



ANNUAL REPORT TO THE SBWMA
FOR YEAR 2016

Submitted February 14, 2017



February 14, 2017

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

Dear Mr. La Mariana:

Enclosed is a copy of the Recology Annual 2016 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) 598-8226.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Kelly', written over a white background.

Michael Kelly
General Manager
Recology San Mateo County

cc: Farouk Fakira



RECOLOGY SAN MATEO COUNTY

ANNUAL REPORT TO THE SBWMA

**For
Year 2016**

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February 14, 2017**



ANNUAL 2016 REPORT

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ANNUAL 2016 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 2016 REPORT SUMMARY

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2016 Year End
Commercial Tonnage Collected					
Solid Waste	21,898.55	21,250.72	21,690.09	21,734.27	86,573.63
Recyclables	6,813.22	6,334.26	6,397.99	6,684.05	26,229.52
Organics	6,591.27	6,583.53	6,704.68	7,180.61	27,060.09
Multi-Family Tonnage Collected					
Solid Waste	8,628.62	8,412.17	8,514.83	8,468.87	34,024.49
Recyclables	2,293.77	2,196.91	2,214.08	2,373.47	9,078.23
Organics	236.71	235.87	233.53	240.25	946.36
Residential Tonnage Collected					
Solid Waste	14,890.62	15,026.05	15,179.62	15,159.93	60,256.22
Recyclables	10,598.46	10,251.18	10,204.80	10,955.99	42,010.43
Organics	19,119.56	19,426.83	17,553.87	19,574.51	75,674.77
Diversion Rates					
Commercial	34.30%	34.10%	33.99%	35.30%	34.43%
Multi-Family	22.68%	22.43%	22.33%	23.58%	22.76%
Residential	66.62%	66.39%	64.65%	66.82%	66.14%
Overall	50.13%	50.19%	48.83%	50.89%	50.02%
Inquiries, Service Requests & Complaints	22,055	23,419	26,171	26,286	97,931
Calls Received	41,915	42,790	43,429	42,543	170,677
Avg. Hold Time	19.83	30.17	16.51	30.01	24.07
Assessments	150	185	232	107	674
Quality Assurance	613	603	634	594	2,444

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
ATHERTON					
Commercial					
Commercial Solid Waste	103.44	101.33	107.57	98.44	410.78
Commercial Recycling	55.71	43.91	41.68	46.90	188.20
Commercial Organics	155.51	145.46	167.45	136.33	604.75
Subtotal - Disposed	103.44	101.33	107.57	98.44	410.78
Subtotal - Diverted	211.22	189.37	209.13	183.23	792.95
Diversion Rate	67.13%	65.14%	66.03%	65.05%	65.87%
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	3.50	0.00	3.50
Roll-Off Recycling	0.00	0.00	1.99	0.00	1.99
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	3.50	0.00	3.50
Subtotal - Diverted	0.00	0.00	1.99	0.00	1.99
Diversion Rate	0.00%	0.00%	36.25%	0.00%	36.25%
Residential					
Residential Solid Waste	418.24	442.38	435.54	453.86	1,750.02
Residential Curbside Recycling	360.02	353.92	338.68	391.55	1,444.17
Residential Curbside Organics	1,912.61	1,759.80	1,701.36	2,115.05	7,488.82
Subtotal - Disposed	418.24	442.38	435.54	453.86	1,750.02
Subtotal - Diverted	2,272.63	2,113.72	2,040.04	2,506.60	8,932.99
Diversion Rate	84.46%	82.69%	82.41%	84.67%	83.62%
Total Disposed	521.68	543.71	546.61	552.30	2,164.30
Total Diverted	2,483.85	2,303.09	2,251.16	2,689.83	9,727.93
Total Diversion Rate	82.64%	80.90%	80.46%	82.96%	81.80%
Single-Family Measured Diversion Rate	84.46%	82.69%	82.41%	84.67%	83.62%
Commercial Measured Diversion Rate	67.13%	65.14%	65.53%	65.05%	65.74%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	82.64%	80.90%	80.46%	82.96%	81.80%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<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>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
Atherton								
Commercial¹ and MFD								
Commercial Solid Waste	591.22	532.17	447.45	451.08	463.51	410.78	(52.73)	-11.38%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	6.77	4.45	3.50	(0.95)	-21.35%
Commercial Recycling	200.36	154.17	165.50	166.16	178.19	188.20	10.01	5.62%
MFD Recycling	0.00	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	1.99	0.03	1.53%
Commercial Organics	426.87	393.80	501.50	508.81	658.18	604.75	(53.43)	-8.12%
MFD Organics	0.00	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	0.00%
SUBTOTAL - Disposed Tons	591.22	532.17	447.88	457.85	467.96	414.28	(53.68)	-11.47%
SUBTOTAL - Diverted Tons	637.37	574.54	667.24	674.97	838.33	794.94	(43.39)	-5.18%
Residential								
Residential Solid Waste	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	46.97	2.76%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	1,427.46	1,407.94	1,444.17	36.23	2.57%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	7,519.55	7,178.41	7,488.82	310.41	4.32%
SUBTOTAL - Disposed Tons	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	46.97	2.76%
SUBTOTAL - Diverted Tons	9,186.54	9,573.18	9,090.65	8,947.01	8,586.35	8,932.99	346.64	4.04%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	2,580.93	2,307.89	2,150.65	2,151.21	2,171.01	2,164.30		
TOTAL TONS DIVERTED	9,823.91	10,147.72	9,757.89	9,621.98	9,424.68	9,727.93		
COMMERCIAL DIVERSION RATE	51.88%	51.91%	59.84%	59.58%	64.18%	65.74%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	82.20%	84.35%	84.22%	84.09%	83.45%	83.62%		
TOTAL DIVERSION RATE	79.19%	81.47%	81.94%	81.73%	81.28%	81.80%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT					
Commercial					
Commercial Solid Waste	553.22	523.35	497.58	527.45	2,101.60
Commercial Recycling	232.39	214.22	206.19	237.43	890.23
Commercial Organics	215.51	211.46	202.95	204.40	834.32
Subtotal - Disposed	553.22	523.35	497.58	527.45	2,101.60
Subtotal - Diverted	447.90	425.68	409.14	441.83	1,724.55
Diversion Rate	44.74%	44.85%	45.12%	45.58%	45.07%
MFD					
MFD Solid Waste	518.34	505.19	510.43	510.11	2,044.07
MFD Recycling	151.54	142.57	139.80	153.46	587.37
MFD Organics	19.73	19.57	20.65	20.10	80.05
Subtotal - Disposed	518.34	505.19	510.43	510.11	2,044.07
Subtotal - Diverted	171.27	162.14	160.45	173.56	667.42
Diversion Rate	24.84%	24.30%	23.92%	25.39%	24.61%
Roll-Off					
Roll-Off Solid Waste	114.23	122.13	120.42	113.32	470.10
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	114.23	122.13	120.42	113.32	470.10
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	828.54	819.36	838.84	849.39	3,336.13
Residential Curbside Recycling	750.18	685.00	698.60	752.97	2,886.75
Residential Curbside Organics	985.77	1,063.59	992.32	964.00	4,005.68
Subtotal - Disposed	828.54	819.36	838.84	849.39	3,336.13
Subtotal - Diverted	1,735.95	1,748.59	1,690.92	1,716.97	6,892.43
Diversion Rate	67.69%	68.09%	66.84%	66.90%	67.38%
Total Disposed	2,014.33	1,970.03	1,967.27	2,000.27	7,951.90
Total Diverted	2,355.12	2,336.41	2,260.51	2,332.36	9,284.40
Total Diversion Rate	53.90%	54.25%	53.47%	53.83%	53.87%
Single-Family Measured Diversion Rate	67.69%	68.09%	66.84%	66.90%	67.38%
Commercial Measured Diversion Rate	34.30%	33.81%	33.54%	34.84%	34.13%
MFD Measured Diversion Rate	24.84%	24.30%	23.92%	25.39%	24.61%
Overall Measured Diversion Rate	53.90%	54.25%	53.47%	53.83%	53.87%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<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>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</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	2,101.60	(53.25)	-2.47%
MFD Solid Waste	2,018.99	2,134.47	2,223.99	2,179.40	2,046.70	2,044.07	(2.63)	-0.13%
Roll-Off Solid Waste	469.16	491.80	486.60	498.21	482.93	470.10	(12.83)	-2.66%
Commercial Recycling	536.32	614.13	656.10	755.46	855.81	890.23	34.42	4.02%
MFD Recycling	467.47	479.43	516.04	530.82	577.26	587.37	10.11	1.75%
Roll-Off Recycling	0.41	1.65	2.62	0.46	0.00	0.00	0.00	0.00%
Commercial Organics	412.88	440.09	512.41	623.02	735.35	834.32	98.97	13.46%
MFD Organics	25.68	41.96	61.11	64.76	70.53	80.05	9.52	13.50%
Roll-Off Organics	1.14	8.74	9.74	0.00	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	4,615.77	(68.71)	-1.47%
SUBTOTAL - Diverted Tons	1,443.90	1,586.00	1,758.02	1,974.52	2,238.95	2,391.97	153.02	6.83%
Residential								
Residential Solid Waste	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	22.65	0.68%
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	2,848.96	2,812.16	2,886.75	74.59	2.65%
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	3,899.39	3,815.90	4,005.68	189.78	4.97%
SUBTOTAL - Disposed Tons	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	22.65	0.68%
SUBTOTAL - Diverted Tons	7,051.63	7,002.57	7,010.71	6,748.35	6,628.06	6,892.43	264.37	3.99%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	8,046.02	8,548.18	8,377.18	8,285.16	7,997.96	7,951.90		
TOTAL TONS DIVERTED	8,495.53	8,588.57	8,768.73	8,722.87	8,867.01	9,284.40		
COMMERCIAL DIVERSION RATE	23.26%	23.52%	25.74%	28.22%	32.34%	34.13%		
MFD DIVERSION RATE	19.63%	19.63%	20.60%	21.46%	24.04%	24.61%		
RESIDENTIAL DIVERSION RATE	68.24%	67.37%	67.96%	67.41%	66.67%	67.38%		
TOTAL DIVERSION RATE	51.36%	50.12%	51.14%	51.29%	52.58%	53.87%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	2016				2016
	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	2,223.26	2,080.34	2,081.14	2,125.24	8,509.98
Commercial Recycling	1,045.18	1,095.51	877.60	919.99	3,938.28
Commercial Organics	766.81	825.22	739.31	895.73	3,227.07
Subtotal - Disposed	2,223.26	2,080.34	2,081.14	2,125.24	8,509.98
Subtotal - Diverted	1,811.99	1,920.73	1,616.91	1,815.72	7,165.35
Diversion Rate	44.90%	48.01%	43.72%	46.07%	45.71%
MFD					
MFD Solid Waste	748.60	742.80	765.17	756.91	3,013.48
MFD Recycling	241.85	233.27	235.00	249.62	959.74
MFD Organics	16.88	17.90	17.55	18.34	70.67
Subtotal - Disposed	748.60	742.80	765.17	756.91	3,013.48
Subtotal - Diverted	258.73	251.17	252.55	267.96	1,030.41
Diversion Rate	25.68%	25.27%	24.82%	26.15%	25.48%
Roll-Off					
Roll-Off Solid Waste	2,209.48	2,359.93	2,512.78	2,343.96	9,426.15
Roll-Off Recycling	43.14	33.26	38.38	53.11	167.89
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	2,209.48	2,359.93	2,512.78	2,343.96	9,426.15
Subtotal - Diverted	43.14	33.26	38.38	53.11	167.89
Diversion Rate	1.92%	1.39%	1.50%	2.22%	1.75%
Residential					
Residential Solid Waste	937.14	940.11	937.03	961.75	3,776.03
Residential Curbside Recycling	767.67	742.50	721.35	806.32	3,037.84
Residential Curbside Organics	1,248.80	1,301.81	1,126.79	1,306.88	4,984.28
Subtotal - Disposed	937.14	940.11	937.03	961.75	3,776.03
Subtotal - Diverted	2,016.47	2,044.31	1,848.14	2,113.20	8,022.12
Diversion Rate	68.27%	68.50%	66.36%	68.72%	67.99%
Total Disposed	6,118.48	6,123.18	6,296.12	6,187.86	24,725.64
Total Diverted	4,130.33	4,249.47	3,755.98	4,249.99	16,385.77
Total Diversion Rate	40.30%	40.97%	37.37%	40.72%	39.86%
Single-Family Measured Diversion Rate	68.27%	68.50%	66.36%	68.72%	67.99%
Commercial Measured Diversion Rate	28.98%	29.85%	26.25%	29.02%	28.53%
MFD Measured Diversion Rate	25.68%	25.27%	24.82%	26.15%	25.48%
Overall Measured Diversion Rate	40.30%	40.97%	37.37%	40.72%	39.86%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<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>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</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	8,509.98	282.39	3.43%
MFD Solid Waste	3,146.03	2,990.25	2,941.97	2,917.26	2,885.41	3,013.48	128.07	4.44%
Roll-Off Solid Waste	7,638.95	8,771.06	7,243.72	7,454.48	7,918.68	9,426.15	1,507.47	19.04%
Commercial Recycling	2,613.82	2,785.59	3,181.80	3,832.64	3,867.82	3,938.28	70.46	1.82%
MFD Recycling	732.09	776.45	870.68	930.43	952.75	959.74	6.99	0.73%
Roll-Off Recycling	125.71	224.48	141.32	154.16	148.17	167.89	19.72	13.31%
Commercial Organics	2,329.15	2,466.36	2,981.65	2,797.15	3,327.15	3,227.07	(100.08)	-3.01%
MFD Organics	77.69	63.48	60.39	51.78	57.95	70.67	12.72	21.95%
Roll-Off Organics	1,141.95	238.87	0.00	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	20,949.61	1,917.93	10.08%
SUBTOTAL - Diverted Tons	7,020.41	6,555.23	7,235.84	7,766.16	8,353.84	8,363.65	9.81	0.12%
Residential								
Residential Solid Waste	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	52.90	1.42%
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	3,003.18	3,007.76	3,037.84	30.08	1.00%
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	4,994.50	4,718.96	4,984.28	265.32	5.62%
SUBTOTAL - Disposed Tons	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	52.90	1.42%
SUBTOTAL - Diverted Tons	8,111.04	8,316.13	8,206.57	7,997.68	7,726.72	8,022.12	295.40	3.82%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	22,921.67	24,126.50	22,163.87	22,314.82	22,754.81	24,725.64		
TOTAL TONS DIVERTED	15,131.45	14,871.36	15,442.41	15,763.84	16,080.56	16,385.77		
COMMERCIAL DIVERSION RATE	26.97%	24.35%	28.17%	29.43%	30.50%	28.53%		
MFD DIVERSION RATE	20.47%	21.93%	24.04%	25.19%	25.94%	25.48%		
RESIDENTIAL DIVERSION RATE	67.45%	68.84%	68.87%	68.44%	67.48%	67.99%		
TOTAL DIVERSION RATE	39.76%	38.13%	41.06%	41.40%	41.41%	39.86%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO					
Commercial					
Commercial Solid Waste	389.37	388.36	387.72	367.99	1,533.44
Commercial Recycling	137.38	135.63	140.02	139.88	552.91
Commercial Organics	123.43	144.36	199.94	130.78	598.51
Subtotal - Disposed	389.37	388.36	387.72	367.99	1,533.44
Subtotal - Diverted	260.81	279.99	339.96	270.66	1,151.42
Diversion Rate	40.11%	41.89%	46.72%	42.38%	42.89%
MFD					
MFD Solid Waste	655.18	651.26	673.20	663.52	2,643.16
MFD Recycling	92.57	90.24	90.15	92.09	365.05
MFD Organics	17.64	17.90	17.63	18.79	71.96
Subtotal - Disposed	655.18	651.26	673.20	663.52	2,643.16
Subtotal - Diverted	110.21	108.14	107.78	110.88	437.01
Diversion Rate	14.40%	14.24%	13.80%	14.32%	14.19%
Roll-Off					
Roll-Off Solid Waste	164.13	189.75	217.95	196.89	768.72
Roll-Off Recycling	6.75	8.55	0.00	9.21	24.51
Roll-Off Organics	93.68	91.34	83.39	81.54	349.95
Subtotal - Disposed	164.13	189.75	217.95	196.89	768.72
Subtotal - Diverted	100.43	99.89	83.39	90.75	374.46
Diversion Rate	37.96%	34.49%	27.67%	31.55%	32.76%
Residential					
Residential Solid Waste	1,682.60	1,764.87	1,768.62	1,709.65	6,925.74
Residential Curbside Recycling	397.67	408.85	420.15	423.32	1,649.99
Residential Curbside Organics	981.42	979.44	882.83	880.74	3,724.43
Subtotal - Disposed	1,682.60	1,764.87	1,768.62	1,709.65	6,925.74
Subtotal - Diverted	1,379.09	1,388.29	1,302.98	1,304.06	5,374.42
Diversion Rate	45.04%	44.03%	42.42%	43.27%	43.69%
Total Disposed	2,891.28	2,994.24	3,047.49	2,938.05	11,871.06
Total Diverted	1,850.54	1,876.31	1,834.11	1,776.35	7,337.31
Total Diversion Rate	39.03%	38.52%	37.57%	37.68%	38.20%
Single-Family Measured Diversion Rate	45.04%	44.03%	42.42%	43.27%	43.69%
Commercial Measured Diversion Rate	28.06%	28.42%	29.34%	27.77%	28.41%
MFD Measured Diversion Rate	14.40%	14.24%	13.80%	14.32%	14.19%
Overall Measured Diversion Rate	39.03%	38.52%	37.57%	37.68%	38.20%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</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	1,533.44	(4.06)	-0.26%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	2,756.76	2,515.93	2,643.16	127.23	5.06%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	1,163.30	907.39	768.72	(138.67)	-15.28%
Commercial Recycling	564.07	1,038.49	485.98	502.28	525.75	552.91	27.16	5.17%
MFD Recycling	28.13	203.81	227.06	281.50	350.45	365.05	14.60	4.17%
Roll-Off Recycling	37.53	18.71	11.92	29.20	24.14	24.51	0.37	1.53%
Commercial Organics	313.21	303.45	413.02	474.19	502.61	598.51	95.90	19.08%
MFD Organics	54.96	71.19	80.94	79.48	76.01	71.96	(4.05)	-5.33%
Roll-Off Organics	0.00	9.94	2.79	0.00	105.86	349.95	244.09	100.00%
SUBTOTAL - Disposed Tons	4,964.52	5,358.03	5,308.01	5,324.81	4,960.82	4,945.32	(15.50)	-0.31%
SUBTOTAL - Diverted Tons	997.90	1,645.59	1,221.71	1,366.65	1,584.82	1,962.89	378.07	23.86%
Residential								
Residential Solid Waste	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	94.75	1.39%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	1,484.52	1,544.00	1,649.99	105.99	6.86%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	3,528.22	3,543.54	3,724.43	180.89	5.10%
SUBTOTAL - Disposed Tons	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	94.75	1.39%
SUBTOTAL - Diverted Tons	4,750.31	4,807.16	4,984.12	5,012.74	5,087.54	5,374.42	286.88	5.64%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	11,253.44	11,788.80	11,635.15	11,937.33	11,791.81	11,871.06		
TOTAL TONS DIVERTED	5,748.21	6,452.75	6,205.83	6,379.39	6,672.36	7,337.31		
COMMERCIAL DIVERSION RATE	16.74%	23.50%	18.71%	20.42%	24.21%	28.41%		
MFD DIVERSION RATE	3.04%	9.50%	10.25%	11.58%	14.49%	14.19%		
RESIDENTIAL DIVERSION RATE	43.03%	42.78%	44.06%	43.12%	42.69%	43.69%		
TOTAL DIVERSION RATE	33.81%	35.37%	34.78%	34.83%	36.14%	38.20%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY					
Commercial					
Commercial Solid Waste	663.56	676.59	687.51	690.36	2,718.02
Commercial Recycling	308.19	293.19	297.26	334.58	1,233.22
Commercial Organics	528.77	531.16	573.33	559.42	2,192.68
Subtotal - Disposed	663.56	676.59	687.51	690.36	2,718.02
Subtotal - Diverted	836.96	824.35	870.59	894.00	3,425.90
Diversion Rate	55.78%	54.92%	55.88%	56.43%	55.76%
MFD					
MFD Solid Waste	785.67	718.97	701.49	727.17	2,933.30
MFD Recycling	269.65	255.93	263.00	292.00	1,080.58
MFD Organics	9.83	10.44	18.04	18.66	56.97
Subtotal - Disposed	785.67	718.97	701.49	727.17	2,933.30
Subtotal - Diverted	279.48	266.37	281.04	310.66	1,137.55
Diversion Rate	26.24%	27.03%	28.60%	29.93%	27.94%
Roll-Off					
Roll-Off Solid Waste	250.15	242.83	253.53	237.86	984.37
Roll-Off Recycling	4.30	6.61	3.59	3.13	17.63
Roll-Off Organics	146.02	171.50	162.73	169.35	649.60
Subtotal - Disposed	250.15	242.83	253.53	237.86	984.37
Subtotal - Diverted	150.32	178.11	166.32	172.48	667.23
Diversion Rate	37.54%	42.31%	39.61%	42.03%	40.40%
Residential					
Residential Solid Waste	804.07	823.77	847.37	835.44	3,310.65
Residential Curbside Recycling	638.69	590.76	601.13	625.28	2,455.86
Residential Curbside Organics	657.76	747.05	627.23	621.71	2,653.75
Subtotal - Disposed	804.07	823.77	847.37	835.44	3,310.65
Subtotal - Diverted	1,296.45	1,337.81	1,228.36	1,246.99	5,109.61
Diversion Rate	61.72%	61.89%	59.18%	59.88%	60.68%
Total Disposed	2,503.45	2,462.16	2,489.90	2,490.83	9,946.34
Total Diverted	2,563.21	2,606.64	2,546.31	2,624.13	10,340.29
Total Diversion Rate	50.59%	51.43%	50.56%	51.30%	50.97%
Single-Family Measured Diversion Rate	61.72%	61.89%	59.18%	59.88%	60.68%
Commercial Measured Diversion Rate	42.71%	43.64%	44.52%	45.41%	44.08%
MFD Measured Diversion Rate	26.24%	27.03%	28.60%	29.93%	27.94%
Overall Measured Diversion Rate	50.59%	51.43%	50.56%	51.30%	50.97%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</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	2,718.02	137.46	5.33%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	3,201.16	3,114.74	2,933.30	(181.44)	-5.83%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	1,153.30	1,119.33	984.37	(134.96)	-12.06%
Commercial Recycling	688.67	941.33	998.73	1,032.09	1,075.44	1,233.22	157.78	14.67%
MFD Recycling	601.97	657.90	828.40	918.77	972.79	1,080.58	107.79	11.08%
Roll-Off Recycling	46.60	22.90	17.36	8.55	12.46	17.63	5.17	41.49%
Commercial Organics	1,469.88	1,587.85	1,872.59	1,970.96	1,991.68	2,192.68	201.00	10.09%
MFD Organics	35.51	34.96	48.24	39.47	37.00	56.97	19.97	53.97%
Roll-Off Organics	348.55	578.91	523.15	544.56	566.69	649.60	82.91	14.63%
SUBTOTAL - Disposed Tons	8,935.59	7,808.56	7,476.63	7,086.85	6,814.63	6,635.69	(178.94)	-2.63%
SUBTOTAL - Diverted Tons	3,191.18	3,823.85	4,288.47	4,514.40	4,656.06	5,230.68	574.62	12.34%
Residential								
Residential Solid Waste	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	115.64	3.62%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	2,404.14	2,432.17	2,455.86	23.69	0.97%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	2,628.83	2,489.48	2,653.75	164.27	6.60%
SUBTOTAL - Disposed Tons	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	115.64	3.62%
SUBTOTAL - Diverted Tons	5,211.92	5,243.08	5,164.17	5,032.97	4,921.65	5,109.61	187.96	3.82%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	12,094.91	11,108.12	10,758.47	10,273.16	10,009.64	9,946.34		
TOTAL TONS DIVERTED	8,403.10	9,066.93	9,452.64	9,547.37	9,577.71	10,340.29		
COMMERCIAL DIVERSION RATE	26.32%	32.87%	36.45%	38.91%	40.59%	44.08%		
MFD DIVERSION RATE	13.86%	17.78%	20.72%	23.04%	24.48%	27.94%		
RESIDENTIAL DIVERSION RATE	62.26%	61.38%	61.14%	61.23%	60.64%	60.68%		
TOTAL DIVERSION RATE	40.99%	44.94%	46.77%	48.17%	48.90%	50.97%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH					
Commercial					
Commercial Solid Waste	93.70	75.15	69.14	65.01	303.00
Commercial Recycling	155.02	50.39	44.88	41.51	291.80
Commercial Organics	114.03	90.53	105.67	98.46	408.69
Subtotal - Disposed	93.70	75.15	69.14	65.01	303.00
Subtotal - Diverted	269.05	140.92	150.55	139.97	700.49
Diversion Rate	74.17%	65.22%	68.53%	68.28%	69.81%
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	574.74	565.82	571.93	616.54	2,329.03
Residential Curbside Recycling	492.81	484.78	474.93	535.71	1,988.23
Residential Curbside Organics	1,140.09	1,130.39	1,042.12	1,203.55	4,516.15
Subtotal - Disposed	574.74	565.82	571.93	616.54	2,329.03
Subtotal - Diverted	1,632.90	1,615.17	1,517.05	1,739.26	6,504.38
Diversion Rate	73.97%	74.06%	72.62%	73.83%	73.63%
Total Disposed	668.44	640.97	641.07	681.55	2,632.03
Total Diverted	1,901.95	1,756.09	1,667.60	1,879.23	7,204.87
Total Diversion Rate	73.99%	73.26%	72.23%	73.39%	73.24%
Single-Family Measured Diversion Rate	73.97%	74.06%	72.62%	73.83%	73.63%
Commercial Measured Diversion Rate	74.17%	65.22%	68.53%	68.28%	69.81%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.99%	73.26%	72.23%	73.39%	73.24%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
Hillsborough								
Commercial¹ and MFD								
Commercial Solid Waste	506.78	379.52	385.31	272.78	310.97	303.00	(7.97)	-2.56%
MFD Solid Waste	0.00	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	0.00%
Commercial Recycling	590.06	229.44	492.63	345.35	532.53	291.80	(240.73)	-45.20%
MFD Recycling	0.00	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	0.00%
Commercial Organics	275.02	323.48	354.35	331.05	481.97	408.69	(73.28)	-15.20%
MFD Organics	0.00	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	0.00%
SUBTOTAL - Disposed Tons	512.02	381.32	385.31	272.78	310.97	303.00	(7.97)	-2.56%
SUBTOTAL - Diverted Tons	872.62	568.76	846.98	676.40	1,014.50	700.49	(314.01)	-30.95%
Residential								
Residential Solid Waste	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	31.34	1.36%
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	1,950.19	1,942.23	1,988.23	46.00	2.37%
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	4,386.85	4,194.58	4,516.15	321.57	7.67%
SUBTOTAL - Disposed Tons	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	31.34	1.36%
SUBTOTAL - Diverted Tons	6,090.50	6,483.14	6,317.89	6,337.04	6,136.81	6,504.38	367.57	5.99%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	3,279.88	2,740.38	2,658.49	2,514.68	2,608.66	2,632.03		
TOTAL TONS DIVERTED	6,963.12	7,051.90	7,164.87	7,013.44	7,151.31	7,204.87		
COMMERCIAL DIVERSION RATE	63.02%	59.86%	68.73%	71.26%	76.54%	69.81%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	68.75%	73.32%	73.54%	73.87%	72.76%	73.63%		
TOTAL DIVERSION RATE	67.98%	72.01%	72.94%	73.61%	73.27%	73.24%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK					
Commercial					
Commercial Solid Waste	2,393.10	2,269.21	2,363.83	2,385.51	9,411.65
Commercial Recycling	836.21	770.50	921.05	879.40	3,407.16
Commercial Organics	1,454.63	1,368.67	1,417.00	1,683.10	5,923.40
Subtotal - Disposed	2,393.10	2,269.21	2,363.83	2,385.51	9,411.65
Subtotal - Diverted	2,290.84	2,139.17	2,338.05	2,562.50	9,330.56
Diversion Rate	48.91%	48.53%	49.73%	51.79%	49.78%
MFD					
MFD Solid Waste	571.73	537.63	538.21	528.93	2,176.50
MFD Recycling	210.09	203.91	202.05	204.48	820.53
MFD Organics	31.13	29.53	27.39	31.74	119.79
Subtotal - Disposed	571.73	537.63	538.21	528.93	2,176.50
Subtotal - Diverted	241.22	233.44	229.44	236.22	940.32
Diversion Rate	29.67%	30.27%	29.89%	30.87%	30.17%
Roll-Off					
Roll-Off Solid Waste	123.52	126.86	119.91	129.56	499.85
Roll-Off Recycling	187.55	210.53	227.04	192.08	817.20
Roll-Off Organics	109.79	70.27	74.96	126.56	381.58
Subtotal - Disposed	123.52	126.86	119.91	129.56	499.85
Subtotal - Diverted	297.34	280.80	302.00	318.64	1,198.78
Diversion Rate	70.65%	68.88%	71.58%	71.09%	70.57%
Residential					
Residential Solid Waste	1,116.50	1,119.76	1,141.21	1,111.43	4,488.90
Residential Curbside Recycling	899.91	880.89	879.60	931.31	3,591.71
Residential Curbside Organics	1,999.13	1,923.16	1,746.19	2,207.94	7,876.42
Subtotal - Disposed	1,116.50	1,119.76	1,141.21	1,111.43	4,488.90
Subtotal - Diverted	2,899.04	2,804.05	2,625.79	3,139.25	11,468.13
Diversion Rate	72.20%	71.46%	69.71%	73.85%	71.87%
Total Disposed	4,204.85	4,053.46	4,163.16	4,155.43	16,576.90
Total Diverted	5,728.44	5,457.46	5,495.28	6,256.61	22,937.79
Total Diversion Rate	57.67%	57.38%	56.90%	60.09%	58.05%
Single-Family Measured Diversion Rate	72.20%	71.46%	69.71%	73.85%	71.87%
Commercial Measured Diversion Rate	47.81%	47.49%	48.71%	50.60%	48.69%
MFD Measured Diversion Rate	29.67%	30.27%	29.89%	30.87%	30.17%
Overall Measured Diversion Rate	57.67%	57.38%	56.90%	60.09%	58.05%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<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>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</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	9,411.65	(77.07)	-0.81%
MFD Solid Waste	2,511.65	2,175.92	2,153.06	2,189.51	2,224.59	2,176.50	(48.09)	-2.16%
Roll-Off Solid Waste	630.67	532.98	410.34	470.77	503.40	499.85	(3.55)	-0.71%
Commercial Recycling	2,013.95	2,566.57	2,687.81	2,855.38	3,255.21	3,407.16	151.95	4.67%
MFD Recycling	527.40	663.85	745.63	765.17	799.00	820.53	21.53	2.69%
Roll-Off Recycling	481.46	268.82	560.53	772.60	799.27	817.20	17.93	2.24%
Commercial Organics	3,707.57	4,094.45	4,345.37	4,265.33	4,898.19	5,923.40	1,025.21	20.93%
MFD Organics	129.37	114.25	124.09	123.61	119.26	119.79	0.53	0.44%
Roll-Off Organics	103.10	356.99	270.73	217.75	255.50	381.58	126.08	49.35%
SUBTOTAL - Disposed Tons	13,550.10	12,660.58	11,814.71	12,094.72	12,216.71	12,088.00	(128.71)	-1.05%
SUBTOTAL - Diverted Tons	6,962.85	8,064.93	8,734.16	8,999.84	10,126.43	11,469.66	1,343.23	13.26%
Residential								
Residential Solid Waste	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	98.97	2.25%
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	3,621.01	3,645.83	3,591.71	(54.12)	-1.48%
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	7,830.59	7,524.42	7,876.42	352.00	4.68%
SUBTOTAL - Disposed Tons	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	98.97	2.25%
SUBTOTAL - Diverted Tons	11,785.12	11,884.41	11,726.94	11,451.60	11,170.25	11,468.13	297.88	2.67%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	17,917.07	17,119.89	16,190.56	16,475.02	16,606.64	16,576.90		
TOTAL TONS DIVERTED	18,747.97	19,949.34	20,461.10	20,451.44	21,296.68	22,937.79		
COMMERCIAL DIVERSION RATE	33.94%	38.91%	42.50%	42.66%	45.32%	48.69%		
MFD DIVERSION RATE	20.73%	26.34%	28.77%	28.87%	29.22%	30.17%		
RESIDENTIAL DIVERSION RATE	72.96%	72.72%	72.83%	72.33%	71.79%	71.87%		
TOTAL DIVERSION RATE	51.13%	53.82%	55.83%	55.38%	56.19%	58.05%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	2016				2016
	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	530.68	514.44	517.47	510.95	2,073.54
Commercial Recycling	174.07	177.76	184.78	186.18	722.79
Commercial Organics	125.35	122.51	118.27	112.01	478.14
Subtotal - Disposed	530.68	514.44	517.47	510.95	2,073.54
Subtotal - Diverted	299.42	300.27	303.05	298.19	1,200.93
Diversion Rate	36.07%	36.86%	36.93%	36.85%	36.68%
MFD					
MFD Solid Waste	249.16	246.14	249.69	244.16	989.15
MFD Recycling	37.30	38.14	37.05	38.45	150.94
MFD Organics	1.92	2.41	4.84	4.60	13.77
Subtotal - Disposed	249.16	246.14	249.69	244.16	989.15
Subtotal - Diverted	39.22	40.55	41.89	43.05	164.71
Diversion Rate	13.60%	14.14%	14.37%	14.99%	14.27%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.32	0.00	0.32
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	0.32	0.00	0.32
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	760.19	736.05	744.89	741.74	2,982.87
Residential Curbside Recycling	298.98	306.09	290.29	298.52	1,193.88
Residential Curbside Organics	524.85	526.28	480.40	514.21	2,045.74
Subtotal - Disposed	760.19	736.05	744.89	741.74	2,982.87
Subtotal - Diverted	823.83	832.37	770.69	812.73	3,239.62
Diversion Rate	52.01%	53.07%	50.85%	52.28%	52.06%
Total Disposed	1,540.03	1,496.63	1,512.37	1,496.85	6,045.88
Total Diverted	1,162.47	1,173.19	1,115.63	1,153.97	4,605.26
Total Diversion Rate	43.01%	43.94%	42.45%	43.53%	43.24%
Single-Family Measured Diversion Rate	52.01%	53.07%	50.85%	52.28%	52.06%
Commercial Measured Diversion Rate	30.28%	30.94%	31.01%	31.13%	30.84%
MFD Measured Diversion Rate	13.60%	14.14%	14.37%	14.99%	14.27%
Overall Measured Diversion Rate	43.01%	43.94%	42.45%	43.53%	43.24%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</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	2,073.54	(27.09)	-1.29%
MFD Solid Waste	785.27	822.70	967.90	975.96	993.25	989.15	(4.10)	-0.41%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.32	0.32	100.00%
Commercial Recycling	418.58	477.20	489.79	564.86	671.61	722.79	51.18	7.62%
MFD Recycling	100.23	110.41	118.40	120.80	142.02	150.94	8.92	6.28%
Roll-Off Recycling	0.00	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	478.14	(17.88)	-3.60%
MFD Organics	3.02	2.18	1.58	2.11	4.24	13.77	9.53	224.76%
Roll-Off Organics	0.00	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	3,063.01	(30.87)	-1.00%
SUBTOTAL - Diverted Tons	888.23	971.34	1,001.82	1,160.12	1,313.89	1,365.64	51.75	3.94%
Residential								
Residential Solid Waste	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	161.19	5.71%
Residential Curbside Recycling	989.25	1,154.24	1,170.12	1,164.56	1,163.10	1,193.88	30.78	2.65%
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	1,991.06	1,944.71	2,045.74	101.03	5.20%
SUBTOTAL - Disposed Tons	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	161.19	5.71%
SUBTOTAL - Diverted Tons	3,040.48	3,278.61	3,258.61	3,155.62	3,107.81	3,239.62	131.81	4.24%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	5,008.63	5,625.14	5,743.11	5,783.08	5,915.56	6,045.88		
TOTAL TONS DIVERTED	3,928.71	4,249.95	4,260.43	4,315.74	4,421.70	4,605.26		
COMMERCIAL DIVERSION RATE	26.10%	25.37%	25.61%	27.94%	29.81%	30.84%		
MFD DIVERSION RATE	11.62%	12.04%	11.03%	11.19%	12.84%	14.27%		
RESIDENTIAL DIVERSION RATE	54.94%	54.22%	53.50%	53.06%	52.41%	52.06%		
TOTAL DIVERSION RATE	43.96%	43.04%	42.59%	42.74%	42.77%	43.24%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY					
Commercial					
Commercial Solid Waste	4,202.21	4,049.95	4,082.31	4,266.48	16,600.95
Commercial Recycling	1,255.96	1,154.77	1,182.24	1,264.53	4,857.50
Commercial Organics	1,203.89	1,134.67	1,071.99	1,132.96	4,543.51
Subtotal - Disposed	4,202.21	4,049.95	4,082.31	4,266.48	16,600.95
Subtotal - Diverted	2,459.85	2,289.44	2,254.23	2,397.49	9,401.01
Diversion Rate	36.92%	36.11%	35.58%	35.98%	36.15%
MFD					
MFD Solid Waste	1,910.42	1,895.90	1,891.54	1,898.45	7,596.31
MFD Recycling	413.84	391.10	395.49	427.31	1,627.74
MFD Organics	28.68	30.73	36.55	37.99	133.95
Subtotal - Disposed	1,910.42	1,895.90	1,891.54	1,898.45	7,596.31
Subtotal - Diverted	442.52	421.83	432.04	465.30	1,761.69
Diversion Rate	18.81%	18.20%	18.59%	19.68%	18.83%
Roll-Off					
Roll-Off Solid Waste	959.63	951.48	975.31	1,000.20	3,886.62
Roll-Off Recycling	86.64	106.26	107.48	113.95	414.33
Roll-Off Organics	162.83	179.75	189.37	211.96	743.91
Subtotal - Disposed	959.63	951.48	975.31	1,000.20	3,886.62
Subtotal - Diverted	249.47	286.01	296.85	325.91	1,158.24
Diversion Rate	20.63%	23.11%	23.33%	24.58%	22.96%
Residential					
Residential Solid Waste	2,545.94	2,562.80	2,579.73	2,563.04	10,251.51
Residential Curbside Recycling	1,922.81	1,862.95	1,859.34	1,969.42	7,614.52
Residential Curbside Organics	3,100.41	3,171.72	2,829.94	3,188.68	12,290.75
Subtotal - Disposed	2,545.94	2,562.80	2,579.73	2,563.04	10,251.51
Subtotal - Diverted	5,023.22	5,034.67	4,689.28	5,158.10	19,905.27
Diversion Rate	66.36%	66.27%	64.51%	66.80%	66.01%
Total Disposed	9,618.20	9,460.13	9,528.89	9,728.17	38,335.39
Total Diverted	8,175.06	8,031.95	7,672.40	8,346.80	32,226.21
Total Diversion Rate	45.94%	45.92%	44.60%	46.18%	45.67%
Single-Family Measured Diversion Rate	66.36%	66.27%	64.51%	66.80%	66.01%
Commercial Measured Diversion Rate	30.83%	30.29%	30.03%	30.80%	30.49%
MFD Measured Diversion Rate	18.81%	18.20%	18.59%	19.68%	18.83%
Overall Measured Diversion Rate	45.94%	45.92%	44.60%	46.18%	45.67%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</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	16,600.95	254.67	1.56%
MFD Solid Waste	7,963.02	7,687.77	7,466.53	7,130.61	7,114.06	7,596.31	482.25	6.78%
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	4,098.20	3,944.34	3,886.62	(57.72)	-1.46%
Commercial Recycling	2,984.86	3,477.58	3,492.67	4,054.47	4,511.05	4,857.50	346.45	7.68%
MFD Recycling	1,147.28	1,211.15	1,301.58	1,304.54	1,391.55	1,627.74	236.19	16.97%
Roll-Off Recycling	122.07	114.38	158.71	194.51	336.19	414.33	78.14	23.24%
Commercial Organics	2,656.97	3,229.20	3,442.53	3,710.01	4,426.37	4,543.51	117.14	2.65%
MFD Organics	136.97	129.08	123.64	114.41	105.44	133.95	28.51	27.04%
Roll-Off Organics	616.13	747.42	651.78	632.59	633.50	743.91	110.41	17.43%
SUBTOTAL - Disposed Tons	26,752.49	27,765.08	26,798.52	27,125.16	27,404.68	28,083.88	679.20	2.48%
SUBTOTAL - Diverted Tons	7,664.28	8,908.81	9,170.91	10,010.53	11,404.10	12,320.94	916.84	8.04%
Residential								
Residential Solid Waste	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	149.85	1.48%
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	7,568.52	7,446.55	7,614.52	167.97	2.26%
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	12,177.01	11,637.32	12,290.75	653.43	5.61%
SUBTOTAL - Disposed Tons	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	149.85	1.48%
SUBTOTAL - Diverted Tons	18,660.37	19,804.59	20,203.88	19,745.53	19,083.87	19,905.27	821.40	4.30%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	37,296.62	38,146.22	36,998.76	37,139.67	37,506.34	38,335.39		
TOTAL TONS DIVERTED	26,324.65	28,713.40	29,374.79	29,756.06	30,487.97	32,226.21		
COMMERCIAL DIVERSION RATE	22.27%	24.29%	25.50%	26.96%	29.39%	30.49%		
MFD DIVERSION RATE	13.89%	14.85%	16.03%	16.60%	17.38%	18.83%		
RESIDENTIAL DIVERSION RATE	63.90%	65.61%	66.45%	66.35%	65.39%	66.01%		
TOTAL DIVERSION RATE	41.38%	42.95%	44.26%	44.48%	44.84%	45.67%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	2016				2016
	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	1,535.16	1,469.38	1,504.02	1,500.09	6,008.65
Commercial Recycling	558.99	543.78	513.06	528.46	2,144.29
Commercial Organics	366.84	405.11	423.02	439.90	1,634.87
Subtotal - Disposed	1,535.16	1,469.38	1,504.02	1,500.09	6,008.65
Subtotal - Diverted	925.83	948.89	936.08	968.36	3,779.16
Diversion Rate	37.62%	39.24%	38.36%	39.23%	38.61%
MFD					
MFD Solid Waste	395.31	390.71	414.57	415.51	1,616.10
MFD Recycling	124.11	118.07	117.27	126.41	485.86
MFD Organics	30.30	28.20	28.19	26.33	113.02
Subtotal - Disposed	395.31	390.71	414.57	415.51	1,616.10
Subtotal - Diverted	154.41	146.27	145.46	152.74	598.88
Diversion Rate	28.09%	27.24%	25.97%	26.88%	27.04%
Roll-Off					
Roll-Off Solid Waste	232.26	243.68	234.29	165.65	875.88
Roll-Off Recycling	29.89	33.61	32.40	65.88	161.78
Roll-Off Organics	0.00	0.00	0.00	4.84	4.84
Subtotal - Disposed	232.26	243.68	234.29	165.65	875.88
Subtotal - Diverted	29.89	33.61	32.40	70.72	166.62
Diversion Rate	11.40%	12.12%	12.15%	0.00%	15.98%
Residential					
Residential Solid Waste	1,088.69	1,106.16	1,126.38	1,114.97	4,436.20
Residential Curbside Recycling	973.76	918.89	929.43	991.95	3,814.03
Residential Curbside Organics	1,476.05	1,529.63	1,407.09	1,480.87	5,893.64
Subtotal - Disposed	1,088.69	1,106.16	1,126.38	1,114.97	4,436.20
Subtotal - Diverted	2,449.81	2,448.52	2,336.52	2,472.82	9,707.67
Diversion Rate	69.23%	68.88%	67.47%	68.92%	68.64%
Total Disposed	3,251.42	3,209.93	3,279.26	3,196.22	12,936.83
Total Diverted	3,559.94	3,577.29	3,450.46	3,664.64	14,252.33
Total Diversion Rate	52.26%	52.71%	51.27%	53.41%	52.42%
Single-Family Measured Diversion Rate	69.23%	68.88%	67.47%	68.92%	68.64%
Commercial Measured Diversion Rate	33.92%	34.92%	34.10%	36.41%	34.84%
MFD Measured Diversion Rate	28.09%	27.24%	25.97%	26.88%	27.04%
Overall Measured Diversion Rate	52.26%	52.71%	51.27%	53.41%	52.42%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
San Carlos								
<u>Commercial¹ and MFD</u>								
Commercial Solid Waste	6,080.74	6,058.04	6,151.67	6,274.92	6,133.75	6,008.65	(125.10)	-2.04%
MFD Solid Waste	1,756.00	1,556.17	1,593.44	1,579.36	1,550.13	1,616.10	65.97	4.26%
Roll-Off Solid Waste	1,336.01	976.84	823.76	808.18	862.02	875.88	13.86	1.61%
Commercial Recycling	1,583.21	1,757.09	1,895.15	2,023.91	2,129.98	2,144.29	14.31	0.67%
MFD Recycling	407.67	375.77	444.50	467.01	480.21	485.86	5.65	1.18%
Roll-Off Recycling	345.23	186.22	174.06	139.80	185.01	161.78	(23.23)	-12.56%
Commercial Organics	687.65	838.14	863.47	1,015.48	1,298.55	1,634.87	336.32	25.90%
MFD Organics	86.80	73.08	78.57	122.38	119.24	113.02	(6.22)	-5.22%
Roll-Off Organics	64.78	2.13	9.28	2.29	0.00	4.84	4.84	100.00%
SUBTOTAL - Disposed Tons	9,172.75	8,591.05	8,568.87	8,662.46	8,545.90	8,500.63	(45.27)	-0.53%
SUBTOTAL - Diverted Tons	3,175.34	3,232.43	3,465.03	3,770.87	4,212.99	4,544.66	331.67	7.87%
<u>Residential</u>								
Residential Solid Waste	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	4,436.20	116.25	2.69%
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	3,872.17	3,775.35	3,814.03	38.68	1.02%
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	5,812.59	5,659.48	5,893.64	234.16	4.14%
SUBTOTAL - Disposed Tons	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	4,436.20	116.25	2.69%
SUBTOTAL - Diverted Tons	10,010.71	10,260.86	10,117.83	9,684.76	9,434.83	9,707.67	272.84	2.89%
<u>Commercial/MFD and Residential</u>								
TOTAL TONS DISPOSED	13,671.23	13,080.09	12,974.02	12,993.55	12,865.85	12,936.83		
TOTAL TONS DIVERTED	13,186.05	13,493.29	13,582.86	13,455.63	13,647.82	14,252.33		
COMMERCIAL DIVERSION RATE	25.72%	27.34%	28.79%	30.33%	33.02%	34.84%		
MFD DIVERSION RATE	21.97%	22.39%	24.71%	27.18%	27.89%	27.04%		
RESIDENTIAL DIVERSION RATE	69.00%	69.57%	69.67%	69.10%	68.59%	68.64%		
TOTAL DIVERSION RATE	49.10%	50.78%	51.15%	50.87%	51.47%	52.42%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO					
Commercial					
Commercial Solid Waste	3,745.43	3,550.83	3,677.79	3,726.13	14,700.18
Commercial Recycling	1,467.66	1,261.82	1,371.92	1,396.30	5,497.70
Commercial Organics	899.82	926.21	949.94	962.78	3,738.75
Subtotal - Disposed	3,745.43	3,550.83	3,677.79	3,726.13	14,700.18
Subtotal - Diverted	2,367.48	2,188.03	2,321.86	2,359.08	9,236.45
Diversion Rate	38.73%	38.13%	38.70%	38.77%	38.59%
MFD					
MFD Solid Waste	2,674.76	2,607.15	2,653.14	2,607.54	10,542.59
MFD Recycling	734.53	706.25	717.02	772.53	2,930.33
MFD Organics	79.21	77.88	60.73	61.70	279.52
Subtotal - Disposed	2,674.76	2,607.15	2,653.14	2,607.54	10,542.59
Subtotal - Diverted	813.74	784.13	777.75	834.23	3,209.85
Diversion Rate	23.33%	23.12%	22.67%	24.24%	23.34%
Roll-Off					
Roll-Off Solid Waste	1,102.64	1,016.60	965.87	955.22	4,040.33
Roll-Off Recycling	103.14	77.63	87.77	137.38	405.92
Roll-Off Organics	0.00	55.85	117.83	127.71	301.39
Subtotal - Disposed	1,102.64	1,016.60	965.87	955.22	4,040.33
Subtotal - Diverted	103.14	133.48	205.60	265.09	707.31
Diversion Rate	8.55%	11.61%	17.55%	21.72%	14.90%
Residential					
Residential Solid Waste	3,174.25	3,185.92	3,215.96	3,216.33	12,792.46
Residential Curbside Recycling	2,218.82	2,168.03	2,157.42	2,303.48	8,847.75
Residential Curbside Organics	3,471.66	3,693.03	3,232.09	3,367.77	13,764.55
Subtotal - Disposed	3,174.25	3,185.92	3,215.96	3,216.33	12,792.46
Subtotal - Diverted	5,690.48	5,861.06	5,389.51	5,671.25	22,612.30
Diversion Rate	64.19%	64.78%	62.63%	63.81%	63.87%
Total Disposed	10,697.08	10,360.50	10,512.76	10,505.22	42,075.56
Total Diverted	8,974.84	8,966.70	8,694.72	9,129.65	35,765.91
Total Diversion Rate	45.62%	46.39%	45.27%	46.50%	45.95%
Single-Family Measured Diversion Rate	64.19%	64.78%	62.63%	63.81%	63.87%
Commercial Measured Diversion Rate	30.39%	30.21%	31.18%	32.18%	31.00%
MFD Measured Diversion Rate	23.33%	23.12%	22.67%	24.24%	23.34%
Overall Measured Diversion Rate	45.62%	46.39%	45.27%	46.50%	45.95%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<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>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</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	14,700.18	336.59	2.34%
MFD Solid Waste	11,703.20	10,580.12	10,663.03	10,499.72	10,653.67	10,542.59	(111.08)	-1.04%
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	4,175.79	4,217.65	4,040.33	(177.32)	-4.20%
Commercial Recycling	3,608.08	4,286.18	4,599.20	4,994.51	5,082.44	5,497.70	415.26	8.17%
MFD Recycling	2,365.38	2,278.04	2,498.87	2,609.95	2,759.57	2,930.33	170.76	6.19%
Roll-Off Recycling	438.38	498.93	422.51	403.03	396.65	405.92	9.27	2.34%
Commercial Organics	2,646.99	3,006.65	3,033.41	3,169.17	3,468.84	3,738.75	269.91	7.78%
MFD Organics	382.22	357.70	342.73	291.12	311.59	279.52	(32.07)	-10.29%
Roll-Off Organics	0.47	18.50	0.00	0.00	2.44	301.39	298.95	12252.05%
SUBTOTAL - Disposed Tons	29,970.77	29,965.91	29,153.23	29,134.27	29,234.91	29,283.10	48.19	0.16%
SUBTOTAL - Diverted Tons	9,441.52	10,446.00	10,896.72	11,467.78	12,021.53	13,153.61	1,132.08	9.42%
Residential								
Residential Solid Waste	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	155.97	1.23%
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	8,542.51	8,569.35	8,847.75	278.40	3.25%
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	13,676.71	12,814.53	13,764.55	950.02	7.41%
SUBTOTAL - Disposed Tons	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	155.97	1.23%
SUBTOTAL - Diverted Tons	22,323.72	22,704.82	22,462.77	22,219.22	21,383.88	22,612.30	1,228.42	5.74%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	42,280.97	42,699.73	41,674.02	41,636.36	41,871.40	42,075.56		
TOTAL TONS DIVERTED	31,765.24	33,150.82	33,359.49	33,687.00	33,405.41	35,765.91		
COMMERCIAL DIVERSION RATE	23.96%	25.85%	27.21%	28.24%	29.14%	31.00%		
MFD DIVERSION RATE	19.01%	19.94%	21.04%	21.65%	22.38%	23.34%		
RESIDENTIAL DIVERSION RATE	64.46%	64.07%	64.21%	63.99%	62.86%	63.87%		
TOTAL DIVERSION RATE	42.90%	43.71%	44.46%	44.72%	44.38%	45.95%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO COUNTY					
Commercial					
Commercial Solid Waste	208.74	202.50	209.75	228.75	849.74
Commercial Recycling	83.19	77.33	81.32	91.79	333.63
Commercial Organics	85.75	66.41	62.46	60.53	275.15
Subtotal - Disposed	208.74	202.50	209.75	228.75	849.74
Subtotal - Diverted	168.94	143.74	143.78	152.32	608.78
Diversion Rate	44.73%	41.51%	40.67%	39.97%	41.74%
MFD					
MFD Solid Waste	112.46	109.99	110.47	109.83	442.75
MFD Recycling	15.00	14.25	14.10	13.90	57.25
MFD Organics	0.97	0.91	0.87	0.80	3.55
Subtotal - Disposed	112.46	109.99	110.47	109.83	442.75
Subtotal - Diverted	15.97	15.16	14.97	14.70	60.80
Diversion Rate	12.43%	12.11%	11.93%	11.80%	12.07%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	5.45	5.45
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	5.45	5.45
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	680.69	669.45	689.48	692.60	2,732.22
Residential Curbside Recycling	599.46	580.27	571.82	628.27	2,379.82
Residential Curbside Organics	1,019.79	1,029.65	944.59	1,029.41	4,023.44
Subtotal - Disposed	680.69	669.45	689.48	692.60	2,732.22
Subtotal - Diverted	1,619.25	1,609.92	1,516.41	1,657.68	6,403.26
Diversion Rate	70.40%	70.63%	68.74%	70.53%	70.09%
Total Disposed	1,001.89	981.94	1,009.70	1,036.63	4,030.16
Total Diverted	1,804.16	1,768.82	1,675.16	1,824.70	7,072.84
Total Diversion Rate	64.30%	64.30%	62.39%	63.77%	63.70%
Single-Family Measured Diversion Rate	70.40%	70.63%	68.74%	70.53%	70.09%
Commercial Measured Diversion Rate	36.54%	33.71%	33.14%	32.68%	34.03%
MFD Measured Diversion Rate	12.43%	12.11%	11.93%	11.80%	12.07%
Overall Measured Diversion Rate	64.30%	64.30%	62.39%	63.77%	63.70%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<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>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
San Mateo County								
Commercial¹ and MFD								
Commercial Solid Waste	998.90	1,050.52	995.20	896.77	825.15	849.74	24.59	2.98%
MFD Solid Waste	419.41	397.14	411.31	419.04	426.93	442.75	15.82	3.71%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	5.45	5.45	100.00%
Commercial Recycling	199.65	243.73	264.07	283.65	296.74	333.63	36.89	12.43%
MFD Recycling	60.39	49.96	48.18	50.51	55.87	57.25	1.38	2.47%
Roll-Off Recycling	0.00	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	275.15	(70.83)	-20.47%
MFD Organics	8.13	4.84	4.48	3.52	3.77	3.55	(0.22)	-5.84%
Roll-Off Organics	0.10	0.00	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	1,297.94	45.86	3.66%
SUBTOTAL - Diverted Tons	414.21	517.98	540.19	658.36	702.36	669.58	(32.78)	-4.67%
Residential								
Residential Solid Waste	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	46.17	1.72%
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	2,371.48	2,384.26	2,379.82	(4.44)	-0.19%
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	3,935.51	3,884.85	4,023.44	138.59	3.57%
SUBTOTAL - Disposed Tons	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	46.17	1.72%
SUBTOTAL - Diverted Tons	6,281.18	6,675.02	6,676.77	6,306.99	6,269.11	6,403.26	134.15	2.14%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	4,015.15	4,153.74	4,082.32	4,007.50	3,938.13	4,030.16		
TOTAL TONS DIVERTED	6,695.39	7,193.00	7,216.96	6,965.35	6,971.47	7,072.84		
COMMERCIAL DIVERSION RATE	22.60%	26.35%	27.75%	33.35%	35.94%	34.03%		
MFD DIVERSION RATE	14.04%	12.13%	11.35%	11.42%	12.26%	12.07%		
RESIDENTIAL DIVERSION RATE	70.75%	71.15%	71.39%	70.09%	70.01%	70.09%		
TOTAL DIVERSION RATE	62.51%	63.39%	63.87%	63.48%	63.90%	63.70%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY					
Commercial					
Commercial Solid Waste	100.64	96.03	100.38	93.76	390.81
Commercial Recycling	41.86	39.00	37.34	42.36	160.56
Commercial Organics	38.61	43.05	45.07	42.25	168.98
Subtotal - Disposed	100.64	96.03	100.38	93.76	390.81
Subtotal - Diverted	80.47	82.05	82.41	84.61	329.54
Diversion Rate	44.43%	46.07%	45.08%	47.44%	45.75%
MFD					
MFD Solid Waste	6.99	6.43	6.92	6.74	27.08
MFD Recycling	3.29	3.18	3.15	3.22	12.84
MFD Organics	0.42	0.40	1.09	1.20	3.11
Subtotal - Disposed	6.99	6.43	6.92	6.74	27.08
Subtotal - Diverted	3.71	3.58	4.24	4.42	15.95
Diversion Rate	34.67%	35.76%	37.99%	39.61%	37.07%
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	279.03	289.60	282.64	293.19	1,144.46
Residential Curbside Recycling	277.68	268.25	262.06	297.89	1,105.88
Residential Curbside Organics	601.22	571.28	540.92	693.70	2,407.12
Subtotal - Disposed	279.03	289.60	282.64	293.19	1,144.46
Subtotal - Diverted	878.90	839.53	802.98	991.59	3,513.00
Diversion Rate	75.90%	74.35%	73.97%	77.18%	75.43%
Total Disposed	386.66	392.06	389.94	393.69	1,562.35
Total Diverted	963.08	925.16	889.63	1,080.62	3,858.49
Total Diversion Rate	71.35%	70.24%	69.53%	73.30%	71.18%
Single-Family Measured Diversion Rate	75.90%	74.35%	73.97%	77.18%	75.43%
Commercial Measured Diversion Rate	43.89%	45.53%	44.68%	46.97%	45.26%
MFD Measured Diversion Rate	34.67%	35.76%	37.99%	39.61%	37.07%
Overall Measured Diversion Rate	71.35%	70.24%	69.53%	73.30%	71.18%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<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>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
West Bay Sanitary								
Commercial¹ and MFD								
Commercial Solid Waste	392.32	379.90	374.80	409.91	398.25	390.81	(7.44)	-1.87%
MFD Solid Waste	72.55	61.63	47.95	27.81	27.49	27.08	(0.41)	-1.49%
Roll-Off Solid Waste	0.00	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	160.56	(0.51)	-0.32%
MFD Recycling	16.80	18.33	16.56	13.10	13.50	12.84	(0.66)	-4.89%
Roll-Off Recycling	0.00	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	168.98	28.71	20.47%
MFD Organics	0.00	0.00	0.82	1.66	1.75	3.11	1.36	77.71%
Roll-Off Organics	0.00	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	417.89	(7.85)	-1.84%
SUBTOTAL - Diverted Tons	166.51	249.03	292.93	309.98	316.59	345.49	28.90	9.13%
Residential								
Residential Solid Waste	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	17.00	1.51%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	1,121.17	1,093.36	1,105.88	12.52	1.15%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	2,391.92	2,321.20	2,407.12	85.92	3.70%
SUBTOTAL - Disposed Tons	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	17.00	1.51%
SUBTOTAL - Diverted Tons	3,462.82	3,659.22	3,589.47	3,513.09	3,414.56	3,513.00	98.44	2.88%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	1,559.35	1,646.22	1,594.91	1,594.55	1,553.20	1,562.35		
TOTAL TONS DIVERTED	3,629.33	3,908.25	3,882.40	3,823.07	3,731.15	3,858.49		
COMMERCIAL DIVERSION RATE	26.37%	36.06%	40.93%	41.46%	42.65%	45.26%		
MFD DIVERSION RATE	18.80%	22.92%	26.60%	34.67%	35.68%	37.07%		
RESIDENTIAL DIVERSION RATE	75.98%	75.23%	75.38%	75.23%	75.18%	75.43%		
TOTAL DIVERSION RATE	69.95%	70.36%	70.88%	70.57%	70.61%	71.18%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2016

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date	Days	Routes	Tons/Rt/Day
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected			
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	16,742.51	15,997.46	16,286.21	16,586.16	65,612.34	260	23	10.97
Commercial Recycling	6,351.81	5,857.81	5,899.34	6,109.31	24,218.27	260	15	6.21
Commercial Organics	6,078.95	6,014.82	6,076.40	6,458.65	24,628.82	260	3	31.58
Subtotal - Disposed	16,742.51	15,997.46	16,286.21	16,586.16	65,612.34			
Subtotal - Diverted	12,430.76	11,872.63	11,975.74	12,567.96	48,847.09			
Diversion Rate	42.61%	42.60%	42.37%	43.11%	42.68%			
MFD								
MFD Solid Waste	8,628.62	8,412.17	8,514.83	8,468.87	34,024.49	260	23	5.69
MFD Recycling	2,293.77	2,196.91	2,214.08	2,373.47	9,078.23	260	15	2.33
MFD Organics	236.71	235.87	233.53	240.25	946.36	260	3	1.21
Subtotal - Disposed	8,628.62	8,412.17	8,514.83	8,468.87	34,024.49			
Subtotal - Diverted	2,530.48	2,432.78	2,447.61	2,613.72	10,024.59			
Diversion Rate	22.68%	22.43%	22.33%	23.58%	22.76%			
Roll-Off								
Roll-Off Solid Waste	5,156.04	5,253.26	5,403.88	5,148.11	20,961.29	260	4	20.16
Roll-Off Recycling	461.41	476.45	498.65	574.74	2,011.25	260	4	1.93
Roll-Off Organics	512.32	568.71	628.28	721.96	2,431.27	260	4	2.34
Subtotal - Disposed	5,156.04	5,253.26	5,403.88	5,148.11	20,961.29			
Subtotal - Diverted	973.73	1,045.16	1,126.93	1,296.70	4,442.52			
Diversion Rate	15.89%	16.59%	17.26%	20.12%	17.49%			
Residential								
Residential Solid Waste	14,890.62	15,026.05	15,179.62	15,159.93	60,256.22	260	25	9.27
Residential Curbside Recycling	10,598.46	10,251.18	10,204.80	10,955.99	42,010.43	260	25	6.46
Residential Curbside Organics	19,119.56	19,426.83	17,553.87	19,574.51	75,674.77	260	22	13.23
Subtotal - Disposed	14,890.62	15,026.05	15,179.62	15,159.93	60,256.22			
Subtotal - Diverted	29,718.02	29,678.01	27,758.67	30,530.50	117,685.20			
Diversion Rate	66.62%	66.39%	64.65%	66.82%	66.14%			
Total Disposed	45,417.79	44,688.94	45,384.54	45,363.07	180,854.34			
Total Diverted	45,652.99	45,028.58	43,308.95	47,008.88	180,999.40			
Total Diversion Rate	50.13%	50.19%	48.83%	50.89%	50.02%			
Single-Family Measured Diversion Rate	66.62%	66.39%	64.65%	66.82%	66.14%			
Commercial Measured Diversion Rate	34.30%	34.10%	33.99%	35.30%	34.43%			
MFD Measured Diversion Rate	22.68%	22.43%	22.33%	23.58%	22.76%			
Overall Measured Diversion Rate	50.13%	50.19%	48.83%	50.89%	50.02%			

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
<u>TOTAL SBWMA</u>	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u>	<u>% Change</u>
							<u>Incr/(Decr)</u>	
Commercial¹ and MFD								
Commercial Solid Waste	64,421.28	66,791.41	63,656.41	64,847.43	64,931.35	65,612.34	680.99	1.05%
MFD Solid Waste	36,991.66	34,230.33	34,521.20	33,876.59	33,552.90	34,024.49	471.59	1.41%
Roll-Off Solid Waste	21,206.80	22,305.42	20,041.01	19,829.00	19,960.19	20,961.29	1,001.10	5.02%
Commercial Recycling	16,105.16	18,699.81	19,545.59	21,559.03	23,143.64	24,218.27	1,074.63	4.64%
MFD Recycling	6,454.81	6,825.10	7,615.90	7,992.60	8,494.97	9,078.23	583.26	6.87%
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	1,702.31	1,903.85	2,011.25	107.40	5.64%
Commercial Organics	15,484.71	17,386.86	19,075.20	19,805.15	22,771.16	24,628.82	1,857.66	8.16%
MFD Organics	940.35	892.72	926.59	894.30	906.78	946.36	39.58	4.36%
Roll-Off Organics	2,287.29	1,993.59	1,467.47	1,397.19	1,563.99	2,431.27	867.28	55.45%
SUBTOTAL - Disposed Tons	122,619.74	123,327.16	118,218.62	118,553.02	118,444.44	120,598.12	2,153.68	1.82%
SUBTOTAL - Diverted Tons	42,876.32	47,144.49	50,120.02	53,350.58	58,784.39	63,314.20	4,529.81	7.71%
Residential								
Residential Solid Waste	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	60,256.22	1,109.65	1.88%
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	41,379.87	41,224.06	42,010.43	786.37	1.91%
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	74,772.73	71,727.38	75,674.77	3,947.39	5.50%
SUBTOTAL - Disposed Tons	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	60,256.22	1,109.65	1.88%
SUBTOTAL - Diverted Tons	115,966.34	119,692.79	118,810.38	116,152.60	112,951.44	117,685.20	4,733.76	4.19%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	181,925.87	183,090.90	177,001.51	177,106.09	177,591.01	180,854.34		
TOTAL TONS DIVERTED	158,842.66	166,837.28	168,930.40	169,503.18	171,735.83	180,999.40		
COMMERCIAL DIVERSION RATE	25.91%	27.66%	29.77%	31.04%	33.17%	34.43%		
MFD DIVERSION RATE	16.66%	18.40%	19.84%	20.78%	21.89%	22.76%		
RESIDENTIAL DIVERSION RATE	66.16%	66.70%	66.90%	66.48%	65.63%	66.14%		
TOTAL DIVERSION RATE	46.61%	47.68%	48.83%	48.90%	49.16%	50.02%		

¹ Includes Agency facilities tonnage

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2016

	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	110	107	142	92	2	0	1	0	0	0	0	0	0	0	0	0	0	1	0	2	0	2	1	
Belmont	153	194	247	207	1	2	1	0	0	0	0	2	0	0	0	0	1	2	1	1	3	3	3	4
Burlingame	258	254	283	236	2	0	5	0	0	0	0	0	0	0	0	0	1	0	3	3	2	2	3	
East Palo Alto	59	65	156	105	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	2	
Foster City	95	103	130	114	1	2	0	2	0	0	0	0	0	0	1	0	0	1	0	1	2	5	2	
Hillsborough	187	183	213	166	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	3	0	4	2	
Menlo Park	156	135	453	331	0	0	5	2	0	0	0	0	0	0	1	1	1	0	1	0	1	3	3	
North Fair Oaks	50	50	133	86	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	
Redwood City	509	463	882	580	3	8	4	1	0	0	0	1	0	2	0	0	2	5	1	0	11	10	8	10
San Carlos	247	244	365	311	0	0	4	3	0	0	1	0	0	0	0	0	2	2	1	2	5	3	4	2
San Mateo	696	668	797	528	4	8	5	2	2	0	0	1	2	0	0	0	1	2	6	2	4	11	9	9
San Mateo County	92	157	194	153	1	2	2	0	0	0	0	0	0	0	0	0	2	1	1	0	1	5	2	1
West Bay	72	71	74	77	5	0	1	2	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
Totals	2,684	2,694	4,069	2,986	20	23	28	12	2	0	1	4	2	2	2	1	10	15	13	11	34	37	44	41

	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	83	133	153	193	28	32	29	28	0	0	0	0	149	186	246	212	101	91	83	79
Belmont	460	654	670	905	57	57	93	66	1	4	6	3	438	505	480	603	315	198	208	217
Burlingame	478	650	695	779	65	90	142	98	1	0	3	0	546	578	579	680	296	238	243	247
East Palo Alto	323	423	416	357	23	26	35	24	1	0	0	1	243	268	247	288	53	24	34	40
Foster City	441	599	655	756	22	43	40	44	0	0	3	2	418	446	448	516	231	219	189	189
Hillsborough	199	268	311	440	55	55	52	44	0	0	0	0	263	245	276	302	137	94	125	92
Menlo Park	422	623	734	705	107	100	128	103	0	0	0	1	517	542	643	661	277	266	298	235
North Fair Oaks	181	224	211	246	39	24	27	27	0	0	0	0	194	194	182	190	49	33	30	37
Redwood City	1043	1581	1712	1751	211	184	168	207	1	3	1	2	999	1197	1220	1308	64	52	73	69
San Carlos	508	828	859	959	134	96	136	140	0	3	0	1	2957	2529	2597	2178	352	262	269	284
San Mateo	1526	1996	2237	2590	198	147	219	249	3	6	6	5	2179	1678	1741	1913	772	691	742	667
San Mateo County	324	381	491	545	34	60	32	22	0	0	0	0	319	318	284	371	168	138	145	148
West Bay	124	165	176	218	11	14	13	12	0	0	0	0	118	152	142	139	65	58	65	55
Totals	6,112	8,525	9,320	10,444	984	928	1,114	1,064	7	16	19	15	9,340	8,838	9,085	9,361	2,880	2,364	2,504	2,359

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls

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	41,915	40,995	920	2.19%	19.83	87.87%	613
Quarter 2	42,790	41,798	992	2.32%	30.17	81.26%	603
Quarter 3	43,429	42,900	529	1.22%	16.51	91.26%	634
Quarter 4	42,543	40,857	1,686	3.96%	30.01	80.87%	594
Annual Totals	170,677	166,550	4,127	2.42%	24.07	85.37%	2444

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2016

	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	1	3	4	0	0	0	1	0	0	0	0	0
Belmont	2	26	17	0	2	1	5	5	251	10	485	55
Burlingame	18	24	2	12	7	9	4	3	186	20	21	44
East Palo Alto	9	11	6	2	4	1	14	1	16	75	0	6
Foster City	16	19	12	2	0	0	4	0	0	86	161	1
Hillsborough	0	3	2	0	0	0	0	0	0	0	0	0
Menlo Park	8	13	24	4	3	3	2	7	89	0	19	88
North Fair Oaks	0	11	23	8	0	0	0	0	242	0	78	24
Redwood City	10	8	16	16	9	4	21	4	23	38	314	365
San Carlos	18	13	9	5	3	2	11	6	121	13	28	26
San Mateo	15	9	9	19	9	13	27	13	424	79	226	651
San Mateo County	2	9	16	0	0	0	0	0	34	0	0	34
West Bay	12	3	2	0	2	0	1	0	0	0	0	0
Totals	111	152	142	68	39	33	90	39	1,386	321	1,332	1,294

2016 LIQUIDATED DAMAGES

COLLECTION QUALITY

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

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	1	0	-	0	0	-	-	1	\$ 150
Belmont	1	0	-	2	0	-	3	0	-	1	0	-	-	2	\$ 150
Burlingame	1	0	-	2	0	-	0	0	-	3	0	-	-	2	\$ 150
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 150
Foster City	0	0	-	1	0	-	0	0	-	1	0	-	-	2	\$ 150
Hillsborough	0	0	-	0	0	-	1	0	-	0	0	-	-	1	\$ 150
Menlo Park	3	0	-	4	0	-	2	0	-	1	0	-	-	3	\$ 150
North Fair Oaks	0	0	-	0	0	-	0	0	-	1	0	-	-	1	\$ 150
Redwood City	4	0	-	9	0	-	7	0	-	1	0	-	-	6	\$ 150
San Carlos	3	0	-	2	0	-	4	0	-	2	0	-	-	3	\$ 150
San Mateo	4	0	-	6	0	-	6	0	-	3	0	-	-	6	\$ 150
San Mateo Cnty	2	0	-	2	0	-	1	0	-	0	0	-	-	2	\$ 150
West Bay	1	0	-	1	0	-	0	0	-	0	0	-	-	1	\$ 150
	19	0	-	29	0	-	25	0	-	13	0	-	-	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			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	5	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	11	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	6	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	13	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 100
	0	0	-	-	0	-	-	0	-	-	0	-	-	59	

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

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	6	0	-	3	0	-	0	0	-	0	0	-	-	12	\$ 50
Belmont	1	0	-	5	0	-	6	0	-	6	0	-	-	36	\$ 50
Burlingame	7	0	-	5	0	-	3	0	-	11	0	-	-	35	\$ 50
East Palo Alto	1	0	-	2	0	-	1	0	-	1	0	-	-	23	\$ 50
Foster City	1	0	-	2	0	-	1	0	-	2	0	-	-	35	\$ 50
Hillsborough	8	0	-	5	0	-	7	0	-	3	0	-	-	20	\$ 50
Menlo Park	2	0	-	6	0	-	7	0	-	4	0	-	-	42	\$ 50
North Fair Oaks	1	0	-	0	0	-	0	0	-	3	0	-	-	14	\$ 50
Redwood City	11	0	-	12	0	-	11	0	-	11	0	-	-	94	\$ 50
San Carlos	5	0	-	5	0	-	3	0	-	7	0	-	-	46	\$ 50
San Mateo	16	0	-	18	0	-	15	0	-	23	0	-	-	105	\$ 50
San Mateo Cnty	1	0	-	2	0	-	1	0	-	4	0	-	-	27	\$ 50
West Bay	0	0	-	0	0	-	2	0	-	2	0	-	-	11	\$ 50
	60	0	-	65	0	-	57	0	-	77	0	-	-	500	

2016 LIQUIDATED DAMAGES

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

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
	0	0	-	0	0	-	0	0	-	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 50
Belmont	0	0	-	0	0	-	0	0	-	2	0	-	-	4	\$ 50
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 50
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 50
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 50
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 50
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	5	\$ 50
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 50
Redwood City	0	0	-	0	0	-	0	0	-	1	0	-	-	11	\$ 50
San Carlos	0	0	-	0	0	-	1	0	-	0	0	-	-	6	\$ 50
San Mateo	2	0	-	0	0	-	0	0	-	1	0	-	-	13	\$ 50
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 50
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 50
	2	0	-	0	0	-	1	0	-	4	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	1	1	250	0	0	-	250	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	1	1	250	1	1	250	500	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	2	2	500	0	0	-	0	0	-	500	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	2	2	500	0	0	-	0	0	-	0	0	-	500	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	2	2	500	2	2	500	2	2	500	1	1	250	1,750	-	

2016 LIQUIDATED DAMAGES

7.A, 7.B,

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

8.02.1

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	0	-	0	0	-	2	0	-	1	0	-	-	3	\$ 50
Belmont	3	0	-	2	0	-	2	0	-	4	0	-	-	9	\$ 50
Burlingame	3	0	-	2	0	-	2	0	-	3	0	-	-	8	\$ 50
East Palo Alto	1	0	-	0	0	-	2	0	-	2	0	-	-	5	\$ 50
Foster City	1	0	-	2	0	-	2	0	-	2	0	-	-	9	\$ 50
Hillsborough	2	0	-	0	0	-	4	0	-	1	0	-	-	5	\$ 50
Menlo Park	0	0	-	1	0	-	0	0	-	2	0	-	-	10	\$ 50
North Fair Oaks	0	0	-	0	0	-	0	0	-	1	0	-	-	3	\$ 50
Redwood City	10	0	-	9	0	-	8	0	-	9	0	-	-	22	\$ 50
San Carlos	5	0	-	3	0	-	2	0	-	2	0	-	-	11	\$ 50
San Mateo	3	0	-	9	0	-	9	0	-	9	0	-	-	25	\$ 50
San Mateo Cnty	1	0	-	5	0	-	1	0	-	1	0	-	-	6	\$ 50
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 50
	30	0	-	33	0	-	34	0	-	37	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.1

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	1	500	0	0	-	0	0	-	0	0	-	500	0	\$ 500
Belmont	0	0	-	1	1	500	1	1	500	0	0	-	1,000	0	\$ 500
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Foster City	0	0	-	0	0	-	3	3	1,500	0	0	-	1,500	0	\$ 500
Hillsborough	1	1	500	0	0	-	0	0	-	1	1	500	1,000	0	\$ 500
Menlo Park	0	0	-	0	0	-	3	3	1,500	1	1	500	2,000	0	\$ 500
North Fair Oaks	0	0	-	0	0	-	0	0	-	1	1	500	500	0	\$ 500
Redwood City	1	1	500	1	1	500	0	0	-	1	1	500	1,500	0	\$ 500
San Carlos	0	0	-	0	0	-	2	2	1,000	0	0	-	1,000	0	\$ 500
San Mateo	1	1	500	2	2	1,000	0	0	-	0	0	-	1,500	0	\$ 500
San Mateo Cnty	0	0	-	0	0	-	1	1	500	0	0	-	500	0	\$ 500
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
	4	4	2,000	4	4	2,000	10	10	5,000	4	4	2,000	11,000	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			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

2016 LIQUIDATED DAMAGES

REPORTING

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

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

3. Late submittal of billing review report 7.01.E

	Q1			Q2			Q3			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	-	-	0	

2016 LIQUIDATED DAMAGES

OTHER

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

	Q1			Q2			Q3			Q4			2016 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

Disposal of organic materials without written approval
8.02.D

	Q1			Q2			Q3			Q4			2016 LD Amount	Tonnage Allowance	LD per Ton Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

	Q1			Q2			Q3			Q4			2016 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

2016 LIQUIDATED DAMAGES

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

6.01

	Q1			Q2			Q3			Q4			2016 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics
	Net of			Net of			Net of			Net of					
	Tonnage	Allowances	LD Amount	Tonnage	Allowances	LD Amount	Tonnage	Allowances	LD Amount	Tonnage	Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Total Liquidated Damages	0	0	-	0	0	-	0	0	-	0	0	-	2,500	2,250	12,750

Annual Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2016

\$50

Agency	Number of Missed Pick-Up Events				Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4			Qtr 1	Qtr 2	Qtr 3	Qtr 4	0
Annual											
Atherton	2	0	1	0	N/A	0	(\$100)	\$0	(\$50)	\$0	(\$150)
Belmont	1	2	1	0	N/A	0	(\$50)	(\$100)	(\$50)	\$0	(\$200)
Burlingame	2	0	5	0	N/A	0	(\$100)	\$0	(\$250)	\$0	(\$350)
East Palo Alto	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
Foster City	1	2	0	2	N/A	0	(\$50)	(\$100)	\$0	(\$100)	(\$250)
Hillsborough	1	1	0	0	N/A	0	(\$50)	(\$50)	\$0	\$0	(\$100)
Menlo Park	0	0	5	2	N/A	0	\$0	\$0	(\$250)	(\$100)	(\$350)
North Fair Oaks	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
Redwood City	3	8	4	1	N/A	0	(\$150)	(\$400)	(\$200)	(\$50)	(\$800)
San Carlos	0	0	4	3	N/A	0	\$0	\$0	(\$200)	(\$150)	(\$350)
San Mateo	4	8	5	2	N/A	0	(\$200)	(\$400)	(\$250)	(\$100)	(\$950)
San Mateo County	1	2	2	0	N/A	0	(\$50)	(\$100)	(\$100)	\$0	(\$250)
West Bay	5	0	1	2			(\$250)	\$0	(\$50)	(\$100)	(\$400)
Totals	20	23	28	12			(\$1,000)	(\$1,150)	(\$1,400)	(\$600)	(\$4,150)

Recology San Mateo County

		Annual	Average Speed of Answer	Incentive/Disincentive		Rate Year 2016		
Aggregate SBWMA						\$500	\$500	
Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Quarterly Net Amount	
Annual Month								
January	15	15	30	0	0	\$0	\$0	\$0
February	16	15	30	0	0	\$0	\$0	\$0
March	24	15	30	0	0	\$0	\$0	\$0
April	41	15	30	0	11	\$0	(\$5,560)	(\$5,560)
May	26	15	30	0	0	\$0	\$0	\$0
June	20	15	30	0	0	\$0	\$0	\$0
July	18	15	30	0	0	\$0	\$0	\$0
August	13	15	30	2	0	\$955	\$0	\$955
September	14	15	30	1	0	\$400	\$0	\$400
October	15	15	30	0	0	\$140	\$0	\$140
November	19	15	30	0	0	\$0	\$0	\$0
December	51	15	30	0	21	\$0	(\$10,475)	(\$10,475)
Totals						\$1,495	(\$16,035)	(\$14,540)
		Year 2015						
	Agency	Solid Waste Tons						
	Atherton	2,171				\$18	(\$196)	(\$178)
	Belmont	7,998				\$67	(\$722)	(\$655)
	Burlingame	22,755				\$192	(\$2,055)	(\$1,863)
	East Palo Alto	11,792				\$99	(\$1,065)	(\$965)
	Foster City	10,010				\$84	(\$904)	(\$820)
	Hillsborough	2,609				\$22	(\$236)	(\$214)
	Menlo Park	16,607				\$140	(\$1,499)	(\$1,360)
	North Fair Oaks	5,916				\$50	(\$534)	(\$484)
	Redwood City	37,506				\$316	(\$3,387)	(\$3,071)
	San Carlos	12,866				\$108	(\$1,162)	(\$1,053)
	San Mateo	41,871				\$353	(\$3,781)	(\$3,428)
	San Mateo County	3,938				\$33	(\$356)	(\$322)
	West Bay	1,553				\$13	(\$140)	(\$127)
		177,591				\$1,495	(\$16,035)	(\$14,540)

Annual Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2016

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

Annual 2016 \$5

Quarter 1	1,756	41,915	2,096	N/A	0	N/A	\$0
Quarter 2	3,724	42,790	2,140	N/A	3,724	N/A	(\$18,620)
Quarter 3	1,289	43,429	2,171	N/A	1,289	N/A	(\$6,445)
Quarter 4	3,647	42,543	2,127	N/A	<u>3,647</u>	N/A	<u>(\$18,235)</u>
Annual Totals					8,660		(\$43,300)
		Year 2015 Tons of Solid Waste Collected					
		Agency					
		Atherton	2,171			N/A	(\$529)
		Belmont	7,998			N/A	(\$1,950)
		Burlingame	22,755			N/A	(\$5,548)
		East Palo Alto	11,792			N/A	(\$2,875)
		Foster City	10,010			N/A	(\$2,441)
		Hillsborough	2,609			N/A	(\$636)
		Menlo Park	16,607			N/A	(\$4,049)
		North Fair Oaks	5,916			N/A	(\$1,442)
		Redwood City	37,506			N/A	(\$9,145)
		San Carlos	12,866			N/A	(\$3,137)
		San Mateo	41,871			N/A	(\$10,209)
		San Mateo County	3,938			N/A	(\$960)
		West Bay	1,553			N/A	(\$379)
			<u>177,591</u>			<u>N/A</u>	<u>(\$43,300)</u>

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2016

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	10,519.47	8.50%	8.00%	-0.50%	N/A	\$175	N/A
Quarter 2	10,129.28	8.50%	0.00%	-8.50%	N/A	\$175	N/A
Quarter 3	10,032.74	8.50%	0.00%	-8.50%	N/A	\$175	N/A
Quarter 4	10,796.03	8.50%	8.70%	0.20%	22	\$175	\$3,779
Commercial Targeted							
Recyclable Materials							
Quarter 1	8,415.29	10.00%	10.30%	0.30%	25	\$70	\$1,767
Quarter 2	8,027.31	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 3	8,127.14	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 4	8,718.72	10.00%	8.40%	-1.60%	N/A	\$70	N/A
Residential Organic Materials							
Quarter 1	19,119.56	5.00%	1.50%	-3.50%	N/A	\$70	N/A
Quarter 2	19,426.83	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 3	17,553.87	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 4	19,574.51	5.00%	1.70%	-3.30%	N/A	\$70	N/A
Commercial Organic Materials							
Quarter 1	5,525.52	10.00%	2.70%	-7.30%	N/A	\$70	N/A
Quarter 2	5,750.11	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 3	5,882.33	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 4	5,969.99	10.00%	6.20%	-3.80%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials							
Quarter 1	1,302.46	5.00%	1.40%	-3.60%	N/A	\$70	N/A
Quarter 2	1,069.29	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 3	1,055.88	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 4	1,450.87	5.00%	1.00%	-4.00%	N/A	\$70	N/A
						Total	\$5,546

Recology San Mateo County
 Annual Diversion Incentive
 Calculation
 Rate Year 2016

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 2016	63.51%	113,012	64,930	177,941		
Minimum Single-Family Diversion Level	62.64%	109,835	65,504	175,339		
Variance from 2016 to Minimum	0.87%			1,548.09	0	N/A

Calculated Commercial Diversion Level for 2016	32.14%	59,108	124,804	183,912		
Minimum Commercial Diversion Level	24.75%	43,933	133,544	177,477		
Variance from 2016 to Minimum	7.39%			13,581.92	0	N/A

Calculated Overall Diversion Level for 2016	47.57%	172,120	189,734	361,854		
Targeted Overall Diversion Level	46.87%	162,464	184,145	346,609		
Variance from 2016 to Target	0.69%			2,511.26	None	\$175,788.55

New Targeted Overall Diversion Level for 2017	47.57%					
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Summary	Variance				
Single-Family Diversion	0.87%	Positive results in no Disincentive due		Net Payment Due: Positive Amount Due	\$175,788.55
Commercial Diversion	7.39%	Positive results in no Disincentive due		Contractor and Negative Amount Due Agencies	
Overall Diversion	0.69%	Positive results in Incentive due			

Member Agency	Solid Waste Tons	Percentage	Member Agency Distribution
Atherton	2,171	1.22%	\$2,148.98
Belmont	7,998	4.50%	\$7,916.78
Burlingame	22,755	12.81%	\$22,523.86
East Palo Alto	11,792	6.64%	\$11,672.13
Foster City	10,010	5.64%	\$9,908.05
Hillsborough	2,609	1.47%	\$2,582.18
Menlo Park	16,607	9.35%	\$16,438.09
North Fair Oaks	5,916	3.33%	\$5,855.52
Redwood City	37,506	21.12%	\$37,125.67
San Carlos	12,866	7.24%	\$12,735.27
San Mateo	41,871	23.58%	\$41,446.43
San Mateo County	3,938	2.22%	\$3,898.16
West Bay	1,553	0.87%	\$1,537.44
	177,591	100.00%	\$175,788.55

Recology San Mateo County
Annual Incentive/Disincentive
Summary
Rate Year 2016

	Single -Family Missed Pick-up Collection Events	Average Speed of Answer	Ninety Second Maximum Hold Time	Diversion	Total
Atherton	(\$150)	(\$178)	(\$529)	\$2,149	\$1,292
Belmont	(\$200)	(\$655)	(\$1,950)	\$7,917	\$5,112
Burlingame	(\$350)	(\$1,863)	(\$5,548)	\$22,524	\$14,763
East Palo Alto	\$0	(\$965)	(\$2,875)	\$11,672	\$7,832
Foster City	(\$250)	(\$820)	(\$2,441)	\$9,908	\$6,398
Hillsborough	(\$100)	(\$214)	(\$636)	\$2,582	\$1,632
Menlo Park	(\$350)	(\$1,360)	(\$4,049)	\$16,438	\$10,679
North Fair Oaks	\$0	(\$484)	(\$1,442)	\$5,856	\$3,929
Redwood City	(\$800)	(\$3,071)	(\$9,145)	\$37,126	\$24,110
San Carlos	(\$350)	(\$1,053)	(\$3,137)	\$12,735	\$8,195
San Mateo	(\$950)	(\$3,428)	(\$10,209)	\$41,446	\$26,859
San Mateo County	(\$250)	(\$322)	(\$960)	\$3,898	\$2,365
West Bay	(\$400)	(\$127)	(\$379)	\$1,537	\$632
Totals	(\$4,150)	(\$14,540)	(\$43,300)	\$175,789	\$113,799
Net amount due Recology					<u>\$113,799</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	3.2	0.2	0.0	0.0
Belmont	4.5	2.7	0.2	0.1
Burlingame	4.4	5.0	1.0	0.4
East Palo Alto	3.5	1.2	0.2	0.0
Foster City	4.4	2.3	0.3	0.1
Hillsborough	4.3	0.1	0.1	0.0
Menlo Park	6.8	4.6	0.5	0.6
Redwood City	12.0	7.1	0.8	0.5
San Carlos	6.4	3.8	0.2	0.2
San Mateo	14.2	9.5	0.8	0.4
North Fair Oaks	2.2	1.3	0.0	0.0
WBSD	1.9	0.3	0.0	0.0
Uninc. County	4.2	0.4	0.0	0.0
TOTAL	72.0	38.6	4.0	2.4

Number of Vehicles by Type by Service Sector			
Type of Vehicle	Single-Family	Multi-Family, Commercial and Agency Facilities	Multi-Family, Commercial and Agency Roll-off
Side Load	77		
Front Load		25	
Rear Load		28	
Roll Off			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	445,172	543,736	405,440
FY 2016 compensation	32,052,397	23,158,046	976,592

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	25	25	22	Number of Routes	23	15	3	4	4	4
Tons per Route Per Day	9.27	6.46	13.23	Tons per Route Per Day	16.66	8.54	32.79	20.16	1.93	2.34

Operational Changes: During the year 2016, 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	6,055.28	23.29	392.69	1.51	115.65	0.44
Belmont	8,957.73	34.45	5,970.50	22.96	257.35	0.99
Burlingame	8,989.42	34.57	13,045.76	50.18	1,654.16	6.36
East Palo Alto	6,956.01	26.75	2,555.40	9.83	159.20	0.61
Foster City	9,000.08	34.62	4,959.37	19.07	263.72	1.01
Hillsborough	7,950.42	30.58	133.55	0.51	144.32	0.56
Menlo Park	12,913.81	49.67	9,568.61	36.80	1,343.86	5.17
Redwood City	23,825.89	91.64	16,322.81	62.78	1,617.66	6.22
San Carlos	11,920.42	45.85	7,953.09	30.59	637.61	2.45
San Mateo	28,131.38	108.20	22,517.69	86.61	1,331.20	5.12
North Fair Oaks	4,108.69	15.80	2,987.21	11.49	140.37	0.54
WBSD	3,574.57	13.75	524.39	2.02	8.46	0.03
Uninc. County	8,326.84	32.03	910.20	3.50	17.30	0.07
TOTAL	140,710.54	541.19	87,841.27	337.85	7,690.86	29.58

Set-Outs		
Single-Family Solid Waste	Single-Family Recyclable Materials	Single-Family Organic Materials
113,893	112,619	296,491
302,107	284,869	242,307
312,715	288,236	208,182
199,706	189,163	147,784
337,909	304,044	189,371
173,862	181,233	176,358
378,378	365,677	377,741
859,560	836,745	684,645
397,839	395,291	348,088
995,163	940,563	762,931
152,529	136,513	123,708
109,447	106,197	108,576
238,225	234,182	227,318
4,571,333	4,375,332	3,893,500

MSW Accounts by Service Sector				
Accounts - MSW	Single-Family		Multi-Family and Commercial	Member Agency Facilities
Atherton	2,369		12	7
Belmont	6,756		456	17
Burlingame	6,625		1,427	103
East Palo Alto	4,229		361	39
Foster City	6,749		537	8
Hillsborough	3,672		7	4
Menlo Park	7,839		1,171	155
Redwood City	17,470		2,038	139
San Carlos	8,599		1,169	47
San Mateo	20,510		2,723	125
North Fair Oaks	2,653		479	14
WBSD	2,205		33	1
Uninc. County	5,062		191	0
TOTAL	94,738		10,604	659

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	4092	1	861	4822	1
802	3798	1	832	3938	1	862	4325	1
803	3268	1	833	3143	1	863	4431	1
804	3715	1	834	4117	1	864	4658	1
805	4514	1	835	4520	1	865	4845	1
806	4437	1	836	4398	1	866	5100	1
807	4149	1	837	4604	1	867	4753	1
808	4462	1	838	4214	1	868	4863	1
809	4278	1	839	3452	1	869	4084	1
810	3455	1	840	4083	1	870	3828	1
811	4135	1	841	3890	1	871	3753	1
812	2824	1	842	3595	1	872	2843	1
813	3989	1	843	3181	1	873	4864	1
814	3659	1	844	3844	1	874	5284	1
815	4182	1	845	3890	1	875	5303	1
816	3615	1	846	4016	1	876	4766	1
817	4076	1	847	4079	1	877	4771	1
818	3941	1	848	4410	1	878	2043	1
819	4411	1	849	3619	1	887	3954	1
820	3806	1	850	4192	1	888	3198	1
821	2966	1	851	2867	1	889	1350	1
827	3172	1	857	3206	1	891	3569	1
828	3253	1	858	3118	1			
829	1500	1	859	1361	1			
614	3861	1	635	3716	1			

Totals 93559 93545 91407

FTE Routes 25.0 25.0 22.0

COMMERCIAL FEL								
Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size
MSW			Recy			Organics		
902	637	1	931	986	1	951	857	1
903	553	1	932	941	1	952	763	1
904	743	1	933	717	1	953	921	1
905	743	1	934	741	1			
906	653	1	935	1078	1			
907	635	1	936	935	1			
908	749	1	938	570	1			
909	521	1						
912	412	1						
913	436	1						
914	703	1						
915	74	2						

Totals 6859 5968 2541

FTE Routes 11.4 7.0 3.0

COMMERCIAL REL					
Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size
MSW			Recy		
601	1047	2	623	829	1
602	1098	2	631	1110	1
603	714	2	632	1043	1
604	1341	2	633	1021	1
605	605	2	634	448	1
606	1076	2	637	1290	1
607	1411	2	638	2101	1
608	624	2	639	1309	1
609	697	2			
610	856	2			
611	1211	1			

Totals 10680 9151

FTE Routes 11.0 8.0

BULKY ITEM		
Rt #	Accounts Per Day	Crew Size
701/201	55-65	2
702/202	55-65	2
703/203	55-65	2

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

FTE Routes Bulky Roll-off 6.0 4.0

RECOLOGY SAN MATEO COUNTY

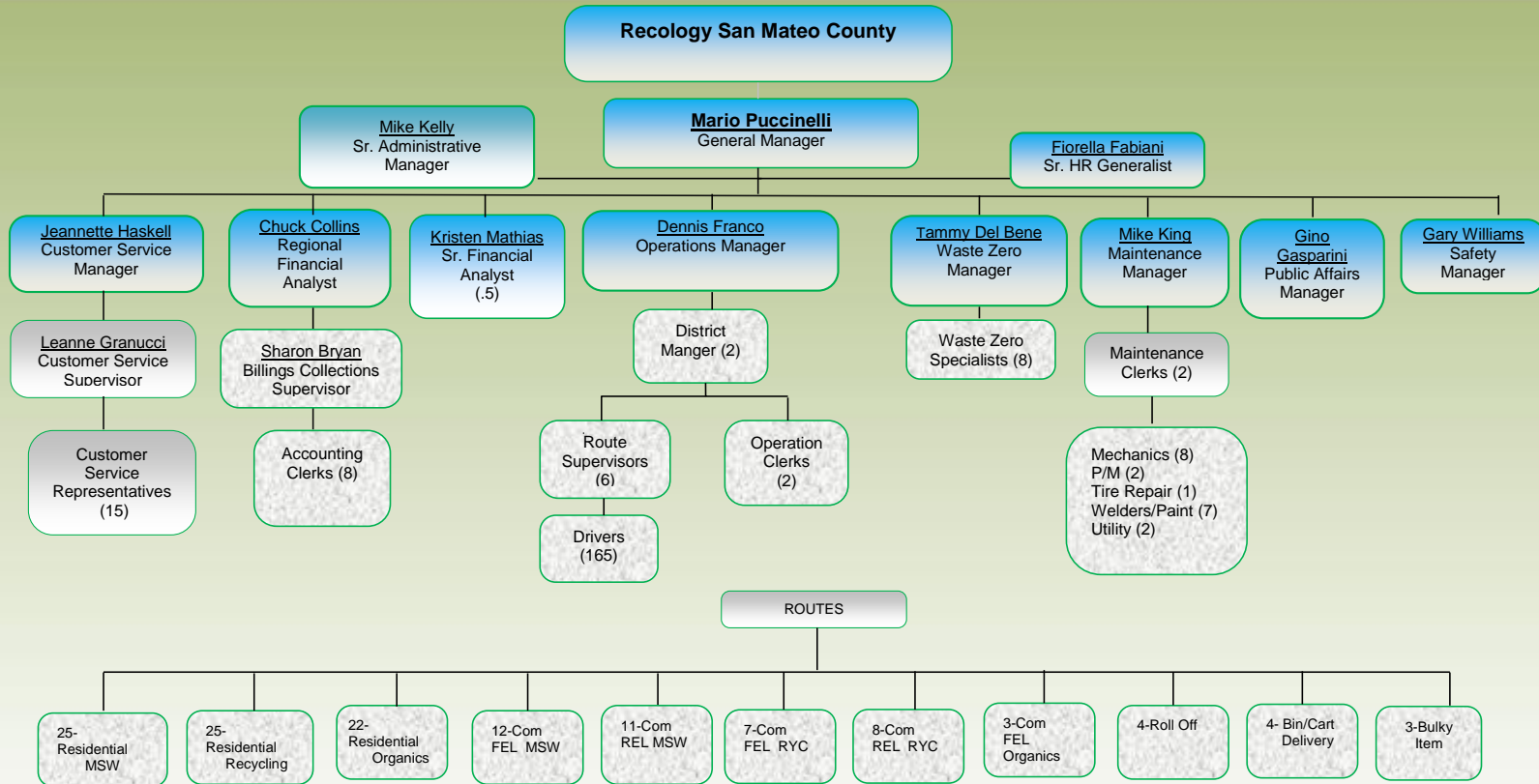
OPERATIONAL INFORMATION

Job Classifications and Annual Wages							
	Job Type	Job Title	Full Time Equivalents	Job Step	Hourly Rate	Hourly Pension*	Hourly H&W**
DRIVERS	DRIVER	Driver	2	1	29.79	6.20	15.54
	DRIVER	Driver	6	3	38.30	6.20	15.54
	DRFTLR	Driver	132	4	42.55	6.20	15.54
	DRFTLR	Driver - Frontloader	16	4	43.05	6.20	15.54
	HELPER	Driver - Frontloader	9	5	43.70	6.20	15.54
MECHANICS	MAINT	Bin Repair/Paint/Wash	6	4	39.43	6.20	15.54
	MAINT	Bin Repair/Paint/Wash	1	LD	40.43	6.20	15.54
	MCHTC	Mechanic (Tire Cert)	1	4	44.04	6.20	15.54
	MECH	Mechanic	5	4	42.97	6.20	15.54
	MECH	Mechanic	2	LD	44.47	6.20	15.54
	MECHA2	Mechanic	1	3	45.12	6.20	15.54
	PMTCH	Preventative Maintenance Tech	2	4	39.15	6.20	15.54
	UTLTYS	Utility Person - Shop	2	4	25.95	6.20	15.54
CLERICAL	ACTCK	Accounting Clerk	2	4	28.53	3.50	15.54
	ACTCK2	Accounting Clerk II	1	4	34.23	3.50	15.54
	CSREP	Customer Service Rep	2	1	18.76	3.50	15.54
	CSREP	Customer Service Rep	1	2	21.44	3.50	15.54
	CSREP	Customer Service Rep	1	3	24.12	3.50	15.54
	CSREP	Customer Service Rep	8	4	26.80	3.50	15.54
	CSREP	Customer Service Rep	4	LD	27.80	3.50	15.54
	MNTCK	Maintenance Clerk	2	4	30.60	3.50	15.54
	OPSCK	Operations Clerk	2	4	31.14	3.50	15.54

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

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

Recology San Mateo County Organizational Chart FY 2016



Recology San Mateo County Headcount = 240.5

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 13,020 accounts during 2016. The source files contain the routes that were audited as well as the audit plan for 2017. 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.

2017 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 2017.

The Customer Service Call Center

A well trained and motivated staff is key to superior customer service. RSMC has a staff of 16 full-time Customer Service Representatives, 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. Topics will be updated annually as needed for changes that happen due to legislation, contract addendums or changes in services we provide.

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

In-Field Hands-on Training

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 2017, the In-Field Training will include a ride along with a supervisor to give them an idea of the work involved in being a route supervisor.

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 9% over 2015. This is a 79% overall increase since January, 2011. Phone payments called in to the call center had a

substantial increase of 2,011 payments, or 27% or 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 32%.

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	-	303	82	4	3	9	15
Belmont	-	951	500	13	16	28	55
Burlingame	-	933	363	5	13	23	37
East Palo Alto	-	95	76	0	5	8	7
North Fair Oaks	-	782	453	13	17	37	40
Foster City	-	466	133	4	8	19	20
Hillsborough	-	1083	467	13	22	55	54
Menlo Park	-	249	83	1	6	4	8
Redwood City	-	62	885	21	35	64	88
San Carlos	-	1198	653	12	23	71	81
San Mateo	-	3674	1197	25	49	151	137
Unincorporated SMC	-	663	290	2	13	33	43
West Bay Sanitary District	-	218	130	0	8	11	11
Total	121,945	10,677	5,312	113	218	513	596

CUSTOMER INFORMATION SYSTEM

Status of Changes or Upgrades made to System Software

Recology rolled out a company-wide upgrade of system software and hardware. Recology San Mateo was converted to the new hardware and software suite of applications in May 2016.

Description of Proposed Changes to System Software

Recology migrated the application delivery systems from Citrix XenApp to Citrix XenDesktop.

With Citrix XenDesktop, Recology gained the ability to deliver a broader suite of applications. Additionally, this implementation removed many of the restrictions on audio and video.

The BETA release of the new system was piloted at the Corporate Office for over six months. Much of the feedback received during the pilot was incorporated into the final release.

Virtual Desktops

Over 1,200 virtual desktops were provisioned to deliver the Recology suite of applications. Each user was assigned a dedicated virtual desktop.

Thin Clients

All existing thin clients were replaced with more powerful units to accommodate the system upgrade. The replacement was performed during non-work hours.

Applications

The software applications available through the new virtual desktop consist of the following:

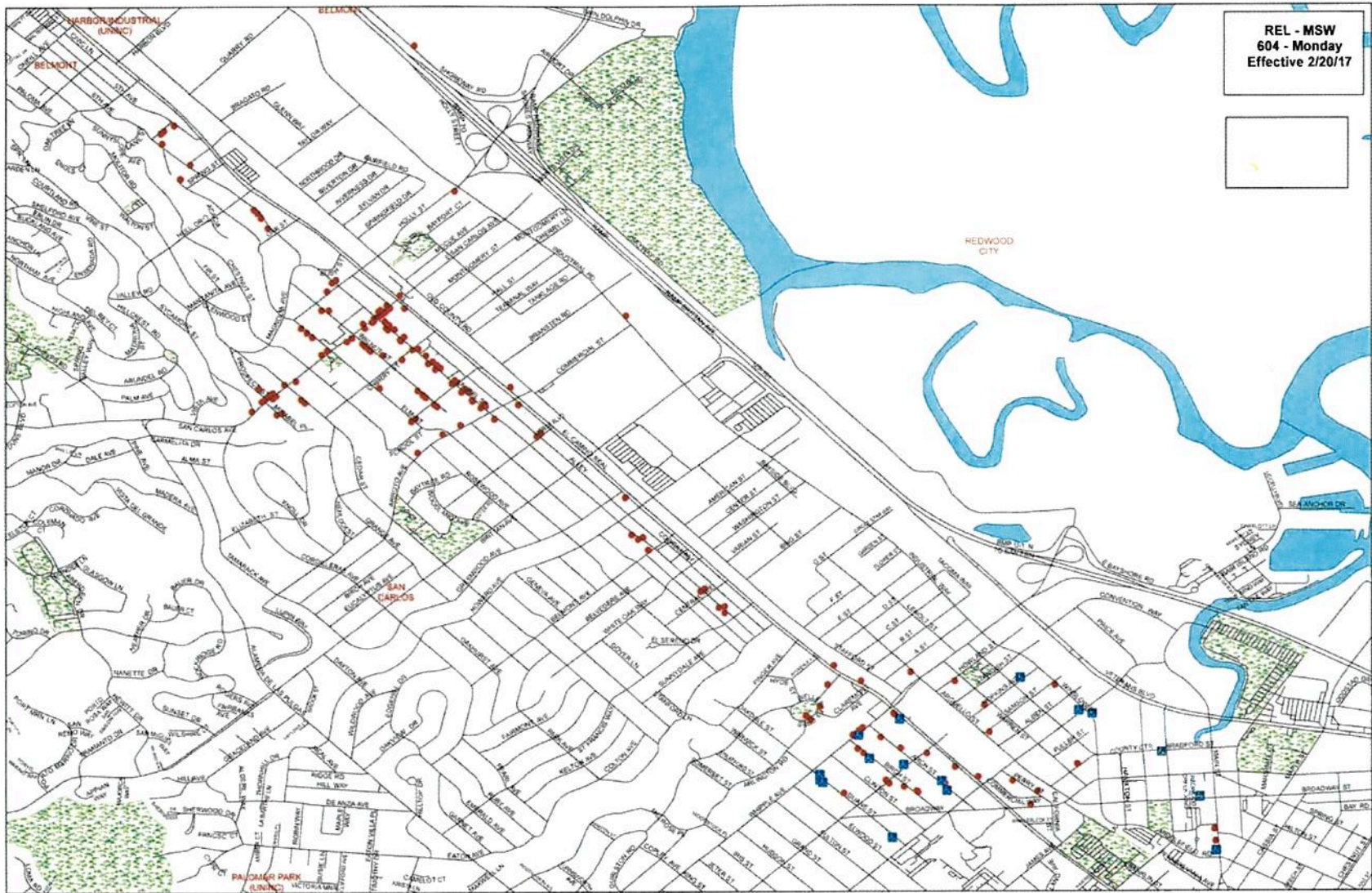
- MS Word 2013 replaces MS Word 2007
- MS Excel 2013 replaces MS Excel 2007
- MS Power Point 2013 replaces MS Power Point 2007
- MS Publisher 2013 replaces MS Publisher 2007
- MS Access 2013 replaces MS Access 2007
- MS Outlook 2013 replaces MS Outlook 2007
- MS Project 2013 replaces MS Project 2007
- MS Visio 2013 replaces MS Visio 2007
- MS Internet Explorer 11 replaces MS Internet Explorer 8
- Mozilla Firefox
- Oracle Enterprise Single Sign On – Replaces Citrix Password Manager - *New*
- Adobe Acrobat Reader DC
- WinZip
- JD Edwards
- Tower
- RouteWare using RC&C
- RouteSmart
- Insight
- TimeClock Plus
- ShowCase
- GlobalSoft
- Bottomline
- ShoreTel
- Printer Installer - *New*

Explanation and Schedule of Training Activities

Employees were provided an overview of key changes and important information needed to transition to the new desktop environment. This included instruction on the new operating system, Windows 7, as well as the upgraded suite of MS Office 2013 Applications (Word, Excel, Powerpoint, etc).

Contractor's Route Sheets and Maps

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



RTMSTT84
 PRINTED: 2/02/17 10.58.50
 ROUTE 604 LOAD 02
 FOR MONDAY 2/06/2017
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO RECYCL

PAGE 4

STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV DESC	TIMES	UNT SIZ	NOTE
10	225 SHOREWAY RD RECOLOGY SAN MATEO COUNTY	DSP SAN CARLOS	1247212	C96G COMMERCIAL WASTE	MTWTF--	1 96 GAL	
20	100 HILLSDALE MALL CALIFORNIA PIZZA KITCHENS	SAN MATEO	1400605	C3YG1 COMML WASTE	MTWTF--	1 3 YD QTY 1	3R0074
30	398 HILLSDALE MALL THE CHEESECAKE FACTORY #1	SAN MATEO	1197052	C2YG3 COMML WASTE	MTWTFSS	1 2 YD Q3	2R0139 2R0153
40	396 HILLSDALE MALL FOREVER 21 (STORE #157)	SAN MATEO	1762004	C2YG1 COMML WASTE	MTWTF--	1 2 YARD	SVC DOCK 1 2R0545
50	130 W HILLSDALE BLVD NORDSTROM ND0420	SAN MATEO	1691161	C3YG1 COMML WASTE	M-W-FS-	1 3 YD QTY 1	3R0115
60	66 31ST AVE		*** STOPPED SERVICE ***				
70	4300 S EL CAMINO REAL MANN CHOW	SAN MATEO	1746809	C1YG1 COMML WASTE	M---F--	1 1 YD	1R0712
80	9 43RD AVE PAPA JOHN'S PIZZA	SAN MATEO	0956193	C96G2 COMML WASTE	M---F--	1 96G QTY 2	
90	40 42ND AVE UNCLE CHEN RESTAURANT	SAN MATEO	0956128	C96G1 COMMERCIAL WASTE	M-W-F--	1 96 GALLON	
100	32 42ND AVE PEKING ALLEY INC	SAN MATEO	1711704	C96G1 COMMERCIAL WASTE	M-W-F--	1 96 GALLON	
110	LAUREL ST SAN CARLOS FARMERS MARKET	SPE SAN CARLOS	1701820	C96G COMMERCIAL WASTE	M-----	2 96 GAL	
120	CHESTNUT ST	SP1	*** STOPPED SERVICE ***				
130	887 INDUSTRIAL RD PRENAV	B SAN CARLOS	1569979	C2YG1 COMML WASTE	M-----	1 2 YARD	2R0797
150	887 INDUSTRIAL RD	G	*** STOPPED SERVICE ***				
170	1148 SAN CARLOS AVE TUTTI FRUTTI	SAN CARLOS	0989731	C64G1 COMMERCIAL WASTE	M-----	1 64 GALLON	
170	IN ALLEY						
180	1178 SAN CARLOS AVE SPECIAL F/X SALON	SAN CARLOS	0989780	C96G1 COMMERCIAL WASTE	M---F--	1 96 GALLON	IN ALLEY
180	IN ALLEY						
180	LOCATED IN THE ALLEY IN THE BACK						
190	954 EL CAMINO REAL SPRINGBROOK COMM DEV GROU	BELMONT	0928853	C64G COMMERCIAL WASTE	M-----	2 64 GALLON	



RTMSTT84
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 ROUTE 804 LOAD 02
 FOR MONDAY 2/06/2017
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO RECYCL

	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV DESC	TIMES	UNT	SIZ	NOTE
5	2127 TICONDEROGA DR JOYCE PENNELL	SAN MATEO	0194936	R20G RES WASTE 20G	M-----			
10	2121 TICONDEROGA DR MARCO HYMAN	SAN MATEO	0194910	R20G RES WASTE 20G	M-----			
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	M-----	1	32 GAL	
25	2067 TICONDEROGA DR DEBBIE TOBIN	SAN MATEO	0194795	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
30	2059 TICONDEROGA DR FRANK BELL	SAN MATEO	0495317	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
35	2055 TICONDEROGA DR MELVIN B SCHWARTZ	SAN MATEO	0194761	R64G RESIDENTIAL WASTE	M-----	1	64 GAL	
40	2051 TICONDEROGA DR CHRISTOPHER MURPHY	SAN MATEO	1644210	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
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	M-----	1	32 GAL	
55	2039 TICONDEROGA DR MATTHEW STEVEN HAYDEN	SAN MATEO	1559616	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
60	2035 TICONDEROGA DR DANIEL BECKER	SAN MATEO	0194670	R64G RESIDENTIAL WASTE	M-----	1	64 GAL	
65	2031 TICONDEROGA DR ROMAN KARATCHINSKI	SAN MATEO	1735380	R64G RESIDENTIAL WASTE	M-----	1	64 GAL	
70	2027 TICONDEROGA DR MARTHA GEHRE	SAN MATEO	0194647	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
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	M-----	1	32 GAL	



RTMSTT84
 PRINTED: 2/02/17 10.58.50
 ROUTE 904 LOAD 03
 FOR MONDAY 2/06/2017
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO RECYCL

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STOP	STOP ADDRESS	APT CITY	ACCT #	SERV DESC	TIMES	UNT	SIZ	NOTE
5	562 RALSTON AVE RAHMAT BARKHORDAR	BELMONT	0930693	C96G	M-----	1	96 GALLON	
10	566 RALSTON AVE CONSOR BUISAN	BELMONT	0911354	C2YG1	M-----	1	COMML WASTE 2 YARD	
15	698 RALSTON AVE WENDY'S RESTAURANT	BELMONT	0930768	C2YG1	M---F--	1	COMML WASTE 2 YARD	
20	390 EL CAMINO REAL CULLIGAN MANAGEMENT INC.	BELMONT	0928671	C4YG1	M-W-F--	1	COMMERICAL WASTE 4 YARD	4F0251
25	300 EL CAMINO REAL SHALIZAR RESTAURANT	BELMONT	0928648	C2YG1	M-W-F--	1	COMML WASTE 2 YARD	
30	3799 S EL CAMINO REAL CUBAN KITCHEN	SAN MATEO	1601905	C1YG1	M-----	1	COMML WASTE 1 YD	
35	510 EL CAMINO REAL IHOP	BELMONT	0928705	C1YG1	M-W-FS-	1	COMML WASTE 1 YD	1F1761
40	554 EL CAMINO REAL U HAUL INTERNATIONAL INC	BELMONT	0928739	C3YG1	M-W-F--	1	COMML WASTE 3 YD QTY 1	
40	PLEASE SERVICE AFTER 7 AM PER MARK A.							
40	PULL IN FRONT OF UHAUL & BACK INTO DRIVEWAY							
40	OR SERVICE AFTER 9:00 AM TO GAIN ACCESS							
45	630 N EL CAMINO REAL HILLSIDE LODGE	BELMONT	0930016	C96G	M-----	2	COMMERICAL WASTE 96 GALLON	
50	700 EL CAMINO REAL BELMONT PALMS MOTEL	BELMONT	0928770	C96G	M-----	2	COMMERICAL WASTE 96 GALLON	
55	750 EL CAMINO REAL OUR COMMON GROUND, INC.	BELMONT	0928796	C96G	M-----	2	COMMERICAL WASTE 96 GALLON	
55	CARTS LOCATED OUTSIDE THE GATE							
60	1000 EL CAMINO REAL BELMONT VILLAGE CENTER	BELMONT	0928861	C3YG1	MTWTFSS	1	COMML WASTE 3 YD QTY 1	3F0663
60	ALL LIDS MUST BE CLOSED PER CODE ENFORCEMENT							
60	PLS CLOSE LIDS AFTER SVCD							
60	***PLEASE RETURN TO ENCLOSURE AFTER SERVICE***							
65	940 EMMETT AVE NEWBRAUNFELS IH35 RET. AS	BELMONT	1118611	C3YG1	M--T---	1	COMML WASTE 3 YD QTY 1	
65	KEY							
65	MUST CLOSE LIDS AND LOCK AFTER SERVICE							
65	MUST RETURN BACK TO CONCRETE SLAB AFTER SERVICE							



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 San Mateo County collected over 200 million pounds of food scraps and yard trimmings in 2016
- 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 2016.

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, 2016 to December 31, 2016.

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 sixth 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 San Mateo County 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.

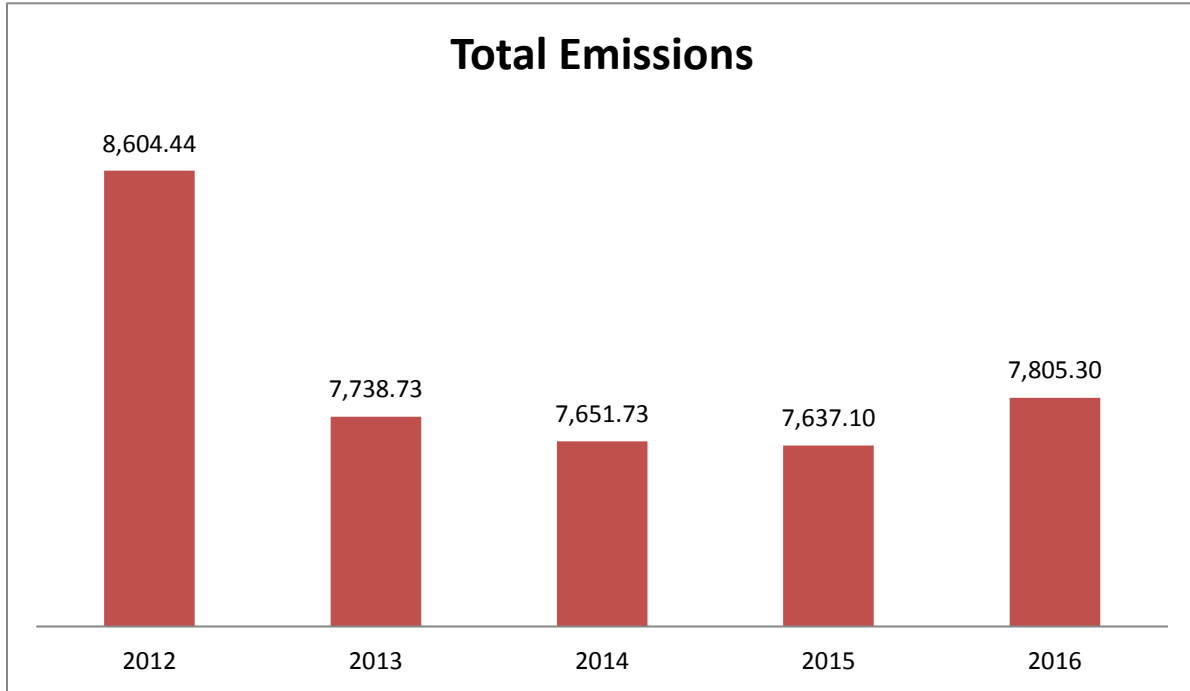
RSMC has, within its emissions boundary, the equipment that operates the maintenance shops and administrative buildings. Our direct emissions include stationary and mobile combustion of fossil fuels from our machinery and onsite mobile equipment. Emissions from our collection fleet are shared within the boundaries of the communities we serve.

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.

Indirect emissions are created off-site through the generation of electricity by Pacific Gas and Electric. Carbon credit offsets are created by increased recycling or composting.

In 2016, RSMC’s carbon emissions totaled 7,805.3 metric tons of carbon dioxide equivalents (MTCO₂E), an increase of 2.20% from 2015.



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	7,529.15	62.79	10.52
% of total mobile emissions	99.03%	0.83%	0.13%

Stationary Combustion

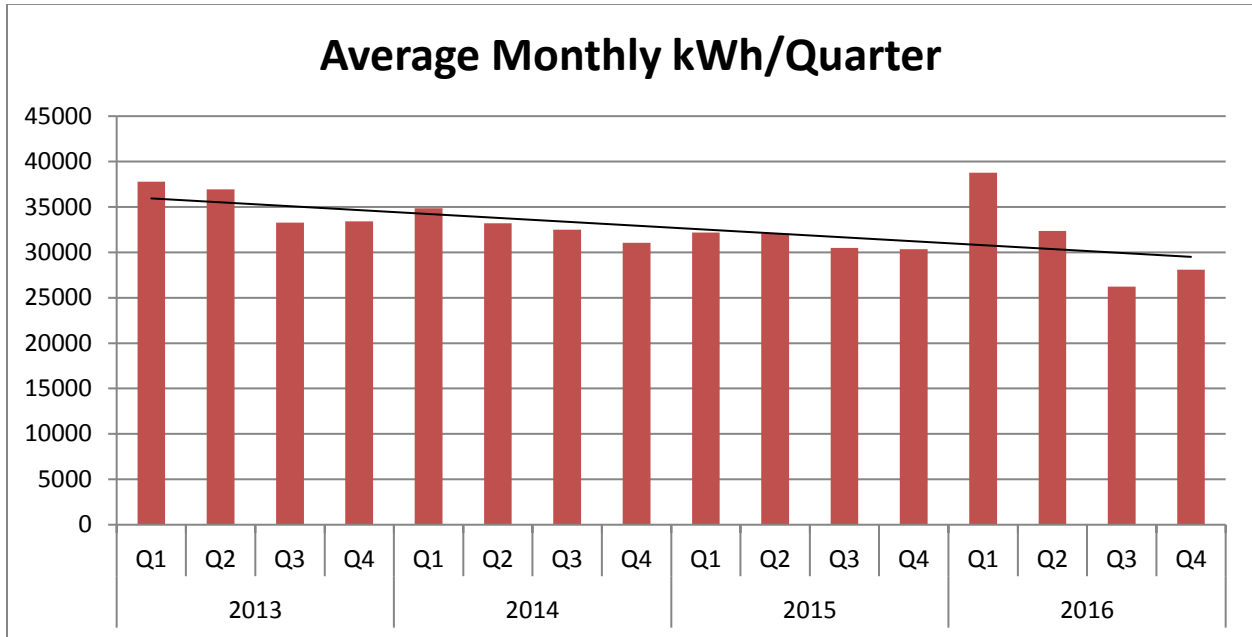
Our source of stationary emissions was acetylene in our maintenance shop. Acetylene use resulted in 0.82 MTCO₂E emitted.

Direct Fugitive Emissions from Air Conditioning

RSMC’s fleet of trucks generated 19.80 MTCO₂E from the use of air conditioning. This accounted for less than 0.3% of emissions in 2016.

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 2016 was 376,353 kWh, which is equivalent to 170.024 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
- Conduct annual smoke opacity inspections on all units, and repair accordingly to ensure CARB compliance
- Service and inspect existing HVAC equipment and controls on a quarterly basis to ensure maximum efficiency

2016 Improvements

- Continued to upgrade building windows in the Administration and Dispatch offices
- Continued implementation of staff education efforts relating to sustainability and energy efficiency
- Continued to replace and upgrade high volume air compressors to maximize energy efficiency
- Serviced and inspected existing HVAC equipment and controls on a quarterly basis
- Replaced CFL lights with LED's in Operations/Dispatch, Maintenance, Container shop areas, and the Yard

Future Reduction Strategies

- Schedule periodic reviews of operations to ensure reduction standards are being met
- Continue to upgrade building windows in the Administration and Dispatch offices
- Replace CFL lights with LED's in the Administration 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, 2016

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

Dear Mr. La Mariana:

In accordance with Section 9.07 D of the Agreement, this is the disclosure of financial transactions between Recology San Mateo County and related parties for the year ended September 30, 2016.

Costs allocated from the Parent company are health insurance \$362,889, workers' compensation \$1,390,928, non-union pensions \$175,543, general and vehicle insurance \$1,144,455, corporate management and support services \$3,026,817. Management and accounting services fees allocated from the regional office affiliate are \$1,047,780. Equipment rental costs allocated from Recology Leasing Inc are \$7,535,415.

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 net revenue and personnel count.

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: Farouk Fakira