



**QUARTERLY REPORT TO THE SBWMA
FOR 4th Quarter 2024**

Submitted January 30, 2025



January 30, 2025

Joe La Mariana
Executive Director
SBWMA/RethinkWaste
1245 San Carlos Ave, Suite E
San Carlos, CA 94070

Dear Mr. La Mariana:

Enclosed is a copy of the Recology 4th Quarter 2024 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

A handwritten signature in black ink, appearing to read 'John Zirelli', is written over a light blue circular stamp.

John Zirelli
General Manager
Recology San Mateo County

cc: John Mangini



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

For 4th Quarter 2024

**Submitted
JANUARY 30, 2025**



4th QUARTER 2024 REPORT

TABLE OF CONTENTS

	Page
A. Definitions	ii - iii
B. Summary	iv
C. Tonnage Summary and Cumulative Comparison	1 - 26
D. Inquiry, Service Request and Complaint Data	27
E. Call Center Data and Quality Assurance Calls Made	28
F. On-Site Customer Assessments, Visual Audits, and Recycling Tote-Bag Delivery Information	29
G. Liquidated Damages Summary	30 - 36
H. Performance Incentives and Disincentives	37 - 39
I. Recycling Technical Assistance Plan Status Report	40 - 55

4th QUARTER 2024 REPORT

DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

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

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

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

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

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

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

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

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

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

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

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

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

Tonnage Allocations – During Quarter 4, system tonnage allocations were updated as follows: effective October 8 for usual and customary service changes. Bulky item collection tonnage is allocated based on the number of collection events for solid waste and on the basis of the number of items collected for recyclables. The allocation methodology is applied consistently each month.



4th QUARTER 2024 QUARTERLY REPORT SUMMARY

Quarterly	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2024 Year End
Commercial Tonnage Collected					
Solid Waste	17,654.72	17,046.42	17,296.84	17,548.28	69,546.26
Recyclables	6,208.18	5,884.82	6,007.32	6,024.93	24,125.25
Organics	6,434.01	6,365.81	6,567.04	6,858.33	26,225.19
Multi-Family Tonnage Collected					
Solid Waste	8,768.28	8,706.36	8,896.56	8,911.12	35,282.32
Recyclables	2,671.77	2,446.82	2,511.12	2,602.97	10,232.68
Organics	640.52	637.14	648.65	708.89	2,635.20
Residential Tonnage Collected					
Solid Waste	14,591.32	14,364.78	14,471.87	15,046.65	58,474.62
Recyclables	8,654.59	7,988.66	7,958.57	9,057.73	33,659.55
Organics	19,212.49	18,262.41	16,491.67	19,288.34	73,254.91
Diversion Rates					
Commercial	37.65%	37.32%	37.53%	37.97%	37.62%
Multi-Family	27.42%	26.16%	26.21%	27.10%	26.72%
Residential	65.63%	64.63%	62.82%	65.32%	64.64%
Overall	51.65%	50.90%	49.70%	51.76%	51.02%
Inquiries, Service Requests & Complaints					
Inquiries, Service Requests & Complaints	24,010	26,119	26,063	30,333	106,525
Calls Received	46,210	40,505	40,254	46,446	173,415
Avg. Hold Time	121.40	50.43	27.73	49.62	62.44
Assessments	130	51	208	158	547
Quality Assurance	565	900	752	735	2,952

RECOLOGY QUARTERLY REPORT 2024

MEMBER AGENCY	2024							Year to Date
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	190.48	177.44	206.16	568.83	552.11	554.35	574.08	2,249.37
Commercial Recycling	66.73	62.53	70.78	227.59	195.11	190.73	200.04	813.47
Commercial Organics	58.36	54.07	64.71	240.96	173.71	163.19	177.14	755.00
Subtotal - Disposed	190.48	177.44	206.16	568.83	552.11	554.35	574.08	2,249.37
Subtotal - Diverted	125.09	116.60	135.49	468.55	368.82	353.92	377.18	1,568.47
Diversion Rate	39.64%	39.65%	39.66%	45.17%	40.05%	38.97%	39.65%	41.08%
MFD								
MFD Solid Waste	157.61	140.99	175.43	482.81	470.77	483.74	474.03	1,911.35
MFD Recycling	52.30	54.51	53.29	214.76	148.30	157.67	160.10	680.83
MFD Organics	8.67	9.00	9.30	26.65	27.11	25.36	26.97	106.09
Subtotal - Disposed	157.61	140.99	175.43	482.81	470.77	483.74	474.03	1,911.35
Subtotal - Diverted	60.97	63.51	62.59	241.41	175.41	183.03	187.07	786.92
Diversion Rate	27.89%	31.06%	26.30%	33.33%	27.15%	27.45%	28.30%	29.16%
Roll-Off								
Roll-Off Solid Waste	2.93	6.54	5.43	0.00	10.40	1.20	14.90	26.50
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	2.93	6.54	5.43	0.00	10.40	1.20	14.90	26.50
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	265.60	256.88	331.96	802.93	812.79	794.47	854.44	3,264.63
Residential Curbside Recycling	188.36	179.76	223.55	579.95	550.36	529.94	591.67	2,251.92
Residential Curbside Organics	350.02	358.84	369.01	1,138.52	1,163.47	1,009.27	1,077.87	4,389.13
Subtotal - Disposed	265.60	256.88	331.96	802.93	812.79	794.47	854.44	3,264.63
Subtotal - Diverted	538.38	538.60	592.56	1,718.47	1,713.83	1,539.21	1,669.54	6,641.05
Diversion Rate	66.96%	67.71%	64.09%	68.16%	67.83%	65.96%	66.15%	67.04%
Total Disposed	616.62	581.85	718.98	1,854.57	1,846.07	1,833.75	1,917.45	7,451.84
Total Diverted	724.44	718.71	790.64	2,428.43	2,258.06	2,076.16	2,233.79	8,996.44
Total Diversion Rate	54.02%	55.26%	52.37%	56.70%	55.02%	53.10%	53.81%	54.70%
Single-Family Measured Diversion Rate	66.96%	67.71%	64.09%	68.16%	67.83%	65.96%	66.15%	67.04%
Commercial Measured Diversion Rate	34.64%	35.66%	33.85%	40.30%	34.50%	34.07%	34.67%	36.00%
MFD Measured Diversion Rate	27.89%	31.06%	26.30%	33.33%	27.15%	27.45%	28.30%	29.16%
Overall Measured Diversion Rate	54.02%	55.26%	52.37%	56.70%	55.02%	53.10%	53.81%	54.70%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons Incr/(Decr)	% Change	
Belmont													
Commercial¹ and MFD													
Commercial Solid Waste	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	2,249.37	(10.03)	-0.44%	
MFD Solid Waste	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	1,911.35	9.15	0.48%	
Roll-Off Solid Waste	482.93	470.10	421.26	304.14	133.72	103.85	102.67	102.35	97.74	26.50	(71.24)	-72.89%	
Commercial Recycling	855.81	890.23	933.71	962.79	989.53	823.81	913.15	825.82	839.35	813.47	(25.88)	-3.08%	
MFD Recycling	577.26	587.37	593.73	617.19	568.61	600.82	607.88	641.72	678.00	680.83	2.83	0.42%	
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	735.35	834.32	918.39	938.57	979.48	591.86	634.00	678.85	783.77	755.00	(28.77)	-3.67%	
MFD Organics	70.53	80.05	73.85	73.45	92.54	49.45	55.89	82.97	102.14	106.09	3.95	3.86%	
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	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	4,187.21	(72.13)	-1.69%	
SUBTOTAL - Diverted Tons	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	2,355.39	(47.87)	-1.99%	
Residential													
Residential Solid Waste	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	3,264.63	104.25	3.30%	
Residential Curbside Recycling	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	2,251.92	(85.43)	-3.66%	
Residential Curbside Organics	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	4,389.13	(135.88)	-3.00%	
SUBTOTAL - Disposed Tons	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	3,264.63	104.25	3.30%	
SUBTOTAL - Diverted Tons	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	6,641.05	(221.31)	-3.22%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	7,451.84			
TOTAL TONS DIVERTED	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	8,996.44			
COMMERCIAL DIVERSION RATE	32.34%	34.13%	35.37%	36.17%	36.62%	33.89%	34.87%	35.12%	36.07%	36.00%			
MFD DIVERSION RATE	24.04%	24.61%	25.42%	25.85%	24.53%	24.93%	25.22%	28.08%	29.08%	29.16%			
RESIDENTIAL DIVERSION RATE	66.67%	67.38%	68.19%	67.68%	67.62%	67.66%	67.78%	68.41%	68.47%	67.04%			
TOTAL DIVERSION RATE	52.58%	53.87%	54.92%	54.54%	54.79%	55.65%	55.22%	55.21%	55.53%	54.70%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

MEMBER AGENCY	2024							Year to Date
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME								
Commercial								
Commercial Solid Waste	601.44	552.19	609.89	1,728.37	1,655.69	1,764.37	1,763.52	6,911.95
Commercial Recycling	257.74	278.12	297.44	914.53	871.58	880.91	833.30	3,500.32
Commercial Organics	268.17	281.96	363.93	822.27	857.43	798.88	914.06	3,392.64
Subtotal - Disposed	601.44	552.19	609.89	1,728.37	1,655.69	1,764.37	1,763.52	6,911.95
Subtotal - Diverted	525.91	560.08	661.37	1,736.80	1,729.01	1,679.79	1,747.36	6,892.96
Diversion Rate	46.65%	50.35%	52.02%	50.12%	51.08%	48.77%	49.77%	49.93%
MFD								
MFD Solid Waste	273.29	234.89	264.96	795.36	739.29	792.38	773.14	3,100.17
MFD Recycling	88.17	82.28	94.64	274.09	256.89	257.26	265.09	1,053.33
MFD Organics	30.46	31.97	37.13	79.95	82.26	86.33	99.56	348.10
Subtotal - Disposed	273.29	234.89	264.96	795.36	739.29	792.38	773.14	3,100.17
Subtotal - Diverted	118.63	114.25	131.77	354.04	339.15	343.59	364.65	1,401.43
Diversion Rate	30.27%	32.72%	33.21%	30.80%	31.45%	30.25%	32.05%	31.13%
Roll-Off								
Roll-Off Solid Waste	221.18	202.64	231.92	621.47	674.50	727.50	655.74	2,679.21
Roll-Off Recycling	22.51	17.35	16.82	57.34	61.23	66.01	56.68	241.26
Roll-Off Organics	36.99	19.90	48.60	49.32	56.45	54.76	105.49	266.02
Subtotal - Disposed	221.18	202.64	231.92	621.47	674.50	727.50	655.74	2,679.21
Subtotal - Diverted	59.50	37.25	65.42	106.66	117.68	120.77	162.17	507.28
Diversion Rate	21.20%	15.53%	22.00%	14.65%	14.86%	14.24%	19.83%	15.92%
Residential								
Residential Solid Waste	348.46	313.38	371.58	1,008.53	959.32	961.33	1,033.42	3,962.60
Residential Curbside Recycling	204.75	198.64	283.93	616.65	582.26	563.28	687.32	2,449.51
Residential Curbside Organics	439.71	537.94	736.81	1,410.73	1,280.89	1,248.38	1,714.46	5,654.46
Subtotal - Disposed	348.46	313.38	371.58	1,008.53	959.32	961.33	1,033.42	3,962.60
Subtotal - Diverted	644.46	736.58	1,020.74	2,027.38	1,863.15	1,811.66	2,401.78	8,103.97
Diversion Rate	64.91%	70.15%	73.31%	66.78%	66.01%	65.33%	69.92%	67.16%
Total Disposed	1,444.37	1,303.10	1,478.35	4,153.73	4,028.80	4,245.57	4,225.82	16,653.92
Total Diverted	1,348.50	1,448.16	1,879.30	4,224.88	4,048.99	3,955.82	4,675.96	16,905.65
Total Diversion Rate	48.28%	52.64%	55.97%	50.42%	50.12%	48.23%	52.53%	50.38%
Single-Family Measured Diversion Rate	64.91%	70.15%	73.31%	66.78%	66.01%	65.33%	69.92%	67.16%
Commercial Measured Diversion Rate	39.11%	41.83%	43.69%	41.13%	41.59%	39.50%	41.60%	40.95%
MFD Measured Diversion Rate	30.27%	32.72%	33.21%	30.80%	31.45%	30.25%	32.05%	31.13%
Overall Measured Diversion Rate	48.28%	52.64%	55.97%	50.42%	50.12%	48.23%	52.53%	50.38%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons	Incr/(Decr)	% Change
Burlingame													
Commercial¹ and MFD													
Commercial Solid Waste	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	6,911.95	(154.44)	-2.19%	
MFD Solid Waste	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	3,100.17	4.29	0.14%	
Roll-Off Solid Waste	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	2,679.21	(123.84)	-4.42%	
Commercial Recycling	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	3,500.32	(427.58)	-10.89%	
MFD Recycling	952.75	959.74	995.89	1,018.55	995.97	958.73	1,007.90	989.25	1,021.92	1,053.33	31.41	3.07%	
Roll-Off Recycling	148.17	167.89	357.32	522.33	488.73	288.06	159.49	160.50	191.22	241.26	50.04	26.17%	
Commercial Organics	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	3,392.64	(580.77)	-14.62%	
MFD Organics	57.95	70.67	78.69	95.95	122.84	112.38	169.43	267.02	327.86	348.10	20.24	6.17%	
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	217.08	266.02	48.94	22.54%	
SUBTOTAL - Disposed Tons	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	12,691.33	(273.99)	-2.11%	
SUBTOTAL - Diverted Tons	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	8,801.68	(857.71)	-8.88%	
Residential													
Residential Solid Waste	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	3,962.60	111.17	2.89%	
Residential Curbside Recycling	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	2,449.51	(140.82)	-5.44%	
Residential Curbside Organics	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	5,654.46	(28.45)	-0.50%	
SUBTOTAL - Disposed Tons	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	3,962.60	111.17	2.89%	
SUBTOTAL - Diverted Tons	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	8,103.97	(169.27)	-2.05%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	16,653.92			
TOTAL TONS DIVERTED	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	16,905.65			
COMMERCIAL DIVERSION RATE	30.50%	28.53%	27.74%	28.80%	31.18%	35.87%	37.86%	40.40%	42.69%	40.95%			
MFD DIVERSION RATE	25.94%	25.48%	25.84%	27.83%	28.31%	28.01%	29.68%	30.16%	30.36%	31.13%			
RESIDENTIAL DIVERSION RATE	67.48%	67.99%	68.27%	68.74%	68.67%	66.97%	67.07%	67.83%	68.23%	67.16%			
TOTAL DIVERSION RATE	41.41%	39.86%	39.38%	40.32%	42.01%	48.12%	48.99%	50.11%	51.61%	50.38%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

	2024							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO								
Commercial								
Commercial Solid Waste	116.81	122.21	127.75	346.28	355.36	336.15	366.77	1,404.56
Commercial Recycling	48.21	54.36	49.27	144.81	147.38	136.87	151.84	580.90
Commercial Organics	53.34	52.35	67.08	137.48	144.47	152.68	172.77	607.40
Subtotal - Disposed	116.81	122.21	127.75	346.28	355.36	336.15	366.77	1,404.56
Subtotal - Diverted	101.55	106.71	116.35	282.29	291.85	289.55	324.61	1,188.30
Diversion Rate	46.51%	46.61%	47.66%	44.91%	45.09%	46.28%	46.95%	45.83%
MFD								
MFD Solid Waste	237.83	238.01	269.49	722.05	752.22	761.50	745.33	2,981.10
MFD Recycling	43.65	40.34	47.46	134.77	128.40	130.58	131.45	525.20
MFD Organics	11.05	11.29	9.94	35.62	36.84	35.42	32.28	140.16
Subtotal - Disposed	237.83	238.01	269.49	722.05	752.22	761.50	745.33	2,981.10
Subtotal - Diverted	54.70	51.63	57.40	170.39	165.24	166.00	163.73	665.36
Diversion Rate	18.70%	17.83%	17.56%	19.09%	18.01%	17.90%	18.01%	18.25%
Roll-Off								
Roll-Off Solid Waste	72.41	88.92	70.05	222.38	220.71	223.58	231.38	898.05
Roll-Off Recycling	6.39	1.31	0.00	4.33	3.09	3.50	7.70	18.62
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	72.41	88.92	70.05	222.38	220.71	223.58	231.38	898.05
Subtotal - Diverted	6.39	1.31	0.00	4.33	3.09	3.50	7.70	18.62
Diversion Rate	8.11%	1.45%	0.00%	1.91%	1.38%	1.54%	3.22%	2.03%
Residential								
Residential Solid Waste	527.01	546.16	621.56	1,605.76	1,633.19	1,663.28	1,694.73	6,596.96
Residential Curbside Recycling	142.66	139.57	188.43	420.45	412.94	432.57	470.66	1,736.62
Residential Curbside Organics	301.63	290.27	321.89	1,071.94	1,068.29	901.95	913.79	3,955.97
Subtotal - Disposed	527.01	546.16	621.56	1,605.76	1,633.19	1,663.28	1,694.73	6,596.96
Subtotal - Diverted	444.29	429.84	510.32	1,492.39	1,481.23	1,334.51	1,384.45	5,692.58
Diversion Rate	45.74%	44.04%	45.09%	48.17%	47.56%	44.52%	44.96%	46.32%
Total Disposed	954.06	995.30	1,088.85	2,896.47	2,961.48	2,984.51	3,038.21	11,880.67
Total Diverted	606.93	589.49	684.07	1,949.40	1,941.41	1,793.57	1,880.49	7,564.87
Total Diversion Rate	38.88%	37.20%	38.58%	40.23%	39.60%	37.54%	38.23%	38.90%
Single-Family Measured Diversion Rate	45.74%	44.04%	45.09%	48.17%	47.56%	44.52%	44.96%	46.32%
Commercial Measured Diversion Rate	27.58%	26.22%	27.10%	26.15%	25.73%	25.79%	26.97%	26.16%
MFD Measured Diversion Rate	18.70%	17.83%	17.56%	19.09%	18.01%	17.90%	18.01%	18.25%
Overall Measured Diversion Rate	38.88%	37.20%	38.58%	40.23%	39.60%	37.54%	38.23%	38.90%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons	Incr/(Decr)	% Change
East Palo Alto													
Commercial¹ and MFD													
Commercial Solid Waste	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	1,404.56	49.77	3.67%	
MFD Solid Waste	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	2,981.10	(72.06)	-2.36%	
Roll-Off Solid Waste	907.39	768.72	743.24	894.82	881.13	706.19	789.54	714.18	853.15	898.05	44.90	5.26%	
Commercial Recycling	525.75	552.91	590.28	673.85	727.10	546.34	571.93	574.74	646.22	580.90	(65.32)	-10.11%	
MFD Recycling	350.45	365.05	383.02	386.55	384.04	397.98	401.36	443.19	473.19	525.20	52.01	10.99%	
Roll-Off Recycling	24.14	24.51	22.01	32.53	23.15	29.66	39.08	29.83	22.04	18.62	(3.42)	-15.52%	
Commercial Organics	502.61	598.51	540.73	717.27	656.79	434.55	497.56	476.76	545.24	607.40	62.16	11.40%	
MFD Organics	76.01	71.96	84.68	86.99	86.04	95.12	95.02	108.50	124.58	140.16	15.58	12.51%	
Roll-Off Organics	105.86	349.95	400.04	172.77	0.00	0.00	0.47	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	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	5,283.71	22.61	0.43%	
SUBTOTAL - Diverted Tons	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	1,872.28	61.01	3.37%	
Residential													
Residential Solid Waste	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	6,596.96	(89.18)	-1.33%	
Residential Curbside Recycling	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	1,736.62	(21.27)	-1.21%	
Residential Curbside Organics	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	3,955.97	110.90	2.88%	
SUBTOTAL - Disposed Tons	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	6,596.96	(89.18)	-1.33%	
SUBTOTAL - Diverted Tons	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	5,692.58	89.62	1.60%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	11,880.67			
TOTAL TONS DIVERTED	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	7,564.87			
COMMERCIAL DIVERSION RATE	24.21%	28.41%	29.30%	29.73%	27.09%	23.54%	24.14%	24.99%	25.61%	26.16%			
MFD DIVERSION RATE	14.49%	14.19%	14.85%	15.43%	15.20%	14.79%	14.34%	15.55%	16.37%	18.25%			
RESIDENTIAL DIVERSION RATE	42.69%	43.69%	44.07%	43.39%	44.68%	44.64%	44.13%	45.48%	45.59%	46.32%			
TOTAL DIVERSION RATE	36.14%	38.20%	38.77%	38.39%	38.32%	37.84%	37.32%	38.36%	38.29%	38.90%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2024 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY								
Commercial								
Commercial Solid Waste	223.91	195.42	222.16	681.39	685.38	679.29	641.49	2,687.55
Commercial Recycling	85.20	81.69	90.74	249.65	238.79	244.25	257.63	990.32
Commercial Organics	167.31	161.47	159.62	460.40	466.60	491.22	488.40	1,906.62
Subtotal - Disposed	223.91	195.42	222.16	681.39	685.38	679.29	641.49	2,687.55
Subtotal - Diverted	252.51	243.16	250.36	710.05	705.39	735.47	746.03	2,896.94
Diversion Rate	53.00%	55.44%	52.98%	51.03%	50.72%	51.99%	53.77%	51.87%
MFD								
MFD Solid Waste	304.15	287.87	318.37	897.22	882.32	920.35	910.39	3,610.28
MFD Recycling	93.04	88.81	101.86	272.53	268.85	265.40	283.71	1,090.49
MFD Organics	23.21	22.97	26.34	72.21	73.65	75.25	72.52	293.63
Subtotal - Disposed	304.15	287.87	318.37	897.22	882.32	920.35	910.39	3,610.28
Subtotal - Diverted	116.25	111.78	128.20	344.74	342.50	340.65	356.23	1,384.12
Diversion Rate	27.65%	27.97%	28.71%	27.76%	27.96%	27.01%	28.12%	27.71%
Roll-Off								
Roll-Off Solid Waste	85.90	73.21	80.28	219.94	209.56	220.64	239.39	889.53
Roll-Off Recycling	9.58	6.01	5.08	17.92	19.69	24.76	20.67	83.04
Roll-Off Organics	29.24	27.21	28.50	61.57	75.76	96.00	84.95	318.28
Subtotal - Disposed	85.90	73.21	80.28	219.94	209.56	220.64	239.39	889.53
Subtotal - Diverted	38.82	33.22	33.58	79.49	95.45	120.76	105.62	401.32
Diversion Rate	31.13%	31.21%	29.49%	26.55%	31.29%	35.37%	30.61%	31.09%
Residential								
Residential Solid Waste	260.74	258.40	292.74	796.81	762.41	783.20	811.88	3,154.30
Residential Curbside Recycling	160.51	159.25	208.33	482.16	456.47	454.90	528.09	1,921.62
Residential Curbside Organics	260.90	238.55	270.03	768.15	811.79	744.84	769.48	3,094.26
Subtotal - Disposed	260.74	258.40	292.74	796.81	762.41	783.20	811.88	3,154.30
Subtotal - Diverted	421.41	397.80	478.36	1,250.31	1,268.26	1,199.74	1,297.57	5,015.88
Diversion Rate	61.78%	60.62%	62.04%	61.08%	62.46%	60.50%	61.51%	61.39%
Total Disposed	874.70	814.90	913.55	2,595.36	2,539.67	2,603.48	2,603.15	10,341.66
Total Diverted	828.99	785.96	890.50	2,384.59	2,411.60	2,396.62	2,505.45	9,698.26
Total Diversion Rate	48.66%	49.10%	49.36%	47.88%	48.71%	47.93%	49.04%	48.39%
Single-Family Measured Diversion Rate	61.78%	60.62%	62.04%	61.08%	62.46%	60.50%	61.51%	61.39%
Commercial Measured Diversion Rate	39.90%	41.09%	39.90%	38.68%	39.15%	39.67%	40.27%	39.45%
MFD Measured Diversion Rate	27.65%	27.97%	28.71%	27.76%	27.96%	27.01%	28.12%	27.71%
Overall Measured Diversion Rate	48.66%	49.10%	49.36%	47.88%	48.71%	47.93%	49.04%	48.39%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons Incr/(Decr)	% Change	
Foster City													
Commercial¹ and MFD													
Commercial Solid Waste	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	2,687.55	(95.96)	-3.45%	
MFD Solid Waste	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	3,610.28	21.59	0.60%	
Roll-Off Solid Waste	1,119.33	984.37	1,051.64	1,147.57	1,023.79	601.07	619.72	744.12	805.81	889.53	83.72	10.39%	
Commercial Recycling	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	990.32	(9.72)	-0.97%	
MFD Recycling	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	1,090.49	(12.73)	-1.15%	
Roll-Off Recycling	12.46	17.63	18.55	60.31	111.47	105.24	65.38	79.34	70.12	83.04	12.92	18.43%	
Commercial Organics	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	1,906.62	113.20	6.31%	
MFD Organics	37.00	56.97	109.17	112.35	127.00	84.49	99.06	165.52	272.50	293.63	21.13	7.76%	
Roll-Off Organics	566.69	649.60	631.73	414.42	469.61	450.98	426.27	345.38	342.62	318.28	(24.34)	-7.10%	
SUBTOTAL - Disposed Tons	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	7,187.35	9.34	0.13%	
SUBTOTAL - Diverted Tons	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	4,682.38	100.46	2.19%	
Residential													
Residential Solid Waste	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	3,154.30	(63.34)	-1.97%	
Residential Curbside Recycling	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	1,921.62	(29.84)	-1.53%	
Residential Curbside Organics	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	3,094.26	(33.55)	-1.07%	
SUBTOTAL - Disposed Tons	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	3,154.30	(63.34)	-1.97%	
SUBTOTAL - Diverted Tons	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	5,015.88	(63.39)	-1.25%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	10,341.66			
TOTAL TONS DIVERTED	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	9,698.26			
COMMERCIAL DIVERSION RATE	40.59%	44.08%	44.35%	44.07%	44.02%	39.97%	36.29%	37.04%	38.96%	39.45%			
MFD DIVERSION RATE	24.48%	27.94%	30.05%	29.93%	29.18%	26.62%	24.96%	26.34%	27.71%	27.71%			
RESIDENTIAL DIVERSION RATE	60.64%	60.68%	60.80%	61.69%	62.38%	61.38%	60.97%	60.25%	61.22%	61.39%			
TOTAL DIVERSION RATE	48.90%	50.97%	50.98%	51.17%	51.47%	49.77%	47.35%	46.76%	48.17%	48.39%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

MEMBER AGENCY	2024							Year to Date
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	21.90	18.53	19.41	58.79	60.93	62.46	59.84	242.02
Commercial Recycling	11.77	4.23	8.94	57.65	66.99	55.96	24.94	205.54
Commercial Organics	22.99	9.04	20.26	76.04	49.56	52.86	52.29	230.75
Subtotal - Disposed	21.90	18.53	19.41	58.79	60.93	62.46	59.84	242.02
Subtotal - Diverted	34.76	13.27	29.20	133.69	116.55	108.83	77.23	436.30
Diversion Rate	61.35%	41.73%	60.07%	69.46%	65.67%	63.53%	56.34%	64.32%
MFD								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	216.83	192.73	257.52	623.74	620.72	629.08	667.08	2,540.62
Residential Curbside Recycling	135.81	122.34	168.07	400.05	383.07	392.90	426.22	1,602.24
Residential Curbside Organics	432.73	473.82	579.58	1,495.44	1,279.38	1,256.30	1,486.13	5,517.25
Subtotal - Disposed	216.83	192.73	257.52	623.74	620.72	629.08	667.08	2,540.62
Subtotal - Diverted	568.54	596.16	747.65	1,895.49	1,662.45	1,649.21	1,912.35	7,119.50
Diversion Rate	72.39%	75.57%	74.38%	75.24%	72.81%	72.39%	74.14%	73.70%
Total Disposed	238.73	211.26	276.93	682.53	681.65	691.54	726.92	2,782.64
Total Diverted	603.30	609.43	776.85	2,029.18	1,779.00	1,758.03	1,989.58	7,555.79
Total Diversion Rate	71.65%	74.26%	73.72%	74.83%	72.30%	71.77%	73.24%	73.08%
Single-Family Measured Diversion Rate	72.39%	75.57%	74.38%	75.24%	72.81%	72.39%	74.14%	73.70%
Commercial Measured Diversion Rate	61.35%	41.73%	60.07%	69.46%	65.67%	63.53%	56.34%	64.32%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	71.65%	74.26%	73.72%	74.83%	72.30%	71.77%	73.24%	73.08%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons Incr/(Decr)	% Change	
Hillsborough													
Commercial¹ and MFD													
Commercial Solid Waste	310.97	303.00	291.60	258.83	234.87	166.87	228.97	243.75	254.51	242.02	(12.49)	-4.91%	
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	532.53	291.80	185.03	287.73	386.21	206.23	300.55	198.61	388.19	205.54	(182.65)	-47.05%	
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	481.97	408.69	504.87	322.75	280.40	218.46	233.73	306.32	282.36	230.75	(51.61)	-18.28%	
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	310.97	303.00	291.60	258.83	234.87	166.87	228.97	243.75	254.51	242.02	(12.49)	-4.91%	
SUBTOTAL - Diverted Tons	1,014.50	700.49	689.90	610.48	666.61	424.69	534.28	504.93	670.55	436.30	(234.25)	-34.93%	
Residential													
Residential Solid Waste	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	2,540.62	87.64	3.57%	
Residential Curbside Recycling	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	1,602.24	(68.32)	-4.09%	
Residential Curbside Organics	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	5,517.25	(69.34)	-1.24%	
SUBTOTAL - Disposed Tons	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	2,540.62	87.64	3.57%	
SUBTOTAL - Diverted Tons	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	7,119.50	(137.65)	-1.90%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	2,782.64			
TOTAL TONS DIVERTED	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	7,555.79			
COMMERCIAL DIVERSION RATE	76.54%	69.81%	70.29%	70.23%	73.95%	71.79%	70.00%	67.44%	72.49%	64.32%			
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	72.76%	73.63%	74.38%	74.50%	74.00%	73.47%	73.68%	74.34%	74.74%	73.70%			
TOTAL DIVERSION RATE	73.27%	73.24%	73.98%	74.13%	73.99%	73.38%	73.41%	73.83%	74.54%	73.08%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

	2024							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK								
Commercial								
Commercial Solid Waste	676.08	633.81	734.67	2,080.23	2,045.79	2,019.08	2,044.56	8,189.66
Commercial Recycling	209.23	186.62	204.10	671.67	624.46	605.99	599.95	2,502.07
Commercial Organics	403.70	371.75	609.00	1,347.55	1,126.85	1,004.84	1,384.45	4,863.69
Subtotal - Disposed	676.08	633.81	734.67	2,080.23	2,045.79	2,019.08	2,044.56	8,189.66
Subtotal - Diverted	612.93	558.37	813.10	2,019.22	1,751.31	1,610.82	1,984.40	7,365.75
Diversion Rate	47.55%	46.84%	52.53%	49.26%	46.12%	44.38%	49.25%	47.35%
MFD								
MFD Solid Waste	218.56	211.34	260.69	619.11	645.89	665.78	690.59	2,621.37
MFD Recycling	72.16	62.63	73.66	204.31	188.07	203.87	208.45	804.70
MFD Organics	28.32	28.72	37.29	69.95	65.72	74.32	94.33	304.32
Subtotal - Disposed	218.56	211.34	260.69	619.11	645.89	665.78	690.59	2,621.37
Subtotal - Diverted	100.48	91.35	110.95	274.26	253.79	278.20	302.78	1,109.03
Diversion Rate	31.49%	30.18%	29.85%	30.70%	28.21%	29.47%	30.48%	29.73%
Roll-Off								
Roll-Off Solid Waste	58.17	57.29	60.97	161.02	145.39	140.38	176.43	623.22
Roll-Off Recycling	31.19	39.20	28.04	118.26	134.62	102.09	98.43	453.40
Roll-Off Organics	98.02	86.85	74.21	286.49	271.18	258.64	259.08	1,075.39
Subtotal - Disposed	58.17	57.29	60.97	161.02	145.39	140.38	176.43	623.22
Subtotal - Diverted	129.21	126.05	102.25	404.75	405.80	360.73	357.51	1,528.79
Diversion Rate	68.96%	68.75%	62.65%	71.54%	73.62%	71.99%	66.96%	71.04%
Residential								
Residential Solid Waste	353.29	341.24	368.09	1,084.41	1,072.20	1,099.47	1,062.62	4,318.70
Residential Curbside Recycling	251.91	243.69	271.19	768.12	703.33	691.46	766.79	2,929.70
Residential Curbside Organics	622.49	773.20	1,060.39	2,284.65	2,031.09	1,744.26	2,456.08	8,516.08
Subtotal - Disposed	353.29	341.24	368.09	1,084.41	1,072.20	1,099.47	1,062.62	4,318.70
Subtotal - Diverted	874.40	1,016.89	1,331.58	3,052.77	2,734.42	2,435.72	3,222.87	11,445.78
Diversion Rate	71.22%	74.87%	78.34%	73.79%	71.83%	68.90%	75.20%	72.60%
Total Disposed	1,306.10	1,243.68	1,424.42	3,944.77	3,909.27	3,924.70	3,974.20	15,752.94
Total Diverted	1,717.02	1,792.66	2,357.88	5,751.00	5,145.32	4,685.47	5,867.56	21,449.35
Total Diversion Rate	56.80%	59.04%	62.34%	59.31%	56.83%	54.42%	59.62%	57.66%
Single-Family Measured Diversion Rate	71.22%	74.87%	78.34%	73.79%	71.83%	68.90%	75.20%	72.60%
Commercial Measured Diversion Rate	46.93%	46.23%	49.28%	48.54%	45.94%	44.33%	47.60%	46.66%
MFD Measured Diversion Rate	31.49%	30.18%	29.85%	30.70%	28.21%	29.47%	30.48%	29.73%
Overall Measured Diversion Rate	56.80%	59.04%	62.34%	59.31%	56.83%	54.42%	59.62%	57.66%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons	Incr/(Decr)	% Change
Menlo Park													
Commercial¹ and MFD													
Commercial Solid Waste	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	8,189.66	204.75	2.56%	
MFD Solid Waste	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	2,621.37	212.28	8.81%	
Roll-Off Solid Waste	503.40	499.85	586.96	757.98	603.06	385.38	426.88	526.39	509.21	623.22	114.01	22.39%	
Commercial Recycling	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	2,502.07	(174.15)	-6.51%	
MFD Recycling	799.00	820.53	834.99	840.88	851.13	836.75	805.42	792.14	795.52	804.70	9.18	1.15%	
Roll-Off Recycling	799.27	817.20	934.46	1,225.09	1,249.26	342.13	160.43	342.88	293.01	453.40	160.39	54.74%	
Commercial Organics	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	4,863.69	(447.47)	-8.43%	
MFD Organics	119.26	119.79	143.07	148.55	163.31	154.97	163.63	207.05	264.65	304.32	39.67	14.99%	
Roll-Off Organics	255.50	381.58	416.82	614.65	1,312.47	474.81	456.07	921.91	942.11	1,075.39	133.28	14.15%	
SUBTOTAL - Disposed Tons	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	11,434.24	531.03	4.87%	
SUBTOTAL - Diverted Tons	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	10,003.57	(279.10)	-2.71%	
Residential													
Residential Solid Waste	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	4,318.70	(117.76)	-2.65%	
Residential Curbside Recycling	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	2,929.70	(28.19)	-0.95%	
Residential Curbside Organics	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	8,516.08	60.64	0.72%	
SUBTOTAL - Disposed Tons	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	4,318.70	(117.76)	-2.65%	
SUBTOTAL - Diverted Tons	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	11,445.78	32.45	0.28%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	15,752.94			
TOTAL TONS DIVERTED	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	21,449.35			
COMMERCIAL DIVERSION RATE	45.32%	48.69%	51.29%	53.93%	55.52%	44.22%	41.41%	48.48%	48.54%	46.66%			
MFD DIVERSION RATE	29.22%	30.17%	30.42%	30.44%	30.23%	28.78%	27.75%	29.57%	30.56%	29.73%			
RESIDENTIAL DIVERSION RATE	71.79%	71.87%	72.20%	72.50%	73.07%	71.80%	72.01%	71.74%	72.01%	72.60%			
TOTAL DIVERSION RATE	56.19%	58.05%	59.21%	60.65%	61.90%	57.25%	55.72%	58.15%	58.58%	57.66%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

	2024							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	171.89	154.78	177.86	513.66	529.46	492.39	504.53	2,040.04
Commercial Recycling	72.07	59.50	65.96	212.38	201.34	206.08	197.53	817.33
Commercial Organics	45.47	43.61	48.26	125.81	134.63	133.45	137.34	531.23
Subtotal - Disposed	171.89	154.78	177.86	513.66	529.46	492.39	504.53	2,040.04
Subtotal - Diverted	117.54	103.11	114.22	338.19	335.97	339.53	334.87	1,348.56
Diversion Rate	40.61%	39.98%	39.11%	39.70%	38.82%	40.81%	39.89%	39.80%
MFD								
MFD Solid Waste	78.40	73.08	87.07	243.68	265.02	232.73	238.55	979.98
MFD Recycling	15.89	15.34	17.57	48.21	46.86	47.88	48.80	191.75
MFD Organics	3.95	3.55	3.94	9.96	10.24	10.87	11.44	42.51
Subtotal - Disposed	78.40	73.08	87.07	243.68	265.02	232.73	238.55	979.98
Subtotal - Diverted	19.84	18.89	21.51	58.17	57.10	58.75	60.24	234.26
Diversion Rate	20.20%	20.54%	19.81%	19.27%	17.73%	20.16%	20.16%	19.29%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	9.78	12.87	0.00	0.00	22.65
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	9.78	12.87	0.00	0.00	22.65
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	245.39	231.21	272.26	798.54	748.77	771.99	748.86	3,068.16
Residential Curbside Recycling	89.38	87.45	108.21	279.13	264.74	260.94	285.04	1,089.85
Residential Curbside Organics	160.63	153.42	162.11	553.03	543.24	507.20	476.16	2,079.63
Subtotal - Disposed	245.39	231.21	272.26	798.54	748.77	771.99	748.86	3,068.16
Subtotal - Diverted	250.01	240.87	270.32	832.16	807.98	768.14	761.20	3,169.48
Diversion Rate	50.47%	51.02%	49.82%	51.03%	51.90%	49.87%	50.41%	50.81%
Total Disposed	495.68	459.07	537.19	1,565.66	1,556.12	1,497.11	1,491.94	6,110.83
Total Diverted	387.39	362.87	406.05	1,228.52	1,201.05	1,166.42	1,156.31	4,752.30
Total Diversion Rate	43.87%	44.15%	43.05%	43.97%	43.56%	43.79%	43.66%	43.75%
Single-Family Measured Diversion Rate	50.47%	51.02%	49.82%	51.03%	51.90%	49.87%	50.41%	50.81%
Commercial Measured Diversion Rate	35.44%	34.87%	33.88%	34.07%	32.74%	35.45%	34.71%	34.22%
MFD Measured Diversion Rate	20.20%	20.54%	19.81%	19.27%	17.73%	20.16%	20.16%	19.29%
Overall Measured Diversion Rate	43.87%	44.15%	43.05%	43.97%	43.56%	43.79%	43.66%	43.75%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons Incr/(Decr)	% Change	
North Fair Oaks													
Commercial¹ and MFD													
Commercial Solid Waste	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	2,040.04	121.82	6.35%	
MFD Solid Waste	993.25	989.15	962.62	956.17	958.14	887.54	928.61	902.05	942.94	979.98	37.04	3.93%	
Roll-Off Solid Waste	0.00	0.32	2.09	5.84	8.18	14.30	8.97	15.11	17.63	22.65	5.02	28.47%	
Commercial Recycling	671.61	722.79	754.68	796.21	840.66	653.74	833.91	826.30	796.46	817.33	20.87	2.62%	
MFD Recycling	142.02	150.94	156.13	162.63	166.04	158.90	179.04	177.69	181.17	191.75	10.58	5.84%	
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	1.70	0.00	0.00	0.00	0.00	0.00%	
Commercial Organics	496.02	478.14	400.87	396.55	471.95	348.67	361.56	440.76	490.88	531.23	40.35	8.22%	
MFD Organics	4.24	13.77	14.37	15.53	20.13	20.91	21.37	28.79	37.44	42.51	5.07	13.55%	
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	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	3,042.67	163.88	5.69%	
SUBTOTAL - Diverted Tons	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	1,582.82	76.87	5.10%	
Residential													
Residential Solid Waste	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	3,068.16	98.20	3.31%	
Residential Curbside Recycling	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	1,089.85	(73.87)	-6.35%	
Residential Curbside Organics	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	2,079.63	(95.73)	-4.40%	
SUBTOTAL - Disposed Tons	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	3,068.16	98.20	3.31%	
SUBTOTAL - Diverted Tons	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	3,169.48	(169.60)	-5.08%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	6,110.83			
TOTAL TONS DIVERTED	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	4,752.30			
COMMERCIAL DIVERSION RATE	29.81%	30.84%	30.70%	31.49%	33.28%	31.05%	33.98%	34.66%	34.35%	34.22%			
MFD DIVERSION RATE	12.84%	14.27%	15.05%	15.71%	16.27%	16.85%	17.75%	18.63%	18.82%	19.29%			
RESIDENTIAL DIVERSION RATE	52.41%	52.06%	51.90%	52.46%	53.30%	52.94%	51.24%	52.37%	52.93%	50.81%			
TOTAL DIVERSION RATE	42.77%	43.24%	43.27%	43.88%	44.95%	45.03%	44.55%	45.12%	45.31%	43.75%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

	2024							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,158.10	1,119.78	1,267.42	3,771.82	3,512.95	3,442.82	3,545.30	14,272.89
Commercial Recycling	455.98	390.56	402.43	1,222.07	1,166.56	1,315.62	1,248.97	4,953.22
Commercial Organics	416.39	334.89	402.37	1,020.05	1,129.08	1,215.85	1,153.65	4,518.63
Subtotal - Disposed	1,158.10	1,119.78	1,267.42	3,771.82	3,512.95	3,442.82	3,545.30	14,272.89
Subtotal - Diverted	872.37	725.45	804.80	2,242.12	2,295.64	2,531.47	2,402.62	9,471.85
Diversion Rate	42.96%	39.31%	38.84%	37.28%	39.52%	42.37%	40.39%	39.89%
MFD								
MFD Solid Waste	654.32	633.49	682.97	1,916.74	1,928.35	1,959.37	1,970.78	7,775.24
MFD Recycling	173.92	168.15	193.52	520.35	485.45	508.09	535.59	2,049.48
MFD Organics	33.41	32.52	37.28	88.64	89.14	95.27	103.21	376.26
Subtotal - Disposed	654.32	633.49	682.97	1,916.74	1,928.35	1,959.37	1,970.78	7,775.24
Subtotal - Diverted	207.33	200.67	230.80	608.99	574.59	603.36	638.80	2,425.74
Diversion Rate	24.06%	24.06%	25.26%	24.11%	22.96%	23.54%	24.48%	23.78%
Roll-Off								
Roll-Off Solid Waste	297.67	266.19	287.02	891.91	805.99	818.53	850.88	3,367.31
Roll-Off Recycling	44.14	29.19	58.90	83.98	95.36	99.86	132.23	411.43
Roll-Off Organics	41.88	36.60	45.35	125.10	132.75	114.52	123.83	496.20
Subtotal - Disposed	297.67	266.19	287.02	891.91	805.99	818.53	850.88	3,367.31
Subtotal - Diverted	86.02	65.79	104.25	209.08	228.11	214.38	256.06	907.63
Diversion Rate	22.42%	19.82%	26.64%	18.99%	22.06%	20.75%	23.13%	21.23%
Residential								
Residential Solid Waste	914.88	825.84	990.06	2,549.30	2,521.34	2,541.03	2,730.78	10,342.45
Residential Curbside Recycling	538.11	508.08	652.27	1,668.32	1,525.36	1,534.62	1,698.46	6,426.76
Residential Curbside Organics	962.67	1,020.04	1,188.94	3,183.08	3,082.71	2,789.12	3,171.65	12,226.56
Subtotal - Disposed	914.88	825.84	990.06	2,549.30	2,521.34	2,541.03	2,730.78	10,342.45
Subtotal - Diverted	1,500.78	1,528.12	1,841.21	4,851.40	4,608.07	4,323.74	4,870.11	18,653.32
Diversion Rate	62.13%	64.92%	65.03%	65.55%	64.63%	62.98%	64.07%	64.33%
Total Disposed	3,024.97	2,845.30	3,227.47	9,129.77	8,768.63	8,761.75	9,097.74	35,757.89
Total Diverted	2,666.50	2,520.03	2,981.06	7,911.59	7,706.41	7,672.95	8,167.59	31,458.54
Total Diversion Rate	46.85%	46.97%	48.02%	46.43%	46.78%	46.69%	47.31%	46.80%
Single-Family Measured Diversion Rate	62.13%	64.92%	65.03%	65.55%	64.63%	62.98%	64.07%	64.33%
Commercial Measured Diversion Rate	35.59%	32.94%	33.75%	31.74%	33.15%	35.00%	34.12%	33.50%
MFD Measured Diversion Rate	24.06%	24.06%	25.26%	24.11%	22.96%	23.54%	24.48%	23.78%
Overall Measured Diversion Rate	46.85%	46.97%	48.02%	46.43%	46.78%	46.69%	47.31%	46.80%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons Incr/(Decr)	% Change	
Redwood City													
Commercial¹ and MFD													
Commercial Solid Waste	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	14,272.89	4.29	0.03%	
MFD Solid Waste	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	7,775.24	344.84	4.64%	
Roll-Off Solid Waste	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	3,367.31	167.99	5.25%	
Commercial Recycling	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	4,953.22	259.34	5.53%	
MFD Recycling	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	2,049.48	38.32	1.91%	
Roll-Off Recycling	336.19	414.33	407.78	410.34	406.22	201.25	258.48	349.81	365.48	411.43	45.95	12.57%	
Commercial Organics	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	4,518.63	236.17	5.51%	
MFD Organics	105.44	133.95	148.20	126.75	130.84	141.27	147.06	235.31	346.52	376.26	29.74	8.58%	
Roll-Off Organics	633.50	743.91	849.68	883.12	851.80	731.70	675.41	718.42	712.05	496.20	(215.85)	-30.31%	
SUBTOTAL - Disposed Tons	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	25,415.45	517.13	2.08%	
SUBTOTAL - Diverted Tons	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	12,805.22	393.67	3.17%	
Residential													
Residential Solid Waste	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	10,342.45	79.00	0.77%	
Residential Curbside Recycling	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	6,426.76	(234.95)	-3.53%	
Residential Curbside Organics	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	12,226.56	(336.97)	-2.68%	
SUBTOTAL - Disposed Tons	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	10,342.45	79.00	0.77%	
SUBTOTAL - Diverted Tons	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	18,653.32	(571.92)	-2.97%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	35,757.89			
TOTAL TONS DIVERTED	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	31,458.54			
COMMERCIAL DIVERSION RATE	29.39%	30.49%	30.93%	31.24%	32.71%	30.18%	30.93%	32.28%	33.27%	33.50%			
MFD DIVERSION RATE	17.38%	18.83%	20.63%	21.09%	21.40%	21.95%	22.39%	23.00%	24.09%	23.78%			
RESIDENTIAL DIVERSION RATE	65.39%	66.01%	66.15%	66.23%	66.39%	65.49%	65.13%	65.40%	65.20%	64.33%			
TOTAL DIVERSION RATE	44.84%	45.67%	46.01%	46.30%	47.26%	47.54%	46.65%	47.02%	47.36%	46.80%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

MEMBER AGENCY	2024							Year to Date
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Tons Collected
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS								
Commercial								
Commercial Solid Waste	480.70	454.15	507.73	1,477.09	1,423.99	1,413.92	1,442.58	5,757.58
Commercial Recycling	189.36	163.63	191.92	578.45	541.54	519.91	544.91	2,184.81
Commercial Organics	121.58	126.22	128.70	384.53	397.47	383.07	376.50	1,541.57
Subtotal - Disposed	480.70	454.15	507.73	1,477.09	1,423.99	1,413.92	1,442.58	5,757.58
Subtotal - Diverted	310.94	289.85	320.62	962.98	939.01	902.98	921.41	3,726.38
Diversion Rate	39.28%	38.96%	38.71%	39.47%	39.74%	38.97%	38.98%	39.29%
MFD								
MFD Solid Waste	119.19	116.42	128.50	368.38	360.01	370.65	364.11	1,463.15
MFD Recycling	35.18	31.42	42.39	109.26	106.14	100.25	108.99	424.64
MFD Organics	17.14	16.77	18.36	53.28	54.56	52.36	52.27	212.47
Subtotal - Disposed	119.19	116.42	128.50	368.38	360.01	370.65	364.11	1,463.15
Subtotal - Diverted	52.32	48.19	60.75	162.54	160.70	152.61	161.26	637.11
Diversion Rate	30.51%	29.28%	32.10%	30.61%	30.86%	29.17%	30.69%	30.33%
Roll-Off								
Roll-Off Solid Waste	65.80	52.47	53.24	157.33	154.48	194.57	171.51	677.89
Roll-Off Recycling	13.67	28.19	12.98	47.69	34.63	29.52	54.84	166.68
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	65.80	52.47	53.24	157.33	154.48	194.57	171.51	677.89
Subtotal - Diverted	13.67	28.19	12.98	47.69	34.63	29.52	54.84	166.68
Diversion Rate	17.20%	34.95%	19.60%	23.26%	18.31%	13.17%	0.00%	19.74%
Residential								
Residential Solid Waste	348.26	356.22	357.92	1,081.46	1,082.94	1,048.83	1,062.40	4,275.63
Residential Curbside Recycling	244.57	253.23	398.43	791.76	733.06	731.41	896.23	3,152.46
Residential Curbside Organics	458.64	546.86	576.07	1,614.15	1,536.87	1,376.20	1,581.57	6,108.79
Subtotal - Disposed	348.26	356.22	357.92	1,081.46	1,082.94	1,048.83	1,062.40	4,275.63
Subtotal - Diverted	703.21	800.09	974.50	2,405.91	2,269.93	2,107.61	2,477.80	9,261.25
Diversion Rate	66.88%	69.19%	73.14%	68.99%	67.70%	66.77%	69.99%	68.41%
Total Disposed	1,013.95	979.26	1,047.39	3,084.26	3,021.42	3,027.97	3,040.60	12,174.25
Total Diverted	1,080.14	1,166.32	1,368.85	3,579.12	3,404.27	3,192.72	3,615.31	13,791.42
Total Diversion Rate	51.58%	54.36%	56.65%	53.71%	52.98%	51.32%	54.32%	53.11%
Single-Family Measured Diversion Rate	66.88%	69.19%	73.14%	68.99%	67.70%	66.77%	69.99%	68.41%
Commercial Measured Diversion Rate	36.15%	37.02%	36.39%	36.94%	36.92%	35.41%	36.51%	36.45%
MFD Measured Diversion Rate	30.51%	29.28%	32.10%	30.61%	30.86%	29.17%	30.69%	30.33%
Overall Measured Diversion Rate	51.58%	54.36%	56.65%	53.71%	52.98%	51.32%	54.32%	53.11%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons Incr/(Decr)	% Change	
San Carlos													
Commercial¹ and MFD													
Commercial Solid Waste	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	5,757.58	(568.26)	-8.98%	
MFD Solid Waste	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	1,463.15	(57.98)	-3.81%	
Roll-Off Solid Waste	862.02	875.88	803.88	739.11	759.29	726.15	681.24	617.03	554.32	677.89	123.57	22.29%	
Commercial Recycling	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	2,184.81	(51.53)	-2.30%	
MFD Recycling	480.21	485.86	490.53	478.55	485.48	530.40	530.12	472.20	474.03	424.64	(49.39)	-10.42%	
Roll-Off Recycling	185.01	161.78	258.58	229.74	194.84	153.10	105.85	47.84	101.23	166.68	65.45	64.65%	
Commercial Organics	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	1,541.57	12.56	0.82%	
MFD Organics	119.24	113.02	105.67	110.41	136.62	101.79	112.89	128.78	201.57	212.47	10.90	5.41%	
Roll-Off Organics	0.00	4.84	5.88	0.00	7.82	6.41	0.00	0.00	0.00	0.00	0.00	0.00%	
SUBTOTAL - Disposed Tons	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	7,898.62	(502.67)	-5.98%	
SUBTOTAL - Diverted Tons	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	4,530.18	(12.00)	-0.26%	
Residential													
Residential Solid Waste	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	4,275.63	48.12	1.14%	
Residential Curbside Recycling	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	3,152.46	(24.44)	-0.77%	
Residential Curbside Organics	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	6,108.79	(233.32)	-3.68%	
SUBTOTAL - Disposed Tons	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	4,275.63	48.12	1.14%	
SUBTOTAL - Diverted Tons	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	9,261.25	(257.76)	-2.71%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	12,174.25			
TOTAL TONS DIVERTED	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	13,791.42			
COMMERCIAL DIVERSION RATE	33.02%	34.84%	35.44%	36.57%	37.55%	35.59%	34.84%	34.32%	35.09%	36.45%			
MFD DIVERSION RATE	27.89%	27.04%	26.43%	26.46%	27.15%	28.68%	28.26%	28.04%	30.75%	30.33%			
RESIDENTIAL DIVERSION RATE	68.59%	68.64%	68.60%	68.27%	69.01%	68.74%	69.93%	69.74%	69.25%	68.41%			
TOTAL DIVERSION RATE	51.47%	52.42%	52.71%	53.08%	53.81%	54.17%	53.26%	52.33%	52.68%	53.11%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

	2024							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO								
Commercial								
Commercial Solid Waste	1,044.32	978.66	1,137.91	3,102.65	2,949.33	3,153.11	3,160.89	12,365.98
Commercial Recycling	442.60	394.21	425.13	1,300.69	1,179.81	1,226.62	1,261.94	4,969.06
Commercial Organics	369.94	376.58	418.92	1,041.86	1,083.08	1,393.38	1,165.44	4,683.76
Subtotal - Disposed	1,044.32	978.66	1,137.91	3,102.65	2,949.33	3,153.11	3,160.89	12,365.98
Subtotal - Diverted	812.54	770.79	844.05	2,342.55	2,262.89	2,620.01	2,427.38	9,652.83
Diversion Rate	43.76%	44.06%	42.59%	43.02%	43.42%	45.38%	43.44%	43.84%
MFD								
MFD Solid Waste	873.39	825.39	927.08	2,605.02	2,536.10	2,593.59	2,625.86	10,360.57
MFD Recycling	275.98	264.60	302.01	875.59	799.98	821.93	842.59	3,340.09
MFD Organics	73.22	67.07	74.72	202.84	196.41	192.33	215.01	806.59
Subtotal - Disposed	873.39	825.39	927.08	2,605.02	2,536.10	2,593.59	2,625.86	10,360.57
Subtotal - Diverted	349.20	331.67	376.73	1,078.43	996.39	1,014.26	1,057.60	4,146.68
Diversion Rate	28.56%	28.66%	28.89%	29.28%	28.21%	28.11%	28.71%	28.58%
Roll-Off								
Roll-Off Solid Waste	281.97	251.29	315.68	787.52	784.56	801.36	848.94	3,222.38
Roll-Off Recycling	77.50	73.33	74.47	183.57	192.42	192.83	225.30	794.12
Roll-Off Organics	56.53	56.67	52.04	165.19	170.42	156.54	165.24	657.39
Subtotal - Disposed	281.97	251.29	315.68	787.52	784.56	801.36	848.94	3,222.38
Subtotal - Diverted	134.03	130.00	126.51	348.76	362.84	349.37	390.54	1,451.51
Diversion Rate	32.22%	34.09%	28.61%	30.69%	31.62%	30.36%	31.51%	31.06%
Residential								
Residential Solid Waste	1,068.60	1,033.82	1,215.18	3,137.03	3,174.13	3,206.32	3,317.60	12,835.08
Residential Curbside Recycling	587.90	589.13	791.26	1,947.05	1,729.23	1,728.03	1,968.29	7,372.60
Residential Curbside Organics	1,188.36	1,293.65	1,358.55	3,912.71	3,880.75	3,472.28	3,840.56	15,106.30
Subtotal - Disposed	1,068.60	1,033.82	1,215.18	3,137.03	3,174.13	3,206.32	3,317.60	12,835.08
Subtotal - Diverted	1,776.26	1,882.78	2,149.81	5,859.76	5,609.98	5,200.31	5,808.85	22,478.90
Diversion Rate	62.44%	64.55%	63.89%	65.13%	63.87%	61.86%	63.65%	63.65%
Total Disposed	3,268.28	3,089.16	3,595.85	9,632.22	9,444.12	9,754.37	9,953.29	38,784.00
Total Diverted	3,072.03	3,115.24	3,497.10	9,629.50	9,232.10	9,183.95	9,684.37	37,729.92
Total Diversion Rate	48.45%	50.21%	49.30%	49.99%	49.43%	48.49%	49.32%	49.31%
Single-Family Measured Diversion Rate	62.44%	64.55%	63.89%	65.13%	63.87%	61.86%	63.65%	63.65%
Commercial Measured Diversion Rate	37.07%	37.49%	36.14%	36.72%	36.62%	37.83%	36.87%	37.02%
MFD Measured Diversion Rate	28.56%	28.66%	28.89%	29.28%	28.21%	28.11%	28.71%	28.58%
Overall Measured Diversion Rate	48.45%	50.21%	49.30%	49.99%	49.43%	48.49%	49.32%	49.31%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons Incr/(Decr)	% Change	
San Mateo													
Commercial¹ and MFD													
Commercial Solid Waste	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	12,365.98	(32.93)	-0.27%	
MFD Solid Waste	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	10,360.57	(277.62)	-2.61%	
Roll-Off Solid Waste	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	3,222.38	(408.65)	-11.25%	
Commercial Recycling	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	4,969.06	(74.37)	-1.47%	
MFD Recycling	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	3,340.09	(83.87)	-2.45%	
Roll-Off Recycling	396.65	405.92	403.39	393.02	469.49	358.21	593.97	659.13	738.63	794.12	55.49	7.51%	
Commercial Organics	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	4,683.76	318.42	7.29%	
MFD Organics	311.59	279.52	265.59	292.86	276.12	241.25	305.79	519.78	725.85	806.59	80.74	11.12%	
Roll-Off Organics	2.44	301.39	469.89	415.68	399.94	376.51	507.53	590.71	593.04	657.39	64.35	10.85%	
SUBTOTAL - Disposed Tons	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	25,948.92	(719.21)	-2.70%	
SUBTOTAL - Diverted Tons	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	15,251.02	360.77	2.42%	
Residential													
Residential Solid Waste	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	12,835.08	(16.92)	-0.13%	
Residential Curbside Recycling	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	7,372.60	(129.55)	-1.73%	
Residential Curbside Organics	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	15,106.30	(193.23)	-1.26%	
SUBTOTAL - Disposed Tons	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	12,835.08	(16.92)	-0.13%	
SUBTOTAL - Diverted Tons	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	22,478.90	(322.78)	-1.42%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	38,784.00			
TOTAL TONS DIVERTED	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	37,729.92			
COMMERCIAL DIVERSION RATE	29.14%	31.00%	31.89%	31.62%	31.58%	30.91%	31.67%	34.00%	35.83%	37.02%			
MFD DIVERSION RATE	22.38%	23.34%	23.69%	24.17%	23.54%	24.39%	24.64%	26.22%	28.06%	28.58%			
RESIDENTIAL DIVERSION RATE	62.86%	63.87%	64.16%	63.72%	63.66%	63.95%	63.56%	63.48%	63.95%	63.65%			
TOTAL DIVERSION RATE	44.38%	45.95%	46.76%	46.24%	46.19%	47.77%	47.35%	47.67%	48.82%	49.31%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

MEMBER AGENCY	2024							Year to Date
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
COUNTY FRANCHISED AREA								
Commercial								
Commercial Solid Waste	57.67	52.92	60.16	171.40	173.05	174.14	170.75	689.34
Commercial Recycling	24.60	21.52	25.31	74.44	69.79	67.77	71.43	283.43
Commercial Organics	13.78	14.17	16.45	42.35	44.79	44.28	44.40	175.82
Subtotal - Disposed	57.67	52.92	60.16	171.40	173.05	174.14	170.75	689.34
Subtotal - Diverted	38.38	35.69	41.76	116.79	114.58	112.05	115.83	459.25
Diversion Rate	39.96%	40.28%	40.97%	40.53%	39.84%	39.15%	40.42%	39.98%
MFD								
MFD Solid Waste	36.57	34.83	39.53	111.03	119.52	109.57	110.93	451.05
MFD Recycling	5.47	5.28	5.66	15.98	16.19	16.51	16.41	65.09
MFD Organics	0.25	0.25	0.29	0.88	0.71	0.66	0.79	3.04
Subtotal - Disposed	36.57	34.83	39.53	111.03	119.52	109.57	110.93	451.05
Subtotal - Diverted	5.72	5.53	5.95	16.86	16.90	17.17	17.20	68.13
Diversion Rate	13.53%	13.70%	13.08%	13.18%	12.39%	13.55%	13.42%	13.12%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	236.76	213.89	287.17	726.84	675.06	676.24	737.82	2,815.96
Residential Curbside Recycling	155.75	150.19	204.78	486.81	450.89	445.97	510.72	1,894.39
Residential Curbside Organics	339.44	364.74	418.48	1,124.51	1,040.47	966.63	1,122.66	4,254.27
Subtotal - Disposed	236.76	213.89	287.17	726.84	675.06	676.24	737.82	2,815.96
Subtotal - Diverted	495.19	514.93	623.26	1,611.32	1,491.36	1,412.60	1,633.38	6,148.66
Diversion Rate	67.65%	70.65%	68.46%	68.91%	68.84%	67.63%	68.88%	68.59%
Total Disposed	331.00	301.64	386.86	1,009.27	967.63	959.95	1,019.50	3,956.35
Total Diverted	539.29	556.15	670.97	1,744.97	1,622.84	1,541.82	1,766.41	6,676.04
Total Diversion Rate	61.97%	64.84%	63.43%	63.36%	62.65%	61.63%	63.41%	62.79%
Single-Family Measured Diversion Rate	67.65%	70.65%	68.46%	68.91%	68.84%	67.63%	68.88%	68.59%
Commercial Measured Diversion Rate	31.88%	31.96%	32.37%	32.12%	31.01%	31.29%	32.08%	31.62%
MFD Measured Diversion Rate	13.53%	13.70%	13.08%	13.18%	12.39%	13.55%	13.42%	13.12%
Overall Measured Diversion Rate	61.97%	64.84%	63.43%	63.36%	62.65%	61.63%	63.41%	62.79%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons	Incr/(Decr)	% Change
County Franchised Area													
Commercial¹ and MFD													
Commercial Solid Waste	825.15	849.74	914.97	838.53	784.18	665.16	700.24	668.45	683.52	689.34	5.82	0.85%	
MFD Solid Waste	426.93	442.75	434.75	435.05	424.68	387.82	399.99	400.32	433.37	451.05	17.68	4.08%	
Roll-Off Solid Waste	0.00	5.45	3.63	3.79	6.91	3.21	3.65	3.75	0.00	0.00	0.00	0.00%	
Commercial Recycling	296.74	333.63	359.31	347.09	359.76	310.51	320.53	297.23	292.62	283.43	(9.19)	-3.14%	
MFD Recycling	55.87	57.25	62.58	68.63	72.98	72.01	64.75	63.60	64.67	65.09	0.42	0.65%	
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	345.98	275.15	229.66	216.01	199.35	129.70	117.37	134.36	175.66	175.82	0.16	0.09%	
MFD Organics	3.77	3.55	3.03	1.69	1.38	1.33	1.50	2.02	3.16	3.04	(0.12)	-3.73%	
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	1,252.08	1,297.94	1,353.35	1,277.37	1,215.77	1,056.19	1,103.88	1,072.52	1,116.89	1,140.39	23.50	2.10%	
SUBTOTAL - Diverted Tons	702.36	669.58	654.58	633.42	633.47	513.55	504.15	497.21	536.11	527.38	(8.73)	-1.63%	
Residential													
Residential Solid Waste	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	2,815.96	40.06	1.44%	
Residential Curbside Recycling	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	1,894.39	(81.12)	-4.11%	
Residential Curbside Organics	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	4,254.27	(147.56)	-3.35%	
SUBTOTAL - Disposed Tons	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	2,815.96	40.06	1.44%	
SUBTOTAL - Diverted Tons	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	6,148.66	(228.68)	-3.59%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	3,956.35			
TOTAL TONS DIVERTED	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	6,676.04			
COMMERCIAL DIVERSION RATE	35.94%	34.03%	32.60%	33.15%	34.26%	32.72%	31.35%	31.67%	32.43%	31.62%			
MFD DIVERSION RATE	12.26%	12.07%	13.11%	13.91%	14.90%	15.90%	14.21%	14.08%	13.53%	13.12%			
RESIDENTIAL DIVERSION RATE	70.01%	70.09%	70.36%	70.22%	70.28%	69.64%	68.71%	68.83%	69.67%	68.59%			
TOTAL DIVERSION RATE	63.90%	63.70%	63.68%	63.90%	64.26%	64.50%	63.22%	63.22%	63.98%	62.79%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2024 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY								
Commercial								
Commercial Solid Waste	27.38	28.01	29.41	82.86	83.92	77.00	84.80	328.58
Commercial Recycling	12.48	11.64	12.48	41.16	40.43	38.03	36.60	156.22
Commercial Organics	16.72	16.89	19.69	47.04	51.58	52.88	53.30	204.80
Subtotal - Disposed	27.38	28.01	29.41	82.86	83.92	77.00	84.80	328.58
Subtotal - Diverted	29.20	28.53	32.17	88.20	92.01	90.91	89.90	361.02
Diversion Rate	51.61%	50.46%	52.24%	51.56%	52.30%	54.14%	51.46%	52.35%
MFD								
MFD Solid Waste	2.33	2.31	2.77	6.88	6.87	6.92	7.41	28.08
MFD Recycling	0.68	0.49	0.62	1.92	1.69	1.67	1.79	7.07
MFD Organics	0.18	0.17	0.16	0.54	0.50	0.48	0.51	2.03
Subtotal - Disposed	2.33	2.31	2.77	6.88	6.87	6.92	7.41	28.08
Subtotal - Diverted	0.86	0.66	0.78	2.46	2.19	2.14	2.30	9.09
Diversion Rate	26.96%	22.22%	21.97%	26.34%	24.17%	23.65%	23.69%	24.46%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	110.01	96.12	118.89	375.97	301.91	296.56	325.02	1,299.46
Residential Curbside Recycling	74.74	61.47	92.03	214.14	196.95	192.57	228.24	831.90
Residential Curbside Organics	195.53	223.57	258.83	655.58	543.46	475.23	677.93	2,352.20
Subtotal - Disposed	110.01	96.12	118.89	375.97	301.91	296.56	325.02	1,299.46
Subtotal - Diverted	270.27	285.04	350.86	869.72	740.41	667.79	906.17	3,184.09
Diversion Rate	71.07%	74.78%	74.69%	69.82%	71.03%	69.25%	73.60%	71.02%
Total Disposed	139.72	126.44	151.07	465.71	392.70	380.47	417.23	1,656.11
Total Diverted	300.33	314.23	383.81	960.38	834.61	760.85	998.37	3,554.21
Total Diversion Rate	68.25%	71.31%	71.76%	67.34%	68.00%	66.66%	70.53%	68.21%
Single-Family Measured Diversion Rate	71.07%	74.78%	74.69%	69.82%	71.03%	69.25%	73.60%	71.02%
Commercial Measured Diversion Rate	50.29%	49.05%	50.59%	50.25%	50.92%	52.58%	50.00%	50.93%
MFD Measured Diversion Rate	26.96%	22.22%	21.97%	26.34%	24.17%	23.65%	23.69%	24.46%
Overall Measured Diversion Rate	68.25%	71.31%	71.76%	67.34%	68.00%	66.66%	70.53%	68.21%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons	Incr/(Decr)	% Change
West Bay Sanitary													
Commercial¹ and MFD													
Commercial Solid Waste	398.25	390.81	354.60	353.61	341.26	324.38	409.29	364.85	341.70	328.58	(13.12)	-3.84%	
MFD Solid Waste	27.49	27.08	25.31	22.12	20.33	20.78	25.27	26.15	27.54	28.08	0.54	1.95%	
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	161.07	160.56	194.79	185.38	174.17	128.93	152.71	160.75	175.69	156.22	(19.47)	-11.08%	
MFD Recycling	13.50	12.84	12.04	10.03	7.81	6.38	6.65	7.13	7.63	7.07	(0.56)	-7.39%	
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	140.27	168.98	181.11	180.46	181.21	124.65	154.48	169.06	177.65	204.80	27.15	15.28%	
MFD Organics	1.75	3.11	4.48	2.87	1.41	1.29	1.65	1.48	1.91	2.03	0.12	6.09%	
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	425.74	417.89	379.91	375.73	361.59	345.16	434.56	391.00	369.24	356.66	(12.58)	-3.41%	
SUBTOTAL - Diverted Tons	316.59	345.49	392.42	378.74	364.60	261.25	315.49	338.42	362.88	370.11	7.23	1.99%	
Residential													
Residential Solid Waste	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	1,299.46	44.20	3.52%	
Residential Curbside Recycling	1,093.36	1,105.88	1,089.75	1,058.52	1,002.83	1,090.70	983.55	928.32	870.70	831.90	(38.80)	-4.46%	
Residential Curbside Organics	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	2,352.20	(24.13)	-1.02%	
SUBTOTAL - Disposed Tons	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	1,299.46	44.20	3.52%	
SUBTOTAL - Diverted Tons	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	3,184.09	(62.94)	-1.94%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	1,656.11			
TOTAL TONS DIVERTED	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	3,554.21			
COMMERCIAL DIVERSION RATE	42.65%	45.26%	50.81%	50.20%	50.21%	43.08%	42.06%	46.40%	49.57%	50.93%			
MFD DIVERSION RATE	35.68%	37.07%	39.49%	36.84%	31.20%	26.96%	24.72%	24.77%	25.73%	24.46%			
RESIDENTIAL DIVERSION RATE	75.18%	75.43%	75.56%	74.57%	73.97%	72.01%	71.17%	71.49%	72.12%	71.02%			
TOTAL DIVERSION RATE	70.61%	71.18%	72.09%	71.18%	70.81%	68.80%	67.07%	67.86%	68.96%	68.21%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2024

	2024							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	4,770.68	4,487.90	5,100.53	14,583.37	14,027.96	14,169.08	14,359.11	57,139.52
Commercial Recycling	1,875.97	1,708.61	1,844.50	5,695.09	5,343.78	5,488.75	5,429.08	21,956.70
Commercial Organics	1,957.75	1,843.00	2,318.99	5,746.34	5,659.25	5,886.58	6,119.74	23,411.91
Subtotal - Disposed	4,770.68	4,487.90	5,100.53	14,583.37	14,027.96	14,169.08	14,359.11	57,139.52
Subtotal - Diverted	3,833.72	3,551.61	4,163.49	11,441.43	11,003.03	11,375.33	11,548.82	45,368.61
Diversion Rate	44.56%	44.18%	44.94%	43.96%	43.96%	44.53%	44.58%	44.26%
MFD								
MFD Solid Waste	2,955.64	2,798.62	3,156.86	8,768.28	8,706.36	8,896.56	8,911.12	35,282.32
MFD Recycling	856.44	813.85	932.68	2,671.77	2,446.82	2,511.12	2,602.97	10,232.68
MFD Organics	229.86	224.28	254.75	640.52	637.14	648.65	708.89	2,635.20
Subtotal - Disposed	2,955.64	2,798.62	3,156.86	8,768.28	8,706.36	8,896.56	8,911.12	35,282.32
Subtotal - Diverted	1,086.30	1,038.13	1,187.43	3,312.29	3,083.96	3,159.77	3,311.86	12,867.88
Diversion Rate	26.88%	27.06%	27.33%	27.42%	26.16%	26.21%	27.10%	26.72%
Roll-Off								
Roll-Off Solid Waste	1,086.03	998.55	1,104.59	3,071.35	3,018.46	3,127.76	3,189.17	12,406.74
Roll-Off Recycling	204.98	194.58	196.29	513.09	541.04	518.57	595.85	2,168.55
Roll-Off Organics	262.66	227.23	248.70	687.67	706.56	680.46	738.59	2,813.28
Subtotal - Disposed	1,086.03	998.55	1,104.59	3,071.35	3,018.46	3,127.76	3,189.17	12,406.74
Subtotal - Diverted	467.64	421.81	444.99	1,200.76	1,247.60	1,199.03	1,334.44	4,981.83
Diversion Rate	30.10%	29.70%	28.72%	28.11%	29.24%	27.71%	29.50%	28.65%
Residential								
Residential Solid Waste	4,895.83	4,665.89	5,484.93	14,591.32	14,364.78	14,471.79	15,046.65	58,474.54
Residential Curbside Recycling	2,774.45	2,692.80	3,590.48	8,654.59	7,988.66	7,958.57	9,057.73	33,659.55
Residential Curbside Organics	5,712.75	6,274.90	7,300.69	19,212.49	18,262.41	16,491.67	19,288.34	73,254.91
Subtotal - Disposed	4,895.83	4,665.89	5,484.93	14,591.32	14,364.78	14,471.79	15,046.65	58,474.54
Subtotal - Diverted	8,487.20	8,967.70	10,891.17	27,867.08	26,251.07	24,450.24	28,346.07	106,914.46
Diversion Rate	63.42%	65.78%	66.51%	65.63%	64.63%	62.82%	65.32%	64.64%
Total Disposed	13,708.18	12,950.96	14,846.91	41,014.32	40,117.56	40,665.19	41,506.05	163,303.12
Total Diverted	13,874.86	13,979.25	16,687.08	43,821.56	41,585.66	40,184.37	44,541.19	170,132.78
Total Diversion Rate	50.30%	51.91%	52.92%	51.65%	50.90%	49.70%	51.76%	51.02%
Single-Family Measured Diversion Rate	63.42%	65.78%	66.51%	65.63%	64.63%	62.82%	65.32%	64.64%
Commercial Measured Diversion Rate	37.94%	37.69%	38.24%	37.65%	37.32%	37.53%	37.97%	37.62%
MFD Measured Diversion Rate	26.88%	27.06%	27.33%	27.42%	26.16%	26.21%	27.10%	26.72%
Overall Measured Diversion Rate	50.30%	51.91%	52.92%	51.65%	50.90%	49.70%	51.76%	51.02%

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2024

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2023 - 2024	2023 - 2024
	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons	2021 Tons	2022 Tons	2023 Tons	2024 Tons	Tons Incr/(Decr)	% Change	
TOTAL SBWMA													
Commercial¹ and MFD													
Commercial Solid Waste	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	57,139.52	(500.78)	-0.87%	
MFD Solid Waste	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	35,282.32	239.73	0.68%	
Roll-Off Solid Waste	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	12,406.74	(64.52)	-0.52%	
Commercial Recycling	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	21,956.70	(759.64)	-3.34%	
MFD Recycling	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	10,232.68	(1.79)	-0.02%	
Roll-Off Recycling	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	2,168.55	386.82	21.71%	
Commercial Organics	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	23,411.91	(298.45)	-1.26%	
MFD Organics	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	2,635.20	227.02	9.43%	
Roll-Off Organics	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	2,813.28	6.38	0.23%	
SUBTOTAL - Disposed Tons	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	104,828.58	(325.57)	-0.31%	
SUBTOTAL - Diverted Tons	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	63,218.32	(439.66)	-0.69%	
Residential													
Residential Solid Waste	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	58,474.54	325.43	0.56%	
Residential Curbside Recycling	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	33,659.55	(956.62)	-2.76%	
Residential Curbside Organics	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	73,254.91	(1,126.61)	-1.51%	
SUBTOTAL - Disposed Tons	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	58,474.54	325.43	0.56%	
SUBTOTAL - Diverted Tons	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	106,914.46	(2,083.23)	-1.91%	
Commercial/MFD and Residential													
TOTAL TONS DISPOSED	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	163,303.12			
TOTAL TONS DIVERTED	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	170,132.78			
COMMERCIAL DIVERSION RATE	33.17%	34.43%	35.29%	36.15%	37.08%	34.22%	34.13%	36.48%	37.71%	37.62%			
MFD DIVERSION RATE	21.89%	22.76%	23.62%	24.13%	23.94%	24.03%	24.04%	25.22%	26.51%	26.72%			
RESIDENTIAL DIVERSION RATE	65.63%	66.14%	66.45%	66.35%	66.63%	65.83%	64.66%	64.89%	65.21%	64.64%			
TOTAL DIVERSION RATE	49.16%	50.02%	50.56%	50.82%	51.49%	51.88%	50.14%	50.66%	51.39%	51.02%			

¹ Includes Agency facilities tonnage

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

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

	Single-Family and Commercial Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family and Commercial Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Belmont	222	194	446	862	9	0	0	9	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0	0
Burlingame	173	136	304	613	8	0	0	8	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
East Palo Alto	108	84	80	272	5	1	0	6	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Foster City	164	71	92	327	5	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Hillsborough	91	111	159	361	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	252	236	356	844	14	0	0	14	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
North Fair Oaks	96	73	109	278	9	0	0	9	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0
Redwood City	464	446	862	1772	12	3	0	15	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0
San Carlos	270	370	791	1431	12	1	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
San Mateo	686	470	1025	2181	22	1	0	23	0	0	0	0	0	1	0	1	0	2	0	2	2	1	1	4
County Franchised Area	78	94	194	366	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
West Bay	43	43	190	276	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	2,647	2,328	4,608	9,583	98	7	0	105	0	0	0	0	0	1	1	2	1	5	2	8	3	2	1	6

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Belmont	140	144	144	428	16	8	16	40	0	1	0	1	216	201	348	765	80	50	82	212
Burlingame	158	188	146	492	25	14	26	65	0	0	0	0	231	228	361	820	86	150	66	302
East Palo Alto	108	145	112	365	3	3	10	16	0	0	0	0	109	110	162	381	10	16	16	42
Foster City	129	183	164	476	10	7	6	23	0	0	0	0	190	140	275	605	74	56	83	213
Hillsborough	85	91	93	269	9	6	15	30	1	0	0	1	103	105	199	407	50	27	52	129
Menlo Park	130	166	145	441	21	23	31	75	0	0	0	0	262	231	357	850	182	93	60	335
North Fair Oaks	70	75	59	204	21	13	19	53	0	0	0	0	87	69	115	271	25	13	9	47
Redwood City	402	428	387	1217	23	24	36	83	0	0	0	0	547	447	848	1842	38	27	28	93
San Carlos	147	204	160	511	28	13	25	66	0	0	0	0	587	562	746	1895	113	142	100	355
San Mateo	463	589	470	1522	44	27	68	139	0	0	0	0	810	612	999	2421	424	240	223	887
County Franchised Area	100	108	118	326	4	2	1	7	0	0	0	0	114	103	243	460	49	46	54	149
West Bay	24	41	30	95	1	1	8	10	0	0	0	0	53	53	101	207	53	18	20	91
Totals	1,956	2,362	2,028	6,346	205	141	261	607	1	1	0	2	3,309	2,861	4,754	10,924	1,184	878	793	2,855

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

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
October	14,604	14,497	107	0.73%	17.48	93.98%	272
November	12,803	12,654	149	1.16%	19.89	92.11%	205
December	19,039	17,704	1,335	7.01%	97.20	61.00%	258
Quarter 4	46,446	44,855	1,591	3.43%	49.62	80.43%	735

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

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

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Belmont	0	0	0	0	0	0	0	0	19	11	13	43
Burlingame	0	1	0	1	4	2	3	9	35	19	11	65
East Palo Alto	0	0	0	0	0	4	1	5	47	0	0	47
Foster City	0	0	0	0	1	1	0	2	50	26	0	76
Hillsborough	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	0	0	0	0	0	7	1	8	8	6	0	14
North Fair Oaks	0	0	0	0	2	3	2	7	21	0	68	89
Redwood City	0	0	0	0	16	40	6	62	101	0	62	163
San Carlos	0	0	0	0	8	1	0	9	0	18	0	18
San Mateo	0	0	0	0	17	28	8	53	264	127	51	442
County Franchised Area	0	0	0	0	2	0	0	2	4	0	38	42
West Bay	0	0	0	0	0	0	0	0	0	0	0	0
Totals	0	1	0	1	50	86	21	157	549	207	243	999

2024 LIQUIDATED DAMAGES

**COLLECTION
QUALITY**

1.A, 1.B, 1.C	Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days												Annual Index Change CPI-U		
	October			November			December			Q4			5.465%		
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	2024 LD Amount	Monthly Allowance	LD per Occurrence
8.01.A, 8.02.H,															
Belmont	-	0	0	2	0	0	1	0	0	3	0	-	-	2	\$ 168
Burlingame	-	0	0	1	0	0	1	0	0	2	0	-	-	2	\$ 168
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	1	\$ 168
Foster City	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 168
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 168
Menlo Park	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 168
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 168
Redwood City	1	0	0	1	0	0	-	0	0	2	0	-	-	5	\$ 168
San Carlos	-	0	0	4	1	168	-	0	0	4	1	168	168	3	\$ 168
San Mateo	-	0	0	1	0	0	-	0	0	1	0	-	-	6	\$ 168
County Franchised Area	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 168
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 168
	1	0	0	12	1	168	3	0	0	16	1	168	168	29	

2.	Complaints regarding failure to provide new service or change existing service level within five (5) business days														
	October			November			December			Q4					
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	2024 LD Amount	Monthly Allowance	LD per Occurrence
8.02.C															
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 112
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 112
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 112
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 112
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 112
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 112
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 112
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	12	\$ 112
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 112
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 112
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 112
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 112
	-	0	0	-	0	0	-	0	0	0	0	-	-	59	

3.	Complaints regarding improper container placement														
	October			November			December			Q4					
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	2024 LD Amount	Monthly Allowance	LD per Occurrence
8.02.B.1															
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	36	\$ 56
Burlingame	-	0	0	-	0	0	1	0	0	1	0	-	-	35	\$ 56
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	22	\$ 56
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	36	\$ 56
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	19	\$ 56
Menlo Park	3	0	0	-	0	0	-	0	0	3	0	-	-	42	\$ 56
North Fair Oaks	1	0	0	-	0	0	-	0	0	1	0	-	-	14	\$ 56
Redwood City	-	0	0	-	0	0	1	0	0	1	0	-	-	92	\$ 56
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	45	\$ 56
San Mateo	4	0	0	-	0	0	5	0	0	9	0	-	-	108	\$ 56
County Franchised Area	-	0	0	-	0	0	1	0	0	1	0	-	-	27	\$ 56
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	12	\$ 56
	9	0	0	-	0	0	8	0	0	17	0	-	-	488	

2024 LIQUIDATED DAMAGES

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

	October			November			December			Q4			2024 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 28
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

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

	October			November			December			Q4			2024 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 56
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 56
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 56
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 56
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 56
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 56
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 56
Redwood City	-	0	0	1	0	0	-	0	0	1	0	-	-	12	\$ 56
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 56
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 56
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 56
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 56
	-	0	0	1	0	0	-	0	0	1	0	-	-	59	

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

	October			November			December			Q4			2024 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	1	1	280	-	0	0	1	1	280	280	0	\$ 280
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	280	0	\$ 280
East Palo Alto	-	0	0	1	1	280	-	0	0	1	1	280	280	0	\$ 280
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Menlo Park	-	0	0	-	0	0	1	1	280	1	1	280	280	0	\$ 280
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Redwood City	-	0	0	1	1	280	-	0	0	1	1	280	280	0	\$ 280
San Carlos	-	0	0	2	2	560	-	0	0	2	2	560	840	0	\$ 280
San Mateo	-	0	0	1	1	280	-	0	0	1	1	280	280	0	\$ 280
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
	0	0	0	6	6	1,680	1	1	280	7	7	1,960	2,520	-	

2024 LIQUIDATED DAMAGES

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

	October			November			December			Q4			2024	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	9	\$ 56
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	8	\$ 56
East Palo Alto	1	0	0	-	0	0	-	0	0	1	0	-	-	5	\$ 56
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	9	\$ 56
Hillsborough	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 56
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	10	\$ 56
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 56
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	22	\$ 56
San Carlos	-	0	0	2	0	0	-	0	0	2	0	-	-	11	\$ 56
San Mateo	2	0	0	4	0	0	1	0	0	7	0	-	-	26	\$ 56
County Franchised Area	-	0	0	1	0	0	-	0	0	1	0	-	-	6	\$ 56
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 56
	3	0	0	8	0	0	1	0	0	12	0	-	-	117	

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

	October			November			December			Q4			2024	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	560	0	\$ 560
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 560
	-	0	0	-	0	0	-	0	0	0	0	-	560	0	

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

	October			November			December			Q4			2024	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2024 LIQUIDATED DAMAGES

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

	October			November			December			Q4			2024 LD Amount	Monthly Allowance	LD per Occurrence	
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount				
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	224	0	\$ 112
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	448	0	\$ 112
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	2,128	0	\$ 112
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 112
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 112
Menlo Park	1	1	112	-	0	0	-	0	0	1	1	112	112	336	0	\$ 112
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	448	0	\$ 112
Redwood City	1	1	112	-	0	0	-	0	0	1	1	112	112	4,033	0	\$ 112
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 112
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	896	0	\$ 112
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 112
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 112
	2	2	224	-	0	0	-	0	0	2	2	224	224	8,514	-	

CUSTOMER SERVICE QUALITY

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

	October			November			December			Q4			2024 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	12	12	1,344	1	1	112	13	13	1,456	1,680	0	\$ 112
Burlingame	-	0	0	5	5	560	1	1	112	6	6	672	1,792	0	\$ 112
East Palo Alto	1	1	112	7	7	784	2	2	224	10	10	1,120	2,913	0	\$ 112
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	336	0	\$ 112
Hillsborough	-	0	0	1	1	112	-	0	0	1	1	112	224	0	\$ 112
Menlo Park	4	4	448	21	21	2,352	2	2	224	27	27	3,025	9,858	0	\$ 112
North Fair Oaks	2	2	224	5	5	560	2	2	224	9	9	1,008	1,904	0	\$ 112
Redwood City	12	12	1,344	8	8	896	6	6	672	26	26	2,913	6,721	0	\$ 112
San Carlos	-	0	0	15	15	1,680	9	9	1,008	24	24	2,688	4,929	0	\$ 112
San Mateo	1	1	112	24	24	2,688	1	1	112	26	26	2,913	5,601	0	\$ 112
County Franchised Area	2	2	224	4	4	448	2	2	224	8	8	896	1,008	0	\$ 112
West Bay	-	0	0	4	4	448	1	1	112	5	5	560	1,456	0	\$ 112
	22	22	2,464	106	106	11,874	27	27	3,025	155	155	17,363	38,423	-	

2024 LIQUIDATED DAMAGES

REPORTING

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

	October			November			December			Q4			2024 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 280
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

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

	October			November			December			Q4			2024 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

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

	October			November			December			Q4			2024 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 280
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

2024 LIQUIDATED DAMAGES

OTHER

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

	October			November			December			Q4			2024 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	-

Disposal of organic materials without written approval
8.02.D

	October			November			December			Q4			2024 LD Amount	Tonnage Allowance	LD per Ton Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	-

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

	October			November			December			Q4			2024 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 196
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	-

2024 LIQUIDATED DAMAGES

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

	October			November			December			Q4			2024 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 112
Total Liquidated Damages	-	0	0	-	0	0	-	0	0	0	0	-	19,715	50,185	

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

Annual Index Change CPI-U 5.465% \$56

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$51 per Event			
	Oct	Nov	Dec			Oct	Nov	Dec	Total
Quarter 4	Oct	Nov	Dec			Oct	Nov	Dec	Total
Atherton	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Belmont	9	0	0	N/A	0	(\$504)	\$0	\$0	(\$504)
Burlingame	8	0	0	N/A	0	(\$448)	\$0	\$0	(\$448)
East Palo Alto	5	1	0	N/A	0	(\$280)	(\$56)	\$0	(\$336)
Foster City	5	0	0	N/A	0	(\$280)	\$0	\$0	(\$280)
Hillsborough	0	1	0	N/A	0	\$0	(\$56)	\$0	(\$56)
Menlo Park	14	0	0	N/A	0	(\$784)	\$0	\$0	(\$784)
North Fair Oaks	9	0	0	N/A	0	(\$504)	\$0	\$0	(\$504)
Redwood City	12	3	0	N/A	0	(\$672)	(\$168)	\$0	(\$840)
San Carlos	12	1	0	N/A	0	(\$672)	(\$56)	\$0	(\$728)
San Mateo	22	1	0	N/A	0	(\$1,232)	(\$56)	\$0	(\$1,288)
County Franchised Area	2	0	0	N/A	0	(\$112)	\$0	\$0	(\$112)
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	98	7	0			(\$5,488)	(\$392)	\$0	(\$5,880)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2024

Aggregate SBWMA		Annual Index Change CPI-U		5.465%	\$560	\$560	
Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Quarterly Net Amount

Quarter 4
Month

October	13	15	30	2	0	\$1,353	\$0	\$1,353
November	16	15	30	0	0	\$0	\$0	\$0
December	92	15	30	0	62	\$0	(\$34,986)	(\$34,986)
Totals						\$1,353	(\$34,986)	(\$33,633)
		Year 2023						
	Agency	Solid Waste Tons						
	Atherton	0				\$0	\$0	\$0
	Belmont	7,420				\$61	(\$1,590)	(\$1,528)
	Burlingame	16,817				\$139	(\$3,603)	(\$3,463)
	East Palo Alto	11,947				\$99	(\$2,560)	(\$2,461)
	Foster City	10,396				\$86	(\$2,227)	(\$2,141)
	Hillsborough	2,707				\$22	(\$580)	(\$558)
	Menlo Park	15,340				\$127	(\$3,286)	(\$3,159)
	North Fair Oaks	5,849				\$48	(\$1,253)	(\$1,205)
	Redwood City	35,162				\$291	(\$7,533)	(\$7,242)
	San Carlos	12,629				\$105	(\$2,706)	(\$2,601)
	San Mateo	39,520				\$327	(\$8,467)	(\$8,139)
	County Franchised Area	3,893				\$32	(\$834)	(\$802)
	West Bay	1,625				\$13	(\$348)	(\$335)
		163,303				\$1,353	(\$34,986)	(\$33,633)

Recology San Mateo County

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

Aggregate SBWMA			Annual Index Change CPI-U		5.465%	\$6
Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Quarterly Number of Calls Received SBWMA Service Area	5% of Quarterly Number of Calls Received SBWMA Service Area	Incentive Number of Calls	Ninety Second Hold Time Calls in Excess of 5% of Quarterly Calls Received	Incentive Payment Due	Disincentive Payment due \$5 per Call

Quarter 4 Month \$6

October	297			N/A	N/A	\$0
November	392			N/A	N/A	\$0
December	4,903			N/A	N/A	\$0
Totals	5,592	46,446	2,322		3,270	(\$18,313)
Year 2023 Tons of Solid Waste Collected						
	<u>Agency</u>					
	Atherton		0		N/A	\$0
	Belmont		7,420		N/A	(\$832)
	Burlingame		16,817		N/A	(\$1,886)
	East Palo Alto		11,947		N/A	(\$1,340)
	Foster City		10,396		N/A	(\$1,166)
	Hillsborough		2,707		N/A	(\$304)
	Menlo Park		15,340		N/A	(\$1,720)
	North Fair Oaks		5,849		N/A	(\$656)
	Redwood City		35,162		N/A	(\$3,943)
	San Carlos		12,629		N/A	(\$1,416)
	San Mateo		39,520		N/A	(\$4,432)
	County Franchised Area		3,893		N/A	(\$437)
	West Bay		1,625		N/A	(\$182)
			<u>163,303</u>		<u>N/A</u>	<u>(\$18,313)</u>



2024 QUARTER 4

RECYCLING TECHNICAL ASSISTANCE PLAN STATUS REPORT
2024 - 2026



Introduction

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

Recology Waste Zero supports the success of the recycle, compost, and solid waste programs through comprehensive education and outreach, and assists Member Agencies to meet State diversion mandates. Through outreach and education efforts, Recology Waste Zero helps drive clean recoverable materials to the Shoreway Environmental Center by implementing new recycling and compost programs, and inspiring lasting behavior change among customers. The following is a summary of the technical assistance activities Recology Waste Zero conducted for the commercial sector and beyond during **October to December 2024**.

152



New Organic Commercial Customers

130



Onsite & Virtual Meetings

611



Doorhangers Delivered

44



Trainings, Presentations, Community & Tabling Events

743



Community Members Educated

1,739



Customer Outreach (calls, voicemails, emails)

Waste Zero Department



Alex Rinear
Waste Zero Manager



Joanna Li
Waste Zero Specialist
Belmont, Foster City, San Carlos



Ishajuwan Saunders
Waste Zero Specialist
Burlingame, Hillsborough



Santa Hernandez
Waste Zero Specialist
County of San Mateo, East Palo Alto,
North Fair Oaks



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



Xochitl Medina
Waste Zero Specialist
Redwood City



Jennifer Hannan
Waste Zero Specialist
Redwood City



Yvette Madera
Senior Waste Zero Specialist
San Mateo



Benner Mullin
Waste Zero Specialist
San Mateo



Gabriela Navarro
Waste Zero Reporting Analyst

State Compliance: Senate Bill 1383 (SB 1383)

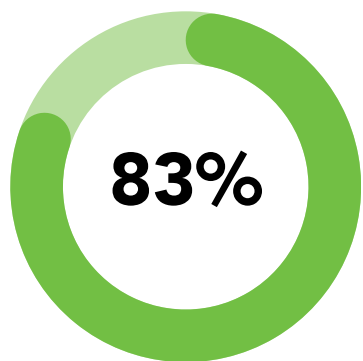
Recology Waste Zero continues to focus on supporting Member Agencies in meeting the requirements of progressive organics recovery legislation, California’s Short-Lived Climate Pollutant Reduction Strategy, Senate Bill (SB) 1383. Recology Waste Zero provides technical assistance to commercial businesses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

Recology maintains an [SB 1383-specific webpage](#) that features an overview of acceptable materials in the compost program, tips for reducing waste, videos on the composting process, and additional tools to help educate customers on the environmental value of composting.

Organics Implementation

In Q4 2024, Recology Waste Zero brought **152** new accounts into SB 1383 compliance by starting organics collection programs. Of those, **50** were Commercial accounts and **102** were Multi-Family Dwellings. As a result of these outreach efforts, compliance for the Commercial sector is at **83%**, a 2.4% increase from previous quarter. The Multi-Family Dwelling sector is at **90%**, a 7% increase from previous quarter.

Table 1. RethinkWaste Service Area Combined SB 1383 Compliance Percentage



Commercial Business
2.4% increase since Q3



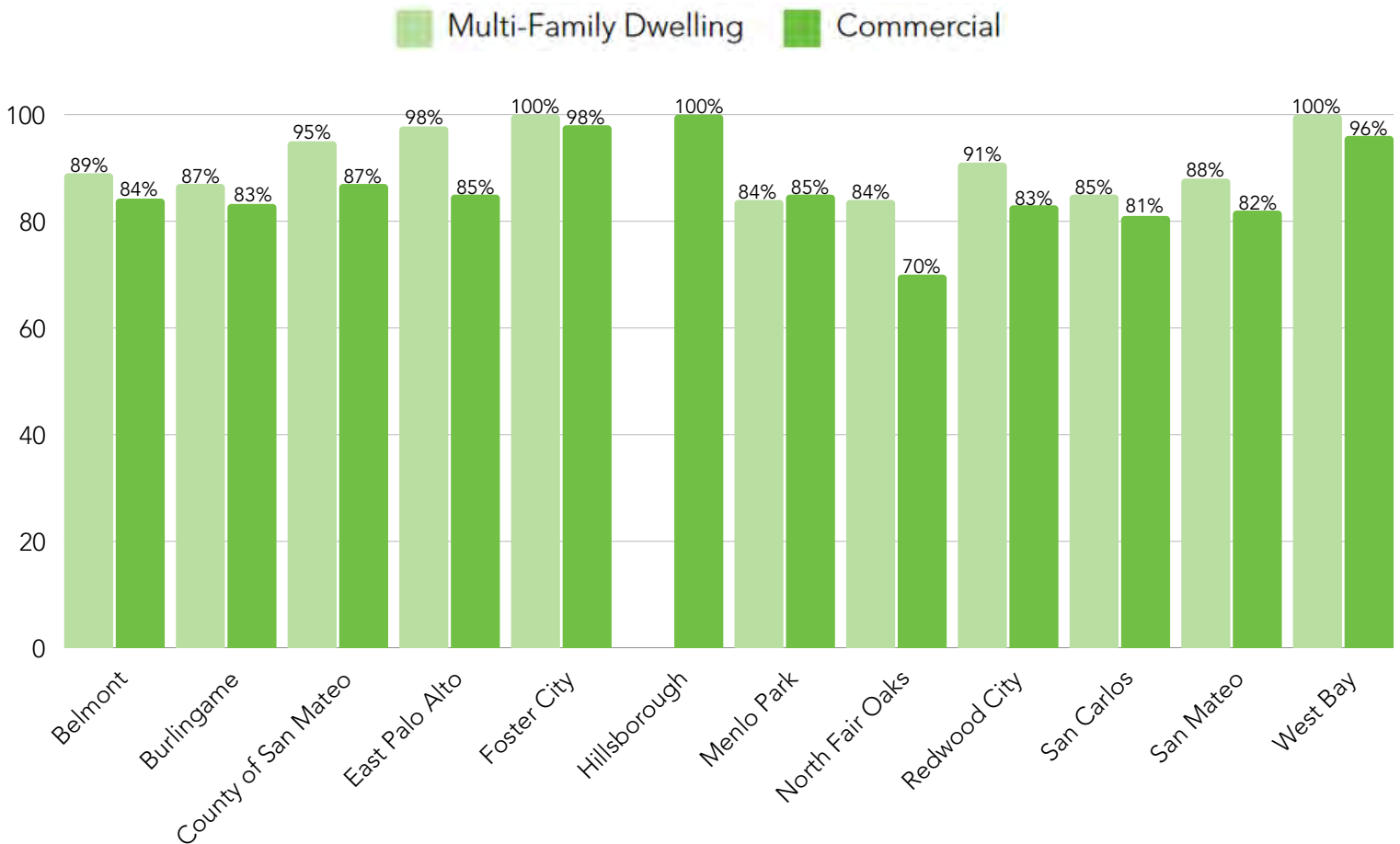
Multi-Family Dwellings
7% increase since Q3

SB 1383 compliance status includes accounts that are subscribed to compost service, sharing with neighboring accounts, or have received an approved waiver.

To support reporting requirements and to identify noncompliant accounts within the service area, Recology Waste Zero tracks accounts that do not subscribe to organics and/or do not have alternate means of compliance. Recology Waste Zero prioritizes accounts that fall into one or more of these categories: covered generators with high volume of organic materials, highest generators of weekly garbage volume, and/or accounts with low diversion rates. The team continues to reach out to previously non-responsive customers who have yet to subscribe to an organics program. Outreach approaches include a combination of phone calls, emails, site visits, audits, and SB 1383 noncompliance and Notice of Violation letters.

Recology Waste Zero partnered with RethinkWaste and Member Agencies to create and distribute Notice of Violation (NOV) Letters for non-compliant accounts in 2024. Collectively, ten jurisdictions sent out a total of **1,797** letters. As a result of the NOV letters, Recology Waste Zero helped **545** accounts gain compliance by starting an organics program, being approved for a waiver, or sharing organics service with a neighbor.

Table 2. RethinkWaste Service Area SB 1383 Compliance Percentage by Member Agency



Multi-Family Dwelling Organics Implementation

In Q4 2024, Recology Waste Zero brought **102** multi-family dwellings into SB 1383 compliance. Outreach to the MFD sector typically requires repeated and various outreach attempts to connect with an appropriate decision-maker, such as a property management company, property owner, or an HOA Board of Directors. Outreach in the MFD sector includes on-site inspections, phone calls, audits, and the delivery of outreach materials. Once organics implementation is in place, Recology Waste Zero provides ongoing technical assistance directly to the MFD sector through door-to-door outreach of public education to encourage resident participation.

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

Recology Waste Zero hand delivered a total of **1,019** Recycling Buddy Bags, **554** SB 1383 compost doorhangers, and **968** kitchen pails in Q4 2024. The tables beginning on page 46 display the breakdown of Commercial and MFD outreach and educational materials distributed throughout the service area.

1,019



Recycling Buddy Bags
Delivered

968



Kitchen Pails Delivered

554



SB 1383 Door
Hangers Delivered



Table 3. Commercial and Multi-Family Dwelling Resources Delivered

MEMBER AGENCY	BUDDY BAGS & INSERTS	KITCHEN PAILS & INSERTS	BATTERY BUCKETS	SB 1383 DOOR HANGERS	PROGRAM SIGNAGE	INTERNAL CONTAINERS	Total Resources Delivered
BELMONT	43	21	4	12	3	-	83
BURLINGAME	65	90	3	-	49	16	223
COUNTY OF SAN MATEO	24	24	-	-	20	-	68
EAST PALO ALTO	47	5	-	42	18	5	117
FOSTER CITY	76	28	-	-	21	4	129
HILLSBOROUGH	-	-	-	-	6	-	6
SAN MATEO	442	459	2	87	125	76	1,191
MENLO PARK	52	34	3	-	63	25	177
NORTH FAIR OAKS	89	89	-	-	46	35	259
REDWOOD CITY	163	212	1	408	91	327	1,202
SAN CARLOS	18	6	2	5	24	16	71
WEST BAY SANITARY DISTRICT	-	-	-	-	12	2	14
Service Area Total	1,019	968	15	554	478	506	3,540

SB 1383 Waiver Reviews

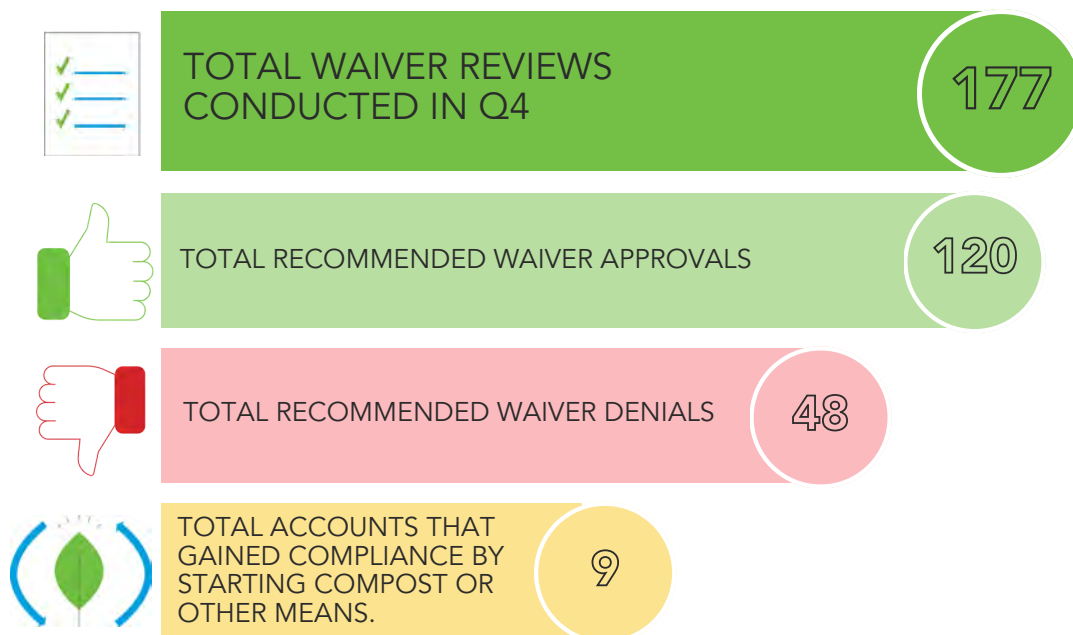
SB 1383 legislation provides the opportunity for accounts that do not meet volume-specific thresholds or that have physical space limitations to apply for waivers, granting them exemption from organics implementation for five years upon approval. Recology Waste Zero supports the waiver review process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

De minimis waiver requests involve on-site inspections and include a combination of utilizing current service level data, commercial classification codes, and the account history to analyze potential organic materials generated onsite.

Space limitation waiver requests involve on-site inspections and include a combination of utilizing current service level data, and adjusting current service levels to analyze if adequate space for a compost container is available. Additionally, guidance is provided on potential long-term solutions to accommodate the addition of recycle and organics container(s).

Applicants who have been denied SB 1383 waivers continue to receive technical assistance by Recology Waste Zero to support SB 1383 compliance.

In Q4 2024, Recology Waste Zero received **177** waiver requests. By the end of December, Recology Waste Zero provided **120** waiver approval recommendations, **48** waiver denial recommendations, **9** accounts that applied for waivers gained SB 1383 compliance by starting an organics program, sharing service with their neighbor, or backhauling their organic waste.



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

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

MFD TOOLKITS	COMMUNITY TABLING EVENTS
COMMERCIAL STARTER KITS	WASTE AUDITS
PRESENTATIONS & TRAININGS	CONTAMINATION CHECKS
ON-SITE MEETINGS & WALK-THROUGHS	COST ANALYSIS PROPOSAL
DOOR TO DOOR OUTREACH	DIVERSION ANALYSIS REPORTING

Recology hand-delivered a total of **3,540** resources to commercial businesses and multi-family dwelling residents during Q4 2024. This includes, and is not limited to, the delivery of Recycle Buddy Bags, kitchen pails, SB 1383 doorhangers, program signage, internal containers, and battery buckets. Further detail is outlined in Table 3. (Commercial and Multi-Family Dwelling Resources Delivered) on Page 46.

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

Additionally, Recology participated in a total of **44** community tabling events, trainings, and presentations, connecting with approximately **743** community members.

44



Trainings, Presentations,
Community & Tabling
Events

743



Community Members
Educated

3,540



Total Resources
Delivered

130



Onsite & Virtual
Meetings

Table 4. Trainings, Presentations, Community Events

MEMBER AGENCY	DATE	LOCATION	ATTENDEES	OUTREACH PROVIDED
Burlingame	12/03/2024	GIGI'S CAFE	KITCHEN STAFF	TRAINING
Burlingame	12/05/2024	MARRIOTT	KITCHEN STAFF	TRAINING
Burlingame	12/18/2024	TOPGOLF	FACILITIES STAFF	TRAINING
Burlingame	12/18/2024	TOPGOLF	DISH WASHING STAFF	TRAINING
Burlingame	12/18/2024	TOPGOLF	DISH WASHING STAFF	SPANISH TRAINING
County of San Mateo	12/04/2024	CORBION	STAFF	TRAINING
East Palo Alto	11/25/2024	YUCA	STAFF + YOUTH GROUP	PRESENTATION
Foster City	11/19/2024	KIDS CONNECTION	STUDENTS + TEACHERS	SCHOOL PRESENTATION
Foster City	11/19/2024	KIDS CONNECTION	STUDENTS + TEACHERS	SCHOOL PRESENTATION
Foster City	11/19/2024	KIDS CONNECTION	STUDENTS + TEACHERS	SCHOOL PRESENTATION
Hillsborough	11/07/2024	CRYSTAL SPRINGS UPLANDS SCHOOL	STUDENTS + TEACHERS	PRESENTATION
Hillsborough	11/17/2024	TOWN HALL	GENERAL PUBLIC	COMMUNITY EVENT
Menlo Park	10/07/2024	MEMRY CORP	STAFF	TRAINING
Menlo Park	10/07/2024	RESONETICS	STAFF	TRAINING
Menlo Park	10/09/2024	BRITISH BANKER CLUB + LITTLE SKY KITCHEN	STAFF	TRAINING
Menlo Park	10/30/2024	BAGEL STREET CAFE	STAFF	TRAINING
Menlo Park	11/12/2024	HIROTAKA SUSHI	RESTAURANT OWNER	TRAINING
Menlo Park	11/14/2024	SOFTBANK	KITCHEN STAFF + HEAD CHEF	TRAINING
North Fair Oaks	10/29/2024	GAREB	OWNER	TRAINING
Redwood City	10/02/2024	BALSAM BRANDS	STAFF	PRESENTATION
Redwood City	10/16/2024	VOICES OF RECOVERY	STAFF + VOLUNTEERS	TRAINING
Redwood City	10/07/2024	STANFORD UNIVERSITY	JANITORIAL STAFF + DIRECTOR OF FACILITIES	PRESENTATION



Waste Zero Specialists conducted trainings for office staff, preschool children, and teachers in Burlingame and San Mateo

Table 4. Trainings, Presentations, Community Events (Continued)

MEMBER AGENCY	DATE	LOCATION	ATTENDEES	OUTREACH PROVIDED
Redwood City	10/17/2024	STANFORD UNIVERSITY	JANITORIAL STAFF	SPANISH PRESENTATION
San Carlos	10/12/2024	PAL DIA DE LOS MUERTOS	COMMUNITY MEMBERS	COMMUNITY EVENT
San Carlos	11/04/2024	PONDEROSA HEALING HOUSE	STAFF	PRESENTATION
San Mateo	12/03/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/03/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	PRESENTATION
San Mateo	12/03/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/04/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/04/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/04/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/04/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/05/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/05/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/05/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/05/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	12/05/2024	TURNBULL PRESCHOOL	STUDENTS + TEACHERS	SCHOOL PRESENTATION
San Mateo	10/17/2024	SUNRISE SENIOR LIVING	STAFF + MANAGEMENT	PRESENTATION
San Mateo	10/22/2024	CONGREGATIONAL CHURCH	CHURCH MEMBERS	PRESENTATION
San Mateo	11/18/2024	UNIVERSE OF COLORS	STUDENTS + TEACHERS	PRESENTATION
San Mateo	11/20/2024	JESS MYRES	RESIDENTS + PROPERTY OWNER	TRAINING
San Mateo	11/21/2024	UP ACADEMY	STUDENTS + TEACHERS	PRESENTATION
San Mateo	12/03/2024	THE AVALON ACADEMY	STUDENTS + TEACHERS	TRAINING
San Mateo	12/10/2024	YUMI YOGURT	OWNER	TRAINING
West Bay Sanitary District	10/04/2024	PENINSULA SCHOOL K/1 CLASS	STUDENTS + TEACHERS	PRESENTATION



Waste Zero Specialists conducted trainings for preschool children and teachers in Foster City and San Mateo.

Community Events

Coats for Kids

Each year, Recology San Mateo County hosts the Coats for Kids drive, collecting new and gently used coats from the community within the eleven member agencies to support families in need. This year, the initiative gathered over **500** coats, jackets, and sweatshirts, which were donated to St. Anthony's Clothing Center in the unincorporated area of Menlo Park, just in time for the chilly winter months. Inspired by the event, a community member also contributed by donating handmade beanies, adding a heartfelt touch to the donations.

By keeping valuable resources in circulation and reducing waste, the Coats for Kids drive aligns with Recology's mission to create sustainable resource ecosystems while giving back to the community we serve.



Recology Waste Zero sorted through hundreds of coats and distributed them at St. Anthony's Donation Center in Menlo Park.

Redwood City Hometown Holidays Parade

In December, Recology employee-owners from multiple departments proudly participated in Redwood City's Hometown Holidays Parade. Riding in a vintage Recology garbage truck from the 1900s, they waved to attendees and celebrated the spirit of the season. Recology takes pride in being part of the parade each year and highlights our commitment to being an active, positive presence in the community.



Recology employee-owners enjoyed partaking in the holiday festivities in downtown Redwood City.

Professional Development

Hay Road Landfill & Jepson Prairie Organics Tour

In Q4, Recology Waste Zero participated in an educational tour of Recology’s Hay Road Landfill and Jepson Prairie Organics Facility to deepen their understanding of waste management processes and how it relates to SB 1383 regulations and combatting climate change. This hands-on experience provided valuable insight into what happens to garbage and compost after collection.

This professional development activity was not only informative but also essential for equipping the team to better educate the communities in the service area. By enhancing their knowledge of waste reduction practices, the team can more effectively inform residents and businesses about sustainability. The tour reinforced Recology Waste Zero’s commitment to resource recovery and environmental stewardship.



Recology Waste Zero got hands on experience with vermicomposting during their tour.

Professional Development

Penninsula Precious Plastics Tour

Recology Waste Zero toured the facilities of Peninsula Precious Plastics, a local non-profit organization in San Carlos to gain insights into their innovative plastic recycling process and mission. Peninsula Precious Plastics is committed to reducing waste and promoting circular economy practices by reclaiming single-use plastics and remaking them into products such as clipboards, plant pots, glasses, tote bags, and ornaments. By learning about the organization's approach to resource recovery, Recology Waste Zero continues to explore collaborative opportunities that support sustainable solutions by sharing their work with other community members during future presentations and tabling events.



Recology Waste Zero learning about how single use plastic can be reclaimed and made into new products in San Carlos.

San Mateo County Mosquito and Vector Control District Tour



San Mateo County Mosquito and Vector Control District located in Burlingame.

In December, Recology Waste Zero and the San Mateo County Mosquito and Vector Control District collaborated to cross-train employees on proper sorting and pest management. Recology Waste Zero provided in depth training for office staff on proper utilization of compost and recycle programs. District staff then educated the Waste Zero team on enclosure cleanliness, pest management, and rodent mitigation. This knowledge will help the Waste Zero team troubleshoot and advise on preventative measures with customers who face challenges in their trash enclosures.

New Development Enclosures & Plan Review

Recology Waste Zero, in collaboration with Recology’s Operations Team, coordinate consultations with developers, architects, and third-party trash management vendors to implement resource recovery management plans. All stakeholders review enclosure specifications and project blueprints to facilitate source reduction systems and recovery plans that result in higher quality materials collected. Each proposed project is required to complete a detailed questionnaire from Recology. This questionnaire is then utilized in determining appropriate service levels and effective container placement for customer access as well as safe serviceability.

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

In Q4, **7** new development projects were approved by Recology San Mateo County. Recology San Mateo County’s Approval Letter does not guarantee final approval by the respective jurisdiction in which the project is being constructed.

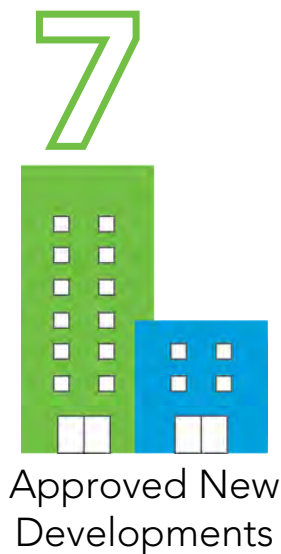


Table 5. Approved New Developments in Quarter 4 2024

Member Agency	Service Address
Belmont	1250 E. 5th Avenue
Belmont	1405 Solana Drive
Belmont	951 Old County Road
Belmont	311 El Camino Real
Burlingame	1766 El Camino Real
Burlingame	2750 Adeline Drive
San Carlos	900 Industrial Road

Social Media Community Engagement

Recology Waste Zero effectively utilizes multiple social media platforms including Facebook, Instagram, YouTube, and X to enhance outreach within the RethinkWaste service area. Our strategic use of these channels focuses on delivering important service updates, promoting best waste management practices, and fostering community engagement.

In Q4 2024, we focused our social media posts on the holiday season, promoting zero waste practices, and sharing important service schedule updates. We highlighted tips for reducing waste during celebrations, such as using sustainable gift wrapping, composting holiday leftovers, and recycling properly. We also provided timely reminders about holiday service changes, including delayed collections for Christmas and New Year's, as well as details about tree collection services in January. Through these posts, we aimed to encourage eco-friendly habits and keep our community informed about seasonal service adjustments.

- Our best-performing post in Q4 was an infographic detailing which types of wrapping paper are recyclable. It received **1,584** views and **21** shares.

