



ANNUAL REPORT TO THE SBWMA  
FOR YEAR 2014

Submitted February 14, 2015



February 14, 2015

Kevin McCarthy  
Executive Director  
SBWMA/RethinkWaste  
610 Elm Street, Suite 202  
San Carlos, CA 94070

Dear Mr. McCarthy:

Enclosed is a copy of the Recology Annual 2014 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

If you should have any questions or require additional information, please call me at (650) 598-8243.

Sincerely,

A handwritten signature in blue ink that reads 'Mario Puccinelli'.

Mario Puccinelli  
Group Manager

cc: Cliff Feldman  
Marshall Moran



# **RECOLOGY SAN MATEO COUNTY**

## **ANNUAL REPORT TO THE SBWMA**

**For  
Year 2014**

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## **ANNUAL 2014 REPORT**

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## ANNUAL 2014 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.

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

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

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

**Tonnage Allocations** – System tonnage allocations are updated on a quarterly basis for usual and customary service changes, and for substantive route changes when they occur.

Bulky item collection tonnage is allocated based on the number of collection events for solid waste and on the basis of the number of items collected for recyclables. The allocation methodology is applied consistently each month.



## ANNUAL 2014 REPORT SUMMARY

Quarter	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	2014 Year End
<b>Commercial Tonnage Collected</b>					
Solid Waste	20,525.64	20,671.55	21,338.58	22,140.66	84,676.43
Recyclables	5,633.91	5,624.40	5,954.32	6,048.71	23,261.34
Organics	4,983.75	4,915.60	5,297.75	6,005.24	21,202.34
<b>Multi-Family Tonnage Collected</b>					
Solid Waste	8,271.60	8,362.08	8,556.91	8,686.00	33,876.59
Recyclables	1,942.38	1,937.76	1,978.17	2,134.29	7,992.60
Organics	213.10	222.66	225.05	233.49	894.30
<b>Residential Tonnage Collected</b>					
Solid Waste	14,109.14	14,359.99	14,847.46	15,236.48	58,553.07
Recyclables	10,135.68	10,012.78	10,028.61	11,202.80	41,379.87
Organics	17,104.97	18,771.35	17,726.72	21,169.69	74,772.73
<b>Diversion Rates</b>					
Commercial	30.73%	30.43%	31.04%	31.87%	31.04%
Multi-Family	20.67%	20.53%	20.48%	21.42%	20.78%
Residential	65.88%	66.72%	65.15%	68.00%	66.48%
Overall	48.26%	48.88%	47.95%	50.39%	48.90%
Inquires, Service Requests & Complaints	13,390	16,220	16,089	18,013	63,712
Calls Received	35,211	37,426	39,033	39,837	151,507
Avg. Hold Time	14.91	13.11	18.62	20.61	16.91
Assessments	251	217	248	76	792
Quality Assurance	627	645	612	575	2,459

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>ATHERTON</b>					
<b>Commercial</b>					
<b>Commercial Solid Waste</b>	<b>110.78</b>	<b>104.10</b>	<b>114.26</b>	<b>121.94</b>	<b>451.08</b>
<b>Commercial Recycling</b>	<b>41.67</b>	<b>40.14</b>	<b>41.13</b>	<b>43.22</b>	<b>166.16</b>
<b>Commercial Organics</b>	<b>91.00</b>	<b>109.56</b>	<b>122.70</b>	<b>185.55</b>	<b>508.81</b>
<b>Subtotal - Disposed</b>	<b>110.78</b>	<b>104.10</b>	<b>114.26</b>	<b>121.94</b>	<b>451.08</b>
<b>Subtotal - Diverted</b>	<b>132.67</b>	<b>149.70</b>	<b>163.83</b>	<b>228.77</b>	<b>674.97</b>
<b>Diversion Rate</b>	<b>54.50%</b>	<b>58.98%</b>	<b>58.91%</b>	<b>65.23%</b>	<b>59.94%</b>
<b>MFD</b>					
<b>MFD Solid Waste</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>MFD Recycling</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>MFD Organics</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Subtotal - Disposed</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Subtotal - Diverted</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Diversion Rate</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
<b>Roll-Off</b>					
<b>Roll-Off Solid Waste</b>	<b>0.00</b>	<b>0.43</b>	<b>6.34</b>	<b>0.00</b>	<b>6.77</b>
<b>Roll-Off Recycling</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Roll-Off Organics</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Subtotal - Disposed</b>	<b>0.00</b>	<b>0.43</b>	<b>6.34</b>	<b>0.00</b>	<b>6.77</b>
<b>Subtotal - Diverted</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Diversion Rate</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
<b>Residential</b>					
<b>Residential Solid Waste</b>	<b>406.14</b>	<b>411.71</b>	<b>424.05</b>	<b>451.46</b>	<b>1,693.36</b>
<b>Residential Curbside Recycling</b>	<b>344.90</b>	<b>352.76</b>	<b>342.46</b>	<b>387.34</b>	<b>1,427.46</b>
<b>Residential Curbside Organics</b>	<b>1,731.26</b>	<b>1,715.86</b>	<b>1,771.77</b>	<b>2,300.66</b>	<b>7,519.55</b>
<b>Subtotal - Disposed</b>	<b>406.14</b>	<b>411.71</b>	<b>424.05</b>	<b>451.46</b>	<b>1,693.36</b>
<b>Subtotal - Diverted</b>	<b>2,076.16</b>	<b>2,068.62</b>	<b>2,114.23</b>	<b>2,688.00</b>	<b>8,947.01</b>
<b>Diversion Rate</b>	<b>83.64%</b>	<b>83.40%</b>	<b>83.29%</b>	<b>85.62%</b>	<b>84.09%</b>
<b>Total Disposed</b>	<b>516.92</b>	<b>516.24</b>	<b>544.65</b>	<b>573.40</b>	<b>2,151.21</b>
<b>Total Diverted</b>	<b>2,208.83</b>	<b>2,218.32</b>	<b>2,278.06</b>	<b>2,916.77</b>	<b>9,621.98</b>
<b>Total Diversion Rate</b>	<b>81.04%</b>	<b>81.12%</b>	<b>80.70%</b>	<b>83.57%</b>	<b>81.73%</b>
<b>Single-Family Measured Diversion Rate</b>	<b>83.64%</b>	<b>83.40%</b>	<b>83.29%</b>	<b>85.62%</b>	<b>84.09%</b>
<b>Commercial Measured Diversion Rate</b>	<b>54.50%</b>	<b>58.88%</b>	<b>57.60%</b>	<b>65.23%</b>	<b>59.58%</b>
<b>MFD Measured Diversion Rate</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
<b>Overall Measured Diversion Rate</b>	<b>81.04%</b>	<b>81.12%</b>	<b>80.70%</b>	<b>83.57%</b>	<b>81.73%</b>



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>2013 - 2014 Tons Incr/(Decr)</u>	<u>2013 - 2014 % Change</u>
<b>Atherton</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	591.22	532.17	447.45	451.08	3.63	0.81%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	6.77	6.34	1474.42%
Commercial Recycling	200.36	154.17	165.50	166.16	0.66	0.40%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.00	(0.24)	-100.00%
Commercial Organics	426.87	393.80	501.50	508.81	7.31	1.46%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>591.22</b>	<b>532.17</b>	<b>447.88</b>	<b>457.85</b>	<b>9.97</b>	<b>2.23%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>637.37</b>	<b>574.54</b>	<b>667.24</b>	<b>674.97</b>	<b>7.73</b>	<b>1.16%</b>
<b>Residential</b>						
Residential Solid Waste	1,989.71	1,775.72	1,702.77	1,693.36	(9.41)	-0.55%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	1,427.46	54.63	3.98%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	7,519.55	(198.27)	-2.57%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,989.71</b>	<b>1,775.72</b>	<b>1,702.77</b>	<b>1,693.36</b>	<b>(9.41)</b>	<b>-0.55%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>9,186.54</b>	<b>9,573.18</b>	<b>9,090.65</b>	<b>8,947.01</b>	<b>(143.64)</b>	<b>-1.58%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>2,580.93</b>	<b>2,307.89</b>	<b>2,150.65</b>	<b>2,151.21</b>		
<b>TOTAL TONS DIVERTED</b>	<b>9,823.91</b>	<b>10,147.72</b>	<b>9,757.89</b>	<b>9,621.98</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>51.88%</b>	<b>51.91%</b>	<b>59.84%</b>	<b>59.58%</b>		
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>82.20%</b>	<b>84.35%</b>	<b>84.22%</b>	<b>84.09%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>79.19%</b>	<b>81.47%</b>	<b>81.94%</b>	<b>81.73%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>BELMONT</b>					
<b>Commercial</b>					
Commercial Solid Waste	610.11	595.14	544.82	594.97	2,345.04
Commercial Recycling	198.63	179.66	172.46	204.71	755.46
Commercial Organics	138.21	155.82	153.81	175.18	623.02
Subtotal - Disposed	610.11	595.14	544.82	594.97	2,345.04
Subtotal - Diverted	336.84	335.48	326.27	379.89	1,378.48
Diversion Rate	35.57%	36.05%	37.46%	38.97%	37.02%
<b>MFD</b>					
MFD Solid Waste	545.29	543.22	559.24	531.65	2,179.40
MFD Recycling	129.50	127.55	131.97	141.80	530.82
MFD Organics	15.42	16.09	16.25	17.00	64.76
Subtotal - Disposed	545.29	543.22	559.24	531.65	2,179.40
Subtotal - Diverted	144.92	143.64	148.22	158.80	595.58
Diversion Rate	21.00%	20.91%	20.95%	23.00%	21.46%
<b>Roll-Off</b>					
Roll-Off Solid Waste	110.85	120.26	137.30	129.80	498.21
Roll-Off Recycling	0.00	0.00	0.46	0.00	0.46
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	110.85	120.26	137.30	129.80	498.21
Subtotal - Diverted	0.00	0.00	0.46	0.00	0.46
Diversion Rate	0.00%	0.00%	0.33%	0.00%	0.09%
<b>Residential</b>					
Residential Solid Waste	796.22	796.43	814.11	855.75	3,262.51
Residential Curbside Recycling	712.37	675.21	687.48	773.90	2,848.96
Residential Curbside Organics	897.57	1,029.29	966.29	1,006.24	3,899.39
Subtotal - Disposed	796.22	796.43	814.11	855.75	3,262.51
Subtotal - Diverted	1,609.94	1,704.50	1,653.77	1,780.14	6,748.35
Diversion Rate	66.91%	68.15%	67.01%	67.53%	67.41%
<b>Total Disposed</b>	<b>2,062.47</b>	<b>2,055.05</b>	<b>2,055.47</b>	<b>2,112.17</b>	<b>8,285.16</b>
<b>Total Diverted</b>	<b>2,091.70</b>	<b>2,183.62</b>	<b>2,128.72</b>	<b>2,318.83</b>	<b>8,722.87</b>
<b>Total Diversion Rate</b>	<b>50.35%</b>	<b>51.52%</b>	<b>50.88%</b>	<b>52.33%</b>	<b>51.29%</b>
Single-Family Measured Diversion Rate	66.91%	68.15%	67.01%	67.53%	67.41%
Commercial Measured Diversion Rate	27.56%	27.57%	27.67%	30.01%	28.22%
MFD Measured Diversion Rate	21.00%	20.91%	20.95%	23.00%	21.46%
Overall Measured Diversion Rate	50.35%	51.52%	50.88%	52.33%	51.29%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>2013 - 2014 Tons Incr/(Decr)</u>	<u>2013 - 2014 % Change</u>
<b>Belmont</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	2,276.14	2,530.67	2,360.87	2,345.04	(15.83)	-0.67%
MFD Solid Waste	2,018.99	2,134.47	2,223.99	2,179.40	(44.59)	-2.00%
Roll-Off Solid Waste	469.16	491.80	486.60	498.21	11.61	2.39%
Commercial Recycling	536.32	614.13	656.10	755.46	99.36	15.14%
MFD Recycling	467.47	479.43	516.04	530.82	14.78	2.86%
Roll-Off Recycling	0.41	1.65	2.62	0.46	(2.16)	-82.44%
Commercial Organics	412.88	440.09	512.41	623.02	110.61	21.59%
MFD Organics	25.68	41.96	61.11	64.76	3.65	5.97%
Roll-Off Organics	1.14	8.74	9.74	0.00	(9.74)	-100.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,764.29</b>	<b>5,156.94</b>	<b>5,071.46</b>	<b>5,022.65</b>	<b>(48.81)</b>	<b>-0.96%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,443.90</b>	<b>1,586.00</b>	<b>1,758.02</b>	<b>1,974.52</b>	<b>216.50</b>	<b>12.31%</b>
<b>Residential</b>						
Residential Solid Waste	3,281.73	3,391.24	3,305.72	3,262.51	(43.21)	-1.31%
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	2,848.96	(4.96)	-0.17%
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	3,899.39	(257.40)	-6.19%
<b>SUBTOTAL - Disposed Tons</b>	<b>3,281.73</b>	<b>3,391.24</b>	<b>3,305.72</b>	<b>3,262.51</b>	<b>(43.21)</b>	<b>-1.31%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>7,051.63</b>	<b>7,002.57</b>	<b>7,010.71</b>	<b>6,748.35</b>	<b>(262.36)</b>	<b>-3.74%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>8,046.02</b>	<b>8,548.18</b>	<b>8,377.18</b>	<b>8,285.16</b>		
<b>TOTAL TONS DIVERTED</b>	<b>8,495.53</b>	<b>8,588.57</b>	<b>8,768.73</b>	<b>8,722.87</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.26%</b>	<b>23.52%</b>	<b>25.74%</b>	<b>28.22%</b>		
<b>MFD DIVERSION RATE</b>	<b>19.63%</b>	<b>19.63%</b>	<b>20.60%</b>	<b>21.46%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>68.24%</b>	<b>67.37%</b>	<b>67.96%</b>	<b>67.41%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>51.36%</b>	<b>50.12%</b>	<b>51.14%</b>	<b>51.29%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>BURLINGAME</b>					
<b>Commercial</b>					
Commercial Solid Waste	2,072.68	2,031.97	2,041.15	2,108.44	8,254.24
Commercial Recycling	926.50	955.97	1,065.05	885.12	3,832.64
Commercial Organics	708.36	618.62	657.63	812.54	2,797.15
Subtotal - Disposed	2,072.68	2,031.97	2,041.15	2,108.44	8,254.24
Subtotal - Diverted	1,634.86	1,574.59	1,722.68	1,697.66	6,629.79
Diversion Rate	44.10%	43.66%	45.77%	44.60%	44.54%
<b>MFD</b>					
MFD Solid Waste	716.41	727.82	726.12	746.91	2,917.26
MFD Recycling	217.54	228.66	233.88	250.35	930.43
MFD Organics	12.68	12.59	12.68	13.83	51.78
Subtotal - Disposed	716.41	727.82	726.12	746.91	2,917.26
Subtotal - Diverted	230.22	241.25	246.56	264.18	982.21
Diversion Rate	24.32%	24.90%	25.35%	26.13%	25.19%
<b>Roll-Off</b>					
Roll-Off Solid Waste	1,777.92	1,864.45	1,929.50	1,882.61	7,454.48
Roll-Off Recycling	33.29	25.61	42.86	52.40	154.16
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	1,777.92	1,864.45	1,929.50	1,882.61	7,454.48
Subtotal - Diverted	33.29	25.61	42.86	52.40	154.16
Diversion Rate	1.84%	1.35%	2.17%	2.71%	2.03%
<b>Residential</b>					
Residential Solid Waste	886.75	904.05	929.57	968.47	3,688.84
Residential Curbside Recycling	740.47	728.00	721.74	812.97	3,003.18
Residential Curbside Organics	1,142.44	1,271.48	1,161.44	1,419.14	4,994.50
Subtotal - Disposed	886.75	904.05	929.57	968.47	3,688.84
Subtotal - Diverted	1,882.91	1,999.48	1,883.18	2,232.11	7,997.68
Diversion Rate	67.98%	68.86%	66.95%	69.74%	68.44%
<b>Total Disposed</b>	<b>5,453.76</b>	<b>5,528.29</b>	<b>5,626.34</b>	<b>5,706.43</b>	<b>22,314.82</b>
<b>Total Diverted</b>	<b>3,781.28</b>	<b>3,840.93</b>	<b>3,895.28</b>	<b>4,246.35</b>	<b>15,763.84</b>
<b>Total Diversion Rate</b>	<b>40.94%</b>	<b>41.00%</b>	<b>40.91%</b>	<b>42.66%</b>	<b>41.40%</b>
<b>Single-Family Measured Diversion Rate</b>	<b>67.98%</b>	<b>68.86%</b>	<b>66.95%</b>	<b>69.74%</b>	<b>68.44%</b>
<b>Commercial Measured Diversion Rate</b>	<b>29.36%</b>	<b>28.48%</b>	<b>29.99%</b>	<b>29.83%</b>	<b>29.43%</b>
<b>MFD Measured Diversion Rate</b>	<b>24.32%</b>	<b>24.90%</b>	<b>25.35%</b>	<b>26.13%</b>	<b>25.19%</b>
<b>Overall Measured Diversion Rate</b>	<b>40.94%</b>	<b>41.00%</b>	<b>40.91%</b>	<b>42.66%</b>	<b>41.40%</b>

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>2013 - 2014 Tons Incr/(Decr)</u>	<u>2013 - 2014 % Change</u>
<b>Burlingame</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	8,222.96	8,600.41	8,268.37	8,254.24	(14.13)	-0.17%
MFD Solid Waste	3,146.03	2,990.25	2,941.97	2,917.26	(24.71)	-0.84%
Roll-Off Solid Waste	7,638.95	8,771.06	7,243.72	7,454.48	210.76	2.91%
Commercial Recycling	2,613.82	2,785.59	3,181.80	3,832.64	650.84	20.46%
MFD Recycling	732.09	776.45	870.68	930.43	59.75	6.86%
Roll-Off Recycling	125.71	224.48	141.32	154.16	12.84	9.09%
Commercial Organics	2,329.15	2,466.36	2,981.65	2,797.15	(184.50)	-6.19%
MFD Organics	77.69	63.48	60.39	51.78	(8.61)	-14.26%
Roll-Off Organics	1,141.95	238.87	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>19,007.94</b>	<b>20,361.72</b>	<b>18,454.06</b>	<b>18,625.98</b>	<b>171.92</b>	<b>0.93%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>7,020.41</b>	<b>6,555.23</b>	<b>7,235.84</b>	<b>7,766.16</b>	<b>530.32</b>	<b>7.33%</b>
<b>Residential</b>						
Residential Solid Waste	3,913.73	3,764.78	3,709.81	3,688.84	(20.97)	-0.57%
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	3,003.18	(30.54)	-1.01%
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	4,994.50	(178.35)	-3.45%
<b>SUBTOTAL - Disposed Tons</b>	<b>3,913.73</b>	<b>3,764.78</b>	<b>3,709.81</b>	<b>3,688.84</b>	<b>(20.97)</b>	<b>-0.57%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>8,111.04</b>	<b>8,316.13</b>	<b>8,206.57</b>	<b>7,997.68</b>	<b>(208.89)</b>	<b>-2.55%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>22,921.67</b>	<b>24,126.50</b>	<b>22,163.87</b>	<b>22,314.82</b>		
<b>TOTAL TONS DIVERTED</b>	<b>15,131.45</b>	<b>14,871.36</b>	<b>15,442.41</b>	<b>15,763.84</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>26.97%</b>	<b>24.35%</b>	<b>28.17%</b>	<b>29.43%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.47%</b>	<b>21.93%</b>	<b>24.04%</b>	<b>25.19%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>67.45%</b>	<b>68.84%</b>	<b>68.87%</b>	<b>68.44%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>39.76%</b>	<b>38.13%</b>	<b>41.06%</b>	<b>41.40%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>EAST PALO ALTO</b>					
<b>Commercial</b>					
Commercial Solid Waste	309.47	348.11	364.88	382.29	1,404.75
Commercial Recycling	127.59	132.11	133.99	108.59	502.28
Commercial Organics	91.17	139.61	125.94	117.47	474.19
Subtotal - Disposed	309.47	348.11	364.88	382.29	1,404.75
Subtotal - Diverted	218.76	271.72	259.93	226.06	976.47
Diversion Rate	41.41%	43.84%	41.60%	37.16%	41.01%
<b>MFD</b>					
MFD Solid Waste	670.81	686.91	709.65	689.39	2,756.76
MFD Recycling	66.14	67.77	69.21	78.38	281.50
MFD Organics	17.87	21.13	20.26	20.22	79.48
Subtotal - Disposed	670.81	686.91	709.65	689.39	2,756.76
Subtotal - Diverted	84.01	88.90	89.47	98.60	360.98
Diversion Rate	11.13%	11.46%	11.20%	12.51%	11.58%
<b>Roll-Off</b>					
Roll-Off Solid Waste	291.09	282.59	306.85	282.77	1,163.30
Roll-Off Recycling	4.93	11.90	7.26	5.11	29.20
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	291.09	282.59	306.85	282.77	1,163.30
Subtotal - Diverted	4.93	11.90	7.26	5.11	29.20
Diversion Rate	1.67%	4.04%	2.31%	1.78%	2.45%
<b>Residential</b>					
Residential Solid Waste	1,552.43	1,658.08	1,712.07	1,689.94	6,612.52
Residential Curbside Recycling	357.36	359.73	373.41	394.02	1,484.52
Residential Curbside Organics	813.82	942.43	877.88	894.09	3,528.22
Subtotal - Disposed	1,552.43	1,658.08	1,712.07	1,689.94	6,612.52
Subtotal - Diverted	1,171.18	1,302.16	1,251.29	1,288.11	5,012.74
Diversion Rate	43.00%	43.99%	42.23%	43.25%	43.12%
<b>Total Disposed</b>	<b>2,823.80</b>	<b>2,975.69</b>	<b>3,093.45</b>	<b>3,044.39</b>	<b>11,937.33</b>
<b>Total Diverted</b>	<b>1,478.88</b>	<b>1,674.68</b>	<b>1,607.95</b>	<b>1,617.88</b>	<b>6,379.39</b>
<b>Total Diversion Rate</b>	<b>34.37%</b>	<b>36.01%</b>	<b>34.20%</b>	<b>34.70%</b>	<b>34.83%</b>
Single-Family Measured Diversion Rate	43.00%	43.99%	42.23%	43.25%	43.12%
Commercial Measured Diversion Rate	19.49%	22.04%	20.52%	19.58%	20.42%
MFD Measured Diversion Rate	11.13%	11.46%	11.20%	12.51%	11.58%
Overall Measured Diversion Rate	34.37%	36.01%	34.20%	34.70%	34.83%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>2013 - 2014 Tons Incr/(Decr)</u>	<u>2013 - 2014 % Change</u>
<b>East Palo Alto</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	1,419.75	1,415.09	1,310.22	1,404.75	94.53	7.21%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	2,756.76	59.98	2.22%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	1,163.30	(137.71)	-10.58%
Commercial Recycling	564.07	1,038.49	485.98	502.28	16.30	3.35%
MFD Recycling	28.13	203.81	227.06	281.50	54.44	23.98%
Roll-Off Recycling	37.53	18.71	11.92	29.20	17.28	100.00%
Commercial Organics	313.21	303.45	413.02	474.19	61.17	14.81%
MFD Organics	54.96	71.19	80.94	79.48	(1.46)	-1.80%
Roll-Off Organics	0.00	9.94	2.79	0.00	(2.79)	-100.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,964.52</b>	<b>5,358.03</b>	<b>5,308.01</b>	<b>5,324.81</b>	<b>16.80</b>	<b>0.32%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>997.90</b>	<b>1,645.59</b>	<b>1,221.71</b>	<b>1,366.65</b>	<b>144.94</b>	<b>11.86%</b>
<b>Residential</b>						
Residential Solid Waste	6,288.92	6,430.77	6,327.14	6,612.52	285.38	4.51%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	1,484.52	97.82	7.05%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	3,528.22	(69.20)	-1.92%
<b>SUBTOTAL - Disposed Tons</b>	<b>6,288.92</b>	<b>6,430.77</b>	<b>6,327.14</b>	<b>6,612.52</b>	<b>285.38</b>	<b>4.51%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>4,750.31</b>	<b>4,807.16</b>	<b>4,984.12</b>	<b>5,012.74</b>	<b>28.62</b>	<b>0.57%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>11,253.44</b>	<b>11,788.80</b>	<b>11,635.15</b>	<b>11,937.33</b>		
<b>TOTAL TONS DIVERTED</b>	<b>5,748.21</b>	<b>6,452.75</b>	<b>6,205.83</b>	<b>6,379.39</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>16.74%</b>	<b>23.50%</b>	<b>18.71%</b>	<b>20.42%</b>		
<b>MFD DIVERSION RATE</b>	<b>3.04%</b>	<b>9.50%</b>	<b>10.25%</b>	<b>11.58%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>43.03%</b>	<b>42.78%</b>	<b>44.06%</b>	<b>43.12%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>33.81%</b>	<b>35.37%</b>	<b>34.78%</b>	<b>34.83%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>FOSTER CITY</b>					
<b>Commercial</b>					
Commercial Solid Waste	693.92	670.49	700.19	667.79	2,732.39
Commercial Recycling	256.07	245.65	254.76	275.61	1,032.09
Commercial Organics	468.42	470.76	505.84	525.94	1,970.96
Subtotal - Disposed	693.92	670.49	700.19	667.79	2,732.39
Subtotal - Diverted	724.49	716.41	760.60	801.55	3,003.05
Diversion Rate	51.08%	51.66%	52.07%	54.55%	52.36%
<b>MFD</b>					
MFD Solid Waste	778.82	796.78	815.40	810.16	3,201.16
MFD Recycling	232.19	221.32	220.43	244.83	918.77
MFD Organics	9.78	9.79	10.04	9.86	39.47
Subtotal - Disposed	778.82	796.78	815.40	810.16	3,201.16
Subtotal - Diverted	241.97	231.11	230.47	254.69	958.24
Diversion Rate	23.70%	22.48%	22.04%	23.92%	23.04%
<b>Roll-Off</b>					
Roll-Off Solid Waste	276.15	288.53	292.80	295.82	1,153.30
Roll-Off Recycling	3.55	0.00	2.52	2.48	8.55
Roll-Off Organics	132.42	130.51	142.33	139.30	544.56
Subtotal - Disposed	276.15	288.53	292.80	295.82	1,153.30
Subtotal - Diverted	135.97	130.51	144.85	141.78	553.11
Diversion Rate	32.99%	31.14%	33.10%	32.40%	32.41%
<b>Residential</b>					
Residential Solid Waste	751.10	772.69	822.43	840.09	3,186.31
Residential Curbside Recycling	572.19	586.65	588.75	656.55	2,404.14
Residential Curbside Organics	593.27	695.31	659.60	680.65	2,628.83
Subtotal - Disposed	751.10	772.69	822.43	840.09	3,186.31
Subtotal - Diverted	1,165.46	1,281.96	1,248.35	1,337.20	5,032.97
Diversion Rate	60.81%	62.39%	60.28%	61.42%	61.23%
<b>Total Disposed</b>	<b>2,499.99</b>	<b>2,528.49</b>	<b>2,630.82</b>	<b>2,613.86</b>	<b>10,273.16</b>
<b>Total Diverted</b>	<b>2,267.89</b>	<b>2,359.99</b>	<b>2,384.27</b>	<b>2,535.22</b>	<b>9,547.37</b>
<b>Total Diversion Rate</b>	<b>47.57%</b>	<b>48.28%</b>	<b>47.54%</b>	<b>49.24%</b>	<b>48.17%</b>
Single-Family Measured Diversion Rate	60.81%	62.39%	60.28%	61.42%	61.23%
Commercial Measured Diversion Rate	38.66%	38.04%	38.58%	40.31%	38.91%
MFD Measured Diversion Rate	23.70%	22.48%	22.04%	23.92%	23.04%
Overall Measured Diversion Rate	47.57%	48.28%	47.54%	49.24%	48.17%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>Foster City</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	3,200.66	3,160.55	2,812.08	2,732.39	(79.69)	-2.83%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	3,201.16	(154.08)	-4.59%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	1,153.30	(156.01)	-11.92%
Commercial Recycling	688.67	941.33	998.73	1,032.09	33.36	3.34%
MFD Recycling	601.97	657.90	828.40	918.77	90.37	10.91%
Roll-Off Recycling	46.60	22.90	17.36	8.55	(8.81)	-50.75%
Commercial Organics	1,469.88	1,587.85	1,872.59	1,970.96	98.37	5.25%
MFD Organics	35.51	34.96	48.24	39.47	(8.77)	-18.18%
Roll-Off Organics	348.55	578.91	523.15	544.56	21.41	4.09%
<b>SUBTOTAL - Disposed Tons</b>	<b>8,935.59</b>	<b>7,808.56</b>	<b>7,476.63</b>	<b>7,086.85</b>	<b>(389.78)</b>	<b>-5.21%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,191.18</b>	<b>3,823.85</b>	<b>4,288.47</b>	<b>4,514.40</b>	<b>225.93</b>	<b>5.27%</b>
<b>Residential</b>						
Residential Solid Waste	3,159.32	3,299.56	3,281.84	3,186.31	(95.53)	-2.91%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	2,404.14	(3.76)	-0.16%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	2,628.83	(127.44)	-4.62%
<b>SUBTOTAL - Disposed Tons</b>	<b>3,159.32</b>	<b>3,299.56</b>	<b>3,281.84</b>	<b>3,186.31</b>	<b>(95.53)</b>	<b>-2.91%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>5,211.92</b>	<b>5,243.08</b>	<b>5,164.17</b>	<b>5,032.97</b>	<b>(131.20)</b>	<b>-2.54%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>12,094.91</b>	<b>11,108.12</b>	<b>10,758.47</b>	<b>10,273.16</b>		
<b>TOTAL TONS DIVERTED</b>	<b>8,403.10</b>	<b>9,066.93</b>	<b>9,452.64</b>	<b>9,547.37</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>26.32%</b>	<b>32.87%</b>	<b>36.45%</b>	<b>38.91%</b>		
<b>MFD DIVERSION RATE</b>	<b>13.86%</b>	<b>17.78%</b>	<b>20.72%</b>	<b>23.04%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>62.26%</b>	<b>61.38%</b>	<b>61.14%</b>	<b>61.23%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>40.99%</b>	<b>44.94%</b>	<b>46.77%</b>	<b>48.17%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>HILLSBOROUGH</b>					
<b>Commercial</b>					
Commercial Solid Waste	53.64	70.99	65.65	82.50	272.78
Commercial Recycling	35.34	126.11	134.17	49.73	345.35
Commercial Organics	74.99	80.58	88.21	87.27	331.05
Subtotal - Disposed	53.64	70.99	65.65	82.50	272.78
Subtotal - Diverted	110.33	206.69	222.38	137.00	676.40
Diversion Rate	67.29%	74.43%	77.21%	62.41%	71.26%
<b>MFD</b>					
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Roll-Off</b>					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>					
Residential Solid Waste	538.19	542.26	565.91	595.54	2,241.90
Residential Curbside Recycling	473.61	467.07	475.45	534.06	1,950.19
Residential Curbside Organics	1,010.93	1,057.09	1,021.35	1,297.48	4,386.85
Subtotal - Disposed	538.19	542.26	565.91	595.54	2,241.90
Subtotal - Diverted	1,484.54	1,524.16	1,496.80	1,831.54	6,337.04
Diversion Rate	73.39%	73.76%	72.56%	75.46%	73.87%
<b>Total Disposed</b>	<b>591.83</b>	<b>613.25</b>	<b>631.56</b>	<b>678.04</b>	<b>2,514.68</b>
<b>Total Diverted</b>	<b>1,594.87</b>	<b>1,730.85</b>	<b>1,719.18</b>	<b>1,968.54</b>	<b>7,013.44</b>
<b>Total Diversion Rate</b>	<b>72.94%</b>	<b>73.84%</b>	<b>73.13%</b>	<b>74.38%</b>	<b>73.61%</b>
Single-Family Measured Diversion Rate	73.39%	73.76%	72.56%	75.46%	73.87%
Commercial Measured Diversion Rate	67.29%	74.43%	77.21%	62.41%	71.26%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	72.94%	73.84%	73.13%	74.38%	73.61%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>2013 - 2014 Tons Incr/(Decr)</u>	<u>2013 - 2014 % Change</u>
<b>Hillsborough</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	506.78	379.52	385.31	272.78	(112.53)	-29.21%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	0.00	0.00	0.00%
Commercial Recycling	590.06	229.44	492.63	345.35	(147.28)	-29.90%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	0.00	0.00	0.00%
Commercial Organics	275.02	323.48	354.35	331.05	(23.30)	-6.58%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>512.02</b>	<b>381.32</b>	<b>385.31</b>	<b>272.78</b>	<b>(112.53)</b>	<b>-29.21%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>872.62</b>	<b>568.76</b>	<b>846.98</b>	<b>676.40</b>	<b>(170.58)</b>	<b>-20.14%</b>
<b>Residential</b>						
Residential Solid Waste	2,767.86	2,359.06	2,273.18	2,241.90	(31.28)	-1.38%
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	1,950.19	0.60	0.03%
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	4,386.85	18.55	0.42%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,767.86</b>	<b>2,359.06</b>	<b>2,273.18</b>	<b>2,241.90</b>	<b>(31.28)</b>	<b>-1.38%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>6,090.50</b>	<b>6,483.14</b>	<b>6,317.89</b>	<b>6,337.04</b>	<b>19.15</b>	<b>0.30%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>3,279.88</b>	<b>2,740.38</b>	<b>2,658.49</b>	<b>2,514.68</b>		
<b>TOTAL TONS DIVERTED</b>	<b>6,963.12</b>	<b>7,051.90</b>	<b>7,164.87</b>	<b>7,013.44</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>63.02%</b>	<b>59.86%</b>	<b>68.73%</b>	<b>71.26%</b>		
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>68.75%</b>	<b>73.32%</b>	<b>73.54%</b>	<b>73.87%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>67.98%</b>	<b>72.01%</b>	<b>72.94%</b>	<b>73.61%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>MENLO PARK</b>					
<b>Commercial</b>					
<b>Commercial Solid Waste</b>	2,240.47	2,285.93	2,402.67	2,505.37	9,434.44
<b>Commercial Recycling</b>	698.49	692.17	678.75	785.97	2,855.38
<b>Commercial Organics</b>	1,001.96	938.34	1,010.28	1,314.75	4,265.33
<b>Subtotal - Disposed</b>	2,240.47	2,285.93	2,402.67	2,505.37	9,434.44
<b>Subtotal - Diverted</b>	1,700.45	1,630.51	1,689.03	2,100.72	7,120.71
<b>Diversion Rate</b>	43.15%	41.63%	41.28%	45.61%	43.01%
<b>MFD</b>					
<b>MFD Solid Waste</b>	516.07	536.44	561.41	575.59	2,189.51
<b>MFD Recycling</b>	179.45	188.12	192.12	205.48	765.17
<b>MFD Organics</b>	28.83	30.64	29.30	34.84	123.61
<b>Subtotal - Disposed</b>	516.07	536.44	561.41	575.59	2,189.51
<b>Subtotal - Diverted</b>	208.28	218.76	221.42	240.32	888.78
<b>Diversion Rate</b>	28.75%	28.97%	28.28%	29.45%	28.87%
<b>Roll-Off</b>					
<b>Roll-Off Solid Waste</b>	96.33	131.12	120.09	123.23	470.77
<b>Roll-Off Recycling</b>	172.11	184.25	208.32	207.92	772.60
<b>Roll-Off Organics</b>	45.93	61.24	54.87	55.71	217.75
<b>Subtotal - Disposed</b>	96.33	131.12	120.09	123.23	470.77
<b>Subtotal - Diverted</b>	218.04	245.49	263.19	263.63	990.35
<b>Diversion Rate</b>	69.36%	65.18%	68.67%	68.15%	67.78%
<b>Residential</b>					
<b>Residential Solid Waste</b>	1,053.85	1,066.88	1,122.18	1,137.39	4,380.30
<b>Residential Curbside Recycling</b>	863.73	880.21	880.28	996.79	3,621.01
<b>Residential Curbside Organics</b>	1,775.57	1,899.79	1,771.42	2,383.81	7,830.59
<b>Subtotal - Disposed</b>	1,053.85	1,066.88	1,122.18	1,137.39	4,380.30
<b>Subtotal - Diverted</b>	2,639.30	2,780.00	2,651.70	3,380.60	11,451.60
<b>Diversion Rate</b>	71.46%	72.27%	70.26%	74.83%	72.33%
<b>Total Disposed</b>	3,906.72	4,020.37	4,206.35	4,341.58	16,475.02
<b>Total Diverted</b>	4,766.07	4,874.76	4,825.34	5,985.27	20,451.44
<b>Total Diversion Rate</b>	54.95%	54.80%	53.43%	57.96%	55.38%
<b>Single-Family Measured Diversion Rate</b>	71.46%	72.27%	70.26%	74.83%	72.33%
<b>Commercial Measured Diversion Rate</b>	42.71%	41.49%	41.34%	44.84%	42.66%
<b>MFD Measured Diversion Rate</b>	28.75%	28.97%	28.28%	29.45%	28.87%
<b>Overall Measured Diversion Rate</b>	54.95%	54.80%	53.43%	57.96%	55.38%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>2013 - 2014 Tons Incr/(Decr)</u>	<u>2013 - 2014 % Change</u>
<b>Menlo Park</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	10,407.78	9,951.68	9,251.31	9,434.44	183.13	1.98%
MFD Solid Waste	2,511.65	2,175.92	2,153.06	2,189.51	36.45	1.69%
Roll-Off Solid Waste	630.67	532.98	410.34	470.77	60.43	14.73%
Commercial Recycling	2,013.95	2,566.57	2,687.81	2,855.38	167.57	6.23%
MFD Recycling	527.40	663.85	745.63	765.17	19.54	2.62%
Roll-Off Recycling	481.46	268.82	560.53	772.60	212.07	37.83%
Commercial Organics	3,707.57	4,094.45	4,345.37	4,265.33	(80.04)	-1.84%
MFD Organics	129.37	114.25	124.09	123.61	(0.48)	-0.39%
Roll-Off Organics	103.10	356.99	270.73	217.75	(52.98)	-19.57%
<b>SUBTOTAL - Disposed Tons</b>	<b>13,550.10</b>	<b>12,660.58</b>	<b>11,814.71</b>	<b>12,094.72</b>	<b>280.01</b>	<b>2.37%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>6,962.85</b>	<b>8,064.93</b>	<b>8,734.16</b>	<b>8,999.84</b>	<b>265.68</b>	<b>3.04%</b>
<b>Residential</b>						
Residential Solid Waste	4,366.97	4,459.31	4,375.85	4,380.30	4.45	0.10%
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	3,621.01	8.28	0.23%
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	7,830.59	(283.62)	-3.50%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,366.97</b>	<b>4,459.31</b>	<b>4,375.85</b>	<b>4,380.30</b>	<b>4.45</b>	<b>0.10%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>11,785.12</b>	<b>11,884.41</b>	<b>11,726.94</b>	<b>11,451.60</b>	<b>(275.34)</b>	<b>-2.35%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>17,917.07</b>	<b>17,119.89</b>	<b>16,190.56</b>	<b>16,475.02</b>		
<b>TOTAL TONS DIVERTED</b>	<b>18,747.97</b>	<b>19,949.34</b>	<b>20,461.10</b>	<b>20,451.44</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>33.94%</b>	<b>38.91%</b>	<b>42.50%</b>	<b>42.66%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.73%</b>	<b>26.34%</b>	<b>28.77%</b>	<b>28.87%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>72.96%</b>	<b>72.72%</b>	<b>72.83%</b>	<b>72.33%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>51.13%</b>	<b>53.82%</b>	<b>55.83%</b>	<b>55.38%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>NORTH FAIR OAKS</b>					
<b>Commercial</b>					
Commercial Solid Waste	482.90	491.58	512.50	529.02	2,016.00
Commercial Recycling	138.46	130.23	143.14	153.03	564.86
Commercial Organics	93.85	115.57	133.88	129.05	472.35
Subtotal - Disposed	482.90	491.58	512.50	529.02	2,016.00
Subtotal - Diverted	232.31	245.80	277.02	282.08	1,037.21
Diversion Rate	32.48%	33.33%	35.09%	34.78%	33.97%
<b>MFD</b>					
MFD Solid Waste	242.46	244.56	236.19	252.75	975.96
MFD Recycling	28.25	29.12	30.19	33.24	120.80
MFD Organics	0.30	0.81	0.44	0.56	2.11
Subtotal - Disposed	242.46	244.56	236.19	252.75	975.96
Subtotal - Diverted	28.55	29.93	30.63	33.80	122.91
Diversion Rate	10.53%	10.90%	11.48%	11.80%	11.19%
<b>Roll-Off</b>					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>					
Residential Solid Waste	693.26	693.38	689.23	715.25	2,791.12
Residential Curbside Recycling	283.65	283.68	285.70	311.53	1,164.56
Residential Curbside Organics	464.01	502.05	477.41	547.59	1,991.06
Subtotal - Disposed	693.26	693.38	689.23	715.25	2,791.12
Subtotal - Diverted	747.66	785.73	763.11	859.12	3,155.62
Diversion Rate	51.89%	53.12%	52.54%	54.57%	53.06%
<b>Total Disposed</b>	<b>1,418.62</b>	<b>1,429.52</b>	<b>1,437.92</b>	<b>1,497.02</b>	<b>5,783.08</b>
<b>Total Diverted</b>	<b>1,008.52</b>	<b>1,061.46</b>	<b>1,070.76</b>	<b>1,175.00</b>	<b>4,315.74</b>
<b>Total Diversion Rate</b>	<b>41.55%</b>	<b>42.61%</b>	<b>42.68%</b>	<b>43.97%</b>	<b>42.74%</b>
Single-Family Measured Diversion Rate	51.89%	53.12%	52.54%	54.57%	53.06%
Commercial Measured Diversion Rate	26.45%	27.25%	29.12%	28.78%	27.94%
MFD Measured Diversion Rate	10.53%	10.90%	11.48%	11.80%	11.19%
Overall Measured Diversion Rate	41.55%	42.61%	42.68%	43.97%	42.74%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>North Fair Oaks</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	1,729.60	2,033.91	1,942.78	2,016.00	73.22	3.77%
MFD Solid Waste	785.27	822.70	967.90	975.96	8.06	0.83%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	418.58	477.20	489.79	564.86	75.07	15.33%
MFD Recycling	100.23	110.41	118.40	120.80	2.40	2.03%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	366.40	381.55	392.05	472.35	80.30	20.48%
MFD Organics	3.02	2.18	1.58	2.11	0.53	33.54%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,514.87</b>	<b>2,856.61</b>	<b>2,910.68</b>	<b>2,991.96</b>	<b>81.28</b>	<b>2.79%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>888.23</b>	<b>971.34</b>	<b>1,001.82</b>	<b>1,160.12</b>	<b>158.30</b>	<b>15.80%</b>
<b>Residential</b>						
Residential Solid Waste	2,493.76	2,768.53	2,832.43	2,791.12	(41.31)	-1.46%
Residential Curbside Recycling	989.25	1,154.24	1,170.12	1,164.56	(5.56)	-0.48%
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	1,991.06	(97.43)	-4.67%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,493.76</b>	<b>2,768.53</b>	<b>2,832.43</b>	<b>2,791.12</b>	<b>(41.31)</b>	<b>-1.46%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,040.48</b>	<b>3,278.61</b>	<b>3,258.61</b>	<b>3,155.62</b>	<b>(102.99)</b>	<b>-3.16%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>5,008.63</b>	<b>5,625.14</b>	<b>5,743.11</b>	<b>5,783.08</b>		
<b>TOTAL TONS DIVERTED</b>	<b>3,928.71</b>	<b>4,249.95</b>	<b>4,260.43</b>	<b>4,315.74</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>26.10%</b>	<b>25.37%</b>	<b>25.61%</b>	<b>27.94%</b>		
<b>MFD DIVERSION RATE</b>	<b>11.62%</b>	<b>12.04%</b>	<b>11.03%</b>	<b>11.19%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>54.94%</b>	<b>54.22%</b>	<b>53.50%</b>	<b>53.06%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>43.96%</b>	<b>43.04%</b>	<b>42.59%</b>	<b>42.74%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>REDWOOD CITY</b>					
<b>Commercial</b>					
Commercial Solid Waste	3,837.33	3,871.41	3,982.61	4,205.00	15,896.35
Commercial Recycling	938.56	965.93	1,048.39	1,101.59	4,054.47
Commercial Organics	878.49	832.48	919.97	1,079.07	3,710.01
Subtotal - Disposed	3,837.33	3,871.41	3,982.61	4,205.00	15,896.35
Subtotal - Diverted	1,817.05	1,798.41	1,968.36	2,180.66	7,764.48
Diversion Rate	32.14%	31.72%	33.08%	34.15%	32.82%
<b>MFD</b>					
MFD Solid Waste	1,757.19	1,754.74	1,786.50	1,832.18	7,130.61
MFD Recycling	324.46	316.33	319.22	344.53	1,304.54
MFD Organics	28.25	27.77	28.91	29.48	114.41
Subtotal - Disposed	1,757.19	1,754.74	1,786.50	1,832.18	7,130.61
Subtotal - Diverted	352.71	344.10	348.13	374.01	1,418.95
Diversion Rate	16.72%	16.39%	16.31%	16.95%	16.60%
<b>Roll-Off</b>					
Roll-Off Solid Waste	956.79	1,024.72	1,069.52	1,047.17	4,098.20
Roll-Off Recycling	51.30	34.39	32.22	76.60	194.51
Roll-Off Organics	166.79	161.64	150.42	153.74	632.59
Subtotal - Disposed	956.79	1,024.72	1,069.52	1,047.17	4,098.20
Subtotal - Diverted	218.09	196.03	182.64	230.34	827.10
Diversion Rate	18.56%	16.06%	14.59%	18.03%	16.79%
<b>Residential</b>					
Residential Solid Waste	2,407.79	2,456.99	2,553.11	2,596.62	10,014.51
Residential Curbside Recycling	1,855.94	1,841.79	1,841.92	2,028.87	7,568.52
Residential Curbside Organics	2,731.84	3,073.01	2,883.22	3,488.94	12,177.01
Subtotal - Disposed	2,407.79	2,456.99	2,553.11	2,596.62	10,014.51
Subtotal - Diverted	4,587.78	4,914.80	4,725.14	5,517.81	19,745.53
Diversion Rate	65.58%	66.67%	64.92%	68.00%	66.35%
<b>Total Disposed</b>	<b>8,959.10</b>	<b>9,107.86</b>	<b>9,391.74</b>	<b>9,680.97</b>	<b>37,139.67</b>
<b>Total Diverted</b>	<b>6,975.63</b>	<b>7,253.34</b>	<b>7,224.27</b>	<b>8,302.82</b>	<b>29,756.06</b>
<b>Total Diversion Rate</b>	<b>43.78%</b>	<b>44.33%</b>	<b>43.48%</b>	<b>46.17%</b>	<b>44.48%</b>
Single-Family Measured Diversion Rate	65.58%	66.67%	64.92%	68.00%	66.35%
Commercial Measured Diversion Rate	26.71%	26.01%	26.76%	28.22%	26.96%
MFD Measured Diversion Rate	16.72%	16.39%	16.31%	16.95%	16.60%
Overall Measured Diversion Rate	43.78%	44.33%	43.48%	46.17%	44.48%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>Redwood City</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	14,650.61	15,913.47	15,321.40	15,896.35	574.95	3.75%
MFD Solid Waste	7,963.02	7,687.77	7,466.53	7,130.61	(335.92)	-4.50%
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	4,098.20	87.61	2.18%
Commercial Recycling	2,984.86	3,477.58	3,492.67	4,054.47	561.80	16.09%
MFD Recycling	1,147.28	1,211.15	1,301.58	1,304.54	2.96	0.23%
Roll-Off Recycling	122.07	114.38	158.71	194.51	35.80	22.56%
Commercial Organics	2,656.97	3,229.20	3,442.53	3,710.01	267.48	7.77%
MFD Organics	136.97	129.08	123.64	114.41	(9.23)	-7.47%
Roll-Off Organics	616.13	747.42	651.78	632.59	(19.19)	-2.94%
<b>SUBTOTAL - Disposed Tons</b>	<b>26,752.49</b>	<b>27,765.08</b>	<b>26,798.52</b>	<b>27,125.16</b>	<b>326.64</b>	<b>1.22%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>7,664.28</b>	<b>8,908.81</b>	<b>9,170.91</b>	<b>10,010.53</b>	<b>839.62</b>	<b>9.16%</b>
<b>Residential</b>						
Residential Solid Waste	10,544.13	10,381.14	10,200.24	10,014.51	(185.73)	-1.82%
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	7,568.52	77.99	1.04%
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	12,177.01	(536.34)	-4.22%
<b>SUBTOTAL - Disposed Tons</b>	<b>10,544.13</b>	<b>10,381.14</b>	<b>10,200.24</b>	<b>10,014.51</b>	<b>(185.73)</b>	<b>-1.82%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>18,660.37</b>	<b>19,804.59</b>	<b>20,203.88</b>	<b>19,745.53</b>	<b>(458.35)</b>	<b>-2.27%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>37,296.62</b>	<b>38,146.22</b>	<b>36,998.76</b>	<b>37,139.67</b>		
<b>TOTAL TONS DIVERTED</b>	<b>26,324.65</b>	<b>28,713.40</b>	<b>29,374.79</b>	<b>29,756.06</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>22.27%</b>	<b>24.29%</b>	<b>25.50%</b>	<b>26.96%</b>		
<b>MFD DIVERSION RATE</b>	<b>13.89%</b>	<b>14.85%</b>	<b>16.03%</b>	<b>16.60%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>63.90%</b>	<b>65.61%</b>	<b>66.45%</b>	<b>66.35%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>41.38%</b>	<b>42.95%</b>	<b>44.26%</b>	<b>44.48%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN CARLOS</b>					
<b>Commercial</b>					
<b>Commercial Solid Waste</b>	1,517.07	1,501.06	1,538.99	1,717.80	6,274.92
<b>Commercial Recycling</b>	495.41	491.46	491.04	546.00	2,023.91
<b>Commercial Organics</b>	223.33	238.94	269.84	283.37	1,015.48
<b>Subtotal - Disposed</b>	1,517.07	1,501.06	1,538.99	1,717.80	6,274.92
<b>Subtotal - Diverted</b>	718.74	730.40	760.88	829.37	3,039.39
<b>Diversion Rate</b>	32.15%	32.73%	33.08%	32.56%	32.63%
<b>MFD</b>					
<b>MFD Solid Waste</b>	390.34	393.48	394.66	400.88	1,579.36
<b>MFD Recycling</b>	116.72	111.03	116.01	123.25	467.01
<b>MFD Organics</b>	29.05	30.44	31.77	31.12	122.38
<b>Subtotal - Disposed</b>	390.34	393.48	394.66	400.88	1,579.36
<b>Subtotal - Diverted</b>	145.77	141.47	147.78	154.37	589.39
<b>Diversion Rate</b>	27.19%	26.45%	27.24%	27.80%	27.18%
<b>Roll-Off</b>					
<b>Roll-Off Solid Waste</b>	197.99	188.86	197.27	224.06	808.18
<b>Roll-Off Recycling</b>	32.21	26.38	28.17	53.04	139.80
<b>Roll-Off Organics</b>	2.29	0.00	0.00	0.00	2.29
<b>Subtotal - Disposed</b>	197.99	188.86	197.27	224.06	808.18
<b>Subtotal - Diverted</b>	34.50	26.38	28.17	53.04	142.09
<b>Diversion Rate</b>	14.84%	12.26%	12.50%	0.00%	14.95%
<b>Residential</b>					
<b>Residential Solid Waste</b>	1,073.81	1,047.56	1,072.54	1,137.18	4,331.09
<b>Residential Curbside Recycling</b>	952.62	941.18	933.18	1,045.19	3,872.17
<b>Residential Curbside Organics</b>	1,348.83	1,496.51	1,367.22	1,600.03	5,812.59
<b>Subtotal - Disposed</b>	1,073.81	1,047.56	1,072.54	1,137.18	4,331.09
<b>Subtotal - Diverted</b>	2,301.45	2,437.69	2,300.40	2,645.22	9,684.76
<b>Diversion Rate</b>	68.19%	69.94%	68.20%	69.93%	69.10%
<b>Total Disposed</b>	3,179.21	3,130.96	3,203.46	3,479.92	12,993.55
<b>Total Diverted</b>	3,200.46	3,335.94	3,237.23	3,682.00	13,455.63
<b>Total Diversion Rate</b>	50.17%	51.58%	50.26%	51.41%	50.87%
<b>Single-Family Measured Diversion Rate</b>	68.19%	69.94%	68.20%	69.93%	69.10%
<b>Commercial Measured Diversion Rate</b>	29.92%	30.13%	30.54%	30.68%	30.33%
<b>MFD Measured Diversion Rate</b>	27.19%	26.45%	27.24%	27.80%	27.18%
<b>Overall Measured Diversion Rate</b>	50.17%	51.58%	50.26%	51.41%	50.87%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>2013 - 2014 Tons Incr/(Decr)</u>	<u>2013 - 2014 % Change</u>
<b>San Carlos</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	6,080.74	6,058.04	6,151.67	6,274.92	123.25	2.00%
MFD Solid Waste	1,756.00	1,556.17	1,593.44	1,579.36	(14.08)	-0.88%
Roll-Off Solid Waste	1,336.01	976.84	823.76	808.18	(15.58)	-1.89%
Commercial Recycling	1,583.21	1,757.09	1,895.15	2,023.91	128.76	6.79%
MFD Recycling	407.67	375.77	444.50	467.01	22.51	5.06%
Roll-Off Recycling	345.23	186.22	174.06	139.80	(34.26)	-19.68%
Commercial Organics	687.65	838.14	863.47	1,015.48	152.01	17.60%
MFD Organics	86.80	73.08	78.57	122.38	43.81	55.76%
Roll-Off Organics	64.78	2.13	9.28	2.29	(6.99)	100.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>9,172.75</b>	<b>8,591.05</b>	<b>8,568.87</b>	<b>8,662.46</b>	<b>93.59</b>	<b>1.09%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,175.34</b>	<b>3,232.43</b>	<b>3,465.03</b>	<b>3,770.87</b>	<b>305.84</b>	<b>8.83%</b>
<b>Residential</b>						
Residential Solid Waste	4,498.48	4,489.04	4,405.15	4,331.09	(74.06)	-1.68%
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	3,872.17	(74.62)	-1.89%
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	5,812.59	(358.45)	-5.81%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,498.48</b>	<b>4,489.04</b>	<b>4,405.15</b>	<b>4,331.09</b>	<b>(74.06)</b>	<b>-1.68%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>10,010.71</b>	<b>10,260.86</b>	<b>10,117.83</b>	<b>9,684.76</b>	<b>(433.07)</b>	<b>-4.28%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>13,671.23</b>	<b>13,080.09</b>	<b>12,974.02</b>	<b>12,993.55</b>		
<b>TOTAL TONS DIVERTED</b>	<b>13,186.05</b>	<b>13,493.29</b>	<b>13,582.86</b>	<b>13,455.63</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>25.72%</b>	<b>27.34%</b>	<b>28.79%</b>	<b>30.33%</b>		
<b>MFD DIVERSION RATE</b>	<b>21.97%</b>	<b>22.39%</b>	<b>24.71%</b>	<b>27.18%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>69.00%</b>	<b>69.57%</b>	<b>69.67%</b>	<b>69.10%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>49.10%</b>	<b>50.78%</b>	<b>51.15%</b>	<b>50.87%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO</b>					
<b>Commercial</b>					
<b>Commercial Solid Waste</b>	3,566.52	3,493.46	3,612.95	3,785.83	14,458.76
Commercial Recycling	1,277.68	1,186.06	1,273.80	1,256.97	4,994.51
Commercial Organics	777.64	742.08	830.41	819.04	3,169.17
Subtotal - Disposed	3,566.52	3,493.46	3,612.95	3,785.83	14,458.76
Subtotal - Diverted	2,055.32	1,928.14	2,104.21	2,076.01	8,163.68
Diversion Rate	36.56%	35.56%	36.81%	35.42%	36.09%
<b>MFD</b>					
<b>MFD Solid Waste</b>	2,546.37	2,568.83	2,654.18	2,730.34	10,499.72
MFD Recycling	633.19	632.27	649.03	695.46	2,609.95
MFD Organics	69.73	72.14	74.04	75.21	291.12
Subtotal - Disposed	2,546.37	2,568.83	2,654.18	2,730.34	10,499.72
Subtotal - Diverted	702.92	704.41	723.07	770.67	2,901.07
Diversion Rate	21.63%	21.52%	21.41%	22.01%	21.65%
<b>Roll-Off</b>					
<b>Roll-Off Solid Waste</b>	987.21	992.57	1,073.33	1,122.68	4,175.79
Roll-Off Recycling	98.62	92.50	86.27	125.64	403.03
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	987.21	992.57	1,073.33	1,122.68	4,175.79
Subtotal - Diverted	98.62	92.50	86.27	125.64	403.03
Diversion Rate	9.08%	8.52%	7.44%	10.06%	8.80%
<b>Residential</b>					
<b>Residential Solid Waste</b>	3,024.67	3,067.87	3,167.67	3,241.88	12,502.09
Residential Curbside Recycling	2,133.20	2,044.97	2,065.07	2,299.27	8,542.51
Residential Curbside Organics	3,132.99	3,562.34	3,286.45	3,694.93	13,676.71
Subtotal - Disposed	3,024.67	3,067.87	3,167.67	3,241.88	12,502.09
Subtotal - Diverted	5,266.19	5,607.31	5,351.52	5,994.20	22,219.22
Diversion Rate	63.52%	64.64%	62.82%	64.90%	63.99%
<b>Total Disposed</b>	10,124.77	10,122.73	10,508.13	10,880.73	41,636.36
<b>Total Diverted</b>	8,123.05	8,332.36	8,265.07	8,966.52	33,687.00
<b>Total Diversion Rate</b>	44.52%	45.15%	44.03%	45.18%	44.72%
<b>Single-Family Measured Diversion Rate</b>	63.52%	64.64%	62.82%	64.90%	63.99%
<b>Commercial Measured Diversion Rate</b>	28.69%	27.86%	28.41%	28.01%	28.24%
<b>MFD Measured Diversion Rate</b>	21.63%	21.52%	21.41%	22.01%	21.65%
<b>Overall Measured Diversion Rate</b>	44.52%	45.15%	44.03%	45.18%	44.72%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>2013 - 2014 Tons Incr/(Decr)</u>	<u>2013 - 2014 % Change</u>
<b>San Mateo</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	13,943.82	14,785.48	14,034.95	14,458.76	423.81	3.02%
MFD Solid Waste	11,703.20	10,580.12	10,663.03	10,499.72	(163.31)	-1.53%
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	4,175.79	(279.46)	-6.27%
Commercial Recycling	3,608.08	4,286.18	4,599.20	4,994.51	395.31	8.60%
MFD Recycling	2,365.38	2,278.04	2,498.87	2,609.95	111.08	4.45%
Roll-Off Recycling	438.38	498.93	422.51	403.03	(19.48)	-4.61%
Commercial Organics	2,646.99	3,006.65	3,033.41	3,169.17	135.76	4.48%
MFD Organics	382.22	357.70	342.73	291.12	(51.61)	-15.06%
Roll-Off Organics	0.47	18.50	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>29,970.77</b>	<b>29,965.91</b>	<b>29,153.23</b>	<b>29,134.27</b>	<b>(18.96)</b>	<b>-0.07%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>9,441.52</b>	<b>10,446.00</b>	<b>10,896.72</b>	<b>11,467.78</b>	<b>571.06</b>	<b>5.24%</b>
<b>Residential</b>						
Residential Solid Waste	12,310.20	12,733.82	12,520.79	12,502.09	(18.70)	-0.15%
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	8,542.51	71.82	0.85%
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	13,676.71	(315.37)	-2.25%
<b>SUBTOTAL - Disposed Tons</b>	<b>12,310.20</b>	<b>12,733.82</b>	<b>12,520.79</b>	<b>12,502.09</b>	<b>(18.70)</b>	<b>-0.15%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>22,323.72</b>	<b>22,704.82</b>	<b>22,462.77</b>	<b>22,219.22</b>	<b>(243.55)</b>	<b>-1.08%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>42,280.97</b>	<b>42,699.73</b>	<b>41,674.02</b>	<b>41,636.36</b>		
<b>TOTAL TONS DIVERTED</b>	<b>31,765.24</b>	<b>33,150.82</b>	<b>33,359.49</b>	<b>33,687.00</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.96%</b>	<b>25.85%</b>	<b>27.21%</b>	<b>28.24%</b>		
<b>MFD DIVERSION RATE</b>	<b>19.01%</b>	<b>19.94%</b>	<b>21.04%</b>	<b>21.65%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>64.46%</b>	<b>64.07%</b>	<b>64.21%</b>	<b>63.99%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>42.90%</b>	<b>43.71%</b>	<b>44.46%</b>	<b>44.72%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO COUNTY</b>					
<b>Commercial</b>					
Commercial Solid Waste	240.54	216.61	218.98	220.64	896.77
Commercial Recycling	66.85	68.53	72.16	76.11	283.65
Commercial Organics	56.89	83.66	91.84	88.29	320.68
Subtotal - Disposed	240.54	216.61	218.98	220.64	896.77
Subtotal - Diverted	123.74	152.19	164.00	164.40	604.33
Diversion Rate	33.97%	41.27%	42.82%	42.70%	40.26%
<b>MFD</b>					
MFD Solid Waste	101.20	102.49	106.32	109.03	419.04
MFD Recycling	11.83	12.36	12.89	13.43	50.51
MFD Organics	0.81	0.87	0.94	0.90	3.52
Subtotal - Disposed	101.20	102.49	106.32	109.03	419.04
Subtotal - Diverted	12.64	13.23	13.83	14.33	54.03
Diversion Rate	11.10%	11.43%	11.51%	11.62%	11.42%
<b>Roll-Off</b>					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>					
Residential Solid Waste	653.07	661.18	678.75	698.69	2,691.69
Residential Curbside Recycling	577.67	581.66	561.40	650.75	2,371.48
Residential Curbside Organics	919.19	978.06	929.57	1,108.69	3,935.51
Subtotal - Disposed	653.07	661.18	678.75	698.69	2,691.69
Subtotal - Diverted	1,496.86	1,559.72	1,490.97	1,759.44	6,306.99
Diversion Rate	69.62%	70.23%	68.72%	71.58%	70.09%
<b>Total Disposed</b>	<b>994.81</b>	<b>980.28</b>	<b>1,004.05</b>	<b>1,028.36</b>	<b>4,007.50</b>
<b>Total Diverted</b>	<b>1,633.24</b>	<b>1,725.14</b>	<b>1,668.80</b>	<b>1,938.17</b>	<b>6,965.35</b>
<b>Total Diversion Rate</b>	<b>62.15%</b>	<b>63.77%</b>	<b>62.44%</b>	<b>65.33%</b>	<b>63.48%</b>
Single-Family Measured Diversion Rate	69.62%	70.23%	68.72%	71.58%	70.09%
Commercial Measured Diversion Rate	28.52%	34.14%	35.34%	35.16%	33.35%
MFD Measured Diversion Rate	11.10%	11.43%	11.51%	11.62%	11.42%
Overall Measured Diversion Rate	62.15%	63.77%	62.44%	65.33%	63.48%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>San Mateo County</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	998.90	1,050.52	995.20	896.77	(98.43)	-9.89%
MFD Solid Waste	419.41	397.14	411.31	419.04	7.73	1.88%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	199.65	243.73	264.07	283.65	19.58	7.41%
MFD Recycling	60.39	49.96	48.18	50.51	2.33	4.84%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	145.94	219.45	223.46	320.68	97.22	43.51%
MFD Organics	8.13	4.84	4.48	3.52	(0.96)	-21.43%
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,418.31</b>	<b>1,447.66</b>	<b>1,406.51</b>	<b>1,315.81</b>	<b>(90.70)</b>	<b>-6.45%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>414.21</b>	<b>517.98</b>	<b>540.19</b>	<b>658.36</b>	<b>118.17</b>	<b>21.88%</b>
<b>Residential</b>						
Residential Solid Waste	2,596.84	2,706.08	2,675.81	2,691.69	15.88	0.59%
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	2,371.48	(26.40)	-1.10%
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	3,935.51	(343.38)	-8.02%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,596.84</b>	<b>2,706.08</b>	<b>2,675.81</b>	<b>2,691.69</b>	<b>15.88</b>	<b>0.59%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>6,281.18</b>	<b>6,675.02</b>	<b>6,676.77</b>	<b>6,306.99</b>	<b>(369.78)</b>	<b>-5.54%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>4,015.15</b>	<b>4,153.74</b>	<b>4,082.32</b>	<b>4,007.50</b>		
<b>TOTAL TONS DIVERTED</b>	<b>6,695.39</b>	<b>7,193.00</b>	<b>7,216.96</b>	<b>6,965.35</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>22.60%</b>	<b>26.35%</b>	<b>27.75%</b>	<b>33.35%</b>		
<b>MFD DIVERSION RATE</b>	<b>14.04%</b>	<b>12.13%</b>	<b>11.35%</b>	<b>11.42%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>70.75%</b>	<b>71.15%</b>	<b>71.39%</b>	<b>70.09%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>62.51%</b>	<b>63.39%</b>	<b>63.87%</b>	<b>63.48%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>WEST BAY</b>					
<b>Commercial</b>					
Commercial Solid Waste	95.88	97.17	105.93	110.93	409.91
Commercial Recycling	36.65	35.35	37.40	38.87	148.27
Commercial Organics	32.01	36.19	39.78	38.97	146.95
Subtotal - Disposed	95.88	97.17	105.93	110.93	409.91
Subtotal - Diverted	68.66	71.54	77.18	77.84	295.22
Diversion Rate	41.73%	42.40%	42.15%	41.24%	41.87%
<b>MFD</b>					
MFD Solid Waste	6.64	6.81	7.24	7.12	27.81
MFD Recycling	3.11	3.23	3.22	3.54	13.10
MFD Organics	0.38	0.39	0.42	0.47	1.66
Subtotal - Disposed	6.64	6.81	7.24	7.12	27.81
Subtotal - Diverted	3.49	3.62	3.64	4.01	14.76
Diversion Rate	34.45%	34.71%	33.46%	36.03%	34.67%
<b>Roll-Off</b>					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>					
Residential Solid Waste	271.86	280.91	295.84	308.22	1,156.83
Residential Curbside Recycling	267.97	269.87	271.77	311.56	1,121.17
Residential Curbside Organics	543.25	548.13	553.10	747.44	2,391.92
Subtotal - Disposed	271.86	280.91	295.84	308.22	1,156.83
Subtotal - Diverted	811.22	818.00	824.87	1,059.00	3,513.09
Diversion Rate	74.90%	74.44%	73.60%	77.46%	75.23%
<b>Total Disposed</b>	<b>374.38</b>	<b>384.89</b>	<b>409.01</b>	<b>426.27</b>	<b>1,594.55</b>
<b>Total Diverted</b>	<b>883.37</b>	<b>893.16</b>	<b>905.69</b>	<b>1,140.85</b>	<b>3,823.07</b>
<b>Total Diversion Rate</b>	<b>70.23%</b>	<b>69.88%</b>	<b>68.89%</b>	<b>72.80%</b>	<b>70.57%</b>
Single-Family Measured Diversion Rate	74.90%	74.44%	73.60%	77.46%	75.23%
Commercial Measured Diversion Rate	41.31%	41.96%	41.66%	40.95%	41.46%
MFD Measured Diversion Rate	34.45%	34.71%	33.46%	36.03%	34.67%
Overall Measured Diversion Rate	70.23%	69.88%	68.89%	72.80%	70.57%



**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>West Bay Sanitary</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	392.32	379.90	374.80	409.91	35.11	9.37%
MFD Solid Waste	72.55	61.63	47.95	27.81	(20.14)	-42.00%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	103.53	128.31	136.16	148.27	12.11	8.89%
MFD Recycling	16.80	18.33	16.56	13.10	(3.46)	-20.89%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	46.18	102.39	139.39	146.95	7.56	5.42%
MFD Organics	0.00	0.00	0.82	1.66	0.84	100.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>464.87</b>	<b>441.53</b>	<b>422.75</b>	<b>437.72</b>	<b>14.97</b>	<b>3.54%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>166.51</b>	<b>249.03</b>	<b>292.93</b>	<b>309.98</b>	<b>17.05</b>	<b>5.82%</b>
<b>Residential</b>						
Residential Solid Waste	1,094.48	1,204.69	1,172.16	1,156.83	(15.33)	-1.31%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	1,121.17	13.56	1.22%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	2,391.92	(89.94)	-3.62%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,094.48</b>	<b>1,204.69</b>	<b>1,172.16</b>	<b>1,156.83</b>	<b>(15.33)</b>	<b>-1.31%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,462.82</b>	<b>3,659.22</b>	<b>3,589.47</b>	<b>3,513.09</b>	<b>(76.38)</b>	<b>-2.13%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>1,559.35</b>	<b>1,646.22</b>	<b>1,594.91</b>	<b>1,594.55</b>		
<b>TOTAL TONS DIVERTED</b>	<b>3,629.33</b>	<b>3,908.25</b>	<b>3,882.40</b>	<b>3,823.07</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>26.37%</b>	<b>36.06%</b>	<b>40.93%</b>	<b>41.46%</b>		
<b>MFD DIVERSION RATE</b>	<b>18.80%</b>	<b>22.92%</b>	<b>26.60%</b>	<b>34.67%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>75.98%</b>	<b>75.23%</b>	<b>75.38%</b>	<b>75.23%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>69.95%</b>	<b>70.36%</b>	<b>70.88%</b>	<b>70.57%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY ANNUAL REPORT 2014**

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date	Days	Routes	Tons/Rt/Day
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected			
<b>TOTAL SBWMA</b>								
<b>Commercial</b>								
Commercial Solid Waste	15,831.31	15,778.02	16,205.58	17,032.52	64,847.43	260	23	10.84
Commercial Recycling	5,237.90	5,249.37	5,546.24	5,525.52	21,559.03	260	15	5.53
Commercial Organics	4,636.32	4,562.21	4,950.13	5,656.49	19,805.15	260	3	25.39
Subtotal - Disposed	15,831.31	15,778.02	16,205.58	17,032.52	64,847.43			
Subtotal - Diverted	9,874.22	9,811.58	10,496.37	11,182.01	41,364.18			
Diversion Rate	38.41%	38.34%	39.31%	39.63%	38.95%			
<b>MFD</b>								
MFD Solid Waste	8,271.60	8,362.08	8,556.91	8,686.00	33,876.59	260	23	5.66
MFD Recycling	1,942.38	1,937.76	1,978.17	2,134.29	7,992.60	260	15	2.05
MFD Organics	213.10	222.66	225.05	233.49	894.30	260	3	1.15
Subtotal - Disposed	8,271.60	8,362.08	8,556.91	8,686.00	33,876.59			
Subtotal - Diverted	2,155.48	2,160.42	2,203.22	2,367.78	8,886.90			
Diversion Rate	20.67%	20.53%	20.48%	21.42%	20.78%			
<b>Roll-Off</b>								
Roll-Off Solid Waste	4,694.33	4,893.53	5,133.00	5,108.14	19,829.00	260	4	19.07
Roll-Off Recycling	396.01	375.03	408.08	523.19	1,702.31	260	4	1.64
Roll-Off Organics	347.43	353.39	347.62	348.75	1,397.19	260	4	1.34
Subtotal - Disposed	4,694.33	4,893.53	5,133.00	5,108.14	19,829.00			
Subtotal - Diverted	743.44	728.42	755.70	871.94	3,099.50			
Diversion Rate	13.67%	12.96%	12.83%	14.58%	13.52%			
<b>Residential</b>								
Residential Solid Waste	14,109.14	14,359.99	14,847.46	15,236.48	58,553.07	260	26	8.66
Residential Curbside Recycling	10,135.68	10,012.78	10,028.61	11,202.80	41,379.87	260	26	6.12
Residential Curbside Organics	17,104.97	18,771.35	17,726.72	21,169.69	74,772.73	260	23	12.50
Subtotal - Disposed	14,109.14	14,359.99	14,847.46	15,236.48	58,553.07			
Subtotal - Diverted	27,240.65	28,784.13	27,755.33	32,372.49	116,152.60			
Diversion Rate	65.88%	66.72%	65.15%	68.00%	66.48%			
<b>Total Disposed</b>	<b>42,906.38</b>	<b>43,393.62</b>	<b>44,742.95</b>	<b>46,063.14</b>	<b>177,106.09</b>			
<b>Total Diverted</b>	<b>40,013.79</b>	<b>41,484.55</b>	<b>41,210.62</b>	<b>46,794.22</b>	<b>169,503.18</b>			
<b>Total Diversion Rate</b>	<b>48.26%</b>	<b>48.88%</b>	<b>47.95%</b>	<b>50.39%</b>	<b>48.90%</b>			
Single-Family Measured Diversion Rate	65.88%	66.72%	65.15%	68.00%	66.48%			
Commercial Measured Diversion Rate	30.73%	30.43%	31.04%	31.87%	31.04%			
MFD Measured Diversion Rate	20.67%	20.53%	20.48%	21.42%	20.78%			
Overall Measured Diversion Rate	48.26%	48.88%	47.95%	50.39%	48.90%			

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: ANNUAL 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>TOTAL SBWMA</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	64,421.28	66,791.41	63,656.41	64,847.43	1,191.02	1.87%
MFD Solid Waste	36,991.66	34,230.33	34,521.20	33,876.59	(644.61)	-1.87%
Roll-Off Solid Waste	21,206.80	22,305.42	20,041.01	19,829.00	(212.01)	-1.06%
Commercial Recycling	16,105.16	18,699.81	19,545.59	21,559.03	2,013.44	10.30%
MFD Recycling	6,454.81	6,825.10	7,615.90	7,992.60	376.70	4.95%
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	1,702.31	213.04	14.30%
Commercial Organics	15,484.71	17,386.86	19,075.20	19,805.15	729.95	3.83%
MFD Organics	940.35	892.72	926.59	894.30	(32.29)	-3.48%
Roll-Off Organics	2,287.29	1,993.59	1,467.47	1,397.19	(70.28)	-4.79%
<b>SUBTOTAL - Disposed Tons</b>	<b>122,619.74</b>	<b>123,327.16</b>	<b>118,218.62</b>	<b>118,553.02</b>	<b>334.40</b>	<b>0.28%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>42,876.32</b>	<b>47,144.49</b>	<b>50,120.02</b>	<b>53,350.58</b>	<b>3,230.56</b>	<b>6.45%</b>
<b>Residential</b>						
Residential Solid Waste	59,306.13	59,763.74	58,782.89	58,553.07	(229.82)	-0.39%
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	41,379.87	178.86	0.43%
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	74,772.73	(2,836.64)	-3.66%
<b>SUBTOTAL - Disposed Tons</b>	<b>59,306.13</b>	<b>59,763.74</b>	<b>58,782.89</b>	<b>58,553.07</b>	<b>(229.82)</b>	<b>-0.39%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>115,966.34</b>	<b>119,692.79</b>	<b>118,810.38</b>	<b>116,152.60</b>	<b>(2,657.78)</b>	<b>-2.24%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>181,925.87</b>	<b>183,090.90</b>	<b>177,001.51</b>	<b>177,106.09</b>		
<b>TOTAL TONS DIVERTED</b>	<b>158,842.66</b>	<b>166,837.28</b>	<b>168,930.40</b>	<b>169,503.18</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>25.91%</b>	<b>27.66%</b>	<b>29.77%</b>	<b>31.04%</b>		
<b>MFD DIVERSION RATE</b>	<b>16.66%</b>	<b>18.40%</b>	<b>19.84%</b>	<b>20.78%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>66.16%</b>	<b>66.70%</b>	<b>66.90%</b>	<b>66.48%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>46.61%</b>	<b>47.68%</b>	<b>48.83%</b>	<b>48.90%</b>		

<sup>1</sup> Includes Agency facilities tonnage

Recology San Mateo County  
 Inquiry, Service Request and  
 Complaint Summary  
 Rate Year 2014

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4
Atherton	35	83	64	63	2	1	0	1	0	0	0	0	0	1	0	0	1	0	1	1	0	0	1	
Belmont	64	120	134	172	6	2	2	2	0	0	0	0	0	0	0	1	4	3	0	1	4	4	1	3
Burlingame	91	149	160	210	1	2	0	3	0	1	0	0	1	0	0	3	4	0	0	2	2	2	1	
East Palo Alto	29	45	60	71	1	5	0	1	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	
Foster City	71	82	94	98	2	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	
Hillsborough	66	118	84	160	0	0	0	6	0	0	0	0	0	1	0	0	2	1	0	2	1	2	0	
Menlo Park	78	222	133	199	8	2	1	3	0	0	1	0	0	0	0	2	2	3	0	3	1	2	0	
North Fair Oaks	26	68	49	71	2	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	
Redwood City	273	346	351	529	2	3	1	13	1	0	2	0	0	0	0	7	12	2	3	5	10	3	1	
San Carlos	116	156	200	302	4	1	1	2	0	0	1	0	1	2	0	5	3	2	1	2	2	2	3	
San Mateo	296	472	447	733	7	1	2	11	0	1	3	1	1	2	1	10	14	2	3	2	13	10	5	
San Mateo County	48	138	129	134	2	3	1	2	0	0	0	0	0	0	0	2	2	0	1	1	6	3	0	
West Bay	35	36	54	58	0	1	0	0	0	0	0	0	0	0	0	1	1	1	0	1	2	0	1	
Totals	1,228	2,035	1,959	2,800	37	22	8	47	1	2	7	1	3	6	1	37	44	12	10	23	43	27	15	

	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			
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4
Atherton	92	148	125	147	23	30	42	41	0	0	0	0	86	77	120	133	69	66	71	61
Belmont	408	583	573	671	34	28	57	48	0	0	2	1	282	272	269	336	219	154	126	147
Burlingame	399	575	616	641	66	87	69	131	0	0	1	1	307	303	319	256	190	176	172	182
East Palo Alto	247	366	301	267	11	15	15	32	0	0	0	0	144	165	149	136	29	32	20	32
Foster City	334	530	498	617	24	20	23	35	0	0	4	1	219	206	220	242	154	130	137	138
Hillsborough	174	255	244	356	38	31	59	39	0	0	0	0	102	130	142	172	72	77	56	55
Menlo Park	688	551	602	569	66	77	59	91	0	0	0	0	276	352	293	332	197	204	184	174
North Fair Oaks	187	149	177	205	33	30	13	35	0	0	0	0	156	129	90	122	266	42	33	24
Redwood City	561	1192	1447	1333	101	139	122	173	0	0	9	0	489	539	466	618	33	40	33	40
San Carlos	626	707	713	752	106	124	109	121	0	0	0	0	1005	880	638	942	217	203	177	206
San Mateo	944	1734	1941	1855	161	161	163	211	0	0	2	0	843	857	883	958	586	553	479	488
San Mateo County	239	342	387	414	25	32	38	22	0	0	0	0	169	185	161	210	180	118	106	92
West Bay	93	150	197	141	11	10	18	28	0	0	0	0	73	92	77	60	44	42	36	52
Totals	4,992	7,282	7,821	7,968	699	784	787	1,007	0	0	18	3	4,151	4,187	3,827	4,517	2,256	1,837	1,630	1,691

Recology San Mateo County  
 Call Center Data and  
 Quality Assurance Calls  
 Rate Year 2014

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
Quarter 1	35,211	34,619	592	1.68%	14.91	92.79%	627
Quarter 2	37,426	37,055	371	0.99%	13.11	94.82%	645
Quarter 3	39,033	38,353	680	1.74%	18.62	89.70%	612
Quarter 4	39,837	38,985	852	2.14%	20.61	86.31%	575
Annual Totals	151,507	149,012	2,495	1.65%	16.91	90.81%	2459

Recology San Mateo County  
 On-Site Customer Assessments,  
 Visual Audits and Recycling  
 Tote-Bags Delivered  
 Rate Year 2014

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4
Atherton	0	4	4	0	0	0	5	0	0	0	0	0
Belmont	13	5	32	0	2	6	35	24	30	167	36	296
Burlingame	56	19	5	2	2	5	6	3	111	25	91	56
East Palo Alto	8	14	23	1	0	3	4	1	16	216	30	220
Foster City	21	26	13	1	1	0	3	3	174	600	188	125
Hillsborough	5	0	0	0	1	0	0	0	0	0	0	0
Menlo Park	22	7	47	17	3	2	1	4	4	171	150	13
North Fair Oaks	9	24	6	2	0	4	0	0	48	43	6	0
Redwood City	20	18	6	7	1	3	12	8	14	305	419	200
San Carlos	27	22	2	0	7	12	6	1	42	62	13	72
San Mateo	29	15	3	1	14	10	11	0	363	110	922	339
San Mateo County	10	13	3	0	0	1	2	0	2	24	90	0
West Bay	0	4	14	0	0	0	5	1	0	0	0	0
Totals	220	171	158	31	31	46	90	45	804	1,723	1,945	1,321

**COLLECTION  
QUALITY**

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

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	1	0	-	0	0	-	1	0	-	-	1	\$ 150
Belmont	4	0	-	4	1	150	1	0	-	1	0	-	150	2	\$ 150
Burlingame	4	0	-	4	1	150	1	0	-	1	0	-	150	2	\$ 150
East Palo Alto	1	0	-	0	0	-	1	0	-	0	0	-	-	1	\$ 150
Foster City	1	0	-	1	0	-	0	0	-	1	0	-	-	2	\$ 150
Hillsborough	0	0	-	2	1	150	1	0	-	0	0	-	150	1	\$ 150
Menlo Park	2	0	-	4	0	-	4	0	-	0	0	-	-	3	\$ 150
North Fair Oaks	1	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 150
Redwood City	7	0	-	15	1	150	4	0	-	4	0	-	150	6	\$ 150
San Carlos	5	0	-	3	0	-	2	0	-	1	0	-	-	3	\$ 150
San Mateo	10	3	450	16	2	300	5	0	-	3	0	-	750	6	\$ 150
San Mateo Cnty	2	0	-	2	0	-	0	0	-	1	0	-	-	2	\$ 150
West Bay	1	0	-	1	0	-	1	0	-	0	0	-	-	1	\$ 150
	38	3	450	53	6	900	20	0	-	13	0	-	1,350	31	

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

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	5	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	11	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	6	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	13	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 100
	0	0	-	-	0	-	-	0	-	-	0	-	-	59	

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

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	4	0	-	5	0	-	1	0	-	3	0	-	-	12	\$ 50
Belmont	0	0	-	7	0	-	4	0	-	6	0	-	-	36	\$ 50
Burlingame	4	0	-	18	0	-	5	0	-	4	0	-	-	35	\$ 50
East Palo Alto	0	0	-	1	0	-	0	0	-	1	0	-	-	23	\$ 50
Foster City	1	0	-	1	0	-	0	0	-	1	0	-	-	35	\$ 50
Hillsborough	7	0	-	3	0	-	3	0	-	0	0	-	-	20	\$ 50
Menlo Park	3	0	-	12	0	-	5	0	-	2	0	-	-	42	\$ 50
North Fair Oaks	0	0	-	0	0	-	1	0	-	1	0	-	-	14	\$ 50
Redwood City	7	0	-	12	0	-	7	0	-	2	0	-	-	94	\$ 50
San Carlos	5	0	-	12	0	-	1	0	-	6	0	-	-	46	\$ 50
San Mateo	21	0	-	18	0	-	10	0	-	9	0	-	-	105	\$ 50
San Mateo Cnty	2	0	-	3	0	-	3	0	-	0	0	-	-	27	\$ 50
West Bay	2	0	-	0	0	-	0	0	-	0	0	-	-	11	\$ 50
	56	0	-	92	0	-	40	0	-	35	0	-	-	500	

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

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
	0	0	-	0	0	-	0	0	-	0	0	-	-	0	

5. **Excessive noise complaints**

8.02.J

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 50
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 50
Burlingame	0	0	-	1	0	-	0	0	-	0	0	-	-	4	\$ 50
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 50
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 50
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 50
Menlo Park	0	0	-	0	0	-	1	0	-	0	0	-	-	5	\$ 50
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 50
Redwood City	1	0	-	0	0	-	2	0	-	0	0	-	-	11	\$ 50
San Carlos	0	0	-	0	0	-	1	0	-	0	0	-	-	6	\$ 50
San Mateo	0	0	-	1	0	-	3	0	-	1	0	-	-	13	\$ 50
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 50
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 50
	1	0	-	2	0	-	7	0	-	1	0	-	-	59	

6. **Complaints regarding unacceptable employee behavior**

8.06.J

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	1	1	250	0	0	-	0	0	-	250	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	1	1	250	250	0	\$ 250
Burlingame	1	1	250	0	0	-	0	0	-	0	0	-	250	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	1	1	250	0	0	-	0	0	-	250	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	1	1	250	2	2	500	0	0	-	0	0	-	750	0	\$ 250
San Mateo	1	1	250	2	2	500	1	1	250	0	0	-	1,000	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	3	3	750	6	6	1,500	1	1	250	1	1	250	2,750	-	



7.A, 7.B,

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

**8.02.1**

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	0	-	0	0	-	0	0	-	1	0	-	-	3	\$ 50
Belmont	3	0	-	3	0	-	1	0	-	3	0	-	-	9	\$ 50
Burlingame	2	0	-	2	0	-	2	0	-	1	0	-	-	8	\$ 50
East Palo Alto	0	0	-	1	0	-	0	0	-	0	0	-	-	5	\$ 50
Foster City	0	0	-	0	0	-	1	0	-	0	0	-	-	9	\$ 50
Hillsborough	1	0	-	1	0	-	2	0	-	0	0	-	-	5	\$ 50
Menlo Park	2	0	-	1	0	-	1	0	-	0	0	-	-	10	\$ 50
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 50
Redwood City	5	0	-	8	0	-	3	0	-	0	0	-	-	22	\$ 50
San Carlos	2	0	-	1	0	-	2	0	-	2	0	-	-	11	\$ 50
San Mateo	1	0	-	12	0	-	9	0	-	5	0	-	-	25	\$ 50
San Mateo Cnty	1	0	-	5	0	-	2	0	-	0	0	-	-	6	\$ 50
West Bay	1	0	-	2	0	-	0	0	-	1	0	-	-	3	\$ 50
	19	0	-	36	0	-	23	0	-	13	0	-	-	119	

8.

**Complaints regarding unreasonable leaks or spills of vehicle fluids**

**8.02.1**

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Belmont	1	1	500	1	1	500	0	0	-	0	0	-	1,000	0	\$ 500
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Hillsborough	1	1	500	0	0	-	0	0	-	0	0	-	500	0	\$ 500
Menlo Park	1	1	500	0	0	-	1	1	500	0	0	-	1,000	0	\$ 500
North Fair Oaks	0	0	-	1	1	500	1	1	500	0	0	-	1,000	0	\$ 500
Redwood City	0	0	-	2	2	1,000	0	0	-	1	1	500	1,500	0	\$ 500
San Carlos	0	0	-	1	1	500	0	0	-	1	1	500	1,000	0	\$ 500
San Mateo	1	1	500	1	1	500	1	1	500	0	0	-	1,500	0	\$ 500
San Mateo Cnty	0	0	-	1	1	500	1	1	500	0	0	-	1,000	0	\$ 500
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
	4	4	2,000	7	7	3,500	4	4	2,000	2	2	1,000	8,500	0	

**CUSTOMER SERVICE QUALITY**

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

**7.02.D**

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

REPORTING

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

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

7.01.E	Q1			Q2			Q3			Q4			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	-	-	0	

OTHER

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

	Q1			Q2			Q3			Q4			2014 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

Disposal of organic materials without written approval  
8.02.D

	Q1			Q2			Q3			Q4			2014 LD Amount	Tonnage Allowance	LD per Ton Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

	Q1			Q2			Q3			Q4			2014 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

6.01

	Q1			Q2			Q3			Q4			2014 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Total Liquidated Damages	0	0	-	0	0	-	0	0	-	0	0	-	-	-	
				3,200			5,900			2,250			1,250	12,600	

**Annual Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2014**

\$50

Agency	Number of Missed Pick-Up Events				Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4			Qtr 1	Qtr 2	Qtr 3	Qtr 4	0
Annual											
Atherton	2	1	0	1	N/A	0	(\$100)	(\$50)	\$0	(\$50)	(\$200)
Belmont	6	2	2	2	N/A	0	(\$300)	(\$100)	(\$100)	(\$100)	(\$600)
Burlingame	1	2	0	3	N/A	0	(\$50)	(\$100)	\$0	(\$150)	(\$300)
East Palo Alto	1	5	0	1	N/A	0	(\$50)	(\$250)	\$0	(\$50)	(\$350)
Foster City	2	1	0	1	N/A	0	(\$100)	(\$50)	\$0	(\$50)	(\$200)
Hillsborough	0	0	0	6	N/A	0	\$0	\$0	\$0	(\$300)	(\$300)
Menlo Park	8	2	1	3	N/A	0	(\$400)	(\$100)	(\$50)	(\$150)	(\$700)
North Fair Oaks	2	0	0	2	N/A	0	(\$100)	\$0	\$0	(\$100)	(\$200)
Redwood City	2	3	1	13	N/A	0	(\$100)	(\$150)	(\$50)	(\$650)	(\$950)
San Carlos	4	1	1	2	N/A	0	(\$200)	(\$50)	(\$50)	(\$100)	(\$400)
San Mateo	7	1	2	11	N/A	0	(\$350)	(\$50)	(\$100)	(\$550)	(\$1,050)
San Mateo County	2	3	1	2	N/A	0	(\$100)	(\$150)	(\$50)	(\$100)	(\$400)
West Bay	0	1	0	0			\$0	(\$50)	\$0	\$0	(\$50)
Totals	37	22	8	47			(\$1,850)	(\$1,100)	(\$400)	(\$2,350)	(\$5,700)

Recology San Mateo County

		Annual	Average Speed of Answer	Incentive/Disincentive		Rate Year 2014		
Aggregate SBWMA						\$500	\$500	
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	
Annual Month								
January	11	15	30	4	0	\$2,062	\$0	\$2,062
February	11	15	30	4	0	\$1,945	\$0	\$1,945
March	17	15	30	0	0	\$0	\$0	\$0
April	9	15	30	6	0	\$2,923	\$0	\$2,923
May	11	15	30	4	0	\$1,821	\$0	\$1,821
June	14	15	30	1	0	\$682	\$0	\$682
July	17	15	30	0	0	\$0	\$0	\$0
August	17	15	30	0	0	\$0	\$0	\$0
September	17	15	30	0	0	\$0	\$0	\$0
October	13	15	30	2	0	\$1,137	\$0	\$1,137
November	15	15	30	0	0	\$217	\$0	\$217
December	27	15	30	0	0	\$0	\$0	\$0
Totals						\$10,787	\$0	\$10,787
		Year 2013						
	Agency	Solid Waste Tons						
	Atherton	2,151				\$131	\$0	\$131
	Belmont	8,377				\$510	\$0	\$510
	Burlingame	22,164				\$1,351	\$0	\$1,351
	East Palo Alto	11,635				\$709	\$0	\$709
	Foster City	10,758				\$656	\$0	\$656
	Hillsborough	2,658				\$162	\$0	\$162
	Menlo Park	16,191				\$987	\$0	\$987
	North Fair Oaks	5,743				\$350	\$0	\$350
	Redwood City	36,999				\$2,255	\$0	\$2,255
	San Carlos	12,974				\$791	\$0	\$791
	San Mateo	41,674				\$2,540	\$0	\$2,540
	San Mateo County	4,082				\$249	\$0	\$249
	West Bay	1,595				\$97	\$0	\$97
		177,002				\$10,787	\$0	\$10,787

**Annual Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2014**

Aggregate SBWMA

\$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Quarterly Number of Calls Received SBWMA Service Area	5% of Quarterly Number of Calls Received SBWMA Service Area	Incentive Number of Calls	Ninety Second Hold Time Calls in Excess of 5% of Quarterly Calls Received	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Annual 2014

\$5

Quarter 1	740	35,211	1,761	N/A	0	N/A	\$0
Quarter 2	568	37,426	1,871	N/A	0	N/A	\$0
Quarter 3	1,464	39,033	1,952	N/A	0	N/A	\$0
Quarter 4	1,563	39,837	1,992	N/A	0	N/A	\$0
Annual Totals					0		\$0
		Year 2013 Tons of Solid Waste Collected					
		Agency					
		Atherton	2,151			N/A	\$0
		Belmont	8,377			N/A	\$0
		Burlingame	22,164			N/A	\$0
		East Palo Alto	11,635			N/A	\$0
		Foster City	10,758			N/A	\$0
		Hillsborough	2,658			N/A	\$0
		Menlo Park	16,191			N/A	\$0
		North Fair Oaks	5,743			N/A	\$0
		Redwood City	36,999			N/A	\$0
		San Carlos	12,974			N/A	\$0
		San Mateo	41,674			N/A	\$0
		San Mateo County	4,082			N/A	\$0
		West Bay	1,595			N/A	\$0
			177,002			N/A	\$0

Recology San Mateo County  
 Quarterly Contamination  
 Disincentive Calculation  
 Rate Year 2014

Annual		Aggregate SBWMA					
Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted							
Recyclable Materials							
Quarter 1	10,064.84	8.50%	6.20%	-2.30%	N/A	\$175	N/A
Quarter 2	9,923.00	8.50%	0.00%	-8.50%	N/A	\$175	N/A
Quarter 3	9,940.21	8.50%	0.00%	-8.50%	N/A	\$175	N/A
Quarter 4	11,102.27	8.50%	8.20%	-0.30%	N/A	\$175	N/A
Commercial Targeted							
Recyclable Materials							
Quarter 1	7,035.44	10.00%	5.60%	-4.40%	N/A	\$70	N/A
Quarter 2	6,909.94	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 3	7,184.78	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 4	7,827.10	10.00%	6.90%	-3.10%	N/A	\$70	N/A
Residential Organic							
Materials							
Quarter 1	17,104.97	5.00%	1.40%	-3.60%	N/A	\$70	N/A
Quarter 2	18,771.35	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 3	17,726.72	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 4	21,169.69	5.00%	2.00%	-3.00%	N/A	\$70	N/A
Commercial Organic							
Materials							
Quarter 1	4,286.08	10.00%	7.80%	-2.20%	N/A	\$70	N/A
Quarter 2	4,418.49	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 3	4,682.30	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 4	4,845.63	10.00%	2.50%	-7.50%	N/A	\$70	N/A
Multi-Family and							
Commercial Plant							
Materials							
Quarter 1	910.77	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 2	719.77	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 3	840.50	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 4	1,393.10	5.00%	2.70%	-2.30%	N/A	\$70	N/A
						Total	\$0



Recology San Mateo County  
 Annual Diversion Incentive  
 Calculation  
 Rate Year 2014

Aggregate SBWMA

Rate Year	Diversion Level	Tons Diverted	Tons Disposed	Total Tons Collected	Disincentive Payment \$70.00 per net Ton Diverted	Incentive Payment \$70.00 per net Ton Diverted
Calculated Single-Family Diversion Level for 2014	64.06%	111,908	62,798	174,706		
Minimum Single-Family Diversion Level	62.64%	109,835	65,504	175,339		
Variance from 2014 to Minimum	1.41%			2,470.34	0	N/A

Calculated Commercial Diversion Level for 2014	29.41%	50,556	121,347	171,904		
Minimum Commercial Diversion Level	24.75%	43,933	133,544	177,477		
Variance from 2014 to Minimum	4.66%			8,003.83	0	N/A

Calculated Overall Diversion Level for 2014	46.87%	162,464	184,145	346,609		
Targeted Overall Diversion Level	46.70%	161,544	184,388	345,932		
Variance from 2014 to Target	0.17%			603.10	None	\$42,217.01

New Targeted Overall Diversion Level for 2015	46.87%					
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Summary	Variance		Net Payment Due: Positive Amount Due	Contractor and Negative Amount Due Agencies
Single-Family Diversion	1.41%	Positive results in no Disincentive due	\$42,217.01	
Commercial Diversion	4.66%	Negative results in Disincentive due		
Overall Diversion	0.17%	Positive results in Incentive due		

Member Agency	Solid Waste Tons	Percentage	Member Agency Distribution
Atherton	2,151	1.22%	\$512.96
Belmont	8,377	4.73%	\$1,998.06
Burlingame	22,164	12.52%	\$5,286.35
East Palo Alto	11,635	6.57%	\$2,775.12
Foster City	10,758	6.08%	\$2,566.03
Hillsborough	2,658	1.50%	\$634.08
Menlo Park	16,191	9.15%	\$3,861.65
North Fair Oaks	5,743	3.24%	\$1,369.80
Redwood City	36,999	20.90%	\$8,824.65
San Carlos	12,974	7.33%	\$3,094.46
San Mateo	41,674	23.54%	\$9,939.76
San Mateo County	4,082	2.31%	\$973.68
West Bay	1,595	0.90%	\$380.41
	177,002	100.00%	\$42,217.01

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

Number of Routes by Service Sector per Day				
SBWMA Member Agency	Single-Family	Multi-Family and Commercial	Multi-Family and Commercial Roll-off	Member Agency Facilities
Atherton	3.3	0.2	0.0	0.0
Belmont	4.6	2.6	0.1	0.1
Burlingame	5.1	4.9	0.9	0.4
East Palo Alto	3.4	1.3	0.2	0.0
Foster City	4.4	2.4	0.3	0.1
Hillsborough	4.5	0.1	0.1	0.0
Menlo Park	6.6	4.6	0.4	0.5
Redwood City	13.5	7.2	0.8	0.5
San Carlos	6.5	3.6	0.4	0.2
San Mateo	14.5	9.7	0.9	0.3
North Fair Oaks	2.2	1.4	0.0	0.0
WBSD	2.0	0.3	0.0	0.0
Uninc. County	4.5	0.5	0.0	0.0
<b>TOTAL</b>	<b>75.0</b>	<b>38.7</b>	<b>4.0</b>	<b>2.3</b>

Number of Vehicles by Type by Service Sector			
Type of Vehicle	Single-Family	Multi-Family, Commercial and Agency Facilities	Multi-Family, Commercial and Agency Roll-off
Side Load	76		
Front Load		25	
Rear Load		28	
Roll Off			5
Pick up	13		
Flat Bed	5		
Van	3		

Average Cost Per Route by Service Sector			
SBWMA	Single-Family	Multi-Family and Commercial	Member Agency Facilities
Average Cost per all Routes	437,432	554,857	424,573
FY 2014 compensation	32,807,392	23,667,907	994,993

Tons per Route Per Day									
Single Family Dwelling				Multi-Family, Commercial & Agency Facilities					
	Solid Waste	Recyclable Materials	Organic Materials (including Holiday Trees)	Cart and Bin Solid Waste	Cart and Bin Recyclable Materials	Cart and Bin Organic Materials (including Holiday Trees)	Drop Box Solid Waste	Drop Box Recyclable Materials	Drop Box Organic Materials
Number of Routes	26	26	23	23	15	3	4	4	4
Tons per Route Per Day	8.66	6.12	12.50	16.50	7.58	26.54	19.07	1.64	1.34

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

Route Labor Hours by Service Sector						
SBWMA Member Agency	Single-Family Annual	Single-Family per Day	Multi-Family and Commercial Annual	Multi-Family and Commercial per Day	Member Agency Facilities Annual	Member Agency Facilities per Day
Atherton	6,036.24	23.22	498.57	1.92	129.01	0.50
Belmont	8,640.67	33.23	5,934.61	22.83	286.42	1.10
Burlingame	9,772.37	37.59	12,373.18	47.59	1,796.77	6.91
East Palo Alto	6,643.84	25.55	2,605.13	10.02	163.31	0.63
Foster City	8,601.58	33.08	4,857.10	18.68	189.87	0.73
Hillsborough	8,068.28	31.03	115.95	0.45	188.79	0.73
Menlo Park	11,711.73	45.05	9,831.11	37.81	1,151.31	4.43
Redwood City	24,649.65	94.81	16,348.69	62.88	1,727.46	6.64
San Carlos	11,800.71	45.39	7,889.18	30.34	641.41	2.47
San Mateo	27,133.07	104.36	22,986.85	88.41	1,005.66	3.87
North Fair Oaks	4,046.19	15.56	3,094.15	11.90	90.40	0.35
WBSD	3,574.00	13.75	599.07	2.30	8.72	0.03
Uninc. County	7,959.88	30.61	862.88	3.32	13.05	0.05
<b>TOTAL</b>	<b>138,638.19</b>	<b>533.22</b>	<b>87,996.47</b>	<b>338.45</b>	<b>7,392.18</b>	<b>28.43</b>

Set-Outs		
Single-Family Solid Waste	Single-Family Recyclable Materials	Single-Family Organic Materials
114,621	115,739	288,223
311,350	282,191	219,947
302,731	286,039	224,510
204,334	166,933	134,498
341,172	281,840	228,410
170,989	163,215	159,224
375,947	354,809	380,016
878,696	815,685	606,775
418,678	390,221	332,969
939,471	911,625	663,091
145,613	132,600	101,244
96,915	110,097	108,407
235,898	223,353	201,110
<b>4,536,415</b>	<b>4,234,347</b>	<b>3,648,424</b>

MSW Accounts by Service Sector				
Accounts - MSW	Single-Family		Multi-Family and Commercial	Member Agency Facilities
Atherton	2,350		12	7
Belmont	6,739		447	17
Burlingame	6,595		1,413	94
East Palo Alto	4,175		352	39
Foster City	6,746		543	8
Hillsborough	3,644		7	4
Menlo Park	7,870		1,158	138
Redwood City	17,422		2,044	129
San Carlos	8,585		1,180	42
San Mateo	20,203		2,701	74
North Fair Oaks	2,645		462	16
WBSD	2,216		32	1
Uninc. County	5,035		183	0
<b>TOTAL</b>	<b>94,225</b>		<b>10,534</b>	<b>569</b>

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

**ACCOUNTS PER ROUTE AND CREW SIZE**

RESIDENTIAL								
Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size
MSW			Recy			Organics		
801	4059	1	831	4156	1	861	4784	1
802	3804	1	832	3931	1	862	4339	1
803	3255	1	833	3137	1	863	4348	1
804	3726	1	834	4110	1	864	4648	1
805	4501	1	835	4498	1	865	4833	1
806	4245	1	836	4213	1	866	5066	1
807	4154	1	837	4439	1	867	4742	1
808	4466	1	838	4210	1	868	4674	1
809	4110	1	839	3399	1	869	4249	1
810	3399	1	840	4111	1	870	3948	1
811	4149	1	841	3896	1	871	3870	1
812	2827	1	842	3605	1	872	2843	1
813	3997	1	843	3182	1	873	4878	1
814	3655	1	844	3833	1	874	5063	1
815	4195	1	845	3904	1	875	5288	1
816	3480	1	846	4040	1	876	4786	1
817	4068	1	847	4073	1	877	4806	1
818	3963	1	848	4325	1	878	1848	1
819	4429	1	849	3629	1	887	3527	1
820	3787	1	850	4171	1	888	3214	1
821	3167	1	851	2934	1	889	1343	1
827	3109	1	857	3142	1	890	56	1
828	3267	1	858	3132	1	891	4004	1
829	1496	1	859	1355	1			
830	342	1	860	338	1			
614	3958	1	635	3823	1			

Totals      93608                                      93586                                      91157

FTE Routes      25.6                                      25.6                                      22.6

COMMERCIAL FEL								
Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size
MSW			Recy			Organics		
902	638	1	931	902	1	951	679	1
903	568	1	932	908	1	952	577	1
904	734	1	933	688	1	953	727	1
905	701	1	934	709	1			
906	640	1	935	1022	1			
907	626	1	936	847	1			
908	754	1	938	543	1			
909	515	1						
912	432	1						
913	441	1						
914	685	1						
915	91	2						

Totals      6825                                      5619                                      1983

FTE Routes      11.4                                      7.0                                      3.0

COMMERCIAL REL					
Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size
MSW			Recy		
601	1075	2	623	772	1
602	969	2	631	1084	1
603	691	2	632	893	1
604	1308	2	633	927	1
605	601	2	634	446	1
606	1009	2	637	1059	1
607	1166	2	638	2172	1
608	624	2	639	992	1
609	685	2			
610	828	2			
611	1119	1			

Totals      10075                                      8345

FTE Routes      11.0                                      8.0

BULKY ITEM			
Rt #	Accounts Per Day	Crew Size	
701/201	75 - 100	2	
702/202	75 - 100	2	

ROLL OFF			
Rt #	Accounts Per Day	Crew Size	
401	10	1	
402	10	1	
403	10	1	
404	10	1	

FTE Routes      Bulky Roll-off      4.0  
4.0

RECOLOGY SAN MATEO COUNTY

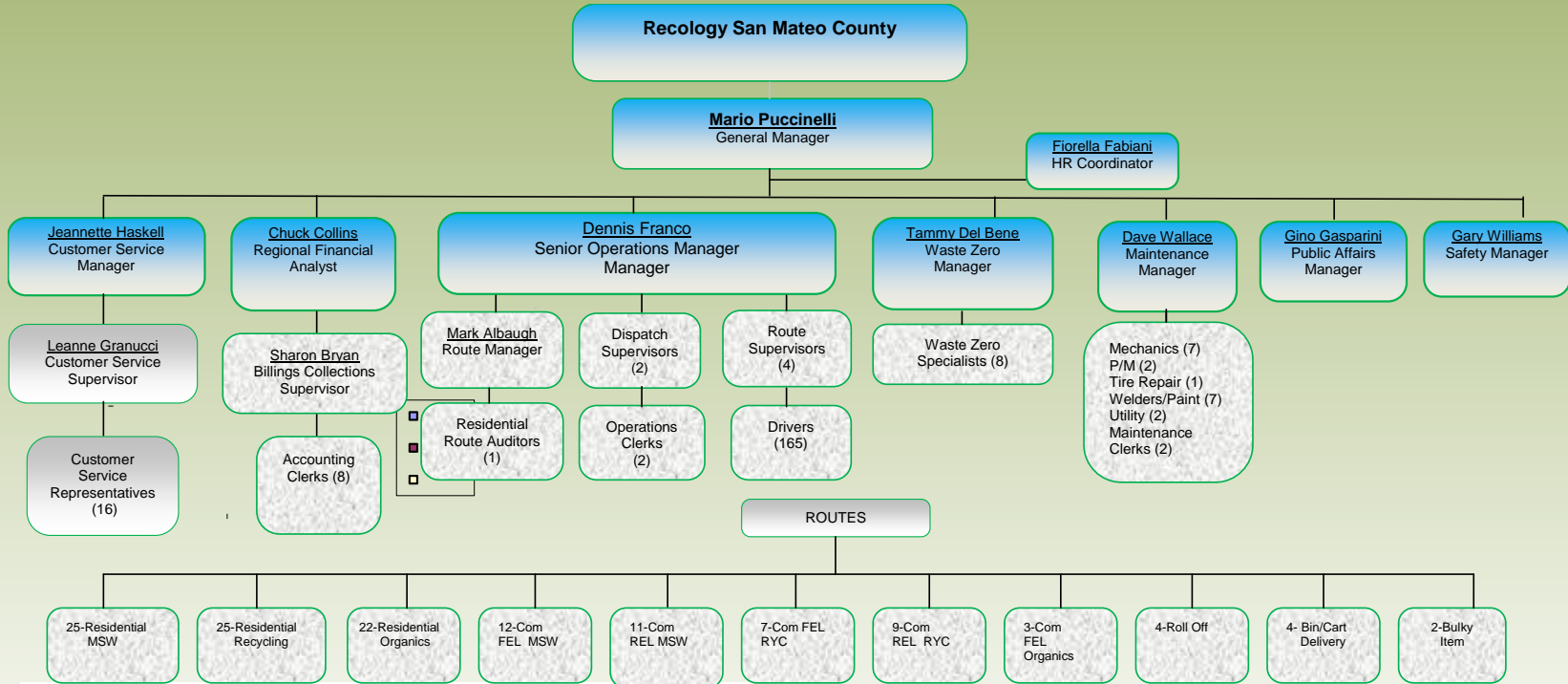
OPERATIONAL INFORMATION

Job Classifications and Annual Wages							
	Job Type	Job Title	Full Time Equivalents	Job Step	Hourly Rate	Hourly Pension*	Hourly H&W**
<b>DRIVERS</b>	DRIVER	Driver	1	2	31.64	5.85	14.22
	DRIVER	Driver	1	3	35.60	5.85	14.22
	DRFTLR	Driver	138	4	39.55	5.85	14.22
	DRFTLR	Driver - Frontloader	14	4	40.05	5.85	14.22
	HELPER	Driver - Frontloader	11	5	40.70	5.85	14.22
<b>MECHANICS</b>	MAINT	Bin Repair/Paint/Wash	6	4	36.43	5.85	14.22
	MAINT	Bin Repair/Paint/Wash	1	LD	37.93	5.85	14.22
	MECH	Mechanic	7	4	39.97	5.85	14.22
	MECH	Mechanic	1	LD	41.47	5.85	14.22
	MECHA2	Mechanic	1	3	37.78	5.85	14.22
	PMTCH	Preventative Maintenance Tech	2	4	35.40	5.85	14.22
	UTLTYS	Utility Person - Shop	2	4	22.20	5.85	14.22
<b>CLERICAL</b>	ACTCK	Accounting Clerk	2	4	26.23	3.25	14.22
	ACTCK2	Accounting Clerk II	1	4	31.93	3.25	14.22
	CSREP	Customer Service Rep	11	4	24.50	3.25	14.22
	CSREP	Customer Service Rep	3	LD	25.50	3.25	14.22
	MNTCK	Maintenance Clerk	2	4	28.30	3.25	14.22
	OPSCK	Operations Clerk	2	4	28.84	3.25	14.22

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

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

# Recology San Mateo County Organizational Chart FY 2014



**Recology San Mateo County Headcount = 240**

## Contractor's Review of Billings

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

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

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

Additionally, pursuant to Section 7.01E, the Recology Audit team physically audited 47,643 accounts during 2014. The source files contain the routes that were audited as well as the audit plan for 2015. This is in addition to the daily data collection done by our on-board electronic route management system, Routeware, to process, track and report on all in-field pick up activity. Any exceptions to the cart or container sizes are noted by the driver and reported electronically or at the end of the day to an operations clerk.

## 2015 Customer Service Plan

Pursuant to Section 9.07 C. of the contract, Recology San Mateo County (RSMC) submits the following Customer Service Plan for 2015.

### The Customer Service Call Center

A well trained and motivated staff is key to superior customer service. RSMC has a staff of 15 full-time Customer Service Representatives, 1 Customer Service Supervisor, and 1 Customer Service Manager.

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

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

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

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



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

- Receives and investigates customer complaints regarding services and rates.
- Corrects service problems through or in coordination with appropriate supervisor.
- Adjusts rate and billing disputes on own authority.
- Assists operation supervisors with unusual problems or incidents in the field.
- Develops and implements business processes and procedures to improve and ensure customer satisfaction.
- Develops and prepares reports as directed.
- Responsibilities include interviewing, hiring, and training employees, planning, assigning, and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.

## Training Strategy

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

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

## Quarterly Training Topics

- ❖ Franchise Facts - this training will take place during the first quarter of the calendar year and will focus on the differences and similarities for each of the franchises RSMC services. New rate codes for San Mateo and San Carlos have been created and the rules for their use will be discussed. This is typically the time of year when rate increases take place so training will include rate increase sound bites to help the Customer Service Representatives speak to our customers confidently about recent rate increases.

Each of the following quarterly training topics will be addressed interactively through group exercises, puzzles, games, and incentives to continually put emphasis on the training topic.

- ❖ Jurisdiction Jeopardy
- ❖ Rate Your Own Calls
- ❖ DVD CSR training categories such as: The ART of Customer Service, Dealing with theirate Customer.

## **In-Field Hands-on Introduction to WASTE ZERO**

It has proven very beneficial over the past several years to have the CSRs ride along with the route drivers and supervisors to observe field conditions. This hands-on observation provides the CSR a visual perspective of the variety of conditions that a driver/supervisor may face. With this knowledge, the CSR is better able to understand the needs of the customer, communicate with the driver, and more easily formulate the best resolution to issues communicated by customers. For 2015, the In-Field Training will include a ride along with a Waste Zero Specialist. This training will be beneficial to the CSR by giving them the tools needed to better promote and recognize diversion opportunities.

## **On-Going Continuous Improvement Training**

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

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

## **Attracting and Retaining High Quality CSR Staff**

When the need arises to hire a Customer Service Representative, Recology San Mateo County posts the position on the internet and with outreach agencies we partner with. Recology San Mateo County offers a competitive compensation and benefits package in order to retain staff.

The hiring process includes different level of interviews to ensure candidates suitability. The phone interview helps to determine phone etiquette, tone, and voice quality. The in person interview includes the hiring manager, the Customer Service Supervisor and a representative of Human Resources. The interview questions are designed to determine a number of desirable qualities in a candidate and the process is designed to determine the best qualified candidate.

## **Website**

Customers continue to embrace RSMC's Online Bill-Pay service and have made payments through the website either by one-time payment or recurring payments. The

website payments made by customers has increased by 12%. Phone payments called in to the call center increased by approximately 761 payments over the previous year. Electronic communication continues to grow at a rapid pace. There was an increase in electronic service reports in the reported categories of 12%.

<b>Member Agency</b>	<b># of e-bill Payments</b>	<b># of Online Phone Payments</b>	<b># of BICs Scheduled</b>	<b># of extra MSW services scheduled</b>	<b># of extra REC/ORG services scheduled</b>	<b># of service change Requests</b>	<b># of Complaints resolved</b>
Atherton	-	268	42	4	0	8	12
Belmont	-	927	477	21	2	33	28
Burlingame	-	993	336	37	0	30	29
East Palo Alto	-	92	10	0	0	2	0
North Fair Oaks	-	182	71	5	0	4	7
Foster City	-	798	347	11	0	57	40
Hillsborough	-	406	130	9	1	8	14
Menlo Park	-	1091	342	30	10	48	33
Redwood City	-	47	647	32	4	47	74
San Carlos	-	1183	510	30	2	41	65
San Mateo	-	3268	856	55	4	101	101
Unincorporated SMC	-	624	200	16	0	18	33
West Bay Sanitary District	-	202	42	6	0	13	12
<b>Total</b>	<b>96,677</b>	<b>10,081</b>	<b>4096</b>	<b>256</b>	<b>23</b>	<b>410</b>	<b>448</b>

## **CUSTOMER INFORMATION SYSTEM**

### **Status of Changes or Upgrades made to System Software**

Nothing to report.

### **Description of Proposed Changes to System Software**

Nothing to report.

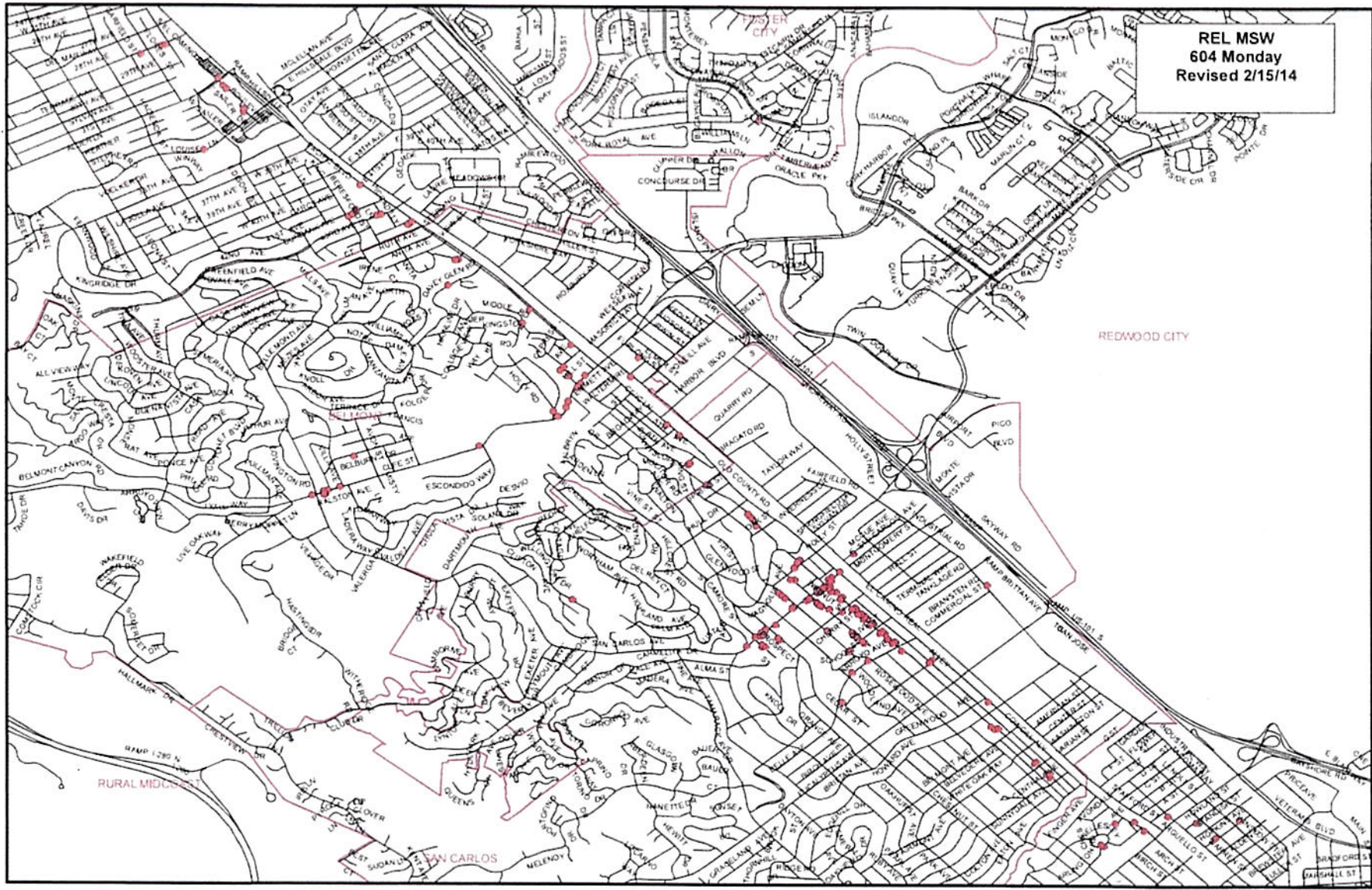
### **Explanation and Schedule of Training Activities**

Nothing to report.

## Contractor's Route Sheets and Maps

Pursuant to Section 9.07 A.1.i., the following pages include 3 sample route maps and route sheets. Due to the size of file, we have included the remaining route maps and corresponding route sheets on a flash drive that will be submitted to the SBWMA.





RTMSTT84  
 PRINTED: 2/05/15 14.10.27  
 ROUTE 604 LOAD 02  
 FOR MONDAY 2/09/2015

Customer Route Pickup Listing  
 RECOLOGY SAN MATEO

PAGE 4

STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV DESC	TIMES	UNT	SIZ	NOTE
10	887 INDUSTRIAL RD NORCAL WHOLESALE	I SAN CARLOS	1286145	C96G1	M-----	1	96 GALLON	
20	887 INDUSTRIAL RD AXIOM MOBILE IMAGING	G SAN CARLOS	1085695	C64G1	M-----	1	64 GALLON	
30	887 INDUSTRIAL RD CRANE & CANOPY	A SAN CARLOS	1462019	C64G1	M-----	1	64 GALLON	
40	1148 SAN CARLOS AVE TUTTI FRUTTI	SAN CARLOS	0989731	C64G1	M-----	1	64 GALLON	
40	IN ALLEY							
50	1178 SAN CARLOS AVE SPECIAL F/X SALON	SAN CARLOS	0989780	C96G1	M--F--	1	96 GALLON	IN ALLEY
50	IN ALLEY							
50	LOCATED IN THE ALLEY IN THE BACK							
60	1201 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1208693	C32G	MTWTFSS	1	32 GAL	
70	1201 SAN CARLOS AVE THE PIZZA ALLIANCE 5	SAN CARLOS	1481548	C96G3	M-W-F--	1	96G QTY 3	
70	IN BACK ROLLUP DOOR							
80	1187 SAN CARLOS AVE STARBUCKS #608	SAN CARLOS	0989806	C96G1	MTWTFSS	3	96 GALLON	
80	P/U ON LAUREL ST							
80	Please return carts to the enclousre after service							
90	1187 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1441062	C32G	MTWTF--	1	32 GAL	
100	1171 SAN CARLOS AVE PLAZA FLORIST SAN CARLOS	SAN CARLOS	1416452	C20G1	M-----	1	20 GALLON	P/U IN ALLEY
100	P/U IN ALLEY							
110	1213 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1217538	C32G	MTWTF--	1	32 GAL	
120	1253 SAN CARLOS AVE LOOKIN'GOOD AT VICTORIA P	SAN CARLOS	0989889	C32G1	M-----	1	32 GALLON	
120	GATE CODE 2749 *PUSH LOCK IN THEN PULL OUT							
130	1265 SAN CARLOS AVE HOLE IN ONE LIQUOR STORE	SAN CARLOS	0989905	C32G1	M-----	1	32 GALLON	
140	1261 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1217603	C32G	MTWTF--	1	32 GAL	





RTMSTT84  
 PRINTED: 2/05/15 14.10.27  
 ROUTE 804 LOAD 02  
 FOR MONDAY 2/09/2015

Customer Route Pickup Listing  
 RECOLOGY SAN MATEO

PAGE 35

STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV DESC	TIMES	UNT	SIZ	NOTE
5	2127 TICONDEROGA DR JOYCE PENNELL	SAN MATEO	0194936	R20G RES WASTE 20G	M-----	1		
10	2121 TICONDEROGA DR MARCO HYMAN	SAN MATEO	0194910	R20G RES WASTE 20G	M-----	1		
15	2083 TICONDEROGA DR THOMAS VARGHESE	SAN MATEO	1447184	R20G RES WASTE 20G	M-----	1		
20	2075 TICONDEROGA DR LILA BILMES	SAN MATEO	0194811	R32G RESIDENTIAL WASTE 32 GAL	M-----	1		
25	2067 TICONDEROGA DR DEBBIE TOBIN	SAN MATEO	0194795	R32G RESIDENTIAL WASTE 32 GAL	M-----	1		
30	2059 TICONDEROGA DR FRANK BELL	SAN MATEO	0495317	R32G RESIDENTIAL WASTE 32 GAL	M-----	1		
35	2055 TICONDEROGA DR MELVIN B SCHWARTZ	SAN MATEO	0194761	R64G RESIDENTIAL WASTE 64 GAL	M-----	1		
40	2051 TICONDEROGA DR PAUL J COSPER	SAN MATEO	0194746	R20G RES WASTE 20G	M-----	1		
45	2047 TICONDEROGA DR J MAHON	SAN MATEO	0194720	R20G RES WASTE 20G	M-----	1		
45	<b>**DISABILITY APPROVED** BACK YARD SVC</b>							
45	LOCATED IN BACK GATE. MUST RETURN CARTS TO ORIGINA							
45	LOCATION AFTER SVC							
50	2043 TICONDEROGA DR KIM SANGALLI	SAN MATEO	1237213	R32G RESIDENTIAL WASTE 32 GAL	M-----	1		
55	2039 TICONDEROGA DR MATTHEW STEVEN HAYDEN	SAN MATEO	1559616	R32G RESIDENTIAL WASTE 32 GAL	M-----	1		
60	2035 TICONDEROGA DR DANIEL BECKER	SAN MATEO	0194670	R64G RESIDENTIAL WASTE 64 GAL	M-----	1		
60	***** DO NOT BLOCK DRWY WITH CARTS *****							
65	2031 TICONDEROGA DR STEPHEN LEE	SAN MATEO	0194654	R20G RES WASTE 20G	M-----	1		
70	2027 TICONDEROGA DR MARTHA GEHRE	SAN MATEO	0194647	R32G RESIDENTIAL WASTE 32 GAL	M-----	1		
75	2023 TICONDEROGA DR A L CALFAS	SAN MATEO	0194621	R20G RES WASTE 20G	M-----	1		
80	2019 TICONDEROGA DR D L COLLINS	SAN MATEO	0194613	R32G RESIDENTIAL WASTE 32 GAL	M-----	1		





RTMSTT84  
 PRINTED: 2/05/15 14.10.27  
 ROUTE 904 LOAD 02  
 FOR MONDAY 2/09/2015  
 STOP STOP ADDRESS  
 ACCOUNT NAME

Customer Route Pickup Listing  
 RECOLOGY SAN MATEO

PAGE 22

STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV DESC	TIMES	UNT	SIZ	NOTE
5	562 RALSTON AVE RAHMAT BARKHORDAR	BELMONT	0930693	C96G COMMERCIAL WASTE	M-----	1	96 GALLON	
10	566 RALSTON AVE CONSOR BUISAN	BELMONT	0911354	C2YG1 COMML WASTE	M-----	1	2 YARD	
15	698 RALSTON AVE WENDY'S RESTAURANT	BELMONT	0930768	C2YG1 COMML WASTE	M---F--	1	2 YARD	
20	390 EL CAMINO REAL CULLIGAN MANAGEMENT INC.	BELMONT	0928671	C4YG1 COMMERCIAL WASTE	M-W-F--	1	4 YARD	
25	300 EL CAMINO REAL SHALIZAAR RESTAURANT	BELMONT	0928648	C2YG1 COMML WASTE	M-W-F--	1	2 YARD	
25	CUST WILL PULL OUT BIN THE NIGHT BEFORE DUE TO							
25	SAFTEY ISSUSE***BIG TOO HEAVY & FLOOR GREASY							
30	510 EL CAMINO REAL IHOP	BELMONT	0928705	C1YG1 COMML WASTE	M-W-F-S	1	1 YD	
35	630 N EL CAMINO REAL HILLSIDE LODGE	BELMONT	0930016	C96G COMMERCIAL WASTE	M-----	2	96 GALLON	
40	700 EL CAMINO REAL BELMONT PALMS MOTEL	BELMONT	0928770	C96G COMMERCIAL WASTE	M-----	2	96 GALLON	
45	750 EL CAMINO REAL OUR COMMON GROUND, INC.	BELMONT	0928796	C96G COMMERCIAL WASTE	M-----	2	96 GALLON	
45	CARTS LOCATED OUTSIDE THE GATE							
50	1000 EL CAMINO REAL BELMONT VILLAGE CENTER	BELMONT	0928861	C3YG1 COMML WASTE	MTWTFSS	2	3 YD QTY 1	#3F1867 3F1868
50	ALL LIDS MUST BE CLOSED PER CODE ENFORCEMENT							
50	PLS CLOSE LIDS AFTER SVCD							
50	MUST PUT BOTH BINS BACK IN THE SAME ENCLOSURE ON							
50	ON THE LEFT SIDE.							
55	940 EMMETT AVE NEWBRAUNPELS IH35 RET. AS	BELMONT	1118611	C3YG1 COMML WASTE	M--T---	1	3 YD QTY 1	
55	KEY CLOSE LIDS AFTER SERVICE AND LOCK							
55	PLEASE RETURN BACK TO CONCRETE SLAB AFTER SERVICE							
55	PLACE BINS BACK WHERE LIDS CAN BE OPENED							
60	1200 EL CAMINO REAL 1200 ECR BELMONT LLC	A BELMONT	1329762	C3YG1 COMML WASTE	M-W-FS-	1	3 YD QTY 1	
60	PLEASE PLACE BACK INSIDE ENCLOSURE AFTER SERVICE							
65	1408 EL CAMINO REAL VAPE MAVERICKS, LLC	BELMONT	1482546	C32G COMMERCIAL WASTE	M-----	1	32 GALLON	LOCATED IN BACK





# Climate Action Report

2014



# ABOUT RECOLOGY

## COMPANY PROFILE

Recology is a diversified resource recovery company, providing residential and commercial recycling, materials recovery, construction and demolition debris recycling, large-scale composting of food and other organic waste, waste collection, compost sales, transfer and landfill operations, and green planning services. Recology is known for leading the industry evolution from a focus on waste management to a company on resource recovery and exploring new technologies to facilitate landfill diversion. Our commitment to providing the highest level of service in the industry dates back to the company's founding in 1921.

Recology is:

- Recognized as the industry leader in resource recovery, having established the first and largest curbside yard debris and food scraps collection program in the country in 1996, handling more than 880,000 tons of organics since inception
- Parent to three dozen subsidiaries that provide collection, recycling and diversion services to over 600,000 residential and 60,000 businesses in California, Oregon and Nevada
- The largest employee-owned company in the solid waste industry, providing refuse collection and resource recovery services to residential and commercial customers

We have developed particular expertise in handling source separated food scraps from commercial sources. Our experience includes operating 9 composting facilities and pre-processing food scraps for anaerobic digestion in a Publicly Owned Treatment Works (POTW) digester.



## OUR APPROACH

We define sustainability as an evaluative approach to making operational and managerial decisions through economic, social and environmental perspectives. We believe that sustainability is a process, and this report provides a snapshot of the collection operations in San Mateo County through 2014.

Central to sustainability is the concept of WASTE ZERO—making the best and highest use of all resources—and includes recycling and composting, as well as engaging our employees and the general public through educational efforts.

# CARBON PROFILE OF RECOLOGY SAN MATEO COUNTY

Recology San Mateo County (RSMC) is pleased to submit this annual climate action report. The report covers the period from January 1, 2014 to December 31, 2014.

From the very start of operations in the county, Recology employees have developed and changed the operation to raise environmental standards. Recology is very proud of our employees' efforts and accomplishments during this very busy period.

The journey to a sustainable operation is a process which this report summarizes through a snapshot of the third year of operation. We look forward to working with the SBWMA to further refine our sustainability programs.

## GREENHOUSE GAS REPORTING THROUGH THE CLIMATE REGISTRY

Since 2006 Recology (and previously, Norcal Waste Systems) has been a voluntary member of the California Climate Action Registry (CCAR), an organization that is part of the Climate Action Reserve<sup>1</sup>, a national carbon offset registry and protocol setting body. Membership requires that we inventory, report, and verify through a third-party company RSMC's greenhouse gas (GHG) source emissions. The source emissions include direct and indirect emissions within a defined or controlled boundary.

## CARBON FOOTPRINT

Recology is reporting the unofficial GHG emissions estimates based on The Climate Registry's reporting protocol, version 1. It is the version that is currently in use by the Registry and all reporting members. Our estimates report only CO2 emissions. Scope 3 emissions reporting are optional, and will not be included in this report.

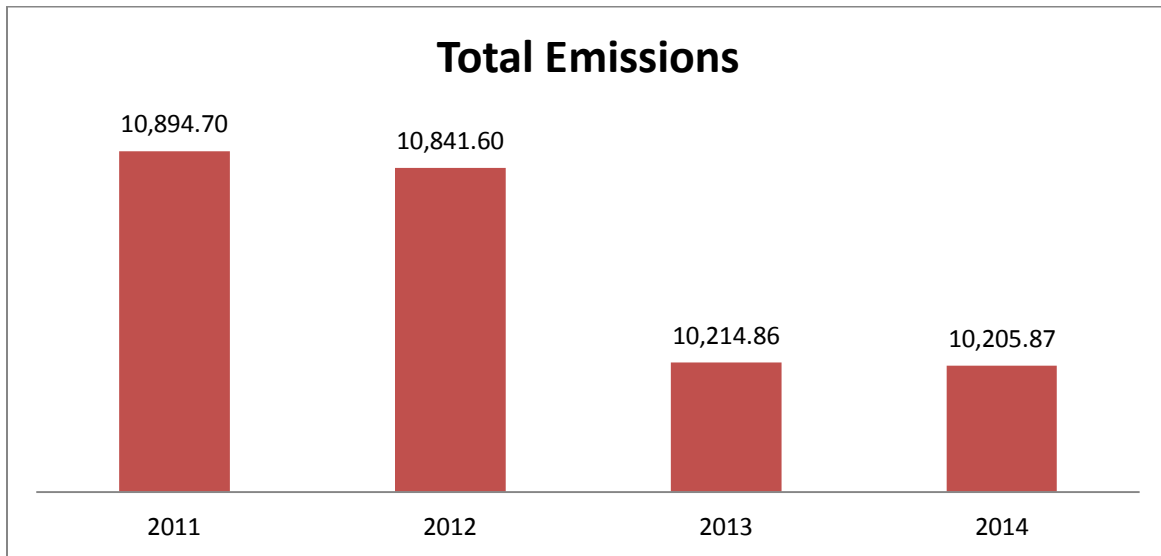
Recology San Mateo County has within its emissions boundary the equipment that operates the facility and administrative buildings. Our direct emissions include stationary and mobile combustion of fossil fuels from our machinery and onsite mobile equipment. Emissions from our collection fleet are shared within the boundaries of the communities we serve.

Greenhouse Gas Emissions Inventory Boundaries
<b>Scopes 1 &amp; 2: Operator-Owned Operational Emissions Sources</b> <ul style="list-style-type: none"><li>• Electricity</li><li>• Natural Gas</li><li>• Owned-Fleet</li></ul>
<b>Scope 3: Community-Owned Waste System and Landfill Emissions Sources</b> <ul style="list-style-type: none"><li>• Inbound commercial and residential transport of waste<ul style="list-style-type: none"><li>▪ Transport to facility</li><li>▪ Vehicle idling while at facility</li></ul></li><li>• Outbound transport of waste<ul style="list-style-type: none"><li>▪ Landfill</li><li>▪ Composting</li><li>▪ Recyclables</li></ul></li><li>• Employee commute</li><li>• Embodied emissions in purchased goods and services</li><li>• Landfill emissions from transfer station waste<ul style="list-style-type: none"><li>▪ Material diversion emissions displacement</li></ul></li></ul>

<sup>1</sup> Visit <http://www.climateactionreserve.org> for more information on GHG reporting protocols.

Indirect emissions are created off-site through the generation of electricity by Pacific Gas and Electric. Carbon credit offsets are created by increased recycling or composting. Long-haul trips to the landfill are not within Recology San Mateo County’s boundary and not considered in the evaluation.

In 2014, Recology San Mateo County’s carbon emissions totaled 10,205.87 metric tons of carbon dioxide equivalents (MTCO<sub>2</sub>E), a decrease of 0.00088% from 2013.



### Scope 1 Emissions

#### Mobile Combustion

Recology San Mateo County uses three fuels in our hauling operations: B-5 diesel fuel, gasoline, and compressed natural gas (CNG).

Fuel	B5 Biodiesel	Gasoline	CNG
MTCO <sub>2</sub> E	9786.61	75.81	7.49
% of total mobile emissions	99.16%	.077%	0.088%

#### Stationary Combustion

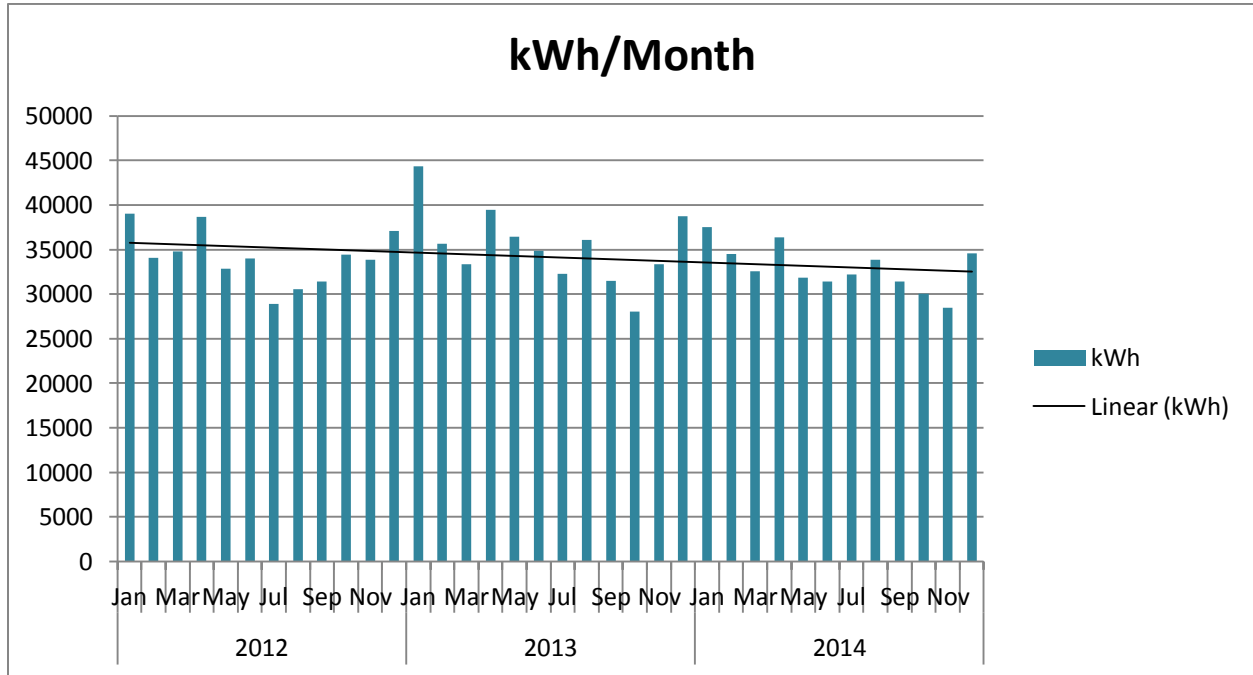
Our sources of stationary emissions were acetylene in our maintenance shop and purchased natural gas. Acetylene use resulted in 0.7998 MTCO<sub>2</sub>E emitted and purchased natural gas, which resulted in 7.49 MTCO<sub>2</sub>E.

#### Direct Fugitive Emissions from Air Conditioning

The Recology fleet generated 144.144 MTCO<sub>2</sub>E from the use of air conditioning. This accounted for less than 2% of emissions in 2014.

## Scope 2 Emissions

Recology San Mateo County shares an electric meter with the facility adjacent to the operation. That adjacent facility's electricity bills are paid by the South Bayside Waste Management Authority. South Bay Recycling broke down the usage by facility and provided the kWh for RSMC, whose usage is shown below. Recology San Mateo County's total kWh for January through December 2014 was 394,843 kWh, which is equivalent to 178.377 MTCO<sub>2</sub>E.



## IMPLEMENTED AND PLANNED ACTIVITIES TO REDUCE GHG EMISSIONS

### Vehicle Fleet

Prior to commencing operations, Recology San Mateo County purchased new 2010 vehicles for the operation and continues to operate these same vehicles. These 2010 EPA-compliant Cummins engines employ the best available emissions control technology to reduce both NO<sub>x</sub> and Particulate Matter. Recology San Mateo County is committed to meet or exceed all Department of Transportation and California Air Resource Board regulations and standards.

### Ongoing Reduction Activities

Recology San Mateo County will continue its ongoing efforts to reduce the Carbon Footprint by directing/promoting these issues:

- Power savings through employee practices such as turning off the lights, computers, and other office equipment when not in use, and pre-set thermostats, promotion of paper-less methods of communication, including email instead of printing and faxing
- Implementing Environmentally Preferred Purchasing, which reduces the impact on human health and the environment when compared to competing products or services. Office supplies were purchased through "Give Something Back", a company that donates 75% of their profits to local non-profit organizations



- Paint all metal service containers with the latest and highest efficiency CARB Compliant Paints
- Facility improvements and modifications including capital improvements and retrofits and cleaning of the heating and cooling systems, upgrade electrical boxes for more energy efficient boxes, and lighting improvements, such as occupancy sensors
- Strict enforcement of anti-idling policies

## 2014 Improvements

- Upgraded the HVAC System with new software to better monitor and regulate heating and cooling issues in the RSMC's Administrative Building
- Upgraded building windows in the conference room of the administration office
- Continued implementation of a staff education effort relating to sustainability and energy efficiency; educated the Customer Service Department through interactive workshops in 2014
- Continued to replace and upgrade high volume air compressors to maximize energy efficiency
- Extended the use of automatic lighting controls into the office and outer buildings in the shop restrooms and meeting rooms. For all external lights, 1000 watt bulbs were switched out to 400 watt bulbs. For inside lighting in the shop, as well as parking lot lights, 400 watt bulbs were switched out to 5-32 watts, a savings of about 240 watts. The florescent bulbs in the upstairs conference room by the shop were switched from 90 to 8 watts
- Installed low-flow water fixtures and/or auto shut off valves throughout the company facilities. Switched 3 gallon faucet heads to 1.5 gallon faucet heads. All toilets were upgraded from 1.6 to 1.28 gallon tanks
- A dual head 220 volt Clipper Creek electric car charging station was installed. It takes 1 hour to charge a car, which reduces time on the grid versus the 110 volt unit that can take up to 8 hours to charge a car

## Future Reduction Strategies

- Schedule periodic reviews/audits of operations to ensure reduction standards are being met
- Clean existing HVAC equipment and controls
- Continue extending use of automatic lighting controls into the office and outer buildings in the shop restrooms and meeting rooms
- Continue Installation of low-flow water fixtures and/or auto shut off valves

## LOOKING FORWARD

Recology performs preventative maintenance on all equipment operated at the facility. Our plans include analyzing our collection activities to develop and incorporate sustainable equipment procurement policies and systems in advance of expected large capital improvements and replacements.

Sustainability in the solid waste and recycling industry requires constant innovation. Recology strives to improve upon the systems we currently have in place while constantly seeking new ways to sustainably deal with residential curbside materials and commercial collections in the future.



Going forward, Recology San Mateo County plans include analyzing our collection activities to develop and incorporate sustainable equipment procurement policies and systems in advance of expected large capital improvements and replacements. In addition, Recology's priorities are to set standards for our supply chain partners and customers, and to establish and strengthen links with our communities, partners, and NGOs. We will continue to improve our internal operations and programs, including the education of our workforce, use and development of renewable sources of energy, and seeking the appropriate tools to measure our efforts. Recology endeavors to maintain our position as an industry leader by continuing to provide superior service to our customers, creating a rewarding workplace for our employees and implementing responsible practices for a healthy and protected biosphere.



November 29, 2014

Kevin McCarthy  
Executive Director  
SBWMA/RethinkWaste  
610 Elm Street, Suite 202  
San Carlos, CA 94070

Dear Mr. McCarthy:

In accordance with Section 9.07 D of the Agreement, this is the disclosure of financial transactions between Recology San Mateo County and related parties for the year ended September 30, 2014.

Costs allocated from the Parent company are health insurance \$401,865, workers' compensation \$1,499,495, non-union pensions \$116,260, general and vehicle insurance \$1,038,157, corporate management and support services \$2,927,679. Management and accounting services fees allocated from the regional office affiliate are \$1,082,384. Equipment rental costs allocated from Recology Leasing Inc are \$7,323,402.

Health insurance is based on actual rates and the number of participants. Workers' compensation is based on experience modified standard rates for specific job classifications and actual payroll. Non-union pension cost is based on actuarially determined cost. General and vehicle insurance is based on actual cost, historical claims experience, property values, personnel count, type of operation and number of vehicles. Corporate management and support services cost is based on actual cost, personnel count, data systems usage and revenue.

Regional management and accounting services fees are based on actual cost and are allocated on estimated annual hauling revenue.

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

If you should have any questions or require additional information, please call me at (650) 598-8243.

Sincerely,

A handwritten signature in blue ink that reads 'Mario Puccinelli'.

Mario Puccinelli  
General Manager

cc: Cliff Feldman  
Marshall Moran