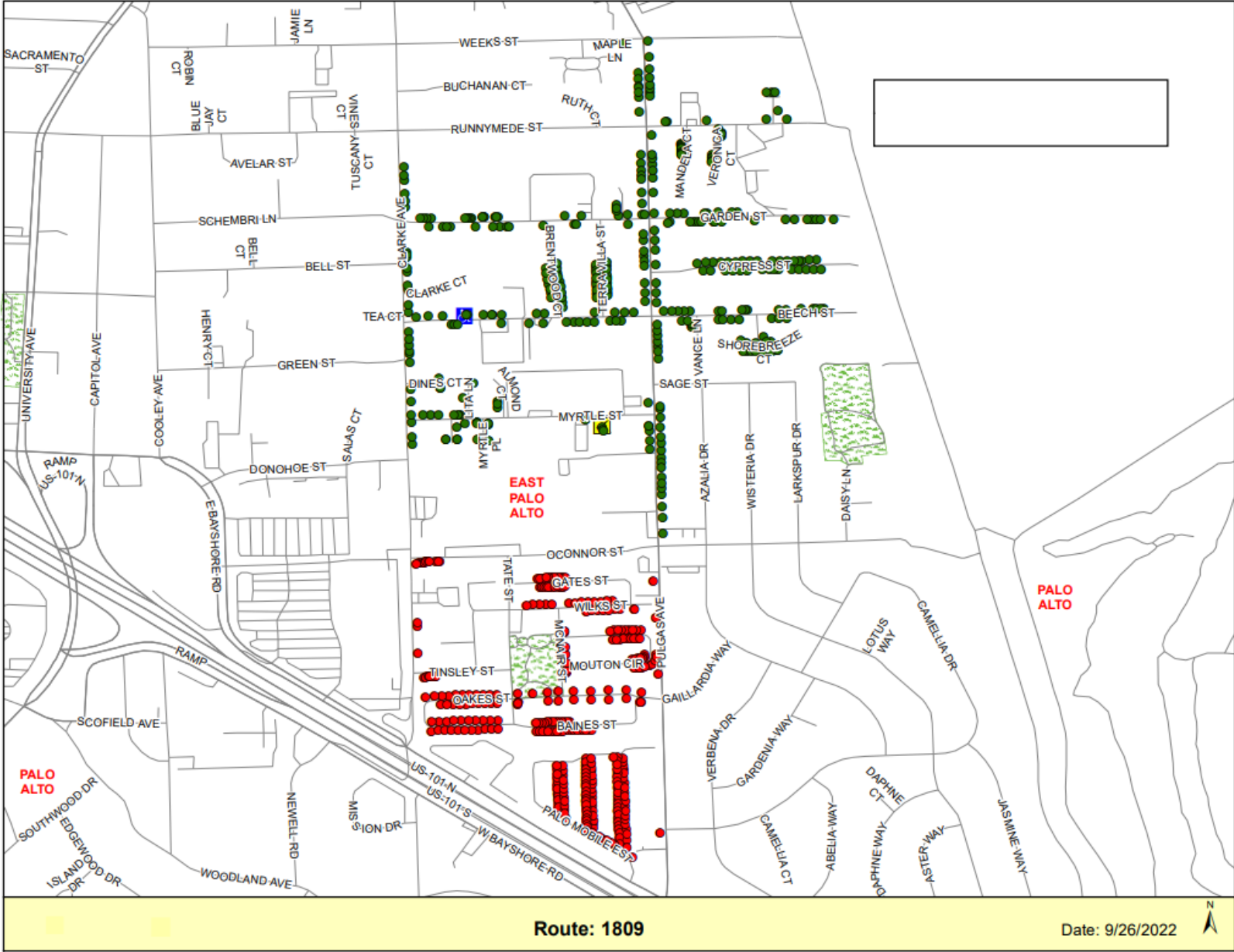


RTMSTT84
 PRINTED: 3/29/24 15.23.40
 ROUTE 603 LOAD 01
 FOR MONDAY 4/01/2024
 STOP STOP ADDRESS

Customer Route Pickup Listing
 RECOLOGY SAN MATEO RECYCL

PAGE 2

STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV	NOTE
1	4111 BERESFORD ST W.J. BRITTON AND COMPANY	SAN MATEO	2366797	C96G1	
1	72 E 39TH AVE LA DATO PROP II LLC	SAN MATEO	2418721	C96G2	
1	3245 GLENDORA DR RAVYEH NAGHDI	SAN MATEO	0917328	C96G2	
1	LESLIE AND 19TH TRINTA PARK/CITY OF SAN M	SAN MATEO	0933531	C64G C96G	
1	1326 PALOS VERDES DR WHITE PALACE, LLC	SAN MATEO	0919183	C96G1	
1	2050 PIONEER CT YUNTINIC RESOURCES INC.	SAN MATEO	0947895	C96G1	
1	2175 S EL CAMINO REAL COUNTY OF SAN MATEO F0930	SAN MATEO	2347565	C96G1	
1	2337 S EL CAMINO REAL C2C COFFEE CO LLC	SAN MATEO	2334506	C96G1	
1	2450 S EL CAMINO REAL CHEF ZHAO BISTRO	SAN MATEO	1539865	C1YG1	
1	2456 S EL CAMINO REAL SAPORO ROCK AND ROLL SUS	SAN MATEO	2238988	C1YG1	
1	3555 S EL CAMINO REAL AUTO EXPERTS	SAN MATEO	2145225	C20G1	
1	4300 S EL CAMINO REAL SHAOBO LI	SAN MATEO	2447514	C96G1	
1	1308 W HILLSDALE BLVD SUBWAY #15994	SAN MATEO	1254382	C96G1	
1	8 W 25TH AVE COBANI RESTAURANT	SAN MATEO	1578178	C1YG1	
1	16 W 25TH AVE HILLSDALE LIQUOR	SAN MATEO	2330108	C96G1	
1	222 W 39TH AVE SAN MATEO COUNTY	SAN MATEO	0954693	C96G6	

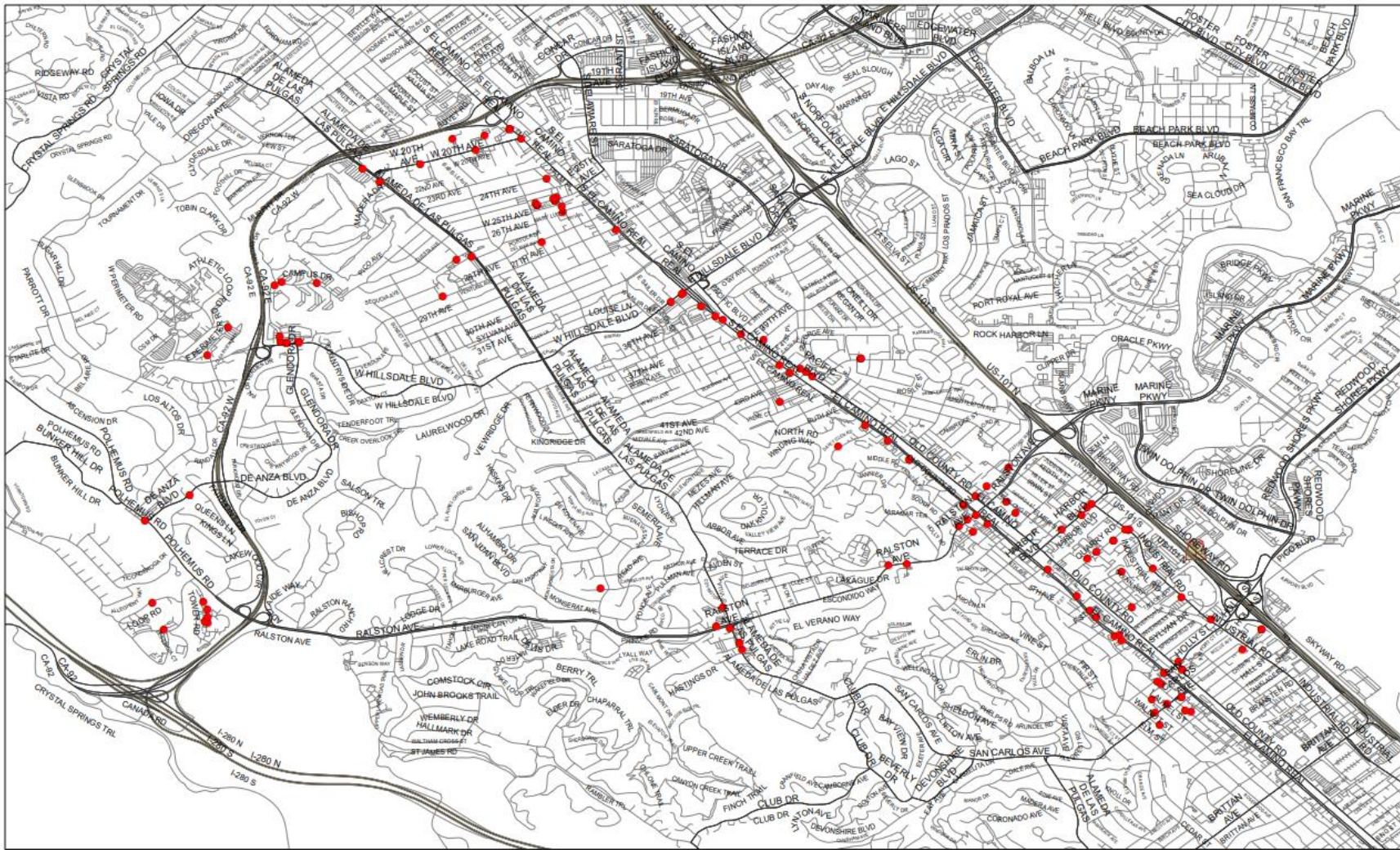


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 ROUTE 809 LOAD 02
 FOR MONDAY 4/01/2024

Customer Route Pickup Listing
 RECOLOGY SAN MATEO RECYCL

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STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV	NOTE
5	902 TINSLEY ST ERIC TSE	E PALO ALTO	1202274	R96G1	
10	904 TINSLEY ST ANTHONY JOHNSON	E PALO ALTO	0236935	R96G1	
15	906 TINSLEY ST BIPIN PARMAR	E PALO ALTO	1813609	R96G1	
20	908 TINSLEY ST ANDREW HA	E PALO ALTO	0236950	R96G1	
25	910 TINSLEY ST JORDAN TUTTLE	E PALO ALTO	0236968	R96G1	
30	912 TINSLEY ST MILLY YIM	E PALO ALTO	0236976	R96G1	
35	914 TINSLEY ST CURRENT RESIDENT	E PALO ALTO	0236984	R96G1	
40	916 TINSLEY ST PREM ANAND	E PALO ALTO	0236992	R96G1	
45	918 TINSLEY ST ALBERT CHANG	E PALO ALTO	0237008	R96G1	
50	920 TINSLEY ST SUE ANN EASON	E PALO ALTO	0237016	R96G1	
60	919 OAKES ST CURRENT RESIDENT*	E PALO ALTO	0229245	R96G1	
65	917 OAKES ST NEW OWNER	E PALO ALTO	0229229	R96G1	
70	915 OAKES ST KAREN JOHNSON	E PALO ALTO	1255512	R96G1	
75	913 OAKES ST ERIC HO	E PALO ALTO	0229187	R64G1	
80	911 OAKES ST XIAN SUN	E PALO ALTO	0229161	R96G1	
85	909 OAKES ST PERRY FREDERICK	E PALO ALTO	0229146	R64G1	
90	907 OAKES ST CURRENT RESIDENT*	E PALO ALTO	0229120	R96G1	



Garbage FEL Route: 1904

Date: 3/23/2022 N

RTMSTT84
 PRINTED: 3/29/24 15.23.40
 ROUTE 904 LOAD 01
 FOR MONDAY 4/01/2024

Customer Route Pickup Listing
 RECOLOGY SAN MATEO RECYCL

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STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV	NOTE
1	425 HARBOR BLVD PRIORITY ONE	6 BELMONT	0931592	C2YG	
1	815 OLD COUNTY RD THE HAYDEN	BELMONT	2465417	C2YG1	
1	1206 W HILLSDALE BLVD CARTENS REALTY	SAN MATEO	2439537	C4YG1	
1	105 W 25TH AVE DYNASTY BBQ	SAN MATEO	2446433	C1YG1	
2	1101 SHOREWAY RD MOTEL 6	BELMONT	2365948	C4YG1	
2	LOCATED IN PARKING LOT NOT BY THE FENCE				
3	*LOCATED IN BACK OF BUILDING BEHIND 595 TAYLOR WAY				
3	*Service location at 595 Taylor Way, behind				
3	*building.				
4	260 EL CAMINO REAL REBARTS INTERIORS	SAN CARLOS	2445716	C6YG1	
10	125 SHOREWAY RD GI ETS SHOREWAY, LLC	SAN CARLOS	2345734	C3YG1	
20	75 SHOREWAY RD GI ETS SHOREWAY, LLC	SAN CARLOS	2345718	C3YG1	3F1797
20	bins and door of enclosure needs to put be close				
20	and back after service				
30	1401 SHOREWAY RD SPRINGHILL SUITES	BELMONT	2243731	C2YG1	
30	PLEASE CLOSE ENCLOSURE GATE AFTER SERVICE				
30	CUSTOMER PAYS FOR KEY SERVICE				
30	**DO NOT SERVICE BEFORE 6AM-PER RT SUP JOHN S.**				
40	150 SHORELINE DR EUREST - JOHNSON & JOHNSO	REDWOOD CITY	2341980	C3YG	
50	100 MARINE PKWY 1 TWIN PROPERTY OWNER, LL	REDWOOD CITY	2284594	C3YG	
50	IN PARKING LOT ENCLOSURE				
50	MUST RETURN BINS TO ENCLOSURE AFTER SERVICE				
50	MUST CLOSE & LOCK THE ENCLOSURE				
60	350 MARINE PKWY 350 MARINE PKWAY LLC	REDWOOD CITY	1301621	C3YG	
70	370 BRIDGE PKWY BRIDGE PARK PTNRS	REDWOOD CITY	2089183	C4YG	



November 29, 2023

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

Dear Mr. La Mariana:

In accordance with Section 9.07 D of the Agreement, this is the disclosure of financial transactions between Recology San Mateo County and related parties for the year ended September 30, 2023.

Costs allocated from the Parent company are health insurance \$401,255, workers' compensation \$4,417,240, non-union pensions and 401K \$85,055, general and vehicle insurance \$2,078,482, corporate management and support services \$4,374,963. Management and accounting services fees allocated from the regional office affiliate are \$1,250,805. Equipment rental costs allocated from Recology Leasing Inc are \$2,013,969.

Health insurance is based on actual rates and the number of participants. Workers' compensation is based on loss experience and actual payroll. Non-union pension cost is based on actuarially determined cost. 401K is the actual matched amount. General and vehicle insurance is based on actual cost, historical claims experience, property values, personnel count, type of operation and number of vehicles. Corporate management and support services cost is based on actual cost and net revenue.

Regional management and accounting services fees are based on actual cost and are allocated on net revenue and personnel count.

Equipment rental costs are based on lease terms of seven years to ten years for computer and operating equipment.

If you should have any questions or require additional information, please call me at (650) 595-3900.

Sincerely,

John Zirelli

John Zirelli
General Manager
Recology San Mateo County

cc: John Mangini