



ANNUAL REPORT TO THE SBWMA
FOR YEAR 2015

Submitted February 14, 2016



February 14, 2016

Hilary Gans
Interim Executive Director
SBWMA/RethinkWaste
610 Elm Street, Suite 202
San Carlos, CA 94070

Dear Mr. Gans:

Enclosed is a copy of the Recology Annual 2015 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
General Manager
Recology San Mateo County

cc: Cliff Feldman
Farouk Fakira



RECOLOGY SAN MATEO COUNTY

ANNUAL REPORT TO THE SBWMA

**For
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ANNUAL 2015 REPORT

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ANNUAL 2015 REPORT

DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

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

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

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

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

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

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

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

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

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

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

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

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

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

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



ANNUAL 2015 REPORT SUMMARY

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2015 Year End
Commercial Tonnage Collected					
Solid Waste	20,794.49	21,105.35	21,468.01	21,523.69	84,891.54
Recyclables	5,845.37	6,105.49	6,502.97	6,593.66	25,047.49
Organics	5,630.65	5,851.21	5,973.42	6,879.87	24,335.15
Multi-Family Tonnage Collected					
Solid Waste	8,333.01	8,392.83	8,412.93	8,414.13	33,552.90
Recyclables	2,019.19	2,091.26	2,123.65	2,260.87	8,494.97
Organics	216.62	224.03	227.52	238.61	906.78
Residential Tonnage Collected					
Solid Waste	14,376.69	14,638.21	14,866.65	15,265.02	59,146.57
Recyclables	10,102.81	10,092.76	10,003.67	11,024.82	41,224.06
Organics	18,537.04	17,268.20	16,495.20	19,426.94	71,727.38
Diversion Rates					
Commercial	32.01%	32.61%	33.16%	34.79%	33.17%
Multi-Family	21.15%	21.62%	21.84%	22.90%	21.89%
Residential	66.58%	65.15%	64.06%	66.61%	65.63%
Overall	49.33%	48.54%	48.01%	50.67%	49.16%
Inquires, Service Requests & Complaints	16,482	17,565	20,150	24,301	78,498
Calls Received	37,286	37,968	42,779	45,592	163,625
Avg. Hold Time	16.55	17.97	21.03	19.03	18.74
Assessments	179	223	238	117	757
Quality Assurance	624	655	614	619	2,512

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
ATHERTON					
Commercial					
Commercial Solid Waste	109.30	107.95	136.31	109.95	463.51
Commercial Recycling	41.30	44.92	45.47	46.50	178.19
Commercial Organics	202.83	166.28	149.88	139.19	658.18
Subtotal - Disposed	109.30	107.95	136.31	109.95	463.51
Subtotal - Diverted	244.13	211.20	195.35	185.69	836.37
Diversion Rate	69.07%	66.18%	58.90%	62.81%	64.34%
MFD					
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	4.45	0.00	4.45
Roll-Off Recycling	0.00	0.00	1.96	0.00	1.96
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	4.45	0.00	4.45
Subtotal - Diverted	0.00	0.00	1.96	0.00	1.96
Diversion Rate	0.00%	0.00%	30.58%	0.00%	30.58%
Residential					
Residential Solid Waste	405.49	427.03	440.74	429.79	1,703.05
Residential Curbside Recycling	332.61	349.59	344.17	381.57	1,407.94
Residential Curbside Organics	1,791.95	1,660.25	1,568.92	2,157.29	7,178.41
Subtotal - Disposed	405.49	427.03	440.74	429.79	1,703.05
Subtotal - Diverted	2,124.56	2,009.84	1,913.09	2,538.86	8,586.35
Diversion Rate	83.97%	82.48%	81.28%	85.52%	83.45%
Total Disposed	514.79	534.98	581.50	539.74	2,171.01
Total Diverted	2,368.69	2,221.04	2,110.40	2,724.55	9,424.68
Total Diversion Rate	82.15%	80.59%	78.40%	83.47%	81.28%
Single-Family Measured Diversion Rate	83.97%	82.48%	81.28%	85.52%	83.45%
Commercial Measured Diversion Rate	69.07%	66.18%	58.36%	62.81%	64.18%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	82.15%	80.59%	78.40%	83.47%	81.28%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Atherton							
Commercial¹ and MFD							
Commercial Solid Waste	591.22	532.17	447.45	451.08	463.51	12.43	2.76%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	6.77	4.45	(2.32)	-34.27%
Commercial Recycling	200.36	154.17	165.50	166.16	178.19	12.03	7.24%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.00	1.96	1.96	100.00%
Commercial Organics	426.87	393.80	501.50	508.81	658.18	149.37	29.36%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	591.22	532.17	447.88	457.85	467.96	10.11	2.21%
SUBTOTAL - Diverted Tons	637.37	574.54	667.24	674.97	838.33	163.36	24.20%
Residential							
Residential Solid Waste	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	9.69	0.57%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	1,427.46	1,407.94	(19.52)	-1.37%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	7,519.55	7,178.41	(341.14)	-4.54%
SUBTOTAL - Disposed Tons	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	9.69	0.57%
SUBTOTAL - Diverted Tons	9,186.54	9,573.18	9,090.65	8,947.01	8,586.35	(360.66)	-4.03%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	2,580.93	2,307.89	2,150.65	2,151.21	2,171.01		
TOTAL TONS DIVERTED	9,823.91	10,147.72	9,757.89	9,621.98	9,424.68		
COMMERCIAL DIVERSION RATE	51.88%	51.91%	59.84%	59.58%	64.18%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	82.20%	84.35%	84.22%	84.09%	83.45%		
TOTAL DIVERSION RATE	79.19%	81.47%	81.94%	81.73%	81.28%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				Year to Date
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT					
Commercial					
Commercial Solid Waste	554.65	538.46	519.54	542.20	2,154.85
Commercial Recycling	197.81	215.41	212.17	230.42	855.81
Commercial Organics	166.78	180.06	181.24	207.27	735.35
Subtotal - Disposed	554.65	538.46	519.54	542.20	2,154.85
Subtotal - Diverted	364.59	395.47	393.41	437.69	1,591.16
Diversion Rate	39.66%	42.34%	43.09%	44.67%	42.48%
MFD					
MFD Solid Waste	504.57	519.80	513.89	508.44	2,046.70
MFD Recycling	136.04	144.74	144.66	151.82	577.26
MFD Organics	16.61	17.14	18.01	18.77	70.53
Subtotal - Disposed	504.57	519.80	513.89	508.44	2,046.70
Subtotal - Diverted	152.65	161.88	162.67	170.59	647.79
Diversion Rate	23.23%	23.75%	24.04%	25.12%	24.04%
Roll-Off					
Roll-Off Solid Waste	112.33	131.79	111.51	127.30	482.93
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	112.33	131.79	111.51	127.30	482.93
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	803.62	821.42	823.94	864.50	3,313.48
Residential Curbside Recycling	691.10	685.26	690.81	744.99	2,812.16
Residential Curbside Organics	1,000.98	942.86	923.91	948.15	3,815.90
Subtotal - Disposed	803.62	821.42	823.94	864.50	3,313.48
Subtotal - Diverted	1,692.08	1,628.12	1,614.72	1,693.14	6,628.06
Diversion Rate	67.80%	66.47%	66.21%	0.00%	66.67%
Total Disposed	1,975.17	2,011.47	1,968.88	2,042.44	7,997.96
Total Diverted	2,209.32	2,185.47	2,170.80	2,301.42	8,867.01
Total Diversion Rate	52.80%	52.07%	52.44%	52.98%	52.58%
Single-Family Measured Diversion Rate	67.80%	66.47%	66.21%	66.20%	66.67%
Commercial Measured Diversion Rate	30.63%	31.90%	32.69%	34.05%	32.34%
MFD Measured Diversion Rate	23.23%	23.75%	24.04%	25.12%	24.04%
Overall Measured Diversion Rate	52.80%	52.07%	52.44%	52.98%	52.58%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Belmont							
Commercial¹ and MFD							
Commercial Solid Waste	2,276.14	2,530.67	2,360.87	2,345.04	2,154.85	(190.19)	-8.11%
MFD Solid Waste	2,018.99	2,134.47	2,223.99	2,179.40	2,046.70	(132.70)	-6.09%
Roll-Off Solid Waste	469.16	491.80	486.60	498.21	482.93	(15.28)	-3.07%
Commercial Recycling	536.32	614.13	656.10	755.46	855.81	100.35	13.28%
MFD Recycling	467.47	479.43	516.04	530.82	577.26	46.44	8.75%
Roll-Off Recycling	0.41	1.65	2.62	0.46	0.00	(0.46)	-100.00%
Commercial Organics	412.88	440.09	512.41	623.02	735.35	112.33	18.03%
MFD Organics	25.68	41.96	61.11	64.76	70.53	5.77	8.91%
Roll-Off Organics	1.14	8.74	9.74	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	4,764.29	5,156.94	5,071.46	5,022.65	4,684.48	(338.17)	-6.73%
SUBTOTAL - Diverted Tons	1,443.90	1,586.00	1,758.02	1,974.52	2,238.95	264.43	13.39%
Residential							
Residential Solid Waste	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	50.97	1.56%
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	2,848.96	2,812.16	(36.80)	-1.29%
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	3,899.39	3,815.90	(83.49)	-2.14%
SUBTOTAL - Disposed Tons	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	50.97	1.56%
SUBTOTAL - Diverted Tons	7,051.63	7,002.57	7,010.71	6,748.35	6,628.06	(120.29)	-1.78%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	8,046.02	8,548.18	8,377.18	8,285.16	7,997.96		
TOTAL TONS DIVERTED	8,495.53	8,588.57	8,768.73	8,722.87	8,867.01		
COMMERCIAL DIVERSION RATE	23.26%	23.52%	25.74%	28.22%	32.34%		
MFD DIVERSION RATE	19.63%	19.63%	20.60%	21.46%	24.04%		
RESIDENTIAL DIVERSION RATE	68.24%	67.37%	67.96%	67.41%	66.67%		
TOTAL DIVERSION RATE	51.36%	50.12%	51.14%	51.29%	52.58%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME					
Commercial					
Commercial Solid Waste	1,991.48	2,034.07	2,058.25	2,143.79	8,227.59
Commercial Recycling	961.52	955.86	994.04	956.40	3,867.82
Commercial Organics	816.36	825.63	783.59	901.57	3,327.15
Subtotal - Disposed	1,991.48	2,034.07	2,058.25	2,143.79	8,227.59
Subtotal - Diverted	1,777.88	1,781.49	1,777.63	1,857.97	7,194.97
Diversion Rate	47.17%	46.69%	46.34%	46.43%	46.65%
MFD					
MFD Solid Waste	716.98	717.94	726.48	724.01	2,885.41
MFD Recycling	233.34	234.62	235.78	249.01	952.75
MFD Organics	13.49	13.78	13.84	16.84	57.95
Subtotal - Disposed	716.98	717.94	726.48	724.01	2,885.41
Subtotal - Diverted	246.83	248.40	249.62	265.85	1,010.70
Diversion Rate	25.61%	25.71%	25.57%	26.86%	25.94%
Roll-Off					
Roll-Off Solid Waste	1,788.53	1,988.99	2,132.60	2,008.56	7,918.68
Roll-Off Recycling	38.57	32.29	34.30	43.01	148.17
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	1,788.53	1,988.99	2,132.60	2,008.56	7,918.68
Subtotal - Diverted	38.57	32.29	34.30	43.01	148.17
Diversion Rate	2.11%	1.60%	1.58%	2.10%	1.84%
Residential					
Residential Solid Waste	904.50	918.06	926.93	973.64	3,723.13
Residential Curbside Recycling	738.63	735.60	722.66	810.87	3,007.76
Residential Curbside Organics	1,217.20	1,112.35	1,080.84	1,308.57	4,718.96
Subtotal - Disposed	904.50	918.06	926.93	973.64	3,723.13
Subtotal - Diverted	1,955.83	1,847.95	1,803.50	2,119.44	7,726.72
Diversion Rate	68.38%	66.81%	66.05%	0.00%	67.48%
Total Disposed	5,401.49	5,659.06	5,844.26	5,850.00	22,754.81
Total Diverted	4,019.11	3,910.13	3,865.05	4,286.27	16,080.56
Total Diversion Rate	42.66%	40.86%	39.81%	42.29%	41.41%
Single-Family Measured Diversion Rate	68.38%	66.81%	66.05%	68.52%	67.48%
Commercial Measured Diversion Rate	31.45%	30.31%	29.54%	30.76%	30.50%
MFD Measured Diversion Rate	25.61%	25.71%	25.57%	26.86%	25.94%
Overall Measured Diversion Rate	42.66%	40.86%	39.81%	42.29%	41.41%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Burlingame							
Commercial¹ and MFD							
Commercial Solid Waste	8,222.96	8,600.41	8,268.37	8,254.24	8,227.59	(26.65)	-0.32%
MFD Solid Waste	3,146.03	2,990.25	2,941.97	2,917.26	2,885.41	(31.85)	-1.09%
Roll-Off Solid Waste	7,638.95	8,771.06	7,243.72	7,454.48	7,918.68	464.20	6.23%
Commercial Recycling	2,613.82	2,785.59	3,181.80	3,832.64	3,867.82	35.18	0.92%
MFD Recycling	732.09	776.45	870.68	930.43	952.75	22.32	2.40%
Roll-Off Recycling	125.71	224.48	141.32	154.16	148.17	(5.99)	-3.89%
Commercial Organics	2,329.15	2,466.36	2,981.65	2,797.15	3,327.15	530.00	18.95%
MFD Organics	77.69	63.48	60.39	51.78	57.95	6.17	11.92%
Roll-Off Organics	1,141.95	238.87	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	19,007.94	20,361.72	18,454.06	18,625.98	19,031.68	405.70	2.18%
SUBTOTAL - Diverted Tons	7,020.41	6,555.23	7,235.84	7,766.16	8,353.84	587.68	7.57%
Residential							
Residential Solid Waste	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	34.29	0.93%
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	3,003.18	3,007.76	4.58	0.15%
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	4,994.50	4,718.96	(275.54)	-5.52%
SUBTOTAL - Disposed Tons	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	34.29	0.93%
SUBTOTAL - Diverted Tons	8,111.04	8,316.13	8,206.57	7,997.68	7,726.72	(270.96)	-3.39%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	22,921.67	24,126.50	22,163.87	22,314.82	22,754.81		
TOTAL TONS DIVERTED	15,131.45	14,871.36	15,442.41	15,763.84	16,080.56		
COMMERCIAL DIVERSION RATE	26.97%	24.35%	28.17%	29.43%	30.50%		
MFD DIVERSION RATE	20.47%	21.93%	24.04%	25.19%	25.94%		
RESIDENTIAL DIVERSION RATE	67.45%	68.84%	68.87%	68.44%	67.48%		
TOTAL DIVERSION RATE	39.76%	38.13%	41.06%	41.40%	41.41%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO					
Commercial					
Commercial Solid Waste	392.50	369.74	386.58	388.68	1,537.50
Commercial Recycling	130.43	130.01	137.91	127.40	525.75
Commercial Organics	117.87	127.10	130.83	126.81	502.61
Subtotal - Disposed	392.50	369.74	386.58	388.68	1,537.50
Subtotal - Diverted	248.30	257.11	268.74	254.21	1,028.36
Diversion Rate	38.75%	41.02%	41.01%	39.54%	40.08%
MFD					
MFD Solid Waste	630.05	627.46	633.74	624.68	2,515.93
MFD Recycling	81.41	88.18	89.87	90.99	350.45
MFD Organics	20.85	20.18	18.79	16.19	76.01
Subtotal - Disposed	630.05	627.46	633.74	624.68	2,515.93
Subtotal - Diverted	102.26	108.36	108.66	107.18	426.46
Diversion Rate	13.96%	14.73%	14.64%	14.64%	14.49%
Roll-Off					
Roll-Off Solid Waste	267.83	236.08	246.48	157.00	907.39
Roll-Off Recycling	5.12	7.19	7.18	4.65	24.14
Roll-Off Organics	0.00	8.54	18.98	78.34	105.86
Subtotal - Disposed	267.83	236.08	246.48	157.00	907.39
Subtotal - Diverted	5.12	15.73	26.16	82.99	130.00
Diversion Rate	1.88%	6.25%	9.60%	34.58%	12.53%
Residential					
Residential Solid Waste	1,645.84	1,701.76	1,752.43	1,730.96	6,830.99
Residential Curbside Recycling	373.15	377.79	393.84	399.22	1,544.00
Residential Curbside Organics	923.21	892.11	875.23	852.99	3,543.54
Subtotal - Disposed	1,645.84	1,701.76	1,752.43	1,730.96	6,830.99
Subtotal - Diverted	1,296.36	1,269.90	1,269.07	1,252.21	5,087.54
Diversion Rate	44.06%	42.73%	42.00%	41.98%	42.69%
Total Disposed	2,936.22	2,935.04	3,019.23	2,901.32	11,791.81
Total Diverted	1,652.04	1,651.10	1,672.63	1,696.59	6,672.36
Total Diversion Rate	36.01%	36.00%	35.65%	36.90%	36.14%
Single-Family Measured Diversion Rate	44.06%	42.73%	42.00%	41.98%	42.69%
Commercial Measured Diversion Rate	21.61%	23.61%	24.16%	27.52%	24.21%
MFD Measured Diversion Rate	13.96%	14.73%	14.64%	14.64%	14.49%
Overall Measured Diversion Rate	36.01%	36.00%	35.65%	36.90%	36.14%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
East Palo Alto							
Commercial¹ and MFD							
Commercial Solid Waste	1,419.75	1,415.09	1,310.22	1,404.75	1,537.50	132.75	9.45%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	2,756.76	2,515.93	(240.83)	-8.74%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	1,163.30	907.39	(255.91)	-22.00%
Commercial Recycling	564.07	1,038.49	485.98	502.28	525.75	23.47	4.67%
MFD Recycling	28.13	203.81	227.06	281.50	350.45	68.95	24.49%
Roll-Off Recycling	37.53	18.71	11.92	29.20	24.14	(5.06)	-17.33%
Commercial Organics	313.21	303.45	413.02	474.19	502.61	28.42	5.99%
MFD Organics	54.96	71.19	80.94	79.48	76.01	(3.47)	-4.37%
Roll-Off Organics	0.00	9.94	2.79	0.00	105.86	105.86	100.00%
SUBTOTAL - Disposed Tons	4,964.52	5,358.03	5,308.01	5,324.81	4,960.82	(363.99)	-6.84%
SUBTOTAL - Diverted Tons	997.90	1,645.59	1,221.71	1,366.65	1,584.82	218.17	15.96%
Residential							
Residential Solid Waste	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	218.47	3.30%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	1,484.52	1,544.00	59.48	4.01%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	3,528.22	3,543.54	15.32	0.43%
SUBTOTAL - Disposed Tons	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	218.47	3.30%
SUBTOTAL - Diverted Tons	4,750.31	4,807.16	4,984.12	5,012.74	5,087.54	74.80	1.49%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	11,253.44	11,788.80	11,635.15	11,937.33	11,791.81		
TOTAL TONS DIVERTED	5,748.21	6,452.75	6,205.83	6,379.39	6,672.36		
COMMERCIAL DIVERSION RATE	16.74%	23.50%	18.71%	20.42%	24.21%		
MFD DIVERSION RATE	3.04%	9.50%	10.25%	11.58%	14.49%		
RESIDENTIAL DIVERSION RATE	43.03%	42.78%	44.06%	43.12%	42.69%		
TOTAL DIVERSION RATE	33.81%	35.37%	34.78%	34.83%	36.14%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY					
Commercial					
Commercial Solid Waste	650.09	655.40	652.31	622.76	2,580.56
Commercial Recycling	250.96	256.93	268.44	299.11	1,075.44
Commercial Organics	465.02	485.53	525.02	516.11	1,991.68
Subtotal - Disposed	650.09	655.40	652.31	622.76	2,580.56
Subtotal - Diverted	715.98	742.46	793.46	815.22	3,067.12
Diversion Rate	52.41%	53.11%	54.88%	56.69%	54.31%
MFD					
MFD Solid Waste	788.77	769.32	783.22	773.43	3,114.74
MFD Recycling	226.77	238.88	242.74	264.40	972.79
MFD Organics	8.80	9.11	8.94	10.15	37.00
Subtotal - Disposed	788.77	769.32	783.22	773.43	3,114.74
Subtotal - Diverted	235.57	247.99	251.68	274.55	1,009.79
Diversion Rate	23.00%	24.38%	24.32%	26.20%	24.48%
Roll-Off					
Roll-Off Solid Waste	258.53	275.76	297.47	287.57	1,119.33
Roll-Off Recycling	2.36	3.23	2.86	4.01	12.46
Roll-Off Organics	144.27	143.12	137.06	142.24	566.69
Subtotal - Disposed	258.53	275.76	297.47	287.57	1,119.33
Subtotal - Diverted	146.63	146.35	139.92	146.25	579.15
Diversion Rate	36.19%	34.67%	31.99%	33.71%	34.10%
Residential					
Residential Solid Waste	770.87	793.67	815.48	814.99	3,195.01
Residential Curbside Recycling	595.87	590.93	589.68	655.69	2,432.17
Residential Curbside Organics	656.10	629.29	600.04	604.05	2,489.48
Subtotal - Disposed	770.87	793.67	815.48	814.99	3,195.01
Subtotal - Diverted	1,251.97	1,220.22	1,189.72	1,259.74	4,921.65
Diversion Rate	61.89%	60.59%	59.33%	60.72%	60.64%
Total Disposed	2,468.26	2,494.15	2,548.48	2,498.75	10,009.64
Total Diverted	2,350.15	2,357.02	2,374.78	2,495.76	9,577.71
Total Diversion Rate	48.77%	48.59%	48.24%	49.97%	48.90%
Single-Family Measured Diversion Rate	61.89%	60.59%	59.33%	60.72%	60.64%
Commercial Measured Diversion Rate	39.28%	40.07%	40.61%	42.33%	40.59%
MFD Measured Diversion Rate	23.00%	24.38%	24.32%	26.20%	24.48%
Overall Measured Diversion Rate	48.77%	48.59%	48.24%	49.97%	48.90%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Foster City							
Commercial¹ and MFD							
Commercial Solid Waste	3,200.66	3,160.55	2,812.08	2,732.39	2,580.56	(151.83)	-5.56%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	3,201.16	3,114.74	(86.42)	-2.70%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	1,153.30	1,119.33	(33.97)	-2.95%
Commercial Recycling	688.67	941.33	998.73	1,032.09	1,075.44	43.35	4.20%
MFD Recycling	601.97	657.90	828.40	918.77	972.79	54.02	5.88%
Roll-Off Recycling	46.60	22.90	17.36	8.55	12.46	3.91	45.73%
Commercial Organics	1,469.88	1,587.85	1,872.59	1,970.96	1,991.68	20.72	1.05%
MFD Organics	35.51	34.96	48.24	39.47	37.00	(2.47)	-6.26%
Roll-Off Organics	348.55	578.91	523.15	544.56	566.69	22.13	4.06%
SUBTOTAL - Disposed Tons	8,935.59	7,808.56	7,476.63	7,086.85	6,814.63	(272.22)	-3.84%
SUBTOTAL - Diverted Tons	3,191.18	3,823.85	4,288.47	4,514.40	4,656.06	141.66	3.14%
Residential							
Residential Solid Waste	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	8.70	0.27%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	2,404.14	2,432.17	28.03	1.17%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	2,628.83	2,489.48	(139.35)	-5.30%
SUBTOTAL - Disposed Tons	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	8.70	0.27%
SUBTOTAL - Diverted Tons	5,211.92	5,243.08	5,164.17	5,032.97	4,921.65	(111.32)	-2.21%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	12,094.91	11,108.12	10,758.47	10,273.16	10,009.64		
TOTAL TONS DIVERTED	8,403.10	9,066.93	9,452.64	9,547.37	9,577.71		
COMMERCIAL DIVERSION RATE	26.32%	32.87%	36.45%	38.91%	40.59%		
MFD DIVERSION RATE	13.86%	17.78%	20.72%	23.04%	24.48%		
RESIDENTIAL DIVERSION RATE	62.26%	61.38%	61.14%	61.23%	60.64%		
TOTAL DIVERSION RATE	40.99%	44.94%	46.77%	48.17%	48.90%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH					
Commercial					
Commercial Solid Waste	87.01	65.76	68.19	90.01	310.97
Commercial Recycling	89.48	85.97	227.74	129.34	532.53
Commercial Organics	87.08	142.41	87.13	165.35	481.97
Subtotal - Disposed	87.01	65.76	68.19	90.01	310.97
Subtotal - Diverted	176.56	228.38	314.87	294.69	1,014.50
Diversion Rate	66.99%	77.64%	82.20%	76.60%	76.54%
MFD					
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	552.77	558.61	580.82	605.49	2,297.69
Residential Curbside Recycling	466.03	478.73	478.29	519.18	1,942.23
Residential Curbside Organics	1,101.63	988.37	952.50	1,152.08	4,194.58
Subtotal - Disposed	552.77	558.61	580.82	605.49	2,297.69
Subtotal - Diverted	1,567.66	1,467.10	1,430.79	1,671.26	6,136.81
Diversion Rate	73.93%	72.42%	0.00%	73.41%	72.76%
Total Disposed	639.78	624.37	649.01	695.50	2,608.66
Total Diverted	1,744.22	1,695.48	1,745.66	1,965.95	7,151.31
Total Diversion Rate	73.16%	73.09%	72.90%	73.87%	73.27%
Single-Family Measured Diversion Rate	73.93%	72.42%	71.13%	73.41%	72.76%
Commercial Measured Diversion Rate	66.99%	77.64%	82.20%	76.60%	76.54%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.16%	73.09%	72.90%	73.87%	73.27%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Hillsborough							
Commercial¹ and MFD							
Commercial Solid Waste	506.78	379.52	385.31	272.78	310.97	38.19	14.00%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	590.06	229.44	492.63	345.35	532.53	187.18	54.20%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	275.02	323.48	354.35	331.05	481.97	150.92	45.59%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	512.02	381.32	385.31	272.78	310.97	38.19	14.00%
SUBTOTAL - Diverted Tons	872.62	568.76	846.98	676.40	1,014.50	338.10	49.99%
Residential							
Residential Solid Waste	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	55.79	2.49%
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	1,950.19	1,942.23	(7.96)	-0.41%
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	4,386.85	4,194.58	(192.27)	-4.38%
SUBTOTAL - Disposed Tons	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	55.79	2.49%
SUBTOTAL - Diverted Tons	6,090.50	6,483.14	6,317.89	6,337.04	6,136.81	(200.23)	-3.16%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	3,279.88	2,740.38	2,658.49	2,514.68	2,608.66		
TOTAL TONS DIVERTED	6,963.12	7,051.90	7,164.87	7,013.44	7,151.31		
COMMERCIAL DIVERSION RATE	63.02%	59.86%	68.73%	71.26%	76.54%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	68.75%	73.32%	73.54%	73.87%	72.76%		
TOTAL DIVERSION RATE	67.98%	72.01%	72.94%	73.61%	73.27%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK					
Commercial					
Commercial Solid Waste	2,351.95	2,382.08	2,364.99	2,389.70	9,488.72
Commercial Recycling	724.44	797.51	852.48	880.78	3,255.21
Commercial Organics	1,059.94	1,104.75	1,145.99	1,587.51	4,898.19
Subtotal - Disposed	2,351.95	2,382.08	2,364.99	2,389.70	9,488.72
Subtotal - Diverted	1,784.38	1,902.26	1,998.47	2,468.29	8,153.40
Diversion Rate	43.14%	44.40%	45.80%	50.81%	46.22%
MFD					
MFD Solid Waste	551.97	554.36	563.25	555.01	2,224.59
MFD Recycling	189.67	200.60	199.91	208.82	799.00
MFD Organics	28.77	28.45	28.22	33.82	119.26
Subtotal - Disposed	551.97	554.36	563.25	555.01	2,224.59
Subtotal - Diverted	218.44	229.05	228.13	242.64	918.26
Diversion Rate	28.35%	29.24%	28.83%	30.42%	29.22%
Roll-Off					
Roll-Off Solid Waste	123.09	151.41	109.76	119.14	503.40
Roll-Off Recycling	226.69	202.98	189.25	180.35	799.27
Roll-Off Organics	42.83	38.26	50.84	123.57	255.50
Subtotal - Disposed	123.09	151.41	109.76	119.14	503.40
Subtotal - Diverted	269.52	241.24	240.09	303.92	1,054.77
Diversion Rate	68.65%	61.44%	68.63%	71.84%	67.69%
Residential					
Residential Solid Waste	1,084.18	1,095.71	1,081.41	1,128.63	4,389.93
Residential Curbside Recycling	892.45	888.88	885.37	979.13	3,645.83
Residential Curbside Organics	1,834.62	1,762.96	1,633.02	2,293.82	7,524.42
Subtotal - Disposed	1,084.18	1,095.71	1,081.41	1,128.63	4,389.93
Subtotal - Diverted	2,727.07	2,651.84	2,518.39	3,272.95	11,170.25
Diversion Rate	71.55%	70.76%	69.96%	74.36%	71.79%
Total Disposed	4,111.19	4,183.56	4,119.41	4,192.48	16,606.64
Total Diverted	4,999.41	5,024.39	4,985.08	6,287.80	21,296.68
Total Diversion Rate	54.87%	54.57%	54.75%	60.00%	56.19%
Single-Family Measured Diversion Rate	71.55%	70.76%	69.96%	74.36%	71.79%
Commercial Measured Diversion Rate	42.88%	43.45%	44.81%	49.60%	45.32%
MFD Measured Diversion Rate	28.35%	29.24%	28.83%	30.42%	29.22%
Overall Measured Diversion Rate	54.87%	54.57%	54.75%	60.00%	56.19%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Menlo Park							
Commercial¹ and MFD							
Commercial Solid Waste	10,407.78	9,951.68	9,251.31	9,434.44	9,488.72	54.28	0.58%
MFD Solid Waste	2,511.65	2,175.92	2,153.06	2,189.51	2,224.59	35.08	1.60%
Roll-Off Solid Waste	630.67	532.98	410.34	470.77	503.40	32.63	6.93%
Commercial Recycling	2,013.95	2,566.57	2,687.81	2,855.38	3,255.21	399.83	14.00%
MFD Recycling	527.40	663.85	745.63	765.17	799.00	33.83	4.42%
Roll-Off Recycling	481.46	268.82	560.53	772.60	799.27	26.67	3.45%
Commercial Organics	3,707.57	4,094.45	4,345.37	4,265.33	4,898.19	632.86	14.84%
MFD Organics	129.37	114.25	124.09	123.61	119.26	(4.35)	-3.52%
Roll-Off Organics	103.10	356.99	270.73	217.75	255.50	37.75	17.34%
SUBTOTAL - Disposed Tons	13,550.10	12,660.58	11,814.71	12,094.72	12,216.71	121.99	1.01%
SUBTOTAL - Diverted Tons	6,962.85	8,064.93	8,734.16	8,999.84	10,126.43	1,126.59	12.52%
Residential							
Residential Solid Waste	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	9.63	0.22%
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	3,621.01	3,645.83	24.82	0.69%
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	7,830.59	7,524.42	(306.17)	-3.91%
SUBTOTAL - Disposed Tons	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	9.63	0.22%
SUBTOTAL - Diverted Tons	11,785.12	11,884.41	11,726.94	11,451.60	11,170.25	(281.35)	-2.46%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	17,917.07	17,119.89	16,190.56	16,475.02	16,606.64		
TOTAL TONS DIVERTED	18,747.97	19,949.34	20,461.10	20,451.44	21,296.68		
COMMERCIAL DIVERSION RATE	33.94%	38.91%	42.50%	42.66%	45.32%		
MFD DIVERSION RATE	20.73%	26.34%	28.77%	28.87%	29.22%		
RESIDENTIAL DIVERSION RATE	72.96%	72.72%	72.83%	72.33%	71.79%		
TOTAL DIVERSION RATE	51.13%	53.82%	55.83%	55.38%	56.19%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				2015
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS					
Commercial					
Commercial Solid Waste	509.19	533.56	531.14	526.74	2,100.63
Commercial Recycling	148.20	176.34	174.07	173.00	671.61
Commercial Organics	123.65	125.69	124.57	122.11	496.02
Subtotal - Disposed	509.19	533.56	531.14	526.74	2,100.63
Subtotal - Diverted	271.85	302.03	298.64	295.11	1,167.63
Diversion Rate	34.81%	36.15%	35.99%	35.91%	35.73%
MFD					
MFD Solid Waste	245.53	251.48	248.20	248.04	993.25
MFD Recycling	31.41	35.77	36.67	38.17	142.02
MFD Organics	0.61	0.72	1.17	1.74	4.24
Subtotal - Disposed	245.53	251.48	248.20	248.04	993.25
Subtotal - Diverted	32.02	36.49	37.84	39.91	146.26
Diversion Rate	11.54%	12.67%	13.23%	13.86%	12.84%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	692.92	695.75	704.18	728.83	2,821.68
Residential Curbside Recycling	279.57	290.81	289.29	303.43	1,163.10
Residential Curbside Organics	496.68	470.06	471.07	506.90	1,944.71
Subtotal - Disposed	692.92	695.75	704.18	728.83	2,821.68
Subtotal - Diverted	776.25	760.87	760.36	810.33	3,107.81
Diversion Rate	52.84%	52.24%	51.92%	52.65%	52.41%
Total Disposed	1,447.64	1,480.79	1,483.52	1,503.61	5,915.56
Total Diverted	1,080.12	1,099.39	1,096.84	1,145.35	4,421.70
Total Diversion Rate	42.73%	42.61%	42.51%	43.24%	42.77%
Single-Family Measured Diversion Rate	52.84%	52.24%	51.92%	52.65%	52.41%
Commercial Measured Diversion Rate	28.71%	30.13%	30.16%	30.19%	29.81%
MFD Measured Diversion Rate	11.54%	12.67%	13.23%	13.86%	12.84%
Overall Measured Diversion Rate	42.73%	42.61%	42.51%	43.24%	42.77%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
North Fair Oaks							
Commercial¹ and MFD							
Commercial Solid Waste	1,729.60	2,033.91	1,942.78	2,016.00	2,100.63	84.63	4.20%
MFD Solid Waste	785.27	822.70	967.90	975.96	993.25	17.29	1.77%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	418.58	477.20	489.79	564.86	671.61	106.75	18.90%
MFD Recycling	100.23	110.41	118.40	120.80	142.02	21.22	17.57%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	366.40	381.55	392.05	472.35	496.02	23.67	5.01%
MFD Organics	3.02	2.18	1.58	2.11	4.24	2.13	100.95%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	2,514.87	2,856.61	2,910.68	2,991.96	3,093.88	101.92	3.41%
SUBTOTAL - Diverted Tons	888.23	971.34	1,001.82	1,160.12	1,313.89	153.77	13.25%
Residential							
Residential Solid Waste	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	30.56	1.09%
Residential Curbside Recycling	989.25	1,154.24	1,170.12	1,164.56	1,163.10	(1.46)	-0.13%
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	1,991.06	1,944.71	(46.35)	-2.33%
SUBTOTAL - Disposed Tons	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	30.56	1.09%
SUBTOTAL - Diverted Tons	3,040.48	3,278.61	3,258.61	3,155.62	3,107.81	(47.81)	-1.52%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	5,008.63	5,625.14	5,743.11	5,783.08	5,915.56		
TOTAL TONS DIVERTED	3,928.71	4,249.95	4,260.43	4,315.74	4,421.70		
COMMERCIAL DIVERSION RATE	26.10%	25.37%	25.61%	27.94%	29.81%		
MFD DIVERSION RATE	11.62%	12.04%	11.03%	11.19%	12.84%		
RESIDENTIAL DIVERSION RATE	54.94%	54.22%	53.50%	53.06%	52.41%		
TOTAL DIVERSION RATE	43.96%	43.04%	42.59%	42.74%	42.77%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY					
Commercial					
Commercial Solid Waste	4,004.53	4,021.44	4,190.89	4,129.42	16,346.28
Commercial Recycling	1,031.21	1,119.68	1,146.76	1,213.40	4,511.05
Commercial Organics	1,012.29	1,067.99	1,108.22	1,237.87	4,426.37
Subtotal - Disposed	4,004.53	4,021.44	4,190.89	4,129.42	16,346.28
Subtotal - Diverted	2,043.50	2,187.67	2,254.98	2,451.27	8,937.42
Diversion Rate	33.79%	35.23%	34.98%	37.25%	35.35%
MFD					
MFD Solid Waste	1,733.64	1,768.75	1,786.67	1,825.00	7,114.06
MFD Recycling	321.00	340.20	348.47	381.88	1,391.55
MFD Organics	25.74	25.33	26.15	28.22	105.44
Subtotal - Disposed	1,733.64	1,768.75	1,786.67	1,825.00	7,114.06
Subtotal - Diverted	346.74	365.53	374.62	410.10	1,496.99
Diversion Rate	16.67%	17.13%	17.33%	18.35%	17.38%
Roll-Off					
Roll-Off Solid Waste	986.75	960.14	974.04	1,023.41	3,944.34
Roll-Off Recycling	95.11	82.59	69.78	88.71	336.19
Roll-Off Organics	154.88	168.67	156.18	153.77	633.50
Subtotal - Disposed	986.75	960.14	974.04	1,023.41	3,944.34
Subtotal - Diverted	249.99	251.26	225.96	242.48	969.69
Diversion Rate	20.21%	20.74%	18.83%	19.15%	19.73%
Residential					
Residential Solid Waste	2,459.46	2,516.58	2,519.97	2,605.65	10,101.66
Residential Curbside Recycling	1,867.51	1,827.01	1,770.63	1,981.40	7,446.55
Residential Curbside Organics	3,040.84	2,815.79	2,662.73	3,117.96	11,637.32
Subtotal - Disposed	2,459.46	2,516.58	2,519.97	2,605.65	10,101.66
Subtotal - Diverted	4,908.35	4,642.80	4,433.36	5,099.36	19,083.87
Diversion Rate	66.62%	64.85%	63.76%	66.18%	65.39%
Total Disposed	9,184.38	9,266.91	9,471.57	9,583.48	37,506.34
Total Diverted	7,548.58	7,447.26	7,288.92	8,203.21	30,487.97
Total Diversion Rate	45.11%	44.56%	43.49%	46.12%	44.84%
Single-Family Measured Diversion Rate	66.62%	64.85%	63.76%	66.18%	65.39%
Commercial Measured Diversion Rate	28.19%	29.35%	29.12%	30.79%	29.39%
MFD Measured Diversion Rate	16.67%	17.13%	17.33%	18.35%	17.38%
Overall Measured Diversion Rate	45.11%	44.56%	43.49%	46.12%	44.84%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Redwood City							
Commercial¹ and MFD							
Commercial Solid Waste	14,650.61	15,913.47	15,321.40	15,896.35	16,346.28	449.93	2.83%
MFD Solid Waste	7,963.02	7,687.77	7,466.53	7,130.61	7,114.06	(16.55)	-0.23%
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	4,098.20	3,944.34	(153.86)	-3.75%
Commercial Recycling	2,984.86	3,477.58	3,492.67	4,054.47	4,511.05	456.58	11.26%
MFD Recycling	1,147.28	1,211.15	1,301.58	1,304.54	1,391.55	87.01	6.67%
Roll-Off Recycling	122.07	114.38	158.71	194.51	336.19	141.68	72.84%
Commercial Organics	2,656.97	3,229.20	3,442.53	3,710.01	4,426.37	716.36	19.31%
MFD Organics	136.97	129.08	123.64	114.41	105.44	(8.97)	-7.84%
Roll-Off Organics	616.13	747.42	651.78	632.59	633.50	0.91	0.14%
SUBTOTAL - Disposed Tons	26,752.49	27,765.08	26,798.52	27,125.16	27,404.68	279.52	1.03%
SUBTOTAL - Diverted Tons	7,664.28	8,908.81	9,170.91	10,010.53	11,404.10	1,393.57	13.92%
Residential							
Residential Solid Waste	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	87.15	0.87%
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	7,568.52	7,446.55	(121.97)	-1.61%
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	12,177.01	11,637.32	(539.69)	-4.43%
SUBTOTAL - Disposed Tons	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	87.15	0.87%
SUBTOTAL - Diverted Tons	18,660.37	19,804.59	20,203.88	19,745.53	19,083.87	(661.66)	-3.35%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	37,296.62	38,146.22	36,998.76	37,139.67	37,506.34		
TOTAL TONS DIVERTED	26,324.65	28,713.40	29,374.79	29,756.06	30,487.97		
COMMERCIAL DIVERSION RATE	22.27%	24.29%	25.50%	26.96%	29.39%		
MFD DIVERSION RATE	13.89%	14.85%	16.03%	16.60%	17.38%		
RESIDENTIAL DIVERSION RATE	63.90%	65.61%	66.45%	66.35%	65.39%		
TOTAL DIVERSION RATE	41.38%	42.95%	44.26%	44.48%	44.84%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS					
Commercial					
Commercial Solid Waste	1,572.09	1,552.08	1,511.05	1,498.53	6,133.75
Commercial Recycling	492.14	518.33	584.87	534.64	2,129.98
Commercial Organics	281.92	311.02	335.47	370.14	1,298.55
Subtotal - Disposed	1,572.09	1,552.08	1,511.05	1,498.53	6,133.75
Subtotal - Diverted	774.06	829.35	920.34	904.78	3,428.53
Diversion Rate	32.99%	34.83%	37.85%	37.65%	35.85%
MFD					
MFD Solid Waste	379.82	392.78	386.35	391.18	1,550.13
MFD Recycling	115.57	120.99	118.06	125.59	480.21
MFD Organics	29.23	29.71	28.86	31.44	119.24
Subtotal - Disposed	379.82	392.78	386.35	391.18	1,550.13
Subtotal - Diverted	144.80	150.70	146.92	157.03	599.45
Diversion Rate	27.60%	27.73%	27.55%	28.64%	27.89%
Roll-Off					
Roll-Off Solid Waste	212.49	197.00	240.03	212.50	862.02
Roll-Off Recycling	55.18	44.31	40.38	45.14	185.01
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	212.49	197.00	240.03	212.50	862.02
Subtotal - Diverted	55.18	44.31	40.38	45.14	185.01
Diversion Rate	20.61%	18.36%	14.40%	0.00%	17.67%
Residential					
Residential Solid Waste	1,057.20	1,059.28	1,077.91	1,125.56	4,319.95
Residential Curbside Recycling	943.76	929.71	900.46	1,001.42	3,775.35
Residential Curbside Organics	1,471.37	1,401.38	1,301.23	1,485.50	5,659.48
Subtotal - Disposed	1,057.20	1,059.28	1,077.91	1,125.56	4,319.95
Subtotal - Diverted	2,415.13	2,331.09	2,201.69	2,486.92	9,434.83
Diversion Rate	69.55%	68.76%	67.13%	0.00%	68.59%
Total Disposed	3,221.60	3,201.14	3,215.34	3,227.77	12,865.85
Total Diverted	3,389.17	3,355.45	3,309.33	3,593.87	13,647.82
Total Diversion Rate	51.27%	51.18%	50.72%	52.68%	51.47%
Single-Family Measured Diversion Rate	69.55%	68.76%	67.13%	68.84%	68.59%
Commercial Measured Diversion Rate	31.04%	32.35%	34.13%	34.49%	33.02%
MFD Measured Diversion Rate	27.60%	27.73%	27.55%	28.64%	27.89%
Overall Measured Diversion Rate	51.27%	51.18%	50.72%	52.68%	51.47%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
San Carlos							
Commercial¹ and MFD							
Commercial Solid Waste	6,080.74	6,058.04	6,151.67	6,274.92	6,133.75	(141.17)	-2.25%
MFD Solid Waste	1,756.00	1,556.17	1,593.44	1,579.36	1,550.13	(29.23)	-1.85%
Roll-Off Solid Waste	1,336.01	976.84	823.76	808.18	862.02	53.84	6.66%
Commercial Recycling	1,583.21	1,757.09	1,895.15	2,023.91	2,129.98	106.07	5.24%
MFD Recycling	407.67	375.77	444.50	467.01	480.21	13.20	2.83%
Roll-Off Recycling	345.23	186.22	174.06	139.80	185.01	45.21	32.34%
Commercial Organics	687.65	838.14	863.47	1,015.48	1,298.55	283.07	27.88%
MFD Organics	86.80	73.08	78.57	122.38	119.24	(3.14)	-2.57%
Roll-Off Organics	64.78	2.13	9.28	2.29	0.00	(2.29)	-100.00%
SUBTOTAL - Disposed Tons	9,172.75	8,591.05	8,568.87	8,662.46	8,545.90	(116.56)	-1.35%
SUBTOTAL - Diverted Tons	3,175.34	3,232.43	3,465.03	3,770.87	4,212.99	442.12	11.72%
Residential							
Residential Solid Waste	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	(11.14)	-0.26%
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	3,872.17	3,775.35	(96.82)	-2.50%
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	5,812.59	5,659.48	(153.11)	-2.63%
SUBTOTAL - Disposed Tons	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	(11.14)	-0.26%
SUBTOTAL - Diverted Tons	10,010.71	10,260.86	10,117.83	9,684.76	9,434.83	(249.93)	-2.58%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	13,671.23	13,080.09	12,974.02	12,993.55	12,865.85		
TOTAL TONS DIVERTED	13,186.05	13,493.29	13,582.86	13,455.63	13,647.82		
COMMERCIAL DIVERSION RATE	25.72%	27.34%	28.79%	30.33%	33.02%		
MFD DIVERSION RATE	21.97%	22.39%	24.71%	27.18%	27.89%		
RESIDENTIAL DIVERSION RATE	69.00%	69.57%	69.67%	69.10%	68.59%		
TOTAL DIVERSION RATE	49.10%	50.78%	51.15%	50.87%	51.47%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO					
Commercial					
Commercial Solid Waste	3,544.71	3,536.65	3,552.78	3,729.45	14,363.59
Commercial Recycling	1,159.95	1,225.36	1,302.05	1,395.08	5,082.44
Commercial Organics	834.95	843.15	907.86	882.88	3,468.84
Subtotal - Disposed	3,544.71	3,536.65	3,552.78	3,729.45	14,363.59
Subtotal - Diverted	1,994.90	2,068.51	2,209.91	2,277.96	8,551.28
Diversion Rate	36.01%	36.90%	38.35%	37.92%	37.32%
MFD					
MFD Solid Waste	2,670.97	2,678.25	2,657.06	2,647.39	10,653.67
MFD Recycling	667.51	669.93	690.51	731.62	2,759.57
MFD Organics	71.16	78.23	82.12	80.08	311.59
Subtotal - Disposed	2,670.97	2,678.25	2,657.06	2,647.39	10,653.67
Subtotal - Diverted	738.67	748.16	772.63	811.70	3,071.16
Diversion Rate	21.66%	21.84%	22.53%	0.00%	22.38%
Roll-Off					
Roll-Off Solid Waste	974.88	1,063.77	1,067.15	1,111.85	4,217.65
Roll-Off Recycling	88.01	96.62	94.11	117.91	396.65
Roll-Off Organics	0.00	0.00	2.44	0.00	2.44
Subtotal - Disposed	974.88	1,063.77	1,067.15	1,111.85	4,217.65
Subtotal - Diverted	88.01	96.62	96.55	117.91	399.09
Diversion Rate	8.28%	8.33%	8.30%	9.59%	8.64%
Residential					
Residential Solid Waste	3,072.72	3,113.42	3,182.62	3,267.73	12,636.49
Residential Curbside Recycling	2,068.98	2,079.89	2,096.19	2,324.29	8,569.35
Residential Curbside Organics	3,404.00	3,122.15	3,019.13	3,269.25	12,814.53
Subtotal - Disposed	3,072.72	3,113.42	3,182.62	3,267.73	12,636.49
Subtotal - Diverted	5,472.98	5,202.04	5,115.32	5,593.54	21,383.88
Diversion Rate	64.04%	62.56%	61.65%	63.12%	62.86%
Total Disposed	10,263.28	10,392.09	10,459.61	10,756.42	41,871.40
Total Diverted	8,294.56	8,115.33	8,194.41	8,801.11	33,405.41
Total Diversion Rate	44.70%	43.85%	43.93%	45.00%	44.38%
Single-Family Measured Diversion Rate	64.04%	62.56%	61.65%	63.12%	62.86%
Commercial Measured Diversion Rate	28.18%	28.58%	29.73%	29.99%	29.14%
MFD Measured Diversion Rate	21.66%	21.84%	22.53%	0.00%	22.38%
Overall Measured Diversion Rate	44.70%	43.85%	43.93%	45.00%	44.38%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
San Mateo							
Commercial¹ and MFD							
Commercial Solid Waste	13,943.82	14,785.48	14,034.95	14,458.76	14,363.59	(95.17)	-0.66%
MFD Solid Waste	11,703.20	10,580.12	10,663.03	10,499.72	10,653.67	153.95	1.47%
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	4,175.79	4,217.65	41.86	1.00%
Commercial Recycling	3,608.08	4,286.18	4,599.20	4,994.51	5,082.44	87.93	1.76%
MFD Recycling	2,365.38	2,278.04	2,498.87	2,609.95	2,759.57	149.62	5.73%
Roll-Off Recycling	438.38	498.93	422.51	403.03	396.65	(6.38)	-1.58%
Commercial Organics	2,646.99	3,006.65	3,033.41	3,169.17	3,468.84	299.67	9.46%
MFD Organics	382.22	357.70	342.73	291.12	311.59	20.47	7.03%
Roll-Off Organics	0.47	18.50	0.00	0.00	2.44	2.44	100.00%
SUBTOTAL - Disposed Tons	29,970.77	29,965.91	29,153.23	29,134.27	29,234.91	100.64	0.35%
SUBTOTAL - Diverted Tons	9,441.52	10,446.00	10,896.72	11,467.78	12,021.53	553.75	4.83%
Residential							
Residential Solid Waste	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	134.40	1.08%
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	8,542.51	8,569.35	26.84	0.31%
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	13,676.71	12,814.53	(862.18)	-6.30%
SUBTOTAL - Disposed Tons	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	134.40	1.08%
SUBTOTAL - Diverted Tons	22,323.72	22,704.82	22,462.77	22,219.22	21,383.88	(835.34)	-3.76%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	42,280.97	42,699.73	41,674.02	41,636.36	41,871.40		
TOTAL TONS DIVERTED	31,765.24	33,150.82	33,359.49	33,687.00	33,405.41		
COMMERCIAL DIVERSION RATE	23.96%	25.85%	27.21%	28.24%	29.14%		
MFD DIVERSION RATE	19.01%	19.94%	21.04%	21.65%	22.38%		
RESIDENTIAL DIVERSION RATE	64.46%	64.07%	64.21%	63.99%	62.86%		
TOTAL DIVERSION RATE	42.90%	43.71%	44.46%	44.72%	44.38%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO COUNTY					
Commercial					
Commercial Solid Waste	202.20	208.71	210.85	203.39	825.15
Commercial Recycling	68.65	72.27	75.71	80.11	296.74
Commercial Organics	82.20	87.38	89.07	87.33	345.98
Subtotal - Disposed	202.20	208.71	210.85	203.39	825.15
Subtotal - Diverted	150.85	159.65	164.78	167.44	642.72
Diversion Rate	42.73%	43.34%	43.87%	45.15%	43.79%
MFD					
MFD Solid Waste	103.87	105.99	107.31	109.76	426.93
MFD Recycling	13.09	14.00	13.77	15.01	55.87
MFD Organics	0.95	0.95	0.97	0.90	3.77
Subtotal - Disposed	103.87	105.99	107.31	109.76	426.93
Subtotal - Diverted	14.04	14.95	14.74	15.91	59.64
Diversion Rate	11.91%	12.36%	12.08%	12.66%	12.26%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	650.43	657.39	682.27	695.96	2,686.05
Residential Curbside Recycling	590.66	592.09	571.51	630.00	2,384.26
Residential Curbside Organics	1,019.39	924.86	897.02	1,043.58	3,884.85
Subtotal - Disposed	650.43	657.39	682.27	695.96	2,686.05
Subtotal - Diverted	1,610.05	1,516.95	1,468.53	1,673.58	6,269.11
Diversion Rate	71.23%	69.77%	68.28%	70.63%	70.01%
Total Disposed	956.50	972.09	1,000.43	1,009.11	3,938.13
Total Diverted	1,774.94	1,691.55	1,648.05	1,856.93	6,971.47
Total Diversion Rate	64.98%	63.51%	62.23%	64.79%	63.90%
Single-Family Measured Diversion Rate	71.23%	69.77%	68.28%	70.63%	70.01%
Commercial Measured Diversion Rate	35.01%	35.68%	36.07%	36.93%	35.94%
MFD Measured Diversion Rate	11.91%	12.36%	12.08%	12.66%	12.26%
Overall Measured Diversion Rate	64.98%	63.51%	62.23%	64.79%	63.90%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
San Mateo County							
Commercial¹ and MFD							
Commercial Solid Waste	998.90	1,050.52	995.20	896.77	825.15	(71.62)	-7.99%
MFD Solid Waste	419.41	397.14	411.31	419.04	426.93	7.89	1.88%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	199.65	243.73	264.07	283.65	296.74	13.09	4.61%
MFD Recycling	60.39	49.96	48.18	50.51	55.87	5.36	10.61%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	145.94	219.45	223.46	320.68	345.98	25.30	7.89%
MFD Organics	8.13	4.84	4.48	3.52	3.77	0.25	7.10%
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,418.31	1,447.66	1,406.51	1,315.81	1,252.08	(63.73)	-4.84%
SUBTOTAL - Diverted Tons	414.21	517.98	540.19	658.36	702.36	44.00	6.68%
Residential							
Residential Solid Waste	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	(5.64)	-0.21%
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	2,371.48	2,384.26	12.78	0.54%
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	3,935.51	3,884.85	(50.66)	-1.29%
SUBTOTAL - Disposed Tons	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	(5.64)	-0.21%
SUBTOTAL - Diverted Tons	6,281.18	6,675.02	6,676.77	6,306.99	6,269.11	(37.88)	-0.60%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	4,015.15	4,153.74	4,082.32	4,007.50	3,938.13		
TOTAL TONS DIVERTED	6,695.39	7,193.00	7,216.96	6,965.35	6,971.47		
COMMERCIAL DIVERSION RATE	22.60%	26.35%	27.75%	33.35%	35.94%		
MFD DIVERSION RATE	14.04%	12.13%	11.35%	11.42%	12.26%		
RESIDENTIAL DIVERSION RATE	70.75%	71.15%	71.39%	70.09%	70.01%		
TOTAL DIVERSION RATE	62.51%	63.39%	63.87%	63.48%	63.90%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY					
Commercial					
Commercial Solid Waste	100.36	94.51	101.64	101.74	398.25
Commercial Recycling	38.24	37.69	41.44	43.70	161.07
Commercial Organics	37.78	25.63	39.05	37.81	140.27
Subtotal - Disposed	100.36	94.51	101.64	101.74	398.25
Subtotal - Diverted	76.02	63.32	80.49	81.51	301.34
Diversion Rate	43.10%	40.12%	44.19%	44.48%	43.07%
MFD					
MFD Solid Waste	6.84	6.70	6.76	7.19	27.49
MFD Recycling	3.38	3.35	3.21	3.56	13.50
MFD Organics	0.41	0.43	0.45	0.46	1.75
Subtotal - Disposed	6.84	6.70	6.76	7.19	27.49
Subtotal - Diverted	3.79	3.78	3.66	4.02	15.25
Diversion Rate	35.65%	36.07%	35.12%	35.86%	35.68%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	276.69	279.53	277.95	293.29	1,127.46
Residential Curbside Recycling	262.49	266.47	270.77	293.63	1,093.36
Residential Curbside Organics	579.07	545.77	509.56	686.80	2,321.20
Subtotal - Disposed	276.69	279.53	277.95	293.29	1,127.46
Subtotal - Diverted	841.56	812.24	780.33	980.43	3,414.56
Diversion Rate	75.26%	74.40%	73.74%	76.97%	75.18%
Total Disposed	383.89	380.74	386.35	402.22	1,553.20
Total Diverted	921.37	879.34	864.48	1,065.96	3,731.15
Total Diversion Rate	70.59%	69.78%	69.11%	72.60%	70.61%
Single-Family Measured Diversion Rate	75.26%	74.40%	73.74%	76.97%	75.18%
Commercial Measured Diversion Rate	42.68%	39.87%	43.70%	43.98%	42.65%
MFD Measured Diversion Rate	35.65%	36.07%	35.12%	35.86%	35.68%
Overall Measured Diversion Rate	70.59%	69.78%	69.11%	72.60%	70.61%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
West Bay Sanitary							
Commercial¹ and MFD							
Commercial Solid Waste	392.32	379.90	374.80	409.91	398.25	(11.66)	-2.84%
MFD Solid Waste	72.55	61.63	47.95	27.81	27.49	(0.32)	-1.15%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	103.53	128.31	136.16	148.27	161.07	12.80	8.63%
MFD Recycling	16.80	18.33	16.56	13.10	13.50	0.40	3.05%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	46.18	102.39	139.39	146.95	140.27	(6.68)	-4.55%
MFD Organics	0.00	0.00	0.82	1.66	1.75	0.09	5.42%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	464.87	441.53	422.75	437.72	425.74	(11.98)	-2.74%
SUBTOTAL - Diverted Tons	166.51	249.03	292.93	309.98	316.59	6.61	2.13%
Residential							
Residential Solid Waste	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	(29.37)	-2.54%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	1,121.17	1,093.36	(27.81)	-2.48%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	2,391.92	2,321.20	(70.72)	-2.96%
SUBTOTAL - Disposed Tons	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	(29.37)	-2.54%
SUBTOTAL - Diverted Tons	3,462.82	3,659.22	3,589.47	3,513.09	3,414.56	(98.53)	-2.80%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	1,559.35	1,646.22	1,594.91	1,594.55	1,553.20		
TOTAL TONS DIVERTED	3,629.33	3,908.25	3,882.40	3,823.07	3,731.15		
COMMERCIAL DIVERSION RATE	26.37%	36.06%	40.93%	41.46%	42.65%		
MFD DIVERSION RATE	18.80%	22.92%	26.60%	34.67%	35.68%		
RESIDENTIAL DIVERSION RATE	75.98%	75.23%	75.38%	75.23%	75.18%		
TOTAL DIVERSION RATE	69.95%	70.36%	70.88%	70.57%	70.61%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2015

MEMBER AGENCY	2015					Days	Routes	Tons/Rt/Day
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date			
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected			
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	16,070.06	16,100.41	16,284.52	16,476.36	64,931.35	260	23	10.86
Commercial Recycling	5,334.33	5,636.28	6,063.15	6,109.88	23,143.64	260	15	5.93
Commercial Organics	5,288.67	5,492.62	5,607.92	6,381.95	22,771.16	260	3	29.19
Subtotal - Disposed	16,070.06	16,100.41	16,284.52	16,476.36	64,931.35			
Subtotal - Diverted	10,623.00	11,128.90	11,671.07	12,491.83	45,914.80			
Diversion Rate	39.80%	40.87%	41.75%	43.12%	41.42%			
MFD								
MFD Solid Waste	8,333.01	8,392.83	8,412.93	8,414.13	33,552.90	260	23	5.61
MFD Recycling	2,019.19	2,091.26	2,123.65	2,260.87	8,494.97	260	15	2.18
MFD Organics	216.62	224.03	227.52	238.61	906.78	260	3	1.16
Subtotal - Disposed	8,333.01	8,392.83	8,412.93	8,414.13	33,552.90			
Subtotal - Diverted	2,235.81	2,315.29	2,351.17	2,499.48	9,401.75			
Diversion Rate	21.15%	21.62%	21.84%	22.90%	21.89%			
Roll-Off								
Roll-Off Solid Waste	4,724.43	5,004.94	5,183.49	5,047.33	19,960.19	260	4	19.19
Roll-Off Recycling	511.04	469.21	439.82	483.78	1,903.85	260	4	1.83
Roll-Off Organics	341.98	358.59	365.50	497.92	1,563.99	260	4	1.50
Subtotal - Disposed	4,724.43	5,004.94	5,183.49	5,047.33	19,960.19			
Subtotal - Diverted	853.02	827.80	805.32	981.70	3,467.84			
Diversion Rate	15.29%	14.19%	13.45%	16.28%	14.80%			
Residential								
Residential Solid Waste	14,376.69	14,638.21	14,866.65	15,265.02	59,146.57	260	26	8.75
Residential Curbside Recycling	10,102.81	10,092.76	10,003.67	11,024.82	41,224.06	260	26	6.10
Residential Curbside Organics	18,537.04	17,268.20	16,495.20	19,426.94	71,727.38	260	23	11.99
Subtotal - Disposed	14,376.69	14,638.21	14,866.65	15,265.02	59,146.57			
Subtotal - Diverted	28,639.85	27,360.96	26,498.87	30,451.76	112,951.44			
Diversion Rate	66.58%	65.15%	64.06%	66.61%	65.63%			
Total Disposed	43,504.19	44,136.39	44,747.59	45,202.84	177,591.01			
Total Diverted	42,351.68	41,632.95	41,326.43	46,424.77	171,735.83			
Total Diversion Rate	49.33%	48.54%	48.01%	50.67%	49.16%			
Single-Family Measured Diversion Rate	66.58%	65.15%	64.06%	66.61%	65.63%			
Commercial Measured Diversion Rate	32.01%	32.61%	33.16%	34.79%	33.17%			
MFD Measured Diversion Rate	21.15%	21.62%	21.84%	22.90%	21.89%			
Overall Measured Diversion Rate	49.33%	48.54%	48.01%	50.67%	49.16%			

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2015

<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>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
TOTAL SBWMA							
Commercial¹ and MFD							
Commercial Solid Waste	64,421.28	66,791.41	63,656.41	64,847.43	64,931.35	83.92	0.13%
MFD Solid Waste	36,991.66	34,230.33	34,521.20	33,876.59	33,552.90	(323.69)	-0.96%
Roll-Off Solid Waste	21,206.80	22,305.42	20,041.01	19,829.00	19,960.19	131.19	0.66%
Commercial Recycling	16,105.16	18,699.81	19,545.59	21,559.03	23,143.64	1,584.61	7.35%
MFD Recycling	6,454.81	6,825.10	7,615.90	7,992.60	8,494.97	502.37	6.29%
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	1,702.31	1,903.85	201.54	11.84%
Commercial Organics	15,484.71	17,386.86	19,075.20	19,805.15	22,771.16	2,966.01	14.98%
MFD Organics	940.35	892.72	926.59	894.30	906.78	12.48	1.40%
Roll-Off Organics	2,287.29	1,993.59	1,467.47	1,397.19	1,563.99	166.80	11.94%
SUBTOTAL - Disposed Tons	122,619.74	123,327.16	118,218.62	118,553.02	118,444.44	(108.58)	-0.09%
SUBTOTAL - Diverted Tons	42,876.32	47,144.49	50,120.02	53,350.58	58,784.39	5,433.81	10.19%
Residential							
Residential Solid Waste	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	593.50	1.01%
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	41,379.87	41,224.06	(155.81)	-0.38%
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	74,772.73	71,727.38	(3,045.35)	-4.07%
SUBTOTAL - Disposed Tons	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	593.50	1.01%
SUBTOTAL - Diverted Tons	115,966.34	119,692.79	118,810.38	116,152.60	112,951.44	(3,201.16)	-2.76%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	181,925.87	183,090.90	177,001.51	177,106.09	177,591.01		
TOTAL TONS DIVERTED	158,842.66	166,837.28	168,930.40	169,503.18	171,735.83		
COMMERCIAL DIVERSION RATE	25.91%	27.66%	29.77%	31.04%	33.17%		
MFD DIVERSION RATE	16.66%	18.40%	19.84%	20.78%	21.89%		
RESIDENTIAL DIVERSION RATE	66.16%	66.70%	66.90%	66.48%	65.63%		
TOTAL DIVERSION RATE	46.61%	47.68%	48.83%	48.90%	49.16%		

¹ Includes Agency facilities tonnage

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2015

	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	74	76	98	127	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Belmont	149	113	159	172	0	1	0	1	0	0	1	0	1	0	0	0	0	1	3	2	2	2	2	2
Burlingame	216	198	252	304	1	0	0	0	0	0	0	0	0	1	0	0	1	2	1	0	6	4	4	4
East Palo Alto	74	42	72	56	4	1	0	0	0	0	0	0	0	0	0	1	1	1	0	1	0	2	1	1
Foster City	127	64	112	152	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	2	2	3	4	4
Hillsborough	147	163	220	232	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	4	1	1
Menlo Park	166	155	240	319	0	0	0	1	0	0	0	0	0	0	0	0	3	3	1	4	5	1	2	2
North Fair Oaks	98	56	84	61	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	2	0	1	1
Redwood City	553	427	539	592	2	2	1	2	0	1	0	0	0	0	0	2	1	0	1	3	4	11	2	2
San Carlos	285	176	227	304	4	1	0	0	0	0	0	0	1	0	0	3	3	2	1	3	3	7	4	4
San Mateo	442	508	566	716	4	2	2	1	2	1	1	0	0	1	2	1	3	2	2	10	5	9	8	8
San Mateo County	287	93	125	367	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	4	2	1	3	3
West Bay	56	74	60	81	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	2	0	1	1	1
Totals	2,674	2,145	2,754	3,483	18	8	4	11	2	2	2	0	3	2	3	1	8	13	9	8	35	25	48	33

	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	70	130	127	172	17	38	44	41	0	0	0	0	114	143	146	182	57	50	77	75
Belmont	471	565	626	795	44	47	57	58	1	2	0	4	335	311	398	468	136	180	205	185
Burlingame	534	549	557	743	80	100	116	109	1	1	1	1	399	422	438	637	193	160	248	206
East Palo Alto	313	354	359	382	18	25	18	35	1	1	0	0	164	132	186	232	20	28	16	14
Foster City	364	479	597	689	24	30	50	42	0	1	2	2	239	258	366	423	135	173	190	172
Hillsborough	202	238	296	360	34	54	69	51	0	0	0	0	186	192	237	384	64	72	108	71
Menlo Park	455	557	592	637	55	76	126	95	0	0	1	0	369	396	506	570	164	197	192	209
North Fair Oaks	173	180	177	191	72	35	59	36	0	0	0	0	111	145	163	198	13	18	36	15
Redwood City	1147	1356	1518	1659	156	151	184	242	0	2	0	0	694	670	805	1120	41	48	49	40
San Carlos	551	639	744	884	94	164	149	147	0	0	0	0	1060	1132	1149	1576	172	193	253	252
San Mateo	1467	1761	1943	2237	174	90	158	174	0	4	1	0	1090	1190	927	1830	518	518	594	651
San Mateo County	314	360	386	450	57	143	98	97	0	0	0	0	227	183	485	389	97	116	151	123
West Bay	154	154	181	179	11	19	24	15	0	0	0	0	69	90	90	162	39	56	59	65
Totals	6,215	7,322	8,103	9,378	836	972	1,152	1,142	3	11	5	7	5,057	5,264	5,896	8,171	1,649	1,809	2,178	2,078

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2015

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	37,286	36,770	516	1.38%	16.55	91.41%	624
Quarter 2	37,968	37,328	640	1.69%	17.97	89.55%	655
Quarter 3	42,779	41,929	850	1.99%	21.03	87.24%	614
Quarter 4	45,592	44,824	768	1.68%	19.03	88.13%	619
Year to Date	163,625	160,851	2,774	1.70%	18.74	88.97%	2,512

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2015

	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	2	3	0	2	1	0	0	0	0	0	0	0
Belmont	12	14	15	10	12	6	3	1	90	214	59	152
Burlingame	15	13	38	2	5	6	21	26	127	112	218	207
East Palo Alto	4	29	11	2	0	1	8	2	104	94	289	33
Foster City	16	8	20	15	0	0	5	3	75	110	135	145
Hillsborough	5	0	0	0	0	1	0	0	0	0	0	0
Menlo Park	15	38	24	14	0	6	19	2	0	16	79	4
North Fair Oaks	5	24	10	1	0	0	6	0	36	211	119	7
Redwood City	22	12	5	11	7	6	14	0	155	418	530	220
San Carlos	18	19	5	6	4	2	3	6	30	21	22	18
San Mateo	27	15	6	3	2	7	13	2	358	557	605	25
San Mateo County	0	8	12	6	0	0	0	0	0	0	21	0
West Bay	5	5	0	3	2	0	0	0	0	0	0	0
Totals	146	188	146	75	33	35	92	42	975	1,753	2,077	811

**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			2015 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	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	1	\$ 150
Belmont	0	0	-	1	0	-	4	0	-	0	1	0	-	-	2	\$ 150
Burlingame	0	0	-	1	0	-	1	0	-	0	4	0	-	-	2	\$ 150
East Palo Alto	1	0	-	1	0	-	1	0	-	0	0	0	-	-	1	\$ 150
Foster City	1	0	-	1	0	-	1	0	-	0	0	0	-	-	2	\$ 150
Hillsborough	1	0	-	0	0	-	0	0	-	0	0	0	-	-	1	\$ 150
Menlo Park	0	0	-	3	0	-	5	2	300	0	2	0	-	300	3	\$ 150
North Fair Oaks	0	0	-	1	0	-	0	0	-	0	0	0	-	-	1	\$ 150
Redwood City	3	0	-	3	0	-	2	0	-	0	1	0	-	-	6	\$ 150
San Carlos	3	0	-	3	0	-	4	0	-	0	1	0	-	-	3	\$ 150
San Mateo	4	0	-	5	0	-	3	0	-	0	7	0	-	-	6	\$ 150
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	2	\$ 150
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	1	\$ 150
	13	0	-	19	0	-	21	2	300	0	16	0	-	300	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			2015 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	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	1	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	4	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	4	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	3	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	4	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	2	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	5	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	2	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	11	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	6	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	13	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	3	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	1	\$ 100
	0	0	-	-	0	-	-	0	-	0	-	0	-	-	59	

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

	Q1			Q2			Q3			Q4			2015 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	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	1	0	-	0	3	0	-	-	12	\$ 50
Belmont	6	0	-	2	0	-	6	0	-	0	2	0	-	-	36	\$ 50
Burlingame	4	0	-	4	0	-	5	0	-	0	6	0	-	-	35	\$ 50
East Palo Alto	0	0	-	1	0	-	0	0	-	0	0	0	-	-	23	\$ 50
Foster City	0	0	-	0	0	-	1	0	-	0	5	0	-	-	35	\$ 50
Hillsborough	3	0	-	1	0	-	2	0	-	0	2	0	-	-	20	\$ 50
Menlo Park	1	0	-	2	0	-	1	0	-	0	2	0	-	-	42	\$ 50
North Fair Oaks	2	0	-	0	0	-	0	0	-	0	0	0	-	-	14	\$ 50
Redwood City	3	0	-	3	0	-	10	0	-	0	8	0	-	-	94	\$ 50
San Carlos	4	0	-	2	0	-	6	0	-	0	2	0	-	-	46	\$ 50
San Mateo	15	0	-	13	0	-	13	0	-	0	12	0	-	-	105	\$ 50
San Mateo Cnty	2	0	-	4	0	-	2	0	-	0	0	0	-	-	27	\$ 50
West Bay	0	0	-	1	0	-	1	0	-	0	0	0	-	-	11	\$ 50
	40	0	-	33	0	-	48	0	-	0	42	0	-	-	500	

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

	Q1			Q2			Q3			Q4			2015 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	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 25
	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	

5. **Excessive noise complaints**

8.02.J

	Q1			Q2			Q3			Q4			2015 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	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	1	\$ 50
Belmont	0	0	-	0	0	-	1	0	-	0	0	0	-	-	4	\$ 50
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	4	\$ 50
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	3	\$ 50
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	4	\$ 50
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	2	\$ 50
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	5	\$ 50
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	2	\$ 50
Redwood City	0	0	-	1	0	-	0	0	-	0	0	0	-	-	11	\$ 50
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	6	\$ 50
San Mateo	2	0	-	1	0	-	1	0	-	0	0	0	-	-	13	\$ 50
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	3	\$ 50
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	1	\$ 50
	2	0	-	2	0	-	2	0	-	0	0	0	-	-	59	

6. **Complaints regarding unacceptable employee behavior**

8.06.J

	Q1			Q2			Q3			Q4			2015 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	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Belmont	1	1	250	0	0	-	0	0	-	0	0	0	-	250	0	\$ 250
Burlingame	0	0	-	0	0	-	1	1	250	0	0	0	-	250	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Carlos	1	1	250	0	0	-	0	0	-	0	0	0	-	250	0	\$ 250
San Mateo	0	0	-	0	0	-	2	2	500	250	1	1	250	750	0	\$ 250
San Mateo Cnty	1	1	250	1	1	250	0	0	-	0	0	0	-	500	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
	3	3	750	1	1	250	3	3	750	250	1	1	250	2,000	-	

7.A, 7.B,

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

8.02.1

	Q1			Q2			Q3			Q4			2015 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	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	1	0	-	0	0	0	-	-	3	\$ 50
Belmont	3	0	-	2	0	-	2	0	-	0	1	0	-	-	9	\$ 50
Burlingame	1	0	-	0	0	-	6	0	-	0	4	0	-	-	8	\$ 50
East Palo Alto	1	0	-	0	0	-	2	0	-	0	1	0	-	-	5	\$ 50
Foster City	2	0	-	1	0	-	3	0	-	0	3	0	-	-	9	\$ 50
Hillsborough	0	0	-	0	0	-	3	0	-	0	1	0	-	-	5	\$ 50
Menlo Park	1	0	-	4	0	-	1	0	-	0	2	0	-	-	10	\$ 50
North Fair Oaks	2	0	-	2	0	-	0	0	-	0	1	0	-	-	3	\$ 50
Redwood City	3	0	-	4	0	-	10	0	-	0	2	0	-	-	22	\$ 50
San Carlos	2	0	-	2	0	-	7	0	-	0	3	0	-	-	11	\$ 50
San Mateo	9	0	-	4	0	-	9	0	-	0	8	0	-	-	25	\$ 50
San Mateo Cnty	4	0	-	2	0	-	1	0	-	0	3	0	-	-	6	\$ 50
West Bay	2	0	-	0	0	-	1	0	-	0	1	0	-	-	3	\$ 50
	30	0	-	21	0	-	46	0	-	0	30	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.1

	Q1			Q2			Q3			Q4			2015 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	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 500
Belmont	0	0	-	0	0	-	0	0	-	0	1	1	500	500	0	\$ 500
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 500
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 500
Foster City	0	0	-	1	1	500	0	0	-	0	1	1	500	1,000	0	\$ 500
Hillsborough	0	0	-	0	0	-	1	1	500	0	0	0	-	500	0	\$ 500
Menlo Park	3	3	1,500	1	1	500	0	0	-	0	0	0	-	2,000	0	\$ 500
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 500
Redwood City	0	0	-	0	0	-	1	1	500	0	0	0	-	500	0	\$ 500
San Carlos	1	1	500	1	1	500	0	0	-	0	1	1	500	1,500	0	\$ 500
San Mateo	1	1	500	1	1	500	0	0	-	0	0	0	-	1,000	0	\$ 500
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 500
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 500
	5	5	2,500	4	4	2,000	2	2	1,000	0	3	3	1,500	7000	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			2015 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	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
	0	0	-	0	0	-	0	0	-	0	0	0	-	-	-	

REPORTING

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

	Q1			Q2			Q3			Q4			2015	Monthly	LD per	
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
	0	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			2015	Monthly	LD per	
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	0	-	-	-	

3. Late submittal of billing review report

7.01.E	Q1			Q2			Q3			Q4			2015	Monthly	LD per	
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	LD Amount	Occurrences	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 250
	0	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			2015 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	LD Amount	Tonnage	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
	0	0	-	0	0	-	0	0	-	0	0	0	-	-	-	

Disposal of organic materials without written approval
8.02.D

	Q1			Q2			Q3			Q4			2015 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	LD Amount	Tonnage	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
	0	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			2015 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	LD Amount	Tonnage	Net of Allowances				LD Amount
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 175
	0	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			LD Amount	Q4			2015 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics
	Net of		LD Amount	Net of		LD Amount	Net of		LD Amount		Net of		LD Amount			
	Tonnage	Allowances		Tonnage	Allowances		Tonnage	Allowances			Tonnage	Allowances				
Atherton	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	0	-	-	0	\$ 100
Total Liquidated Damages	0	0	-	0	0	-	0	0	-	0	0	0	-	1,750	9,300	

Annual Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2015

\$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	Total
Atherton	1	0	0	0	N/A	0	(\$50)	\$0	\$0	\$0	(\$50)
Belmont	0	1	0	1	N/A	0	\$0	(\$50)	\$0	(\$50)	(\$100)
Burlingame	1	0	0	0	N/A	0	(\$50)	\$0	\$0	\$0	(\$50)
East Palo Alto	4	1	0	0	N/A	0	(\$200)	(\$50)	\$0	\$0	(\$250)
Foster City	1	0	0	3	N/A	0	(\$50)	\$0	\$0	(\$150)	(\$200)
Hillsborough	0	0	0	1	N/A	0	\$0	\$0	\$0	(\$50)	(\$50)
Menlo Park	0	0	0	1	N/A	0	\$0	\$0	\$0	(\$50)	(\$50)
North Fair Oaks	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
Redwood City	2	2	1	2	N/A	0	(\$100)	(\$100)	(\$50)	(\$100)	(\$350)
San Carlos	4	1	0	0	N/A	0	(\$200)	(\$50)	\$0	\$0	(\$250)
San Mateo	4	2	2	1	N/A	0	(\$200)	(\$100)	(\$100)	(\$50)	(\$450)
San Mateo County	1	0	0	1	N/A	0	(\$50)	\$0	\$0	(\$50)	(\$100)
West Bay	0	1	1	1			\$0	(\$50)	(\$50)	(\$50)	(\$150)
Totals	18	8	4	11			(\$900)	(\$400)	(\$200)	(\$550)	(\$2,050)

Recology San Mateo County

		Annual	Average Speed of Answer	Incentive/Disincentive		Rate Year 2015		
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	Net Amount	
Annual Month								
January	18	15	30	0	0	\$0	\$0	\$0
February	13	15	30	2	0	\$880	\$0	\$880
March	12	15	30	3	0	\$1,339	\$0	\$1,339
April	14	15	30	1	0	\$616	\$0	\$616
May	15	15	30	0	0	\$199	\$0	\$199
June	20	15	30	0	0	\$0	\$0	\$0
July	22	15	30	0	0	\$0	\$0	\$0
August	22	15	30	0	0	\$0	\$0	\$0
September	14	15	30	1	0	\$695	\$0	\$695
October	13	15	30	2	0	\$832	\$0	\$832
November	18	15	30	0	0	\$0	\$0	\$0
December	21	15	30	0	0	\$0	\$0	\$0
Totals						\$4,560	\$0	\$4,560
		Year 2014						
	Agency	Solid Waste Tons						
	Atherton	2,151		\$55 \$0 \$55				
	Belmont	8,285		\$213 \$0 \$213				
	Burlingame	22,315		\$575 \$0 \$575				
	East Palo Alto	11,937		\$307 \$0 \$307				
	Foster City	10,273		\$265 \$0 \$265				
	Hillsborough	2,515		\$65 \$0 \$65				
	Menlo Park	16,475		\$424 \$0 \$424				
	North Fair Oaks	5,783		\$149 \$0 \$149				
	Redwood City	37,140		\$956 \$0 \$956				
	San Carlos	12,994		\$335 \$0 \$335				
	San Mateo	41,636		\$1,072 \$0 \$1,072				
	San Mateo County	4,008		\$103 \$0 \$103				
	West Bay	1,595		\$41 \$0 \$41				
		177,106		\$4,560 \$0 \$4,560				

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2015

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	10,034.52	8.50%	8.30%	-0.20%	N/A	\$175	N/A
Quarter 2	10,014.73	8.50%	N/A	-8.50%	N/A	\$175	N/A
Quarter 3	9,924.91	8.50%	N/A	-8.50%	N/A	\$175	N/A
Quarter 4	10,902.20	8.50%	6.50%	-2.00%	N/A	\$175	N/A
Commercial Targeted							
Recyclable Materials							
Quarter 1	7,326.09	10.00%	7.50%	-2.50%	N/A	\$70	N/A
Quarter 2	7,746.21	10.00%	N/A	-10.00%	N/A	\$70	N/A
Quarter 3	7,846.54	10.00%	N/A	-10.00%	N/A	\$70	N/A
Quarter 4	8,296.67	10.00%	7.00%	-3.00%	N/A	\$70	N/A
Residential Organic							
Materials							
Quarter 1	18,537.04	5.00%	2.60%	-2.40%	N/A	\$70	N/A
Quarter 2	17,268.20	5.00%	N/A	-5.00%	N/A	\$70	N/A
Quarter 3	16,495.20	5.00%	N/A	-5.00%	N/A	\$70	N/A
Quarter 4	19,426.94	5.00%	3.90%	-1.10%	N/A	\$70	N/A
Commercial Organic							
Materials							
Quarter 1	4,725.01	10.00%	4.40%	-5.60%	N/A	\$70	N/A
Quarter 2	5,132.42	10.00%	N/A	-10.00%	N/A	\$70	N/A
Quarter 3	5,263.31	10.00%	N/A	-10.00%	N/A	\$70	N/A
Quarter 4	5,377.85	10.00%	5.90%	-4.10%	N/A	\$70	N/A
Multi-Family and							
Commercial Plant							
Materials							
Quarter 1	1,122.26	5.00%	1.40%	-3.60%	N/A	\$70	N/A
Quarter 2	942.82	5.00%	N/A	-5.00%	N/A	\$70	N/A
Quarter 3	937.63	5.00%	N/A	-5.00%	N/A	\$70	N/A
Quarter 4	1,740.63	5.00%	0.00%	-5.00%	N/A	\$70	N/A
						Total	\$0

Recology San Mateo County
 Annual Diversion Incentive
 Calculation
 Rate Year 2015

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 2015	62.52%	107,602	64,496	172,098		
Minimum Single-Family Diversion Level	62.64%	109,835	65,504	175,339		
Variance from 2015 to Minimum	-0.12%			(203.08)	(\$14,215.30)	N/A

Calculated Commercial Diversion Level for 2015	31.28%	55,433	121,795	177,229		
Minimum Commercial Diversion Level	24.75%	43,933	133,544	177,477		
Variance from 2015 to Minimum	6.52%			11,562.41	0	N/A

Calculated Overall Diversion Level for 2015	46.67%	163,035	186,292	349,327		
Targeted Overall Diversion Level	46.87%	162,464	184,145	346,609		
Variance from 2015 to Target	-0.20%			(702.15)	N/A	\$0.00

New Targeted Overall Diversion Level for 2015	46.67%					
---	--------	--	--	--	--	--

Summary	Variance		Net Payment Due: Positive Amount Due
Single-Family Diversion	-0.12%	Negative results in Disincentive due	(\$14,215.30)
Commercial Diversion	6.52%	Positive results in no Disincentive due	Contractor and Negative Amount Due Agencies
Overall Diversion	-0.20%	Negative results in no Incentive due	

Member Agency	Solid Waste Tons	Percentage	Member Agency Distribution
Atherton	2,151	1.21%	(\$172.67)
Belmont	8,285	4.68%	(\$665.00)
Burlingame	22,315	12.60%	(\$1,791.08)
East Palo Alto	11,937	6.74%	(\$958.14)
Foster City	10,273	5.80%	(\$824.57)
Hillsborough	2,515	1.42%	(\$201.84)
Menlo Park	16,475	9.30%	(\$1,322.36)
North Fair Oaks	5,783	3.27%	(\$464.17)
Redwood City	37,140	20.97%	(\$2,980.99)
San Carlos	12,994	7.34%	(\$1,042.92)
San Mateo	41,636	23.51%	(\$3,341.91)
San Mateo County	4,008	2.26%	(\$321.66)
West Bay	1,595	0.90%	(\$127.99)
	177,106	100.00%	(\$14,215.30)

Recology San Mateo County
Annual Incentive/Disincentive
Summary
Rate Year 2015

	Single -Family Missed Pick-up Collection Events	Average Speed of Answer	Ninety Second Maximum Hold Time	Diversion	Total
Atherton	(\$50)	\$55	\$0	(\$173)	(\$167)
Belmont	(\$100)	\$213	\$0	(\$665)	(\$552)
Burlingame	(\$50)	\$575	\$0	(\$1,791)	(\$1,267)
East Palo Alto	(\$250)	\$307	\$0	(\$958)	(\$901)
Foster City	(\$200)	\$265	\$0	(\$825)	(\$760)
Hillsborough	(\$50)	\$65	\$0	(\$202)	(\$187)
Menlo Park	(\$50)	\$424	\$0	(\$1,322)	(\$948)
North Fair Oaks	\$0	\$149	\$0	(\$464)	(\$315)
Redwood City	(\$350)	\$956	\$0	(\$2,981)	(\$2,375)
San Carlos	(\$250)	\$335	\$0	(\$1,043)	(\$958)
San Mateo	(\$450)	\$1,072	\$0	(\$3,342)	(\$2,720)
San Mateo County	(\$100)	\$103	\$0	(\$322)	(\$319)
West Bay	(\$150)	\$41	\$0	(\$128)	(\$237)
Totals	(\$2,050)	\$4,560	\$0	(\$14,215)	(\$11,706)
Net amount due Member Agencies					<u>(\$11,706)</u>

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

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

Number of Routes by Service Sector per Day				
SBWMA Member Agency	Single-Family	Multi-Family and Commercial	Multi-Family and Commercial Roll-off	Member Agency Facilities
Atherton	3.4	0.2	0.0	0.0
Belmont	4.7	2.6	0.1	0.1
Burlingame	5.2	5.0	1.1	0.3
East Palo Alto	3.7	1.2	0.1	0.0
Foster City	4.6	2.2	0.3	0.1
Hillsborough	4.5	0.1	0.1	0.0
Menlo Park	6.8	4.8	0.5	0.5
Redwood City	13.4	6.9	0.7	0.5
San Carlos	6.4	3.6	0.4	0.2
San Mateo	13.8	10.0	0.7	0.4
North Fair Oaks	2.0	1.4	0.0	0.0
WBSD	2.0	0.3	0.0	0.0
Uninc. County	4.4	0.5	0.0	0.0
TOTAL	75.0	38.7	4.0	2.3

Number of Vehicles by Type by Service Sector			
Type of Vehicle	Single-Family	Multi-Family, Commercial and Agency Facilities	Multi-Family, Commercial and Agency Roll-off
Side Load	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	435,702	552,150	437,064
FY 2014 compensation	32,677,650	23,593,037	992,130

Tons per Route Per Day									
Single Family Dwelling	Solid Waste	Recyclable Materials	Organic Materials (including Holiday Trees)	Multi-Family, Commercial & Agency Facilities					
				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	8.75	6.10	11.99	16.47	8.11	30.35	19.19	1.83	1.50

Operational Changes: During the year 2015, there were no substantive changes in the number of routes, staffing, supervision or collection services.

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

Route Labor Hours by Service Sector						
SBWMA Member Agency	Single-Family Annual	Single-Family per Day	Multi-Family and Commercial Annual	Multi-Family and Commercial per Day	Member Agency Facilities Annual	Member Agency Facilities per Day
Atherton	6,031.72	23.20	435.33	1.67	138.16	0.53
Belmont	9,049.72	34.81	6,157.62	23.68	329.67	1.27
Burlingame	9,691.76	37.28	13,193.93	50.75	1,575.24	6.06
East Palo Alto	6,809.77	26.19	2,406.25	9.25	118.48	0.46
Foster City	8,443.52	32.48	4,640.25	17.85	248.70	0.96
Hillsborough	7,832.40	30.12	165.53	0.64	224.48	0.86
Menlo Park	12,026.55	46.26	10,408.87	40.03	1,098.62	4.23
Redwood City	24,102.93	92.70	15,652.93	60.20	1,503.04	5.78
San Carlos	11,396.01	43.83	8,210.49	31.58	752.07	2.89
San Mateo	26,720.26	102.77	23,725.31	91.25	1,247.45	4.80
North Fair Oaks	3,573.76	13.75	3,389.61	13.04	86.59	0.33
WBSD	3,750.34	14.42	562.30	2.16	21.68	0.08
Uninc. County	7,757.00	29.83	949.43	3.65	27.52	0.11
TOTAL	137,185.74	527.64	89,897.84	345.76	7,371.70	28.35

Set-Outs		
Single-Family Solid Waste	Single-Family Recyclable Materials	Single-Family Organic Materials
114,010	113,711	256,113
301,262	290,420	233,831
302,159	296,400	228,085
206,089	181,480	133,588
326,807	284,271	227,396
171,626	175,266	165,139
379,652	350,142	341,497
848,939	811,408	692,848
395,226	395,941	362,804
969,163	940,030	629,213
146,835	130,351	108,576
106,535	106,197	102,999
231,946	230,698	212,823
4,500,249	4,306,315	3,694,912

MSW Accounts by Service Sector				
Accounts - MSW	Single-Family		Multi-Family and Commercial	Member Agency Facilities
Atherton	2,345		12	7
Belmont	6,758		452	18
Burlingame	6,625		1,428	103
East Palo Alto	4,182		360	39
Foster City	6,742		547	8
Hillsborough	3,661		7	4
Menlo Park	7,899		1,184	138
Redwood City	17,425		2,043	129
San Carlos	8,574		1,180	48
San Mateo	20,363		2,713	119
North Fair Oaks	2,651		467	16
WBSD	2,211		33	1
Uninc. County	5,064		187	0
TOTAL	94,500		10,613	630

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	4093	1	831	4078	1	861	4803	1
802	3805	1	832	3946	1	862	4347	1
803	3268	1	833	3145	1	863	4408	1
804	3729	1	834	4133	1	864	4655	1
805	4514	1	835	4513	1	865	4846	1
806	4346	1	836	4309	1	866	5047	1
807	4155	1	837	4611	1	867	4755	1
808	4480	1	838	4211	1	868	4853	1
809	4281	1	839	3403	1	869	4065	1
810	3404	1	840	4131	1	870	3862	1
811	4170	1	841	3911	1	871	3759	1
812	2815	1	842	3600	1	872	2845	1
813	4012	1	843	3168	1	873	4864	1
814	3643	1	844	3821	1	874	5236	1
815	4179	1	845	3883	1	875	5271	1
816	3611	1	846	4020	1	876	4774	1
817	4063	1	847	4075	1	877	4777	1
818	3945	1	848	4414	1	878	2027	1
819	4421	1	849	3627	1	887	3942	1
820	3781	1	850	4169	1	888	3215	1
821	2961	1	851	2867	1	889	1348	1
827	3179	1	857	3211	1	890	56	1
828	3267	1	858	3137	1	891	3515	1
829	1499	1	859	1363	1			
830	97	1	860	95	1			
614	3824	1	635	3689	1			

Totals 93542 93530 91270

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	643	1	931	944	1	951	754	1
903	554	1	932	932	1	952	651	1
904	743	1	933	702	1	953	836	1
905	734	1	934	736	1			
906	638	1	935	1097	1			
907	630	1	936	901	1			
908	740	1	938	568	1			
909	511	1						
912	439	1						
913	447	1						
914	691	1						
915	86	2						

Totals 6856 5880 2241

FTE Routes 11.4 7.0 3.0

COMMERCIAL REL					
Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size
MSW			Recy		
601	1056	2	623	808	1
602	1114	2	631	1100	1
603	704	2	632	911	1
604	1304	2	633	1244	1
605	602	2	634	441	1
606	1072	2	637	1064	1
607	1411	2	638	2100	1
608	618	2	639	1178	1
609	695	2			
610	858	2			
611	1123	1			

Totals 10557 8846

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 4.0
 Rolloff 4.0

RECOLOGY SAN MATEO COUNTY

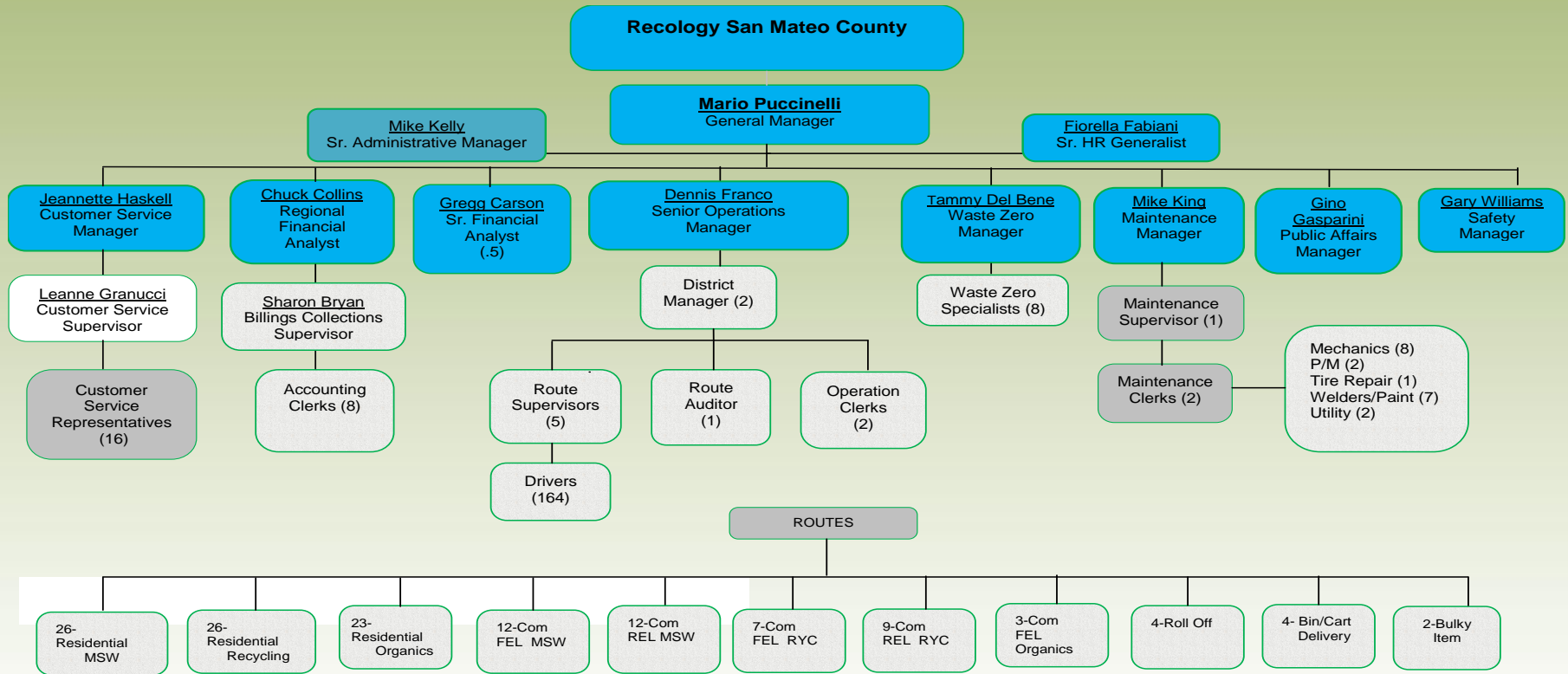
OPERATIONAL INFORMATION

Job Classifications and Annual Wages							
	Job Type	Job Title	Full Time Equivalents	Job Step	Hourly Rate	Hourly Pension*	Hourly H&W**
DRIVERS	DRIVER	Driver	5	1	29.09	6.00	15.05
	DRIVER	Driver	2	2	33.24	6.00	15.05
	DRIVER	Driver	2	3	37.40	6.00	15.05
	DRFTLR	Driver	132	4	41.55	6.00	15.05
	DRFTLR	Driver - Frontloader	14	4	42.05	6.00	15.05
	HELPER	Driver - Frontloader	9	5	42.70	6.00	15.05
MECHANICS	MAINT	Bin Repair/Paint/Wash	6	4	38.43	6.00	15.05
	MAINT	Bin Repair/Paint/Wash	1	LD	39.93	6.00	15.05
	MCHTC	Mechanic (Tire Cert)	1	4	43.02	6.00	15.05
	MECH	Mechanic	5	4	41.97	6.00	15.05
	MECH	Mechanic	2	LD	43.47	6.00	15.05
	MECHA2	Mechanic	1	3	44.07	6.00	15.05
	PMTCH	Preventative Maintenance Tech	2	4	37.90	6.00	15.05
	UTLTYS	Utility Person - Shop	2	4	24.70	6.00	15.05
CLERICAL	ACTCK	Accounting Clerk	2	4	27.63	3.35	15.05
	ACTCK2	Accounting Clerk II	1	4	33.33	3.35	15.05
	CSREP	Customer Service Rep	1	1	18.13	3.35	15.05
	CSREP	Customer Service Rep	1	2	20.72	3.35	15.05
	CSREP	Customer Service Rep	9	4	25.90	3.35	15.05
	CSREP	Customer Service Rep	3	LD	26.90	3.35	15.05
	MNTCK	Maintenance Clerk	2	4	27.90	3.35	15.05
	OPSCK	Operations Clerk	2	4	30.24	3.35	15.05

* - 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 2015



Recology San Mateo County Headcount = 241.5

Contractor's Review of Billings

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

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

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

Additionally, pursuant to Section 7.01E, the Recology Audit team physically audited 51,716 accounts during 2015. The source files contain the routes that were audited as well as the audit plan for 2016. 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.

2016 Residential and Commercial Customer Service Plan

Pursuant to Section 9.07 C. of the contract, Recology San Mateo County (RSMC) submits the following Customer Service Plan for Residential, Commercial and Multi-Family service for 2016.

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 Receptionist, 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. 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 or program changes.

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

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

In-Field Hands-on Training

Over the past four years we have had the CSRs ride along with drivers, supervisors, and waste zero specialists. We have had them spend a day in dispatch as well, to learn about the different areas of our daily operations. We will continue to visit these areas each year on a rotating basis to ensure that the CSR is better able to understand the needs of the customer, communicate with the drivers, and more easily formulate the best resolution to issues communicated by customers. For 2016, the In-Field Training will include a ride along with a commercial driver to give them a different visual perspective of the variety of conditions that a commercial driver may face.

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 14% over 2014. This is a 39% overall increase since 2011. Phone payments called in to the call center increased only slightly by approximately 169 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 43%.

Member Agency	# of e-bill Payments	# of Online Phone Payments	# of BICs Scheduled	# of extra MSW services scheduled	# of extra REC/ORG services scheduled	# of service change Requests	# of Complaints resolved
Atherton	-	243	49	1	6	14	19
Belmont	-	923	365	12	16	25	43
Burlingame	-	1010	258	6	27	26	31
East Palo Alto	-	79	44	2	1	4	4
North Fair Oaks	-	212	43	2	2	6	9
Foster City	-	801	324	14	15	42	36
Hillsborough	-	425	105	5	9	20	24
Menlo Park	-	1148	368	12	33	55	37
Redwood City	-	55	605	31	19	45	75
San Carlos	-	1130	467	19	31	57	40
San Mateo	-	3362	924	31	53	81	118
Unincorporated SMC	-	653	209	6	13	13	29
West Bay Sanitary District	-	209	103	5	4	12	15
Total	112,255	10,250	3,864	146	229	400	480

CUSTOMER INFORMATION SYSTEM

Status of Changes or Upgrades made to System Software

Nothing to report.

Description of Proposed Changes to System Software

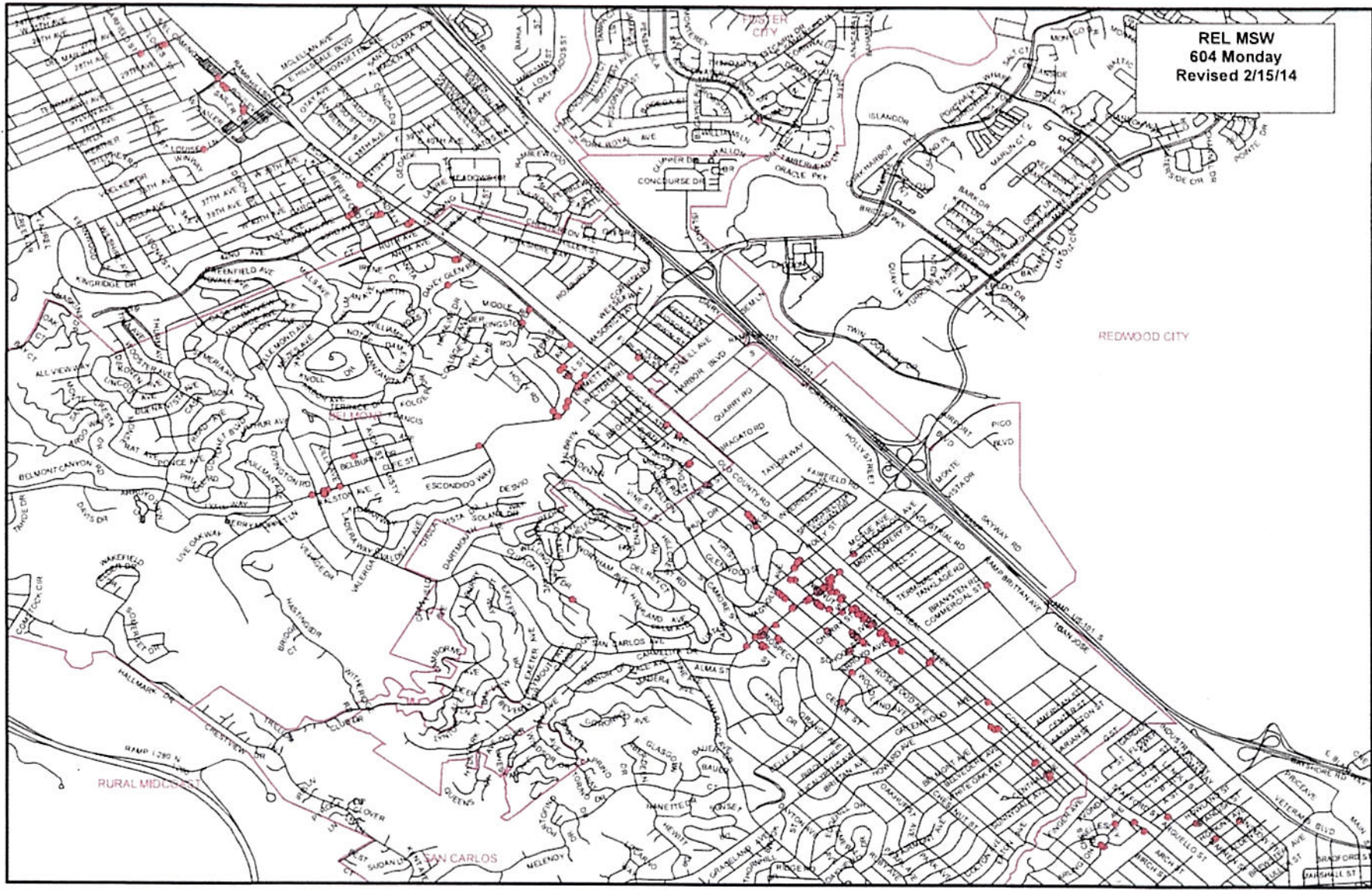
Nothing to report.

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.



REL MSW
604 Monday
Revised 2/15/14

REDWOOD CITY

RURAL MIDWAY

SAN CARLOS

RTMSTT84
 PRINTED: 2/02/16 9.02.00
 ROUTE 604 LOAD 02
 FOR MONDAY 2/08/2016

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 PREMIA	F SAN CARLOS	1637800	C32G1 COMML WASTE	M-----	.1	32 GALLON	
20	887 INDUSTRIAL RD NORCAL WHOLESALE	I SAN CARLOS	1286145	C96G1 COMMERCIAL WASTE	M-----	1	96 GALLON	
30	887 INDUSTRIAL RD	G	*** STOPPED SERVICE ***					
40	887 INDUSTRIAL RD PRENAV	B SAN CARLOS	1569979	C96G2 COMML WASTE	M-----	1	96G QTY 2	
50	1148 SAN CARLOS AVE TUTTI FRUTTI	SAN CARLOS	0989731	C64G1 COMMERCIAL WASTE	M-----	1	64 GALLON	
50	IN ALLEY							
60	1178 SAN CARLOS AVE SPECIAL F/X SALON	SAN CARLOS	0989780	C96G1 COMMERCIAL WASTE	M---F--	1	96 GALLON	IN ALLEY
60	IN ALLEY							
60	LOCATED IN THE ALLEY IN THE BACK							
70	1180 SAN CARLOS AVE SONIAS	SAN CARLOS	0989798	C20G1 COMMERCIAL WASTE	M-----	1	20 GALLON	
70	carts are behind the building							
80	1188 SAN CARLOS AVE ATTN: ASHLEY HU	SAN CARLOS	0989814	C96G2 COMML WASTE	M-W-F--	1	96G QTY 2	
90	1201 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1208693	C32G COMMERCIAL WASTE	MTWTFSS	1	32 GAL	
100	1201 SAN CARLOS AVE THE PIZZA ALLIANCE 5	SAN CARLOS	1481548	C96G3 COMML WASTE	M-W-F--	1	96G QTY 3	
100	CARTS WILL BE LOCATED IN THE BACK OF THE BUSINESS							
100	IN THE ROLL UP DOORS MUST GET CARTS AND THEM							
100	RETURN THEM * IF DOORS ARE CLOSED THEY ARE NOT							
100	LOCKED SO OPEN SERVICE AND THEN RETURN AND CLOSE							
110	1187 SAN CARLOS AVE STARBUCKS #608	SAN CARLOS	0989806	C96G1 COMMERCIAL WASTE	MTWTFSS	3	96 GALLON	
110	P/U ON LAUREL ST							
110	Please return carts to the enclousre after service							
120	1213 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1217538	C32G COMMERCIAL WASTE	MTWTF--	1	32 GAL	
130	1253 SAN CARLOS AVE		*** STOPPED SERVICE ***					
140	1265 SAN CARLOS AVE		*** STOPPED SERVICE ***					
150	1261 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1217603	C32G COMMERCIAL WASTE	MTWTF--	1	32 GAL	

RTMSTT84
 PRINTED: 2/03/16 10.10.27
 ROUTE 804 LOAD 02
 FOR MONDAY 2/08/2016
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO

PAGE 4

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 CHRISTOPHER MURPHY SAN MATEO	1644210 R32G RESIDENTIAL WASTE 32 GAL	M-----	1		
45	2047 TICONDEROGA DR J MAHON SAN MATEO	0194720 R20G RES WASTE 20G	M-----	1		
45	DISABLED BACKYARD SERVICE					
45	RIGHT SIDE BEHIND GATE					
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		
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: 2/02/16 8.51.59
 ROUTE 904 LOAD 02
 FOR MONDAY 2/08/2016
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO

STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV DESC	TIMES	UNT	SIZ	NOTE
10	562 RALSTON AVE RAHMAT BARKHORDAR	BELMONT	0930693	C96G	M-----	.1	COMMERCIAL WASTE 96 GALLON	
20	566 RALSTON AVE CONSOR BUISAN	BELMONT	0911354	C2YG1	M-----	1	COMML WASTE 2 YARD	
30	698 RALSTON AVE WENDY'S RESTAURANT	BELMONT	0930768	C2YG1	M---F--	1	COMML WASTE 2 YARD	
40	390 EL CAMINO REAL CULLIGAN MANAGEMENT INC.	BELMONT	0928671	C4YG1	M-W-F--	1	COMMERCIAL WASTE 4 YARD	
50	300 EL CAMINO REAL SHALIZAAR RESTAURANT	BELMONT	0928648	C2YG1	M-W-F--	1	COMML WASTE 2 YARD	
60	510 EL CAMINO REAL IHOP	BELMONT	0928705	C1YG1	M-W-F-S	1	COMML WASTE 1 YD	1F1714
70	630 N EL CAMINO REAL HILLSIDE LODGE	BELMONT	0930016	C96G	M-----	2	COMMERCIAL WASTE 96 GALLON	
80	700 EL CAMINO REAL BELMONT PALMS MOTEL	BELMONT	0928770	C96G	M-----	2	COMMERCIAL WASTE 96 GALLON	
90	750 EL CAMINO REAL OUR COMMON GROUND, INC.	BELMONT	0928796	C96G	M-----	2	COMMERCIAL WASTE 96 GALLON	
90	CARTS LOCATED OUTSIDE THE GATE							
91	777 LAUREL ST LAUREL INC	SAN CARLOS	1650324	C96G1	M-----	1	COMMERCIAL WASTE 96 GALLON	
100	1000 EL CAMINO REAL BELMONT VILLAGE CENTER	BELMONT	0928861	C3YG1	MTWTFSS	1	COMML WASTE 3 YD QTY 1	3F1630
100	ALL LIDS MUST BE CLOSED PER CODE ENFORCEMENT							
100	PLS CLOSE LIDS AFTER SVCD							
100	MUST PUT BIN BACK IN THE SAME ENCLOSURE ON LEFT							
110	940 EMMETT AVE NEWBRAUNFELS IH35 RET. AS BELMONT	BELMONT	1118611	C3YG1	M--T---	1	COMML WASTE 3 YD QTY 1	
110	KEY CLOSE LIDS AFTER SERVICE AND LOCK							
110	PLEASE RETURN BACK TO CONCRETE SLAB AFTER SERVICE							
110	PLACE BINS BACK WHERE LIDS CAN BE OPENED							
120	1200 EL CAMINO REAL 1200 ECR BELMONT LLC	A BELMONT	1329762	C3YG1	M-W-FS-	1	COMML WASTE 3 YD QTY 1	
120	PLEASE PLACE BACK INSIDE ENCLOSURE AFTER SERVICE							
130	1408 EL CAMINO REAL VAPE MAVERICKS, LLC	BELMONT	1482546	C32G	M-----	1	COMMERCIAL WASTE 32 GALLON	LOCATED IN BACK



Climate Action Report

2015



Recology San Mateo County
225 Shoreway Road
San Carlos, CA 94070

ABOUT RECOLOGY

COMPANY PROFILE

Recology is an integrated resource recovery company, providing residential and commercial recycling, organics, and solid waste collection and processing to urban and rural communities throughout the Western United States. Recology's services focus on materials recovery practices, including construction and demolition debris recycling, large-scale processing of food scraps and yard debris, sales of compost and mulch products, and transfer and landfill operations. Recology is known for redefining the waste and recycling industry— from traditional waste management practices to resource recovery processing techniques, which aim to facilitate landfill diversion. Our commitment to providing the highest level of service 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; Recology composted 1.1 billion pounds of food scraps and yard trimmings in 2014 alone
- Parent to over 30 operating companies that provide collection, recycling and municipal solid waste services to over 700,000 residential and 100,000 businesses in California, Oregon, Washington and Nevada
- The largest employee-owned company in the resource recovery industry, providing recycling, organics, and solid waste collection services to residential and commercial customers

Recology has developed extensive expertise in handling source separated food scraps collected from residential and commercial customers. Our experience includes operating 10 composting facilities as well as pre-processing food scraps for anaerobic digestion.



OUR APPROACH

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.

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 2015.

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, 2015 to December 31, 2015.

From the start of operations in the RethinkWaste service area, RSMC employees have developed and changed the operation to raise environmental standards. Recology is very proud of our employees' efforts and accomplishments.

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

GREENHOUSE GAS REPORTING THROUGH THE CLIMATE REGISTRY

Since 2006, Recology (known as Norcal Waste Systems prior to 2009) has been an active member of the California Climate Action Registry (CCAR), an organization that is part of the Climate Action Reserve¹, a national carbon offset registry and protocol setting body. Membership requires that we inventory, report, and verify, through a third-party company, Recology's greenhouse gas (GHG) source emissions. The source emissions include direct and indirect emissions within a defined boundary.

CARBON FOOTPRINT

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

RSMC has, within its emissions boundary, the equipment that operates the maintenance shops 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.

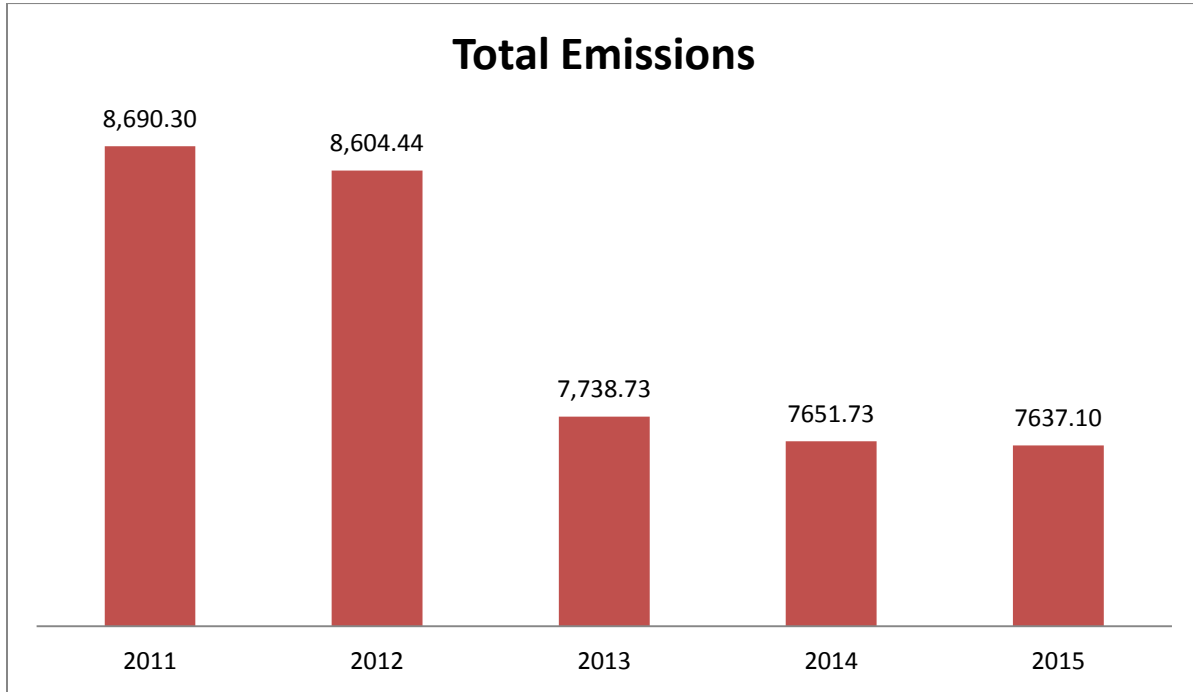
Indirect emissions are created off-site through the

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

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

generation of electricity by Pacific Gas and Electric. Carbon credit offsets are created by increased recycling or composting.

In 2015, RSMC’s carbon emissions totaled 7637.10 metric tons of carbon dioxide equivalents (MTCO₂E), a decrease of 0.19% from 2014.



Scope 1 Emissions

Mobile Combustion

RSMC uses three fuels in our hauling operations: B-5 biodiesel fuel, gasoline, and compressed natural gas (CNG).

Fuel	B5 Biodiesel	Gasoline	CNG
MTCO ₂ E	7328.27	73.94	9.68
% of total mobile emissions	98.87%	1%	0.13%

Stationary Combustion

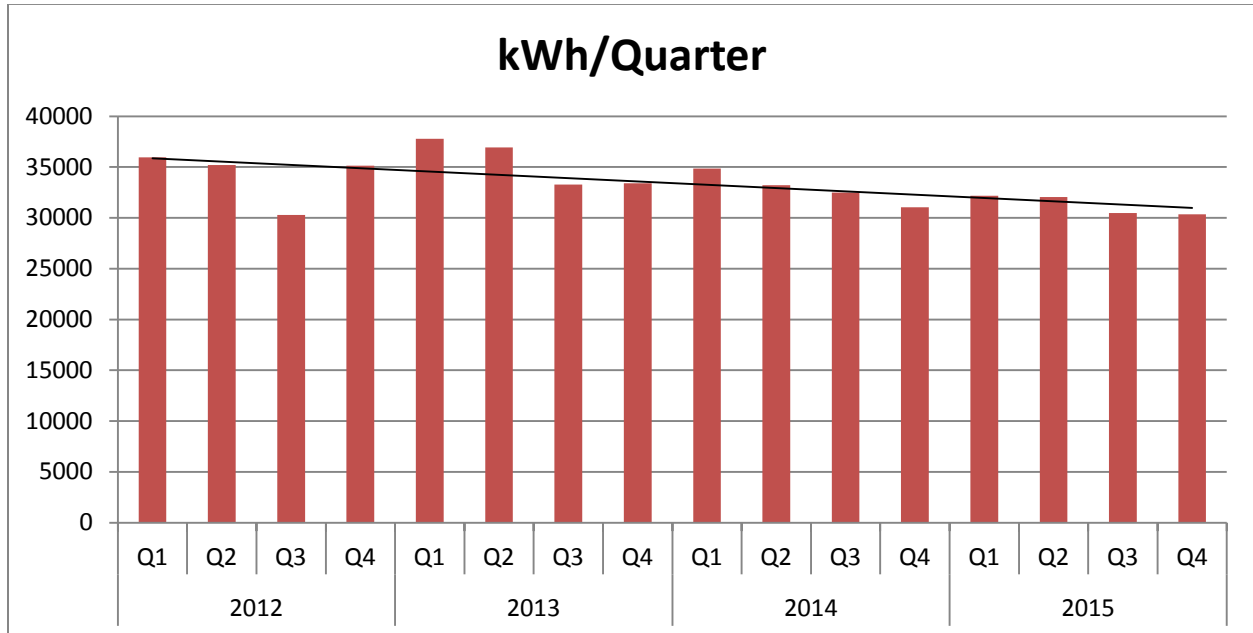
Our source of stationary emissions was acetylene in our maintenance shop. Acetylene use resulted in 0.88 MTCO₂E emitted.

Direct Fugitive Emissions from Air Conditioning

RSMC’s fleet of trucks generated 37.60 MTCO₂E from the use of air conditioning. This accounted for less than 0.5% of emissions in 2015.

Scope 2 Emissions

RSMC shares an electric meter with the Shoreway Environmental Center adjacent to the operation, located at 333 Shoreway Road. The Shoreway Environmental Center's electricity bills are paid by the facility operator, South Bay Recycling, LLC (SBR). SBR provided a breakdown of the usage by facility and provided the kWh for RSMC, whose usage is shown below. RSMC's total kWh for January through December 2015 was 375,193 kWh, which is equivalent to 169.500 MTCO₂E.



IMPLEMENTED AND PLANNED ACTIVITIES TO REDUCE GHG EMISSIONS

Vehicle Fleet

Prior to commencing operations, RSMC 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_x and Particulate Matter. RSMC is committed to meet or exceed all Department of Transportation and California Air Resource Board regulations and standards.

Ongoing Reduction Activities

RSMC will continue its ongoing efforts to reduce their Carbon Footprint by promoting these issues:

- Power savings through employee practices such as turning off the lights, computers, and other office equipment when not in use, using pre-set thermostats, promoting paperless methods of communication (i.e. emailing instead of printing and faxing, posting of notices, sharing trade magazines and local newspapers, etc.)
- Utilize 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 an average of 73% of their profits to local non-profit organizations
- Paint all metal service containers with the latest and highest efficiency CARB-Compliant Paints

- Facility modifications including capital improvements , cleaning of the heating and cooling systems, upgrading electrical boxes for more energy efficient boxes, and lighting improvements, such as occupancy sensors
- Strict enforcement of anti-idling policies

2015 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 2015
- Continued to replace and upgrade high volume air compressors to maximize energy efficiency
- Installed two automatic lighting controls in the front office. The light bulbs in the upstairs conference room by the shop were switched from CFLs to LEDS
- Installed one low-flow toilet in the front office's woman's bathroom
- A dual head 220 volt Clipper Creek electric car charging station was installed. This station 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 of operations to ensure reduction standards are being met
- Clean existing HVAC equipment and controls on a monthly basis
- Replace CFL's with LED's in Operations/Dispatch, Maintenance, and Container shop areas
- Upgrade windows to be more energy-efficient in Operations/Dispatch office

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 in advance of expected large capital improvements and replacements.

Going forward, RSMC will continue to improve our internal operations and programs, including the education of our workforce, using renewable sources of energy, and seeking the appropriate tools to measure our efforts. Recology strives 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.

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 manage the residential curbside and commercial collections in the future.



November 29, 2015

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, 2015.

Costs allocated from the Parent company are health insurance \$312,469, workers' compensation \$1,626,912, non-union pensions \$128,909, general and vehicle insurance \$1,190,236, corporate management and support services \$3,249,029. Management and accounting services fees allocated from the regional office affiliate are \$1,089,838. Equipment rental costs allocated from Recology Leasing Inc are \$7,469,388.

Health insurance is based on actual rates and the number of participants. Workers' compensation is based on loss experience and actual payroll. Non-union pension cost is based on actuarially determined cost. 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 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
Recology San Mateo County

cc: Cliff Feldman
Farouk Fakira