



ANNUAL REPORT TO THE SBWMA FOR YEAR 2017

Submitted February 14, 2018



February 14, 2018

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 2017 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 blue ink, appearing to read 'Michael Kelly', is written over a white background.

Michael Kelly
General Manager
Recology San Mateo County

cc: Marshall Moran



RECOLOGY SAN MATEO COUNTY

ANNUAL REPORT TO THE SBWMA

**For
Year 2017**

**Submitted
February 14, 2018**



ANNUAL 2017 REPORT

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ANNUAL 2017 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 2017 REPORT SUMMARY

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2017 Year End
Commercial Tonnage Collected					
Solid Waste	22,049.55	21,708.25	22,011.85	22,097.23	87,866.88
Recyclables	6,934.50	6,616.08	6,657.52	6,671.05	26,879.15
Organics	7,330.63	7,097.99	7,113.46	7,511.09	29,053.17
Multi-Family Tonnage Collected					
Solid Waste	8,709.30	8,458.53	8,429.59	8,312.03	33,909.45
Recyclables	2,436.96	2,309.12	2,314.79	2,397.46	9,458.33
Organics	254.09	255.67	253.68	267.36	1,030.80
Residential Tonnage Collected					
Solid Waste	15,229.25	15,232.99	15,086.87	15,104.93	60,654.04
Recyclables	10,751.72	10,234.84	9,917.81	10,716.07	41,620.44
Organics	19,592.90	20,752.49	18,309.65	19,872.56	78,527.60
Diversion Rates					
Commercial	35.54%	35.05%	34.93%	35.65%	35.29%
Multi-Family	23.60%	23.27%	23.35%	24.28%	23.62%
Residential	66.58%	67.04%	65.17%	66.94%	66.45%
Overall	50.70%	51.01%	49.47%	51.03%	50.56%
Inquiries, Service Requests & Complaints					
Inquiries, Service Requests & Complaints	23,839	26,794	27,343	28,864	106,840
Calls Received	41,741	47,765	48,685	50,387	188,578
Avg. Hold Time	12.91	26.52	31.57	34.61	26.44
Assessments	72	132	121	83	408
Quality Assurance	677	660	686	578	2,601

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
ATHERTON					
Commercial					
Commercial Solid Waste	100.33	102.24	107.94	115.04	425.55
Commercial Recycling	49.76	48.80	56.99	49.76	205.31
Commercial Organics	132.61	164.43	107.15	123.52	527.71
Subtotal - Disposed	100.33	102.24	107.94	115.04	425.55
Subtotal - Diverted	182.37	213.23	164.14	173.28	733.02
Diversion Rate	64.51%	67.59%	60.33%	60.10%	63.27%
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	2.32	2.32
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	2.32	2.32
Diversion Rate	0.00%	0.00%	0.00%	100.00%	100.00%
Residential					
Residential Solid Waste	430.74	436.63	437.61	453.38	1,758.36
Residential Curbside Recycling	361.15	357.35	333.02	367.59	1,419.11
Residential Curbside Organics	2,000.79	1,901.57	1,723.26	2,125.34	7,750.96
Subtotal - Disposed	430.74	436.63	437.61	453.38	1,758.36
Subtotal - Diverted	2,361.94	2,258.92	2,056.28	2,492.93	9,170.07
Diversion Rate	84.58%	83.80%	82.45%	84.61%	83.91%
Total Disposed	531.07	538.87	545.55	568.42	2,183.91
Total Diverted	2,544.31	2,472.15	2,220.42	2,668.53	9,905.41
Total Diversion Rate	82.73%	82.10%	80.28%	82.44%	81.94%
Single-Family Measured Diversion Rate	84.58%	83.80%	82.45%	84.61%	83.91%
Commercial Measured Diversion Rate	64.51%	67.59%	60.33%	60.42%	63.34%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	82.73%	82.10%	80.28%	82.44%	81.94%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
Atherton									
Commercial¹ and MFD									
Commercial Solid Waste	591.22	532.17	447.45	451.08	463.51	410.78	425.55	14.77	3.60%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	6.77	4.45	3.50	0.00	(3.50)	-100.00%
Commercial Recycling	200.36	154.17	165.50	166.16	178.19	188.20	205.31	17.11	9.09%
MFD Recycling	0.00	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	0.00	(1.99)	-100.00%
Commercial Organics	426.87	393.80	501.50	508.81	658.18	604.75	527.71	(77.04)	-12.74%
MFD Organics	0.00	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	2.32	2.32	100.00%
SUBTOTAL - Disposed Tons	591.22	532.17	447.88	457.85	467.96	414.28	425.55	11.27	2.72%
SUBTOTAL - Diverted Tons	637.37	574.54	667.24	674.97	838.33	794.94	735.34	(59.60)	-7.50%
Residential									
Residential Solid Waste	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	1,758.36	8.34	0.48%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	1,427.46	1,407.94	1,444.17	1,419.11	(25.06)	-1.74%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	7,519.55	7,178.41	7,488.82	7,750.96	262.14	3.50%
SUBTOTAL - Disposed Tons	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	1,758.36	8.34	0.48%
SUBTOTAL - Diverted Tons	9,186.54	9,573.18	9,090.65	8,947.01	8,586.35	8,932.99	9,170.07	237.08	2.65%
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	2,183.91		
TOTAL TONS DIVERTED	9,823.91	10,147.72	9,757.89	9,621.98	9,424.68	9,727.93	9,905.41		
COMMERCIAL DIVERSION RATE	51.88%	51.91%	59.84%	59.58%	64.18%	65.74%	63.34%		
MFD DIVERSION RATE	0.00%	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%	83.91%		
TOTAL DIVERSION RATE	79.19%	81.47%	81.94%	81.73%	81.28%	81.80%	81.94%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT					
Commercial					
Commercial Solid Waste	577.33	555.79	520.29	571.18	2,224.59
Commercial Recycling	249.58	227.27	221.04	235.82	933.71
Commercial Organics	228.05	217.73	217.87	254.74	918.39
Subtotal - Disposed	577.33	555.79	520.29	571.18	2,224.59
Subtotal - Diverted	477.63	445.00	438.91	490.56	1,852.10
Diversion Rate	45.27%	44.46%	45.76%	46.20%	45.43%
MFD					
MFD Solid Waste	499.06	476.37	498.54	485.06	1,959.03
MFD Recycling	150.56	141.99	145.79	155.39	593.73
MFD Organics	19.38	18.33	18.02	18.12	73.85
Subtotal - Disposed	499.06	476.37	498.54	485.06	1,959.03
Subtotal - Diverted	169.94	160.32	163.81	173.51	667.58
Diversion Rate	25.40%	25.18%	24.73%	26.35%	25.42%
Roll-Off					
Roll-Off Solid Waste	90.54	109.28	109.61	111.83	421.26
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	90.54	109.28	109.61	111.83	421.26
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	838.73	832.81	836.51	831.96	3,340.01
Residential Curbside Recycling	720.62	701.02	665.92	714.47	2,802.03
Residential Curbside Organics	1,044.51	1,241.47	1,045.56	1,025.78	4,357.32
Subtotal - Disposed	838.73	832.81	836.51	831.96	3,340.01
Subtotal - Diverted	1,765.13	1,942.49	1,711.48	1,740.25	7,159.35
Diversion Rate	67.79%	69.99%	67.17%	0.00%	68.19%
Total Disposed	2,005.66	1,974.25	1,964.95	2,000.03	7,944.89
Total Diverted	2,412.70	2,547.81	2,314.20	2,404.32	9,679.03
Total Diversion Rate	54.61%	56.34%	54.08%	54.59%	54.92%
Single-Family Measured Diversion Rate	67.79%	69.99%	67.17%	67.66%	68.19%
Commercial Measured Diversion Rate	35.69%	34.65%	34.82%	36.25%	35.37%
MFD Measured Diversion Rate	25.40%	25.18%	24.73%	26.35%	25.42%
Overall Measured Diversion Rate	54.61%	56.34%	54.08%	54.59%	54.92%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</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	2,224.59	122.99	5.85%
MFD Solid Waste	2,018.99	2,134.47	2,223.99	2,179.40	2,046.70	2,044.07	1,959.03	(85.04)	-4.16%
Roll-Off Solid Waste	469.16	491.80	486.60	498.21	482.93	470.10	421.26	(48.84)	-10.39%
Commercial Recycling	536.32	614.13	656.10	755.46	855.81	890.23	933.71	43.48	4.88%
MFD Recycling	467.47	479.43	516.04	530.82	577.26	587.37	593.73	6.36	1.08%
Roll-Off Recycling	0.41	1.65	2.62	0.46	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	412.88	440.09	512.41	623.02	735.35	834.32	918.39	84.07	10.08%
MFD Organics	25.68	41.96	61.11	64.76	70.53	80.05	73.85	(6.20)	-7.75%
Roll-Off Organics	1.14	8.74	9.74	0.00	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	4,604.88	(10.89)	-0.24%
SUBTOTAL - Diverted Tons	1,443.90	1,586.00	1,758.02	1,974.52	2,238.95	2,391.97	2,519.68	127.71	5.34%
Residential									
Residential Solid Waste	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	3,340.01	3.88	0.12%
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	2,848.96	2,812.16	2,886.75	2,802.03	(84.72)	-2.93%
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	3,899.39	3,815.90	4,005.68	4,357.32	351.64	8.78%
SUBTOTAL - Disposed Tons	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	3,340.01	3.88	0.12%
SUBTOTAL - Diverted Tons	7,051.63	7,002.57	7,010.71	6,748.35	6,628.06	6,892.43	7,159.35	266.92	3.87%
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	7,944.89		
TOTAL TONS DIVERTED	8,495.53	8,588.57	8,768.73	8,722.87	8,867.01	9,284.40	9,679.03		
COMMERCIAL DIVERSION RATE	23.26%	23.52%	25.74%	28.22%	32.34%	34.13%	35.37%		
MFD DIVERSION RATE	19.63%	19.63%	20.60%	21.46%	24.04%	24.61%	25.42%		
RESIDENTIAL DIVERSION RATE	68.24%	67.37%	67.96%	67.41%	66.67%	67.38%	68.19%		
TOTAL DIVERSION RATE	51.36%	50.12%	51.14%	51.29%	52.58%	53.87%	54.92%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	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	2,209.90	2,127.87	2,133.10	2,111.35	8,582.22
Commercial Recycling	962.20	925.12	815.47	873.36	3,576.15
Commercial Organics	863.47	806.19	763.84	901.19	3,334.69
Subtotal - Disposed	2,209.90	2,127.87	2,133.10	2,111.35	8,582.22
Subtotal - Diverted	1,825.67	1,731.31	1,579.31	1,774.55	6,910.84
Diversion Rate	45.24%	44.86%	42.54%	45.67%	44.61%
MFD					
MFD Solid Waste	777.14	763.57	766.51	776.51	3,083.73
MFD Recycling	260.28	245.84	238.58	251.19	995.89
MFD Organics	19.69	19.22	19.78	20.00	78.69
Subtotal - Disposed	777.14	763.57	766.51	776.51	3,083.73
Subtotal - Diverted	279.97	265.06	258.36	271.19	1,074.58
Diversion Rate	26.48%	25.77%	25.21%	25.88%	25.84%
Roll-Off					
Roll-Off Solid Waste	2,269.73	2,423.10	2,743.74	2,632.63	10,069.20
Roll-Off Recycling	43.91	84.22	109.10	120.09	357.32
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	2,269.73	2,423.10	2,743.74	2,632.63	10,069.20
Subtotal - Diverted	43.91	84.22	109.10	120.09	357.32
Diversion Rate	1.90%	3.36%	3.82%	4.36%	3.43%
Residential					
Residential Solid Waste	963.11	963.45	945.81	971.56	3,843.93
Residential Curbside Recycling	796.81	735.88	706.30	814.96	3,053.95
Residential Curbside Organics	1,278.29	1,359.71	1,226.49	1,353.31	5,217.80
Subtotal - Disposed	963.11	963.45	945.81	971.56	3,843.93
Subtotal - Diverted	2,075.10	2,095.59	1,932.79	2,168.27	8,271.75
Diversion Rate	68.30%	68.50%	67.14%	0.00%	68.27%
Total Disposed	6,219.88	6,277.99	6,589.16	6,492.05	25,579.08
Total Diverted	4,224.65	4,176.18	3,879.56	4,334.10	16,614.49
Total Diversion Rate	40.45%	39.95%	37.06%	40.03%	39.38%
Single-Family Measured Diversion Rate	68.30%	68.50%	67.14%	69.06%	68.27%
Commercial Measured Diversion Rate	29.02%	28.13%	25.65%	28.18%	27.74%
MFD Measured Diversion Rate	26.48%	25.77%	25.21%	25.88%	25.84%
Overall Measured Diversion Rate	40.45%	39.95%	37.06%	40.03%	39.38%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</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	8,582.22	72.24	0.85%
MFD Solid Waste	3,146.03	2,990.25	2,941.97	2,917.26	2,885.41	3,013.48	3,083.73	70.25	2.33%
Roll-Off Solid Waste	7,638.95	8,771.06	7,243.72	7,454.48	7,918.68	9,426.15	10,069.20	643.05	6.82%
Commercial Recycling	2,613.82	2,785.59	3,181.80	3,832.64	3,867.82	3,938.28	3,576.15	(362.13)	-9.20%
MFD Recycling	732.09	776.45	870.68	930.43	952.75	959.74	995.89	36.15	3.77%
Roll-Off Recycling	125.71	224.48	141.32	154.16	148.17	167.89	357.32	189.43	112.83%
Commercial Organics	2,329.15	2,466.36	2,981.65	2,797.15	3,327.15	3,227.07	3,334.69	107.62	3.33%
MFD Organics	77.69	63.48	60.39	51.78	57.95	70.67	78.69	8.02	11.35%
Roll-Off Organics	1,141.95	238.87	0.00	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	21,735.15	785.54	3.75%
SUBTOTAL - Diverted Tons	7,020.41	6,555.23	7,235.84	7,766.16	8,353.84	8,363.65	8,342.74	(20.91)	-0.25%
Residential									
Residential Solid Waste	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	3,843.93	67.90	1.80%
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	3,003.18	3,007.76	3,037.84	3,053.95	16.11	0.53%
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	4,994.50	4,718.96	4,984.28	5,217.80	233.52	4.69%
SUBTOTAL - Disposed Tons	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	3,843.93	67.90	1.80%
SUBTOTAL - Diverted Tons	8,111.04	8,316.13	8,206.57	7,997.68	7,726.72	8,022.12	8,271.75	249.63	3.11%
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	25,579.08		
TOTAL TONS DIVERTED	15,131.45	14,871.36	15,442.41	15,763.84	16,080.56	16,385.77	16,614.49		
COMMERCIAL DIVERSION RATE	26.97%	24.35%	28.17%	29.43%	30.50%	28.53%	27.74%		
MFD DIVERSION RATE	20.47%	21.93%	24.04%	25.19%	25.94%	25.48%	25.84%		
RESIDENTIAL DIVERSION RATE	67.45%	68.84%	68.87%	68.44%	67.48%	67.99%	68.27%		
TOTAL DIVERSION RATE	39.76%	38.13%	41.06%	41.40%	41.41%	39.86%	39.38%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO					
Commercial					
Commercial Solid Waste	384.21	372.93	345.19	348.23	1,450.56
Commercial Recycling	139.47	155.12	146.54	149.15	590.28
Commercial Organics	138.01	128.25	142.18	132.29	540.73
Subtotal - Disposed	384.21	372.93	345.19	348.23	1,450.56
Subtotal - Diverted	277.48	283.37	288.72	281.44	1,131.01
Diversion Rate	41.94%	43.18%	45.55%	44.70%	43.81%
MFD					
MFD Solid Waste	690.54	691.62	657.76	641.39	2,681.31
MFD Recycling	96.12	97.34	93.61	95.95	383.02
MFD Organics	20.73	22.99	20.85	20.11	84.68
Subtotal - Disposed	690.54	691.62	657.76	641.39	2,681.31
Subtotal - Diverted	116.85	120.33	114.46	116.06	467.70
Diversion Rate	14.47%	14.82%	14.82%	15.32%	14.85%
Roll-Off					
Roll-Off Solid Waste	155.70	166.22	222.94	198.38	743.24
Roll-Off Recycling	8.80	0.45	8.27	4.49	22.01
Roll-Off Organics	88.48	100.71	114.49	96.36	400.04
Subtotal - Disposed	155.70	166.22	222.94	198.38	743.24
Subtotal - Diverted	97.28	101.16	122.76	100.85	422.05
Diversion Rate	38.45%	37.83%	35.51%	33.70%	36.22%
Residential					
Residential Solid Waste	1,755.02	1,759.27	1,709.29	1,662.63	6,886.21
Residential Curbside Recycling	437.73	435.10	422.60	414.03	1,709.46
Residential Curbside Organics	919.27	1,016.35	919.29	860.81	3,715.72
Subtotal - Disposed	1,755.02	1,759.27	1,709.29	1,662.63	6,886.21
Subtotal - Diverted	1,357.00	1,451.45	1,341.89	1,274.84	5,425.18
Diversion Rate	43.61%	45.21%	43.98%	43.40%	44.07%
Total Disposed	2,985.47	2,990.04	2,935.18	2,850.63	11,761.32
Total Diverted	1,848.61	1,956.31	1,867.83	1,773.19	7,445.94
Total Diversion Rate	38.24%	39.55%	38.89%	38.35%	38.77%
Single-Family Measured Diversion Rate	43.61%	45.21%	43.98%	43.40%	44.07%
Commercial Measured Diversion Rate	28.55%	29.09%	30.02%	29.55%	29.30%
MFD Measured Diversion Rate	14.47%	14.82%	14.82%	15.32%	14.85%
Overall Measured Diversion Rate	38.24%	39.55%	38.89%	38.35%	38.77%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</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	1,450.56	(82.88)	-5.40%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	2,756.76	2,515.93	2,643.16	2,681.31	38.15	1.44%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	1,163.30	907.39	768.72	743.24	(25.48)	-3.31%
Commercial Recycling	564.07	1,038.49	485.98	502.28	525.75	552.91	590.28	37.37	6.76%
MFD Recycling	28.13	203.81	227.06	281.50	350.45	365.05	383.02	17.97	4.92%
Roll-Off Recycling	37.53	18.71	11.92	29.20	24.14	24.51	22.01	(2.50)	-10.20%
Commercial Organics	313.21	303.45	413.02	474.19	502.61	598.51	540.73	(57.78)	-9.65%
MFD Organics	54.96	71.19	80.94	79.48	76.01	71.96	84.68	12.72	17.68%
Roll-Off Organics	0.00	9.94	2.79	0.00	105.86	349.95	400.04	50.09	14.31%
SUBTOTAL - Disposed Tons	4,964.52	5,358.03	5,308.01	5,324.81	4,960.82	4,945.32	4,875.11	(70.21)	-1.42%
SUBTOTAL - Diverted Tons	997.90	1,645.59	1,221.71	1,366.65	1,584.82	1,962.89	2,020.76	57.87	2.95%
Residential									
Residential Solid Waste	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	6,886.21	(39.53)	-0.57%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	1,484.52	1,544.00	1,649.99	1,709.46	59.47	3.60%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	3,528.22	3,543.54	3,724.43	3,715.72	(8.71)	-0.23%
SUBTOTAL - Disposed Tons	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	6,886.21	(39.53)	-0.57%
SUBTOTAL - Diverted Tons	4,750.31	4,807.16	4,984.12	5,012.74	5,087.54	5,374.42	5,425.18	50.76	0.94%
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	11,761.32		
TOTAL TONS DIVERTED	5,748.21	6,452.75	6,205.83	6,379.39	6,672.36	7,337.31	7,445.94		
COMMERCIAL DIVERSION RATE	16.74%	23.50%	18.71%	20.42%	24.21%	28.41%	29.30%		
MFD DIVERSION RATE	3.04%	9.50%	10.25%	11.58%	14.49%	14.19%	14.85%		
RESIDENTIAL DIVERSION RATE	43.03%	42.78%	44.06%	43.12%	42.69%	43.69%	44.07%		
TOTAL DIVERSION RATE	33.81%	35.37%	34.78%	34.83%	36.14%	38.20%	38.77%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY					
Commercial					
Commercial Solid Waste	748.26	737.62	742.31	711.51	2,939.70
Commercial Recycling	351.04	321.99	335.56	313.22	1,321.81
Commercial Organics	567.53	558.81	585.85	574.86	2,287.05
Subtotal - Disposed	748.26	737.62	742.31	711.51	2,939.70
Subtotal - Diverted	918.57	880.80	921.41	888.08	3,608.86
Diversion Rate	55.11%	54.42%	55.38%	55.52%	55.11%
MFD					
MFD Solid Waste	767.77	726.97	739.27	697.98	2,931.99
MFD Recycling	294.49	278.09	289.86	287.67	1,150.11
MFD Organics	26.89	26.63	27.06	28.59	109.17
Subtotal - Disposed	767.77	726.97	739.27	697.98	2,931.99
Subtotal - Diverted	321.38	304.72	316.92	316.26	1,259.28
Diversion Rate	29.51%	29.54%	30.01%	31.18%	30.05%
Roll-Off					
Roll-Off Solid Waste	232.04	279.32	260.79	279.49	1,051.64
Roll-Off Recycling	1.75	5.72	5.99	5.09	18.55
Roll-Off Organics	170.79	162.40	163.37	135.17	631.73
Subtotal - Disposed	232.04	279.32	260.79	279.49	1,051.64
Subtotal - Diverted	172.54	168.12	169.36	140.26	650.28
Diversion Rate	42.65%	37.57%	39.37%	33.42%	38.21%
Residential					
Residential Solid Waste	831.35	817.72	821.99	820.04	3,291.10
Residential Curbside Recycling	602.33	585.83	557.41	597.93	2,343.50
Residential Curbside Organics	661.81	782.49	662.76	653.56	2,760.62
Subtotal - Disposed	831.35	817.72	821.99	820.04	3,291.10
Subtotal - Diverted	1,264.14	1,368.32	1,220.17	1,251.49	5,104.12
Diversion Rate	60.33%	62.59%	59.75%	60.41%	60.80%
Total Disposed	2,579.42	2,561.63	2,564.36	2,509.02	10,214.43
Total Diverted	2,676.63	2,721.96	2,627.86	2,596.09	10,622.54
Total Diversion Rate	50.92%	51.52%	50.61%	50.85%	50.98%
Single-Family Measured Diversion Rate	60.33%	62.59%	59.75%	60.41%	60.80%
Commercial Measured Diversion Rate	44.69%	43.70%	44.69%	44.32%	44.35%
MFD Measured Diversion Rate	29.51%	29.54%	30.01%	31.18%	30.05%
Overall Measured Diversion Rate	50.92%	51.52%	50.61%	50.85%	50.98%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</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	2,939.70	221.68	8.16%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	3,201.16	3,114.74	2,933.30	2,931.99	(1.31)	-0.04%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	1,153.30	1,119.33	984.37	1,051.64	67.27	6.83%
Commercial Recycling	688.67	941.33	998.73	1,032.09	1,075.44	1,233.22	1,321.81	88.59	7.18%
MFD Recycling	601.97	657.90	828.40	918.77	972.79	1,080.58	1,150.11	69.53	6.43%
Roll-Off Recycling	46.60	22.90	17.36	8.55	12.46	17.63	18.55	0.92	5.22%
Commercial Organics	1,469.88	1,587.85	1,872.59	1,970.96	1,991.68	2,192.68	2,287.05	94.37	4.30%
MFD Organics	35.51	34.96	48.24	39.47	37.00	56.97	109.17	52.20	91.63%
Roll-Off Organics	348.55	578.91	523.15	544.56	566.69	649.60	631.73	(17.87)	-2.75%
SUBTOTAL - Disposed Tons	8,935.59	7,808.56	7,476.63	7,086.85	6,814.63	6,635.69	6,923.33	287.64	4.33%
SUBTOTAL - Diverted Tons	3,191.18	3,823.85	4,288.47	4,514.40	4,656.06	5,230.68	5,518.42	287.74	5.50%
Residential									
Residential Solid Waste	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	3,291.10	(19.55)	-0.59%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	2,404.14	2,432.17	2,455.86	2,343.50	(112.36)	-4.58%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	2,628.83	2,489.48	2,653.75	2,760.62	106.87	4.03%
SUBTOTAL - Disposed Tons	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	3,291.10	(19.55)	-0.59%
SUBTOTAL - Diverted Tons	5,211.92	5,243.08	5,164.17	5,032.97	4,921.65	5,109.61	5,104.12	(5.49)	-0.11%
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	10,214.43		
TOTAL TONS DIVERTED	8,403.10	9,066.93	9,452.64	9,547.37	9,577.71	10,340.29	10,622.54		
COMMERCIAL DIVERSION RATE	26.32%	32.87%	36.45%	38.91%	40.59%	44.08%	44.35%		
MFD DIVERSION RATE	13.86%	17.78%	20.72%	23.04%	24.48%	27.94%	30.05%		
RESIDENTIAL DIVERSION RATE	62.26%	61.38%	61.14%	61.23%	60.64%	60.68%	60.80%		
TOTAL DIVERSION RATE	40.99%	44.94%	46.77%	48.17%	48.90%	50.97%	50.98%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH					
Commercial					
Commercial Solid Waste	91.61	71.50	63.90	64.59	291.60
Commercial Recycling	63.97	44.11	45.80	31.15	185.03
Commercial Organics	146.39	121.25	118.21	119.02	504.87
Subtotal - Disposed	91.61	71.50	63.90	64.59	291.60
Subtotal - Diverted	210.36	165.36	164.01	150.17	689.90
Diversion Rate	69.66%	69.81%	71.96%	69.92%	70.29%
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	593.99	581.48	578.00	599.73	2,353.20
Residential Curbside Recycling	485.82	479.07	458.51	515.80	1,939.20
Residential Curbside Organics	1,221.79	1,208.56	1,139.67	1,321.34	4,891.36
Subtotal - Disposed	593.99	581.48	578.00	599.73	2,353.20
Subtotal - Diverted	1,707.61	1,687.63	1,598.18	1,837.14	6,830.56
Diversion Rate	74.19%	74.37%	0.00%	75.39%	74.38%
Total Disposed	685.60	652.98	641.90	664.32	2,644.80
Total Diverted	1,917.97	1,852.99	1,762.19	1,987.31	7,520.46
Total Diversion Rate	73.67%	73.94%	73.30%	74.95%	73.98%
Single-Family Measured Diversion Rate	74.19%	74.37%	73.44%	75.39%	74.38%
Commercial Measured Diversion Rate	69.66%	69.81%	71.96%	69.92%	70.29%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.67%	73.94%	73.30%	74.95%	73.98%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2016 - 2017	2016 - 2017
	<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>2017 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	291.60	(11.40)	-3.76%	
MFD Solid Waste	0.00	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	0.00%	
Commercial Recycling	590.06	229.44	492.63	345.35	532.53	291.80	185.03	(106.77)	-36.59%	
MFD Recycling	0.00	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	0.00%	
Commercial Organics	275.02	323.48	354.35	331.05	481.97	408.69	504.87	96.18	23.53%	
MFD Organics	0.00	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	0.00%	
SUBTOTAL - Disposed Tons	512.02	381.32	385.31	272.78	310.97	303.00	291.60	(11.40)	-3.76%	
SUBTOTAL - Diverted Tons	872.62	568.76	846.98	676.40	1,014.50	700.49	689.90	(10.59)	-1.51%	
Residential										
Residential Solid Waste	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	2,353.20	24.17	1.04%	
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	1,950.19	1,942.23	1,988.23	1,939.20	(49.03)	-2.47%	
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	4,386.85	4,194.58	4,516.15	4,891.36	375.21	8.31%	
SUBTOTAL - Disposed Tons	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	2,353.20	24.17	1.04%	
SUBTOTAL - Diverted Tons	6,090.50	6,483.14	6,317.89	6,337.04	6,136.81	6,504.38	6,830.56	326.18	5.01%	
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	2,644.80			
TOTAL TONS DIVERTED	6,963.12	7,051.90	7,164.87	7,013.44	7,151.31	7,204.87	7,520.46			
COMMERCIAL DIVERSION RATE	63.02%	59.86%	68.73%	71.26%	76.54%	69.81%	70.29%			
MFD DIVERSION RATE	0.00%	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%	74.38%			
TOTAL DIVERSION RATE	67.98%	72.01%	72.94%	73.61%	73.27%	73.24%	73.98%			

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK					
Commercial					
Commercial Solid Waste	2,480.26	2,488.06	2,523.49	2,496.12	9,987.93
Commercial Recycling	920.04	965.96	1,043.83	954.56	3,884.39
Commercial Organics	1,771.94	1,721.19	1,770.70	2,011.24	7,275.07
Subtotal - Disposed	2,480.26	2,488.06	2,523.49	2,496.12	9,987.93
Subtotal - Diverted	2,691.98	2,687.15	2,814.53	2,965.80	11,159.46
Diversion Rate	52.05%	51.92%	52.73%	54.30%	52.77%
MFD					
MFD Solid Waste	554.41	556.19	558.76	568.10	2,237.46
MFD Recycling	210.82	206.66	202.59	214.92	834.99
MFD Organics	32.48	34.45	35.70	40.44	143.07
Subtotal - Disposed	554.41	556.19	558.76	568.10	2,237.46
Subtotal - Diverted	243.30	241.11	238.29	255.36	978.06
Diversion Rate	30.50%	30.24%	29.90%	31.01%	30.42%
Roll-Off					
Roll-Off Solid Waste	136.20	139.49	167.22	144.05	586.96
Roll-Off Recycling	214.26	239.85	236.82	243.53	934.46
Roll-Off Organics	53.16	90.78	106.10	166.78	416.82
Subtotal - Disposed	136.20	139.49	167.22	144.05	586.96
Subtotal - Diverted	267.42	330.63	342.92	410.31	1,351.28
Diversion Rate	66.26%	70.33%	67.22%	74.02%	69.72%
Residential					
Residential Solid Waste	1,126.60	1,130.64	1,102.26	1,105.35	4,464.85
Residential Curbside Recycling	906.80	887.87	856.77	926.46	3,577.90
Residential Curbside Organics	2,032.33	2,066.79	1,769.94	2,147.05	8,016.11
Subtotal - Disposed	1,126.60	1,130.64	1,102.26	1,105.35	4,464.85
Subtotal - Diverted	2,939.13	2,954.66	2,626.71	3,073.51	11,594.01
Diversion Rate	72.29%	72.32%	70.44%	73.55%	72.20%
Total Disposed	4,297.47	4,314.38	4,351.73	4,313.62	17,277.20
Total Diverted	6,141.83	6,213.55	6,022.45	6,704.98	25,082.81
Total Diversion Rate	58.83%	59.02%	58.05%	60.85%	59.21%
Single-Family Measured Diversion Rate	72.29%	72.32%	70.44%	73.55%	72.20%
Commercial Measured Diversion Rate	50.25%	50.58%	51.10%	53.09%	51.29%
MFD Measured Diversion Rate	30.50%	30.24%	29.90%	31.01%	30.42%
Overall Measured Diversion Rate	58.83%	59.02%	58.05%	60.85%	59.21%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</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	9,987.93	576.28	6.12%
MFD Solid Waste	2,511.65	2,175.92	2,153.06	2,189.51	2,224.59	2,176.50	2,237.46	60.96	2.80%
Roll-Off Solid Waste	630.67	532.98	410.34	470.77	503.40	499.85	586.96	87.11	17.43%
Commercial Recycling	2,013.95	2,566.57	2,687.81	2,855.38	3,255.21	3,407.16	3,884.39	477.23	14.01%
MFD Recycling	527.40	663.85	745.63	765.17	799.00	820.53	834.99	14.46	1.76%
Roll-Off Recycling	481.46	268.82	560.53	772.60	799.27	817.20	934.46	117.26	14.35%
Commercial Organics	3,707.57	4,094.45	4,345.37	4,265.33	4,898.19	5,923.40	7,275.07	1,351.67	22.82%
MFD Organics	129.37	114.25	124.09	123.61	119.26	119.79	143.07	23.28	19.43%
Roll-Off Organics	103.10	356.99	270.73	217.75	255.50	381.58	416.82	35.24	9.24%
SUBTOTAL - Disposed Tons	13,550.10	12,660.58	11,814.71	12,094.72	12,216.71	12,088.00	12,812.35	724.35	5.99%
SUBTOTAL - Diverted Tons	6,962.85	8,064.93	8,734.16	8,999.84	10,126.43	11,469.66	13,488.80	2,019.14	17.60%
Residential									
Residential Solid Waste	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	4,464.85	(24.05)	-0.54%
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	3,621.01	3,645.83	3,591.71	3,577.90	(13.81)	-0.38%
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	7,830.59	7,524.42	7,876.42	8,016.11	139.69	1.77%
SUBTOTAL - Disposed Tons	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	4,464.85	(24.05)	-0.54%
SUBTOTAL - Diverted Tons	11,785.12	11,884.41	11,726.94	11,451.60	11,170.25	11,468.13	11,594.01	125.88	1.10%
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	17,277.20		
TOTAL TONS DIVERTED	18,747.97	19,949.34	20,461.10	20,451.44	21,296.68	22,937.79	25,082.81		
COMMERCIAL DIVERSION RATE	33.94%	38.91%	42.50%	42.66%	45.32%	48.69%	51.29%		
MFD DIVERSION RATE	20.73%	26.34%	28.77%	28.87%	29.22%	30.17%	30.42%		
RESIDENTIAL DIVERSION RATE	72.96%	72.72%	72.83%	72.33%	71.79%	71.87%	72.20%		
TOTAL DIVERSION RATE	51.13%	53.82%	55.83%	55.38%	56.19%	58.05%	59.21%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	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	533.53	513.15	499.85	481.65	2,028.18
Commercial Recycling	197.49	188.74	186.81	181.64	754.68
Commercial Organics	110.19	105.16	93.96	91.56	400.87
Subtotal - Disposed	533.53	513.15	499.85	481.65	2,028.18
Subtotal - Diverted	307.68	293.90	280.77	273.20	1,155.55
Diversion Rate	36.58%	36.42%	35.97%	36.19%	36.30%
MFD					
MFD Solid Waste	247.17	235.80	238.03	241.62	962.62
MFD Recycling	39.80	38.23	39.27	38.83	156.13
MFD Organics	4.14	3.67	3.27	3.29	14.37
Subtotal - Disposed	247.17	235.80	238.03	241.62	962.62
Subtotal - Diverted	43.94	41.90	42.54	42.12	170.50
Diversion Rate	15.09%	15.09%	15.16%	14.84%	15.05%
Roll-Off					
Roll-Off Solid Waste	0.00	2.09	0.00	0.00	2.09
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	2.09	0.00	0.00	2.09
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	752.50	755.87	755.47	759.47	3,023.31
Residential Curbside Recycling	308.34	282.82	300.77	301.87	1,193.80
Residential Curbside Organics	515.40	554.79	499.94	498.60	2,068.73
Subtotal - Disposed	752.50	755.87	755.47	759.47	3,023.31
Subtotal - Diverted	823.74	837.61	800.71	800.47	3,262.53
Diversion Rate	52.26%	52.56%	51.45%	51.31%	51.90%
Total Disposed	1,533.20	1,506.91	1,493.35	1,482.74	6,016.20
Total Diverted	1,175.36	1,173.41	1,124.02	1,115.79	4,588.58
Total Diversion Rate	43.39%	43.78%	42.94%	42.94%	43.27%
Single-Family Measured Diversion Rate	52.26%	52.56%	51.45%	51.31%	51.90%
Commercial Measured Diversion Rate	31.05%	30.90%	30.47%	30.36%	30.70%
MFD Measured Diversion Rate	15.09%	15.09%	15.16%	14.84%	15.05%
Overall Measured Diversion Rate	43.39%	43.78%	42.94%	42.94%	43.27%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</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	2,028.18	(45.36)	-2.19%
MFD Solid Waste	785.27	822.70	967.90	975.96	993.25	989.15	962.62	(26.53)	-2.68%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.32	2.09	1.77	553.13%
Commercial Recycling	418.58	477.20	489.79	564.86	671.61	722.79	754.68	31.89	4.41%
MFD Recycling	100.23	110.41	118.40	120.80	142.02	150.94	156.13	5.19	3.44%
Roll-Off Recycling	0.00	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	400.87	(77.27)	-16.16%
MFD Organics	3.02	2.18	1.58	2.11	4.24	13.77	14.37	0.60	4.36%
Roll-Off Organics	0.00	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	2,992.89	(70.12)	-2.29%
SUBTOTAL - Diverted Tons	888.23	971.34	1,001.82	1,160.12	1,313.89	1,365.64	1,326.05	(39.59)	-2.90%
Residential									
Residential Solid Waste	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	3,023.31	40.44	1.36%
Residential Curbside Recycling	989.25	1,154.24	1,170.12	1,164.56	1,163.10	1,193.88	1,193.80	(0.08)	-0.01%
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	1,991.06	1,944.71	2,045.74	2,068.73	22.99	1.12%
SUBTOTAL - Disposed Tons	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	3,023.31	40.44	1.36%
SUBTOTAL - Diverted Tons	3,040.48	3,278.61	3,258.61	3,155.62	3,107.81	3,239.62	3,262.53	22.91	0.71%
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	6,016.20		
TOTAL TONS DIVERTED	3,928.71	4,249.95	4,260.43	4,315.74	4,421.70	4,605.26	4,588.58		
COMMERCIAL DIVERSION RATE	26.10%	25.37%	25.61%	27.94%	29.81%	30.84%	30.70%		
MFD DIVERSION RATE	11.62%	12.04%	11.03%	11.19%	12.84%	14.27%	15.05%		
RESIDENTIAL DIVERSION RATE	54.94%	54.22%	53.50%	53.06%	52.41%	52.06%	51.90%		
TOTAL DIVERSION RATE	43.96%	43.04%	42.59%	42.74%	42.77%	43.24%	43.27%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY					
Commercial					
Commercial Solid Waste	4,305.50	4,067.26	4,150.28	4,175.87	16,698.91
Commercial Recycling	1,366.64	1,263.95	1,246.92	1,289.79	5,167.30
Commercial Organics	1,124.76	1,019.60	1,074.50	1,002.66	4,221.52
Subtotal - Disposed	4,305.50	4,067.26	4,150.28	4,175.87	16,698.91
Subtotal - Diverted	2,491.40	2,283.55	2,321.42	2,292.45	9,388.82
Diversion Rate	36.65%	35.96%	35.87%	35.44%	35.99%
MFD					
MFD Solid Waste	1,950.00	1,855.41	1,811.11	1,783.54	7,400.06
MFD Recycling	460.18	433.44	434.32	447.40	1,775.34
MFD Organics	37.83	36.97	35.88	37.52	148.20
Subtotal - Disposed	1,950.00	1,855.41	1,811.11	1,783.54	7,400.06
Subtotal - Diverted	498.01	470.41	470.20	484.92	1,923.54
Diversion Rate	20.34%	20.23%	20.61%	21.38%	20.63%
Roll-Off					
Roll-Off Solid Waste	952.53	993.44	974.23	1,050.03	3,970.23
Roll-Off Recycling	102.87	101.68	102.30	100.93	407.78
Roll-Off Organics	201.31	216.14	212.81	219.42	849.68
Subtotal - Disposed	952.53	993.44	974.23	1,050.03	3,970.23
Subtotal - Diverted	304.18	317.82	315.11	320.35	1,257.46
Diversion Rate	24.20%	24.24%	24.44%	23.38%	24.05%
Residential					
Residential Solid Waste	2,589.68	2,600.84	2,562.40	2,544.76	10,297.68
Residential Curbside Recycling	1,975.93	1,876.21	1,819.18	1,920.83	7,592.15
Residential Curbside Organics	3,109.91	3,338.85	2,935.26	3,143.68	12,527.70
Subtotal - Disposed	2,589.68	2,600.84	2,562.40	2,544.76	10,297.68
Subtotal - Diverted	5,085.84	5,215.06	4,754.44	5,064.51	20,119.85
Diversion Rate	66.26%	66.72%	64.98%	66.56%	66.15%
Total Disposed	9,797.71	9,516.95	9,498.02	9,554.20	38,366.88
Total Diverted	8,379.43	8,286.84	7,861.17	8,162.23	32,689.67
Total Diversion Rate	46.10%	46.55%	45.29%	46.07%	46.01%
Single-Family Measured Diversion Rate	66.26%	66.72%	64.98%	66.56%	66.15%
Commercial Measured Diversion Rate	31.36%	30.76%	30.94%	30.65%	30.93%
MFD Measured Diversion Rate	20.34%	20.23%	20.61%	21.38%	20.63%
Overall Measured Diversion Rate	46.10%	46.55%	45.29%	46.07%	46.01%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</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	16,698.91	97.96	0.59%
MFD Solid Waste	7,963.02	7,687.77	7,466.53	7,130.61	7,114.06	7,596.31	7,400.06	(196.25)	-2.58%
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	4,098.20	3,944.34	3,886.62	3,970.23	83.61	2.15%
Commercial Recycling	2,984.86	3,477.58	3,492.67	4,054.47	4,511.05	4,857.50	5,167.30	309.80	6.38%
MFD Recycling	1,147.28	1,211.15	1,301.58	1,304.54	1,391.55	1,627.74	1,775.34	147.60	9.07%
Roll-Off Recycling	122.07	114.38	158.71	194.51	336.19	414.33	407.78	(6.55)	-1.58%
Commercial Organics	2,656.97	3,229.20	3,442.53	3,710.01	4,426.37	4,543.51	4,221.52	(321.99)	-7.09%
MFD Organics	136.97	129.08	123.64	114.41	105.44	133.95	148.20	14.25	10.64%
Roll-Off Organics	616.13	747.42	651.78	632.59	633.50	743.91	849.68	105.77	14.22%
SUBTOTAL - Disposed Tons	26,752.49	27,765.08	26,798.52	27,125.16	27,404.68	28,083.88	28,069.20	(14.68)	-0.05%
SUBTOTAL - Diverted Tons	7,664.28	8,908.81	9,170.91	10,010.53	11,404.10	12,320.94	12,569.82	248.88	2.02%
Residential									
Residential Solid Waste	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	10,297.68	46.17	0.45%
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	7,568.52	7,446.55	7,614.52	7,592.15	(22.37)	-0.29%
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	12,177.01	11,637.32	12,290.75	12,527.70	236.95	1.93%
SUBTOTAL - Disposed Tons	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	10,297.68	46.17	0.45%
SUBTOTAL - Diverted Tons	18,660.37	19,804.59	20,203.88	19,745.53	19,083.87	19,905.27	20,119.85	214.58	1.08%
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	38,366.88		
TOTAL TONS DIVERTED	26,324.65	28,713.40	29,374.79	29,756.06	30,487.97	32,226.21	32,689.67		
COMMERCIAL DIVERSION RATE	22.27%	24.29%	25.50%	26.96%	29.39%	30.49%	30.93%		
MFD DIVERSION RATE	13.89%	14.85%	16.03%	16.60%	17.38%	18.83%	20.63%		
RESIDENTIAL DIVERSION RATE	63.90%	65.61%	66.45%	66.35%	65.39%	66.01%	66.15%		
TOTAL DIVERSION RATE	41.38%	42.95%	44.26%	44.48%	44.84%	45.67%	46.01%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	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	1,617.22	1,508.36	1,487.31	1,500.81	6,113.70
Commercial Recycling	546.93	519.15	491.73	526.55	2,084.36
Commercial Organics	448.22	433.59	422.78	458.15	1,762.74
Subtotal - Disposed	1,617.22	1,508.36	1,487.31	1,500.81	6,113.70
Subtotal - Diverted	995.15	952.74	914.51	984.70	3,847.10
Diversion Rate	38.09%	38.71%	38.08%	39.62%	38.62%
MFD					
MFD Solid Waste	432.19	416.96	402.39	407.81	1,659.35
MFD Recycling	128.37	122.15	114.30	125.71	490.53
MFD Organics	27.63	26.08	25.40	26.56	105.67
Subtotal - Disposed	432.19	416.96	402.39	407.81	1,659.35
Subtotal - Diverted	156.00	148.23	139.70	152.27	596.20
Diversion Rate	26.52%	26.23%	25.77%	27.19%	26.43%
Roll-Off					
Roll-Off Solid Waste	209.34	204.58	224.44	165.52	803.88
Roll-Off Recycling	58.91	51.40	101.32	46.95	258.58
Roll-Off Organics	0.00	5.88	0.00	0.00	5.88
Subtotal - Disposed	209.34	204.58	224.44	165.52	803.88
Subtotal - Diverted	58.91	57.28	101.32	46.95	264.46
Diversion Rate	21.96%	21.87%	31.10%	0.00%	24.75%
Residential					
Residential Solid Waste	1,130.25	1,135.19	1,123.22	1,147.96	4,536.62
Residential Curbside Recycling	975.00	915.74	884.63	979.53	3,754.90
Residential Curbside Organics	1,546.19	1,649.64	1,443.81	1,515.46	6,155.10
Subtotal - Disposed	1,130.25	1,135.19	1,123.22	1,147.96	4,536.62
Subtotal - Diverted	2,521.19	2,565.38	2,328.44	2,494.99	9,910.00
Diversion Rate	69.05%	69.32%	67.46%	0.00%	68.60%
Total Disposed	3,389.00	3,265.09	3,237.36	3,222.10	13,113.55
Total Diverted	3,731.25	3,723.63	3,483.97	3,678.91	14,617.76
Total Diversion Rate	52.40%	53.28%	51.83%	53.31%	52.71%
Single-Family Measured Diversion Rate	69.05%	69.32%	67.46%	68.49%	68.60%
Commercial Measured Diversion Rate	34.88%	35.22%	35.34%	36.34%	35.44%
MFD Measured Diversion Rate	26.52%	26.23%	25.77%	27.19%	26.43%
Overall Measured Diversion Rate	52.40%	53.28%	51.83%	53.31%	52.71%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
San Carlos									
Commercial¹ and MFD									
Commercial Solid Waste	6,080.74	6,058.04	6,151.67	6,274.92	6,133.75	6,008.65	6,113.70	105.05	1.75%
MFD Solid Waste	1,756.00	1,556.17	1,593.44	1,579.36	1,550.13	1,616.10	1,659.35	43.25	2.68%
Roll-Off Solid Waste	1,336.01	976.84	823.76	808.18	862.02	875.88	803.88	(72.00)	-8.22%
Commercial Recycling	1,583.21	1,757.09	1,895.15	2,023.91	2,129.98	2,144.29	2,084.36	(59.93)	-2.79%
MFD Recycling	407.67	375.77	444.50	467.01	480.21	485.86	490.53	4.67	0.96%
Roll-Off Recycling	345.23	186.22	174.06	139.80	185.01	161.78	258.58	96.80	59.83%
Commercial Organics	687.65	838.14	863.47	1,015.48	1,298.55	1,634.87	1,762.74	127.87	7.82%
MFD Organics	86.80	73.08	78.57	122.38	119.24	113.02	105.67	(7.35)	-6.50%
Roll-Off Organics	64.78	2.13	9.28	2.29	0.00	4.84	5.88	1.04	21.49%
SUBTOTAL - Disposed Tons	9,172.75	8,591.05	8,568.87	8,662.46	8,545.90	8,500.63	8,576.93	76.30	0.90%
SUBTOTAL - Diverted Tons	3,175.34	3,232.43	3,465.03	3,770.87	4,212.99	4,544.66	4,707.76	163.10	3.59%
Residential									
Residential Solid Waste	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	4,436.20	4,536.62	100.42	2.26%
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	3,872.17	3,775.35	3,814.03	3,754.90	(59.13)	-1.55%
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	5,812.59	5,659.48	5,893.64	6,155.10	261.46	4.44%
SUBTOTAL - Disposed Tons	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	4,436.20	4,536.62	100.42	2.26%
SUBTOTAL - Diverted Tons	10,010.71	10,260.86	10,117.83	9,684.76	9,434.83	9,707.67	9,910.00	202.33	2.08%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	13,671.23	13,080.09	12,974.02	12,993.55	12,865.85	12,936.83	13,113.55		
TOTAL TONS DIVERTED	13,186.05	13,493.29	13,582.86	13,455.63	13,647.82	14,252.33	14,617.76		
COMMERCIAL DIVERSION RATE	25.72%	27.34%	28.79%	30.33%	33.02%	34.84%	35.44%		
MFD DIVERSION RATE	21.97%	22.39%	24.71%	27.18%	27.89%	27.04%	26.43%		
RESIDENTIAL DIVERSION RATE	69.00%	69.57%	69.67%	69.10%	68.59%	68.64%	68.60%		
TOTAL DIVERSION RATE	49.10%	50.78%	51.15%	50.87%	51.47%	52.42%	52.71%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO					
Commercial					
Commercial Solid Waste	3,687.19	3,619.35	3,538.44	3,709.74	14,554.72
Commercial Recycling	1,421.43	1,243.97	1,275.88	1,278.66	5,219.94
Commercial Organics	1,049.07	1,029.99	1,005.61	1,007.73	4,092.40
Subtotal - Disposed	3,687.19	3,619.35	3,538.44	3,709.74	14,554.72
Subtotal - Diverted	2,470.50	2,273.96	2,281.49	2,286.39	9,312.34
Diversion Rate	40.12%	38.59%	39.20%	38.13%	39.02%
MFD					
MFD Solid Waste	2,670.68	2,618.86	2,642.88	2,601.42	10,533.84
MFD Recycling	777.39	726.61	737.85	762.12	3,003.97
MFD Organics	63.23	65.50	65.99	70.87	265.59
Subtotal - Disposed	2,670.68	2,618.86	2,642.88	2,601.42	10,533.84
Subtotal - Diverted	840.62	792.11	803.84	832.99	3,269.56
Diversion Rate	23.94%	23.22%	23.32%	0.00%	23.69%
Roll-Off					
Roll-Off Solid Waste	944.47	911.96	878.33	912.76	3,647.52
Roll-Off Recycling	91.49	91.46	93.06	127.38	403.39
Roll-Off Organics	129.34	113.36	114.05	113.14	469.89
Subtotal - Disposed	944.47	911.96	878.33	912.76	3,647.52
Subtotal - Diverted	220.83	204.82	207.11	240.52	873.28
Diversion Rate	18.95%	18.34%	19.08%	20.86%	19.32%
Residential					
Residential Solid Waste	3,248.97	3,231.46	3,227.11	3,222.71	12,930.25
Residential Curbside Recycling	2,289.17	2,143.69	2,084.67	2,258.10	8,775.63
Residential Curbside Organics	3,546.74	3,905.95	3,432.50	3,482.42	14,367.61
Subtotal - Disposed	3,248.97	3,231.46	3,227.11	3,222.71	12,930.25
Subtotal - Diverted	5,835.91	6,049.64	5,517.17	5,740.52	23,143.24
Diversion Rate	64.24%	65.18%	63.09%	64.05%	64.16%
Total Disposed	10,551.31	10,381.63	10,286.76	10,446.63	41,666.33
Total Diverted	9,367.86	9,320.53	8,809.61	9,100.42	36,598.42
Total Diversion Rate	47.03%	47.31%	46.13%	46.56%	46.76%
Single-Family Measured Diversion Rate	64.24%	65.18%	63.09%	64.05%	64.16%
Commercial Measured Diversion Rate	32.60%	31.39%	31.80%	31.75%	31.89%
MFD Measured Diversion Rate	23.94%	23.22%	23.32%	0.00%	23.69%
Overall Measured Diversion Rate	47.03%	47.31%	46.13%	46.56%	46.76%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</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	14,554.72	(145.46)	-0.99%
MFD Solid Waste	11,703.20	10,580.12	10,663.03	10,499.72	10,653.67	10,542.59	10,533.84	(8.75)	-0.08%
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	4,175.79	4,217.65	4,040.33	3,647.52	(392.81)	-9.72%
Commercial Recycling	3,608.08	4,286.18	4,599.20	4,994.51	5,082.44	5,497.70	5,219.94	(277.76)	-5.05%
MFD Recycling	2,365.38	2,278.04	2,498.87	2,609.95	2,759.57	2,930.33	3,003.97	73.64	2.51%
Roll-Off Recycling	438.38	498.93	422.51	403.03	396.65	405.92	403.39	(2.53)	-0.62%
Commercial Organics	2,646.99	3,006.65	3,033.41	3,169.17	3,468.84	3,738.75	4,092.40	353.65	9.46%
MFD Organics	382.22	357.70	342.73	291.12	311.59	279.52	265.59	(13.93)	-4.98%
Roll-Off Organics	0.47	18.50	0.00	0.00	2.44	301.39	469.89	168.50	55.91%
SUBTOTAL - Disposed Tons	29,970.77	29,965.91	29,153.23	29,134.27	29,234.91	29,283.10	28,736.08	(547.02)	-1.87%
SUBTOTAL - Diverted Tons	9,441.52	10,446.00	10,896.72	11,467.78	12,021.53	13,153.61	13,455.18	301.57	2.29%
Residential									
Residential Solid Waste	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	12,930.25	137.79	1.08%
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	8,542.51	8,569.35	8,847.75	8,775.63	(72.12)	-0.82%
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	13,676.71	12,814.53	13,764.55	14,367.61	603.06	4.38%
SUBTOTAL - Disposed Tons	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	12,930.25	137.79	1.08%
SUBTOTAL - Diverted Tons	22,323.72	22,704.82	22,462.77	22,219.22	21,383.88	22,612.30	23,143.24	530.94	2.35%
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	41,666.33		
TOTAL TONS DIVERTED	31,765.24	33,150.82	33,359.49	33,687.00	33,405.41	35,765.91	36,598.42		
COMMERCIAL DIVERSION RATE	23.96%	25.85%	27.21%	28.24%	29.14%	31.00%	31.89%		
MFD DIVERSION RATE	19.01%	19.94%	21.04%	21.65%	22.38%	23.34%	23.69%		
RESIDENTIAL DIVERSION RATE	64.46%	64.07%	64.21%	63.99%	62.86%	63.87%	64.16%		
TOTAL DIVERSION RATE	42.90%	43.71%	44.46%	44.72%	44.38%	45.95%	46.76%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
COUNTY FRANCHISED AREA					
Commercial					
Commercial Solid Waste	237.02	229.88	226.01	222.06	914.97
Commercial Recycling	94.95	87.16	85.58	91.62	359.31
Commercial Organics	58.52	56.89	56.61	57.64	229.66
Subtotal - Disposed	237.02	229.88	226.01	222.06	914.97
Subtotal - Diverted	153.47	144.05	142.19	149.26	588.97
Diversion Rate	39.30%	38.52%	38.62%	40.20%	39.16%
MFD					
MFD Solid Waste	112.81	110.71	108.66	102.57	434.75
MFD Recycling	15.52	15.70	15.69	15.67	62.58
MFD Organics	0.84	0.72	0.71	0.76	3.03
Subtotal - Disposed	112.81	110.71	108.66	102.57	434.75
Subtotal - Diverted	16.36	16.42	16.40	16.43	65.61
Diversion Rate	12.67%	12.92%	13.11%	13.81%	13.11%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	3.63	3.63
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	3.63	3.63
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	688.48	692.38	688.02	701.71	2,770.59
Residential Curbside Recycling	612.92	567.37	565.25	623.52	2,369.06
Residential Curbside Organics	1,080.28	1,115.13	955.37	1,057.62	4,208.40
Subtotal - Disposed	688.48	692.38	688.02	701.71	2,770.59
Subtotal - Diverted	1,693.20	1,682.50	1,520.62	1,681.14	6,577.46
Diversion Rate	71.09%	70.85%	68.85%	70.55%	70.36%
Total Disposed	1,038.31	1,032.97	1,022.69	1,029.97	4,123.94
Total Diverted	1,863.03	1,842.97	1,679.21	1,846.83	7,232.04
Total Diversion Rate	64.21%	64.08%	62.15%	64.20%	63.68%
Single-Family Measured Diversion Rate	71.09%	70.85%	68.85%	70.55%	70.36%
Commercial Measured Diversion Rate	32.68%	32.03%	32.15%	33.54%	32.60%
MFD Measured Diversion Rate	12.67%	12.92%	13.11%	13.81%	13.11%
Overall Measured Diversion Rate	64.21%	64.08%	62.15%	64.20%	63.68%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
County Franchised Area									
Commercial¹ and MFD									
Commercial Solid Waste	998.90	1,050.52	995.20	896.77	825.15	849.74	914.97	65.23	7.68%
MFD Solid Waste	419.41	397.14	411.31	419.04	426.93	442.75	434.75	(8.00)	-1.81%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	5.45	3.63	(1.82)	-33.39%
Commercial Recycling	199.65	243.73	264.07	283.65	296.74	333.63	359.31	25.68	7.70%
MFD Recycling	60.39	49.96	48.18	50.51	55.87	57.25	62.58	5.33	9.31%
Roll-Off Recycling	0.00	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	229.66	(45.49)	-16.53%
MFD Organics	8.13	4.84	4.48	3.52	3.77	3.55	3.03	(0.52)	-14.65%
Roll-Off Organics	0.10	0.00	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	1,353.35	55.41	4.27%
SUBTOTAL - Diverted Tons	414.21	517.98	540.19	658.36	702.36	669.58	654.58	(15.00)	-2.24%
Residential									
Residential Solid Waste	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	2,770.59	38.37	1.40%
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	2,371.48	2,384.26	2,379.82	2,369.06	(10.76)	-0.45%
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	3,935.51	3,884.85	4,023.44	4,208.40	184.96	4.60%
SUBTOTAL - Disposed Tons	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	2,770.59	38.37	1.40%
SUBTOTAL - Diverted Tons	6,281.18	6,675.02	6,676.77	6,306.99	6,269.11	6,403.26	6,577.46	174.20	2.72%
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	4,123.94		
TOTAL TONS DIVERTED	6,695.39	7,193.00	7,216.96	6,965.35	6,971.47	7,072.84	7,232.04		
COMMERCIAL DIVERSION RATE	22.60%	26.35%	27.75%	33.35%	35.94%	34.03%	32.60%		
MFD DIVERSION RATE	14.04%	12.13%	11.35%	11.42%	12.26%	12.07%	13.11%		
RESIDENTIAL DIVERSION RATE	70.75%	71.15%	71.39%	70.09%	70.01%	70.09%	70.36%		
TOTAL DIVERSION RATE	62.51%	63.39%	63.87%	63.48%	63.90%	63.70%	63.68%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY					
Commercial					
Commercial Solid Waste	86.64	84.76	92.44	90.76	354.60
Commercial Recycling	49.01	49.96	48.51	47.31	194.79
Commercial Organics	48.79	45.64	43.38	43.30	181.11
Subtotal - Disposed	86.64	84.76	92.44	90.76	354.60
Subtotal - Diverted	97.80	95.60	91.89	90.61	375.90
Diversion Rate	53.03%	53.01%	49.85%	49.96%	51.46%
MFD					
MFD Solid Waste	7.53	6.07	5.68	6.03	25.31
MFD Recycling	3.43	3.07	2.93	2.61	12.04
MFD Organics	1.25	1.11	1.02	1.10	4.48
Subtotal - Disposed	7.53	6.07	5.68	6.03	25.31
Subtotal - Diverted	4.68	4.18	3.95	3.71	16.52
Diversion Rate	38.33%	40.78%	41.02%	38.09%	39.49%
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	279.83	295.25	299.18	283.67	1,157.93
Residential Curbside Recycling	279.10	266.89	262.78	280.98	1,089.75
Residential Curbside Organics	635.59	611.19	555.80	687.59	2,490.17
Subtotal - Disposed	279.83	295.25	299.18	283.67	1,157.93
Subtotal - Diverted	914.69	878.08	818.58	968.57	3,579.92
Diversion Rate	76.57%	74.84%	73.23%	77.35%	75.56%
Total Disposed	374.00	386.08	397.30	380.46	1,537.84
Total Diverted	1,017.17	977.86	914.42	1,062.89	3,972.34
Total Diversion Rate	73.12%	71.69%	69.71%	73.64%	72.09%
Single-Family Measured Diversion Rate	76.57%	74.84%	73.23%	77.35%	75.56%
Commercial Measured Diversion Rate	52.11%	52.35%	49.41%	49.35%	50.81%
MFD Measured Diversion Rate	38.33%	40.78%	41.02%	38.09%	39.49%
Overall Measured Diversion Rate	73.12%	71.69%	69.71%	73.64%	72.09%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</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	354.60	(36.21)	-9.27%
MFD Solid Waste	72.55	61.63	47.95	27.81	27.49	27.08	25.31	(1.77)	-6.54%
Roll-Off Solid Waste	0.00	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	194.79	34.23	21.32%
MFD Recycling	16.80	18.33	16.56	13.10	13.50	12.84	12.04	(0.80)	-6.23%
Roll-Off Recycling	0.00	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	181.11	12.13	7.18%
MFD Organics	0.00	0.00	0.82	1.66	1.75	3.11	4.48	1.37	44.05%
Roll-Off Organics	0.00	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	379.91	(37.98)	-9.09%
SUBTOTAL - Diverted Tons	166.51	249.03	292.93	309.98	316.59	345.49	392.42	46.93	13.58%
Residential									
Residential Solid Waste	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	1,157.93	13.47	1.18%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	1,121.17	1,093.36	1,105.88	1,089.75	(16.13)	-1.46%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	2,391.92	2,321.20	2,407.12	2,490.17	83.05	3.45%
SUBTOTAL - Disposed Tons	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	1,157.93	13.47	1.18%
SUBTOTAL - Diverted Tons	3,462.82	3,659.22	3,589.47	3,513.09	3,414.56	3,513.00	3,579.92	66.92	1.90%
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	1,537.84		
TOTAL TONS DIVERTED	3,629.33	3,908.25	3,882.40	3,823.07	3,731.15	3,858.49	3,972.34		
COMMERCIAL DIVERSION RATE	26.37%	36.06%	40.93%	41.46%	42.65%	45.26%	50.81%		
MFD DIVERSION RATE	18.80%	22.92%	26.60%	34.67%	35.68%	37.07%	39.49%		
RESIDENTIAL DIVERSION RATE	75.98%	75.23%	75.38%	75.23%	75.18%	75.43%	75.56%		
TOTAL DIVERSION RATE	69.95%	70.36%	70.88%	70.57%	70.61%	71.18%	72.09%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2017

MEMBER AGENCY	2017					Days	Routes	Tons/Rt/Day
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date			
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected			
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	17,059.00	16,478.77	16,430.55	16,598.91	66,567.23	260	22	11.64
Commercial Recycling	6,412.51	6,041.30	6,000.66	6,022.59	24,477.06	260	15	6.28
Commercial Organics	6,687.55	6,408.72	6,402.64	6,777.90	26,276.81	260	3	33.69
Subtotal - Disposed	17,059.00	16,478.77	16,430.55	16,598.91	66,567.23			
Subtotal - Diverted	13,100.06	12,450.02	12,403.30	12,800.49	50,753.87			
Diversion Rate	43.44%	43.04%	43.02%	43.54%	43.26%			
MFD								
MFD Solid Waste	8,709.30	8,458.53	8,429.59	8,312.03	33,909.45	260	22	5.93
MFD Recycling	2,436.96	2,309.12	2,314.79	2,397.46	9,458.33	260	15	2.43
MFD Organics	254.09	255.67	253.68	267.36	1,030.80	260	3	1.32
Subtotal - Disposed	8,709.30	8,458.53	8,429.59	8,312.03	33,909.45			
Subtotal - Diverted	2,691.05	2,564.79	2,568.47	2,664.82	10,489.13			
Diversion Rate	23.60%	23.27%	23.35%	24.28%	23.62%			
Roll-Off								
Roll-Off Solid Waste	4,990.55	5,229.48	5,581.30	5,498.32	21,299.65	260	4	20.48
Roll-Off Recycling	521.99	574.78	656.86	648.46	2,402.09	260	4	2.31
Roll-Off Organics	643.08	689.27	710.82	733.19	2,776.36	260	4	2.67
Subtotal - Disposed	4,990.55	5,229.48	5,581.30	5,498.32	21,299.65			
Subtotal - Diverted	1,165.07	1,264.05	1,367.68	1,381.65	5,178.45			
Diversion Rate	18.93%	19.47%	19.68%	20.08%	19.56%			
Residential								
Residential Solid Waste	15,229.25	15,232.99	15,086.87	15,104.93	60,654.04	260	25	9.33
Residential Curbside Recycling	10,751.72	10,234.84	9,917.81	10,716.07	41,620.44	260	25	6.40
Residential Curbside Organics	19,592.90	20,752.49	18,309.65	19,872.56	78,527.60	260	22	13.73
Subtotal - Disposed	15,229.25	15,232.99	15,086.87	15,104.93	60,654.04			
Subtotal - Diverted	30,344.62	30,987.33	28,227.46	30,588.63	120,148.04			
Diversion Rate	66.58%	67.04%	65.17%	66.94%	66.45%			
Total Disposed	45,988.10	45,399.77	45,528.31	45,514.19	182,430.37			
Total Diverted	47,300.80	47,266.19	44,566.91	47,435.59	186,569.49			
Total Diversion Rate	50.70%	51.01%	49.47%	51.03%	50.56%			
Single-Family Measured Diversion Rate	66.58%	67.04%	65.17%	66.94%	66.45%			
Commercial Measured Diversion Rate	35.54%	35.05%	34.93%	35.65%	35.29%			
MFD Measured Diversion Rate	23.60%	23.27%	23.35%	24.28%	23.62%			
Overall Measured Diversion Rate	50.70%	51.01%	49.47%	51.03%	50.56%			

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2017

<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>Year to Date</u>	<u>Year to Date</u>	<u>2016 - 2017</u>	<u>2016 - 2017</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>2017 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</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	66,567.23	954.89		1.46%
MFD Solid Waste	36,991.66	34,230.33	34,521.20	33,876.59	33,552.90	34,024.49	33,909.45	(115.04)		-0.34%
Roll-Off Solid Waste	21,206.80	22,305.42	20,041.01	19,829.00	19,960.19	20,961.29	21,299.65	338.36		1.61%
Commercial Recycling	16,105.16	18,699.81	19,545.59	21,559.03	23,143.64	24,218.27	24,477.06	258.79		1.07%
MFD Recycling	6,454.81	6,825.10	7,615.90	7,992.60	8,494.97	9,078.23	9,458.33	380.10		4.19%
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	1,702.31	1,903.85	2,011.25	2,402.09	390.84		19.43%
Commercial Organics	15,484.71	17,386.86	19,075.20	19,805.15	22,771.16	24,628.82	26,276.81	1,647.99		6.69%
MFD Organics	940.35	892.72	926.59	894.30	906.78	946.36	1,030.80	84.44		8.92%
Roll-Off Organics	2,287.29	1,993.59	1,467.47	1,397.19	1,563.99	2,431.27	2,776.36	345.09		14.19%
SUBTOTAL - Disposed Tons	122,619.74	123,327.16	118,218.62	118,553.02	118,444.44	120,598.12	121,776.33	1,178.21		0.98%
SUBTOTAL - Diverted Tons	42,876.32	47,144.49	50,120.02	53,350.58	58,784.39	63,314.20	66,421.45	3,107.25		4.91%
Residential										
Residential Solid Waste	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	60,256.22	60,654.04	397.82		0.66%
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	41,379.87	41,224.06	42,010.43	41,620.44	(389.99)		-0.93%
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	74,772.73	71,727.38	75,674.77	78,527.60	2,852.83		3.77%
SUBTOTAL - Disposed Tons	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	60,256.22	60,654.04	397.82		0.66%
SUBTOTAL - Diverted Tons	115,966.34	119,692.79	118,810.38	116,152.60	112,951.44	117,685.20	120,148.04	2,462.84		2.09%
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	182,430.37			
TOTAL TONS DIVERTED	158,842.66	166,837.28	168,930.40	169,503.18	171,735.83	180,999.40	186,569.49			
COMMERCIAL DIVERSION RATE	25.91%	27.66%	29.77%	31.04%	33.17%	34.43%	35.29%			
MFD DIVERSION RATE	16.66%	18.40%	19.84%	20.78%	21.89%	22.76%	23.62%			
RESIDENTIAL DIVERSION RATE	66.16%	66.70%	66.90%	66.48%	65.63%	66.14%	66.45%			
TOTAL DIVERSION RATE	46.61%	47.68%	48.83%	48.90%	49.16%	50.02%	50.56%			

¹ Includes Agency facilities tonnage

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2017

	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	88	127	125	172	0	0	0	0	0	0	1	0	1	0	0	0	1	1	0	0	0	2	2	2	2
Belmont	175	248	276	380	0	3	2	3	1	2	0	0	0	0	0	1	0	0	2	2	2	5	7	4	5
Burlingame	232	286	244	283	2	3	2	2	0	0	0	0	0	0	0	0	1	2	1	2	5	4	4	4	
East Palo Alto	66	102	127	157	0	0	4	0	0	0	0	0	0	0	0	0	1	1	2	3	0	1	1	1	
Foster City	108	132	212	198	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	2	2	1	2	
Hillsborough	167	382	272	259	0	1	3	0	0	0	0	0	0	0	0	1	1	0	1	0	1	5	3	2	
Menlo Park	259	235	398	400	2	2	6	1	0	0	0	0	0	0	0	0	1	3	0	1	6	3	2	1	
North Fair Oaks	69	78	62	90	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	1	1	
Redwood City	521	538	728	745	3	1	4	1	0	0	0	0	0	0	0	0	1	3	1	4	8	8	5	14	
San Carlos	300	360	356	469	1	4	5	3	0	0	1	0	0	1	1	0	1	2	2	4	3	2	1	8	
San Mateo	607	810	704	770	4	6	9	8	0	0	0	1	1	2	3	0	2	4	3	4	7	12	9	8	
County Franchised Area	152	198	161	209	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	3	0	1	2	
West Bay	86	76	106	84	0	0	1	3	0	0	0	0	0	0	0	0	1	0	2	1	1	1	2	1	
Totals	2,830	3,572	3,771	4,216	12	20	37	22	1	2	2	1	2	3	5	2	9	19	13	24	45	47	36	51	

	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	132	144	156	28	48	41	40	0	0	0	0	263	251	291	255	100	80	106	88
Belmont	538	608	731	809	63	61	64	72	0	0	1	0	644	789	628	825	250	189	238	206
Burlingame	548	716	640	745	80	136	100	103	0	2	1	5	867	839	843	874	273	222	306	251
East Palo Alto	315	411	375	318	30	40	31	116	1	0	0	1	352	363	346	381	31	34	31	26
Foster City	495	640	704	752	40	65	73	45	1	1	0	1	613	612	653	677	229	169	233	215
Hillsborough	195	273	296	444	35	59	40	43	0	0	0	0	300	393	381	452	113	113	151	97
Menlo Park	466	668	674	677	89	153	125	98	1	0	2	0	792	830	950	814	294	292	295	295
North Fair Oaks	156	202	222	198	16	41	48	45	0	0	0	0	224	267	229	302	43	43	32	46
Redwood City	1164	1620	1645	1566	165	244	194	241	1	0	1	1	1498	1527	1681	1812	77	50	64	61
San Carlos	644	837	785	901	121	150	152	144	1	1	1	2	2030	1800	1491	1583	330	223	299	283
San Mateo	1701	2045	2177	2328	197	262	254	211	3	3	3	0	2359	2430	2382	2451	832	698	734	797
County Franchised Area	265	421	443	490	28	50	59	47	0	0	0	2	417	469	449	518	184	149	157	161
West Bay	135	182	197	198	22	25	22	19	0	0	0	0	156	136	215	213	54	87	86	69
Totals	6,705	8,755	9,033	9,582	914	1,334	1,203	1,224	8	7	9	12	10,515	10,706	10,539	11,157	2,810	2,349	2,732	2,595

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2017

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	41,741	41,224	517	1.24%	12.91	94.75%	677
Quarter 2	47,765	46,800	965	2.02%	26.52	81.86%	660
Quarter 3	48,685	46,264	2,421	4.97%	31.57	79.59%	686
Quarter 4	50,387	45,928	4,459	8.85%	34.61	78.02%	578
Year to Date	188,578	180,216	8,362	4.43%	26.44	83.46%	2,601

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2017

	Number of On-site Assessments				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4
Atherton	0	0	0	0	1	0	1	0	0	0	0	0
Belmont	3	5	6	4	0	3	2	0	24	27	110	161
Burlingame	1	16	8	11	1	5	4	1	22	15	12	50
East Palo Alto	3	16	10	0	0	1	4	4	17	46	100	104
Foster City	0	10	7	5	0	2	1	2	221	19	0	429
Hillsborough	0	0	0	4	0	0	0	0	0	0	0	0
Menlo Park	8	20	12	2	9	2	3	9	252	192	65	4
North Fair Oaks	0	0	10	6	0	0	0	0	0	13	0	18
Redwood City	8	0	12	12	1	9	3	2	118	36	178	108
San Carlos	16	6	4	5	5	7	6	1	0	36	97	98
San Mateo	3	15	12	6	3	4	6	7	279	454	443	222
San Mateo County	10	3	0	0	0	5	6	0	150	0	55	0
West Bay	0	1	4	1	0	2	0	1	30	0	0	0
Totals	52	92	85	56	20	40	36	27	1,113	838	1,060	1,194

2017 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			2017 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	-	1	0	-	0	0	-	0	0	-	-	1	\$ 150
Belmont	0	0	-	2	0	-	2	0	-	2	0	-	-	2	\$ 150
Burlingame	2	0	-	2	0	-	5	1	150	2	0	-	150	2	\$ 150
East Palo Alto	1	0	-	1	0	-	1	0	-	2	1	150	150	1	\$ 150
Foster City	0	0	-	1	0	-	0	0	-	0	0	-	-	2	\$ 150
Hillsborough	0	0	-	0	0	-	1	0	-	0	0	-	-	1	\$ 150
Menlo Park	0	0	-	4	0	-	1	0	-	1	0	-	-	3	\$ 150
North Fair Oaks	2	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 150
Redwood City	3	0	-	4	0	-	1	0	-	5	0	-	-	6	\$ 150
San Carlos	1	0	-	6	0	-	2	0	-	5	0	-	-	3	\$ 150
San Mateo	3	0	-	6	0	-	7	0	-	8	0	-	-	6	\$ 150
County Franchised Area	0	0	-	0	0	-	1	0	-	6	3	450	450	2	\$ 150
West Bay	1	0	-	0	0	-	2	0	-	1	0	-	-	1	\$ 150
	14	0	-	27	0	-	23	1	150	32	4	600	750	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			2017 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
County Franchised Area	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			2017 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	-	2	0	-	0	0	-	1	0	-	-	12	\$ 50
Belmont	3	0	-	2	0	-	7	0	-	3	0	-	-	36	\$ 50
Burlingame	5	0	-	7	0	-	7	0	-	8	0	-	-	35	\$ 50
East Palo Alto	5	0	-	8	0	-	2	0	-	1	0	-	-	23	\$ 50
Foster City	1	0	-	5	0	-	1	0	-	5	0	-	-	35	\$ 50
Hillsborough	2	0	-	6	0	-	5	0	-	3	0	-	-	20	\$ 50
Menlo Park	10	0	-	2	0	-	5	0	-	5	0	-	-	42	\$ 50
North Fair Oaks	2	0	-	2	0	-	0	0	-	0	0	-	-	14	\$ 50
Redwood City	21	0	-	17	0	-	11	0	-	20	0	-	-	94	\$ 50
San Carlos	9	0	-	11	0	-	4	0	-	10	0	-	-	46	\$ 50
San Mateo	24	0	-	19	0	-	28	0	-	16	0	-	-	105	\$ 50
County Franchised Area	7	0	-	2	0	-	3	0	-	7	0	-	-	27	\$ 50
West Bay	1	0	-	2	0	-	1	0	-	2	0	-	-	11	\$ 50
	90	0	-	85	0	-	74	0	-	81	0	-	-	500	

2017 LIQUIDATED DAMAGES

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

	Q1			Q2			Q3			Q4			2017 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
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Total	0	0	-	0	0	-	0	0	-	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	Q1			Q2			Q3			Q4			2017 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	\$ 50
Belmont	1	0	-	2	0	-	0	0	-	0	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	-	0	0	-	-	11	\$ 50
San Carlos	0	0	-	0	0	-	1	0	-	0	0	-	-	6	\$ 50
San Mateo	0	0	-	0	0	-	0	0	-	1	0	-	-	13	\$ 50
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 50
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 50
Total	1	0	-	2	0	-	2	0	-	1	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	Q1			Q2			Q3			Q4			2017 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	250	0	0	-	0	0	-	0	0	-	250	0	\$ 250
Belmont	0	0	-	0	0	-	1	1	250	0	0	-	250	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	-	1	1	250	250	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	1	1	250	250	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	1	1	250	1	1	250	0	0	-	500	0	\$ 250
San Mateo	1	1	250	2	2	500	3	3	750	0	0	-	1,500	0	\$ 250
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Total	2	2	500	3	3	750	5	5	1,250	2	2	500	3,000	-	

2017 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			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	1	0	-	1	0	-	1	0	-	-	3	\$ 50
Belmont	5	0	-	7	0	-	4	0	-	5	0	-	-	9	\$ 50
Burlingame	5	0	-	2	0	-	2	0	-	3	0	-	-	8	\$ 50
East Palo Alto	2	0	-	0	0	-	1	0	-	1	0	-	-	5	\$ 50
Foster City	2	0	-	2	0	-	1	0	-	2	0	-	-	9	\$ 50
Hillsborough	1	0	-	4	0	-	3	0	-	2	0	-	-	5	\$ 50
Menlo Park	5	0	-	2	0	-	2	0	-	1	0	-	-	10	\$ 50
North Fair Oaks	0	0	-	1	0	-	1	0	-	1	0	-	-	3	\$ 50
Redwood City	6	0	-	7	0	-	4	0	-	14	0	-	-	22	\$ 50
San Carlos	2	0	-	0	0	-	1	0	-	4	0	-	-	11	\$ 50
San Mateo	6	0	-	10	0	-	9	0	-	7	0	-	-	25	\$ 50
County Franchised Area	3	0	-	0	0	-	1	0	-	2	0	-	-	6	\$ 50
West Bay	1	0	-	1	0	-	2	0	-	1	0	-	-	3	\$ 50
	38	0	-	37	0	-	32	0	-	44	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.1

	Q1			Q2			Q3			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	1	1	500	1	1	500	1	1	500	1,500	0	\$ 500
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Burlingame	0	0	-	2	2	1,000	2	2	1,000	1	1	500	2,500	0	\$ 500
East Palo Alto	1	1	500	0	0	-	0	0	-	0	0	-	500	0	\$ 500
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Hillsborough	0	0	-	1	1	500	0	0	-	0	0	-	500	0	\$ 500
Menlo Park	1	1	500	1	1	500	0	0	-	0	0	-	1,000	0	\$ 500
North Fair Oaks	1	1	500	0	0	-	0	0	-	0	0	-	500	0	\$ 500
Redwood City	2	2	1,000	1	1	500	1	1	500	0	0	-	2,000	0	\$ 500
San Carlos	1	1	500	2	2	1,000	0	0	-	4	4	2,000	3,500	0	\$ 500
San Mateo	1	1	500	2	2	1,000	0	0	-	1	1	500	2,000	0	\$ 500
County Franchised Area	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
	7	7	3,500	10	10	5,000	4	4	2,000	7	7	3,500	14000	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			2017 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
County Franchised Area	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	-	-	-	

2017 LIQUIDATED DAMAGES

REPORTING

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

	Q1			Q2			Q3			Q4			2017 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
County Franchised Area	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			2017 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
County Franchised Area	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			2017 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
County Franchised Area	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	

2017 LIQUIDATED DAMAGES

OTHER

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

	Q1			Q2			Q3			Q4			2017 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
County Franchised Area	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			2017 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
County Franchised Area	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			2017 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
County Franchised Area	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	-	-	-	

2017 LIQUIDATED DAMAGES

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

	Q1			Q2			Q3			Q4			2017 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics
	Tonnage	Net of		Tonnage	Net of		Tonnage	Net of		Tonnage	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		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
County Franchised Area	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	-	4,600	17,750	

Annual Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2017

\$50

Agency	Number of Missed Pick-Up Events				Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event				
Annual	Qtr 1	Qtr 2	Qtr 3	Qtr 4			Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Atherton	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
Belmont	0	3	2	3	N/A	0	\$0	(\$150)	(\$100)	(\$150)	(\$400)
Burlingame	2	3	2	2	N/A	0	(\$100)	(\$150)	(\$100)	(\$100)	(\$450)
East Palo Alto	0	0	4	0	N/A	0	\$0	\$0	(\$200)	\$0	(\$200)
Foster City	0	0	1	1	N/A	0	\$0	\$0	(\$50)	(\$50)	(\$100)
Hillsborough	0	1	3	0	N/A	0	\$0	(\$50)	(\$150)	\$0	(\$200)
Menlo Park	2	2	6	1	N/A	0	(\$100)	(\$100)	(\$300)	(\$50)	(\$550)
North Fair Oaks	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
Redwood City	3	1	4	1	N/A	0	(\$150)	(\$50)	(\$200)	(\$50)	(\$450)
San Carlos	1	4	5	3	N/A	0	(\$50)	(\$200)	(\$250)	(\$150)	(\$650)
San Mateo	4	6	9	8	N/A	0	(\$200)	(\$300)	(\$450)	(\$400)	(\$1,350)
County Franchised Area	0	0	0	0	N/A	0	\$0	\$0	\$0	\$0	\$0
West Bay	0	0	1	3			\$0	\$0	(\$50)	(\$150)	(\$200)
Totals	12	20	37	22			(\$600)	(\$1,000)	(\$1,850)	(\$1,100)	(\$4,550)

Recology San Mateo County

		Annual	Average Speed of Answer	Incentive/Disincentive		Rate Year 2017		
Aggregate SBWMA						\$500	\$500	
Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Net Amount	
Annual Month								
January	13	15	30	2	0	\$865	\$0	\$865
February	12	15	30	3	0	\$1,720	\$0	\$1,720
March	9	15	30	6	0	\$2,835	\$0	\$2,835
April	23	15	30	0	0	\$0	\$0	\$0
May	21	15	30	0	0	\$0	\$0	\$0
June	31	15	30	0	1	\$0	(\$375)	(\$375)
July	41	15	30	0	11	\$0	(\$5,305)	(\$5,305)
August	28	15	30	0	0	\$0	\$0	\$0
September	23	15	30	0	0	\$0	\$0	\$0
October	20	15	30	0	0	\$0	\$0	\$0
November	39	15	30	0	9	\$0	(\$4,370)	(\$4,370)
December	47	15	30	0	17	\$0	(\$8,495)	(\$8,495)
Totals						\$5,420	(\$18,545)	(\$13,125)
			Year 2016					
	Agency		Solid Waste Tons					
	Atherton		2,164			\$65	(\$222)	(\$157)
	Belmont		7,952			\$238	(\$816)	(\$577)
	Burlingame		24,726			\$741	(\$2,535)	(\$1,794)
	East Palo Alto		11,871			\$356	(\$1,217)	(\$861)
	Foster City		9,946			\$298	(\$1,020)	(\$722)
	Hillsborough		2,632			\$79	(\$270)	(\$191)
	Menlo Park		16,577			\$497	(\$1,700)	(\$1,203)
	North Fair Oaks		6,046			\$181	(\$620)	(\$439)
	Redwood City		38,335			\$1,149	(\$3,931)	(\$2,782)
	San Carlos		12,937			\$388	(\$1,327)	(\$939)
	San Mateo		42,076			\$1,261	(\$4,314)	(\$3,053)
	County Franchised Area		4,030			\$121	(\$413)	(\$293)
	West Bay		1,562			\$47	(\$160)	(\$113)
			180,854			\$5,420	(\$18,545)	(\$13,125)

Recology San Mateo County

Annual Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2017

Aggregate SBWMA \$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Quarterly Number of Calls Received SBWMA Service Area	5% of Quarterly Number of Calls Received SBWMA Service Area	Incentive Number of Calls	Ninety Second Hold Time Calls in Excess of 5% of Quarterly Calls Received	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Annual 2017

							\$5
Quarter 1	668	41,741	2,087	N/A	0	N/A	\$0
Quarter 2	3,339	47,765	2,388	N/A	3,339	N/A	(\$16,695)
Quarter 3	4,235	48,685	2,434	N/A	4,235	N/A	(\$21,175)
Quarter 4	4,234	50,387	2,519	N/A	4,234	N/A	(\$21,170)
Annual Totals					11,808		(\$59,040)
		Year 2016 Tons of Solid Waste Collected					
	Agency						
	Atherton	2,164				N/A	(\$706)
	Belmont	7,952				N/A	(\$2,596)
	Burlingame	24,726				N/A	(\$8,071)
	East Palo Alto	11,871				N/A	(\$3,876)
	Foster City	9,946				N/A	(\$3,247)
	Hillsborough	2,632				N/A	(\$859)
	Menlo Park	16,577				N/A	(\$5,411)
	North Fair Oaks	6,046				N/A	(\$1,974)
	Redwood City	38,335				N/A	(\$12,515)
	San Carlos	12,937				N/A	(\$4,223)
	San Mateo	42,076				N/A	(\$13,735)
	County Franchised Area	4,030				N/A	(\$1,316)
	West Bay	1,562				N/A	(\$510)
		180,854				N/A	(\$59,040)

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2017

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	10,649.43	8.50%	0.00%	-8.50%	N/A	\$175	N/A
Quarter 2	10,110.71	8.50%	0.00%	-8.50%	N/A	\$175	N/A
Quarter 3	9,812.47	8.50%	0.00%	-8.50%	N/A	\$175	N/A
Quarter 4	10,605.99	8.50%	0.00%	-8.50%	N/A	\$175	N/A
Commercial Targeted							
Recyclable Materials							
Quarter 1	9,083.32	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 2	8,624.74	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 3	8,611.50	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 4	8,858.51	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Residential Organic Materials							
Quarter 1	19,592.90	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 2	20,752.49	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 3	18,309.65	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 4	19,872.56	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Commercial Organic Materials							
Quarter 1	6,186.63	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 2	6,309.22	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 3	6,265.20	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Quarter 4	6,240.85	10.00%	0.00%	-10.00%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials							
Quarter 1	1,398.09	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 2	1,044.44	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 3	1,101.94	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 4	1,537.60	5.00%	0.00%	-5.00%	N/A	\$70	N/A

Note: The Contamination Monitoring and associated disincentive program is not included in the annual report as it is pending consideration by the Board at the March 2018 meeting. Total \$0

Recology San Mateo County
 Annual Diversion Incentive
 Calculation
 Rate Year 2017

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 2017	66.45%	120,148	60,654	180,802		
Minimum Single-Family Diversion Level	62.64%	109,835	65,504	175,339		
Variance from 2017 to Minimum	3.81%			6,892.18	0	N/A

Calculated Commercial Diversion Level for 2016	35.29%	66,421	121,776	188,198		
Minimum Commercial Diversion Level	24.75%	43,933	133,544	177,477		
Variance from 2017 to Minimum	10.54%			19,834.16	0	N/A

Calculated Overall Diversion Level for 2017	50.56%	186,569	182,430	369,000		
Targeted Overall Diversion Level	47.57%	172,120	189,734	361,854		
Variance from 2017 to Target	3.00%			11,051.55	N/A	\$0.00

New Targeted Overall Diversion Level for 2018	50.56%					
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Summary	Variance		Net Payment Due: Positive Amount Due Contractor and Negative Amount Due Agencies
Single-Family Diversion	3.81%	Positive results in no Disincentive due	* \$0.00
Commercial Diversion	10.54%	Positive results in no Disincentive due	
Overall Diversion	3.00%	Positive results in Incentive due	

Member Agency	Solid Waste Tons	Percentage	Member Agency Distribution
Atherton	2,164	1.20%	\$0.00
Belmont	7,952	4.40%	\$0.00
Burlingame	24,726	13.67%	\$0.00
East Palo Alto	11,871	6.56%	\$0.00
Foster City	9,946	5.50%	\$0.00
Hillsborough	2,632	1.46%	\$0.00
Menlo Park	16,577	9.17%	\$0.00
North Fair Oaks	6,046	3.34%	\$0.00
Redwood City	38,335	21.20%	\$0.00
San Carlos	12,937	7.15%	\$0.00
San Mateo	42,076	23.26%	\$0.00
San Mateo County	4,030	2.23%	\$0.00
West Bay	1,562	0.86%	\$0.00
	180,854	100.00%	\$0.00

Note: The Contamination Monitoring and associated disincentive program is not included in the annual report as it is pending consideration by the Board at the March 2018 meeting.

* Recology reserves the right to update the diversion incentive calculation. The data required to make this calculation is not available at the time of this report submittal.

Recology San Mateo County
Annual Incentive/Disincentive
Summary
Rate Year 2017

	Single -Family Missed Pick-up Collection Events	Average Speed of Answer	Ninety Second Maximum Hold Time	Diversion	Total
Atherton	\$0	(\$157)	(\$706)	\$0	(\$863)
Belmont	(\$400)	(\$577)	(\$2,596)	\$0	(\$3,573)
Burlingame	(\$450)	(\$1,794)	(\$8,071)	\$0	(\$10,316)
East Palo Alto	(\$200)	(\$861)	(\$3,876)	\$0	(\$4,937)
Foster City	(\$100)	(\$722)	(\$3,247)	\$0	(\$4,069)
Hillsborough	(\$200)	(\$191)	(\$859)	\$0	(\$1,250)
Menlo Park	(\$550)	(\$1,203)	(\$5,411)	\$0	(\$7,164)
North Fair Oaks	\$0	(\$439)	(\$1,974)	\$0	(\$2,413)
Redwood City	(\$450)	(\$2,782)	(\$12,515)	\$0	(\$15,747)
San Carlos	(\$650)	(\$939)	(\$4,223)	\$0	(\$5,812)
San Mateo	(\$1,350)	(\$3,053)	(\$13,735)	\$0	(\$18,139)
San Mateo County	\$0	(\$293)	(\$1,316)	\$0	(\$1,608)
West Bay	(\$200)	(\$113)	(\$510)	\$0	(\$823)
Totals	(\$4,550)	(\$13,125)	(\$59,040)	* \$0	(\$76,714)
Net amount due Member Agencies					<u>(\$76,714)</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 reserves the right to update the diversion incentive calculation. The data required to make this calculation is not available at the time of this report submittal.

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	3.1	0.2	0.0	0.0
Belmont	4.6	2.4	0.1	0.1
Burlingame	4.6	5.1	1.1	0.4
East Palo Alto	3.4	1.2	0.2	0.0
Foster City	4.4	2.3	0.2	0.1
Hillsborough	4.3	0.1	0.1	0.0
Menlo Park	6.5	4.4	0.6	0.6
Redwood City	12.2	7.1	0.7	0.6
San Carlos	6.6	3.4	0.2	0.2
San Mateo	13.9	9.3	0.8	0.5
North Fair Oaks	2.2	1.2	0.0	0.0
WBSD	1.9	0.2	0.0	0.0
County Franchised Area	4.3	0.5	0.0	0.0
TOTAL	72.0	37.5	4.0	2.5

Number of Vehicles by Type by Service Sector			
Type of Vehicle	Single-Family	Multi-Family, Commercial and Agency Facilities	Multi-Family, Commercial and Agency Roll-off
Side Load	76		
Front Load		24	
Rear Load		28	
Roll Off			5
Pick up	14		
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	449,752	565,040	387,735
FY 2016 compensation	32,382,155	23,425,714	985,184

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	22	15	3	4	4	4
Tons per Route Per Day	9.33	6.40	13.73	Tons per Route Per Day	17.57	8.71	35.01	20.48	2.31	2.67

Operational Changes: During the year 2017, 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	5,806.75	22.33	397.14	1.53	113.80	0.44
Belmont	9,668.76	37.19	5,667.43	21.80	222.43	0.86
Burlingame	9,652.96	37.13	13,790.75	53.04	1,553.73	5.98
East Palo Alto	6,996.47	26.91	2,445.41	9.41	160.49	0.62
Foster City	9,145.77	35.18	5,306.92	20.41	188.85	0.73
Hillsborough	8,387.58	32.26	118.09	0.45	132.94	0.51
Menlo Park	12,633.25	48.59	9,955.54	38.29	1,211.47	4.66
Redwood City	24,055.80	92.52	17,088.26	65.72	1,878.75	7.23
San Carlos	12,809.31	49.27	7,986.62	30.72	648.55	2.49
San Mateo	28,499.79	109.61	23,138.40	88.99	1,699.95	6.54
North Fair Oaks	4,403.21	16.94	2,708.32	10.42	120.00	0.46
WBSD	3,919.21	15.07	458.58	1.76	11.27	0.04
County Franchised Area	8,553.26	32.90	1,109.93	4.27	5.84	0.02
TOTAL	144,532.10	555.89	90,171.38	346.81	7,948.07	30.57

Set-Outs		
Single-Family Solid Waste	Single-Family Recyclable Materials	Single-Family Organic Materials
112,918	115,648	307,008
312,897	254,969	251,160
343,369	274,482	247,533
205,686	184,210	146,081
328,523	302,211	214,825
164,398	156,455	188,071
419,861	364,598	373,607
888,485	799,045	649,363
417,352	390,520	351,676
1,003,288	909,974	790,868
153,842	123,149	121,940
111,423	103,896	120,926
247,429	227,929	220,129
4,709,471	4,207,086	3,983,187

MSW Accounts by Service Sector				
Accounts - MSW	Single-Family		Multi-Family and Commercial	Member Agency Facilities
Atherton	2,364		12	9
Belmont	6,755		450	18
Burlingame	6,638		1,419	100
East Palo Alto	4,227		369	30
Foster City	6,745		502	8
Hillsborough	3,678		7	4
Menlo Park	7,864		1,164	148
Redwood City	17,454		2,032	134
San Carlos	8,601		1,174	36
San Mateo	20,649		2,737	131
North Fair Oaks	2,653		474	14
WBSD	2,211		34	1
County Franchised Area	5,064		192	1
TOTAL	94,903		10,566	634

RECOLOGY SAN MATEO COUNTY

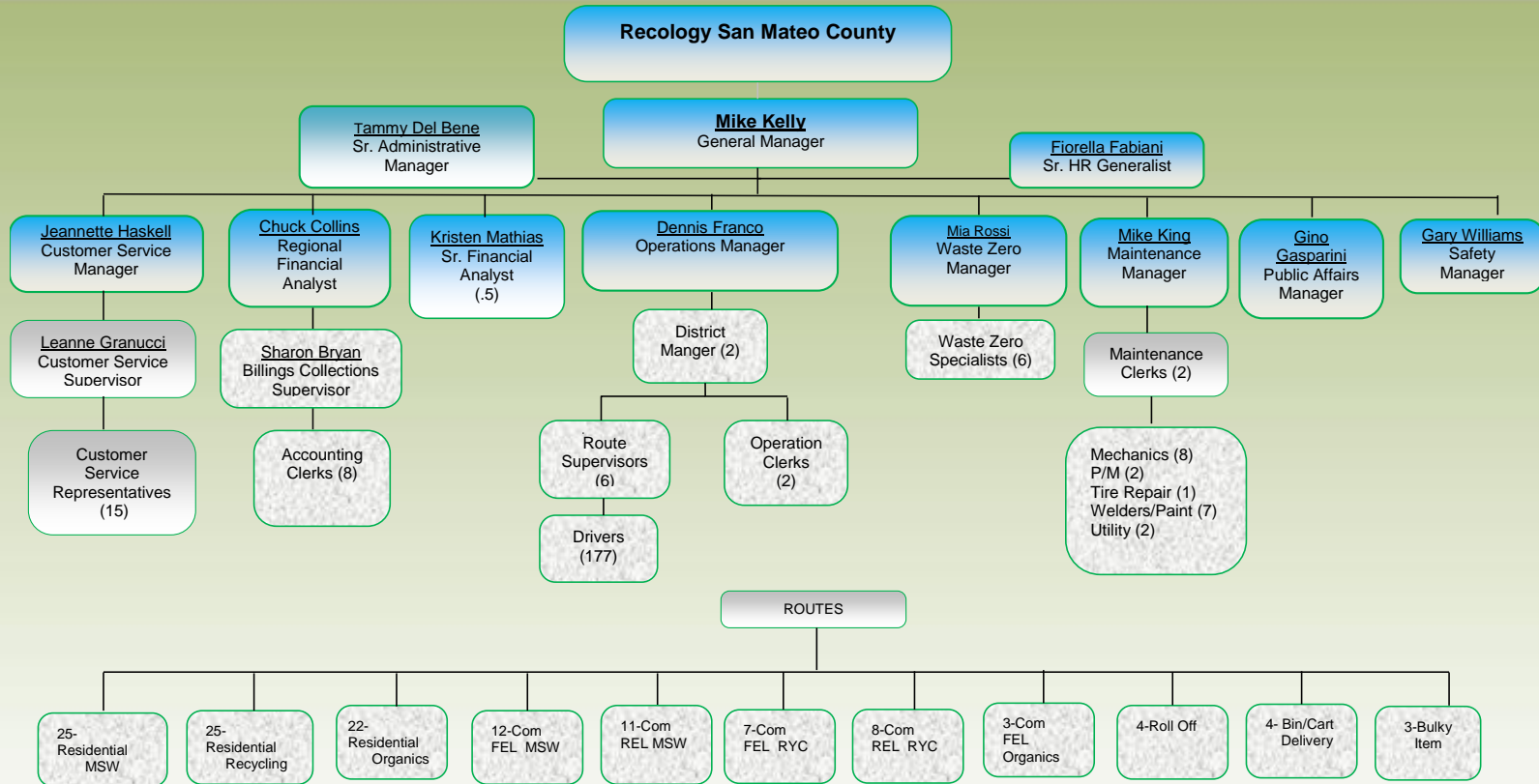
OPERATIONAL INFORMATION

Job Classifications and Annual Wages							
	Job Type	Job Title	Full Time Equivalents	Job Step	Hourly Rate	Hourly Pension*	Hourly H&W**
DRIVERS	DRIVER	Driver	6	1	30.49	6.35	15.79
	DRIVER	Driver	3	2	34.84	6.35	15.79
	DRIVER	Driver	3	3	39.20	6.35	15.79
	DRFTLR	Driver	141	4	43.55	6.35	15.79
	DRFTLR	Driver - Frontloader	14	4	44.05	6.35	15.79
	DRFTLR	Driver - Frontloader	9	5	44.70	6.35	15.79
MECHANICS	MAINT	Bin Repair/Paint/Wash	5	4	40.43	6.35	15.79
	MAINT	Bin Repair/Paint/Wash	1	LD	41.93	6.35	15.79
	MCHTC	Mechanic (Tire Cert)	1	4	45.07	6.35	15.79
	MECH	Mechanic	1	2	35.18	6.35	15.79
	MECH	Mechanic	5	4	43.97	6.35	15.79
	MECH	Mechanic	2	LD	45.47	6.35	15.79
	MECHA2	Mechanic	1	3	46.17	6.35	15.79
	PMTCH	Preventative Maintenance Tech	2	4	40.40	6.35	15.79
	UTLTYS	Utility Person - Shop	2	4	27.20	6.35	15.79
CLERICAL	ACTCK	Accounting Clerk	2	4	29.43	3.60	15.79
	ACTCK2	Accounting Clerk II	1	4	35.13	3.60	15.79
	CSREP	Customer Service Rep	1	1	19.39	3.60	15.79
	CSREP	Customer Service Rep	1	3	24.93	3.60	15.79
	CSREP	Customer Service Rep	10	4	27.70	3.60	15.79
	CSREP	Customer Service Rep	4	LD	28.70	3.60	15.79
	MNTCK	Maintenance Clerk	2	4	31.50	3.60	15.79
	OPSCK	Operations Clerk	2	4	32.04	3.60	15.79

* - 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 2017



Recology San Mateo County Headcount = 250.5

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 69,932 accounts during 2017. The source files contain the routes that were audited as well as the audit plan for 2018. 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.

2018 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 2018.

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 2018, the In-Field Training will include a ride along with a waste zero specialist to give them an idea of the work involved in being a waste zero specialist.

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 decreased by 2% from 2016. The total number of

payments received via the website is 57% greater than the payments received in 2011. A new feature was added in mid-2017 allowing customers to pay via an Interactive Voice Response (IVR) system. Electronic communication continues to be a preferred communication tool by the customers of Recology San Mateo County.

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	-	297	23	1	14	10	30
Belmont	-	972	186	7	29	47	91
Burlingame	-	1000	129	15	11	40	77
East Palo Alto	-	104	22	3	7	10	6
North Fair Oaks	-	816	18	0	3	6	16
Foster City	-	454	155	4	16	53	57
Hillsborough	-	1168	44	4	21	7	44
Menlo Park	-	229	123	6	23	49	107
Redwood City	-	68	226	20	29	73	153
San Carlos	-	1204	232	10	18	61	162
San Mateo	-	3923	420	31	46	138	215
Unincorporated SMC	-	631	83	2	11	24	50
West Bay Sanitary District	-	217	45	2	5	19	29
Total	119,525	11,083	1,706	105	233	537	1,037

CUSTOMER INFORMATION SYSTEM

Status of Changes or Upgrades made to System Software

No major changes occurred this year. All systems and software were maintained and patched as needed.

Description of Proposed Changes to System Software

Applications

For back off applications, Recology is migrating from an on premise hosted environment to the Microsoft Software as a Service Office 365 environment. All previous applications are still supported with a robust set of collaboration tools now available.

An upgrade from JDE 9.1 to 9.2 is planned for this year.

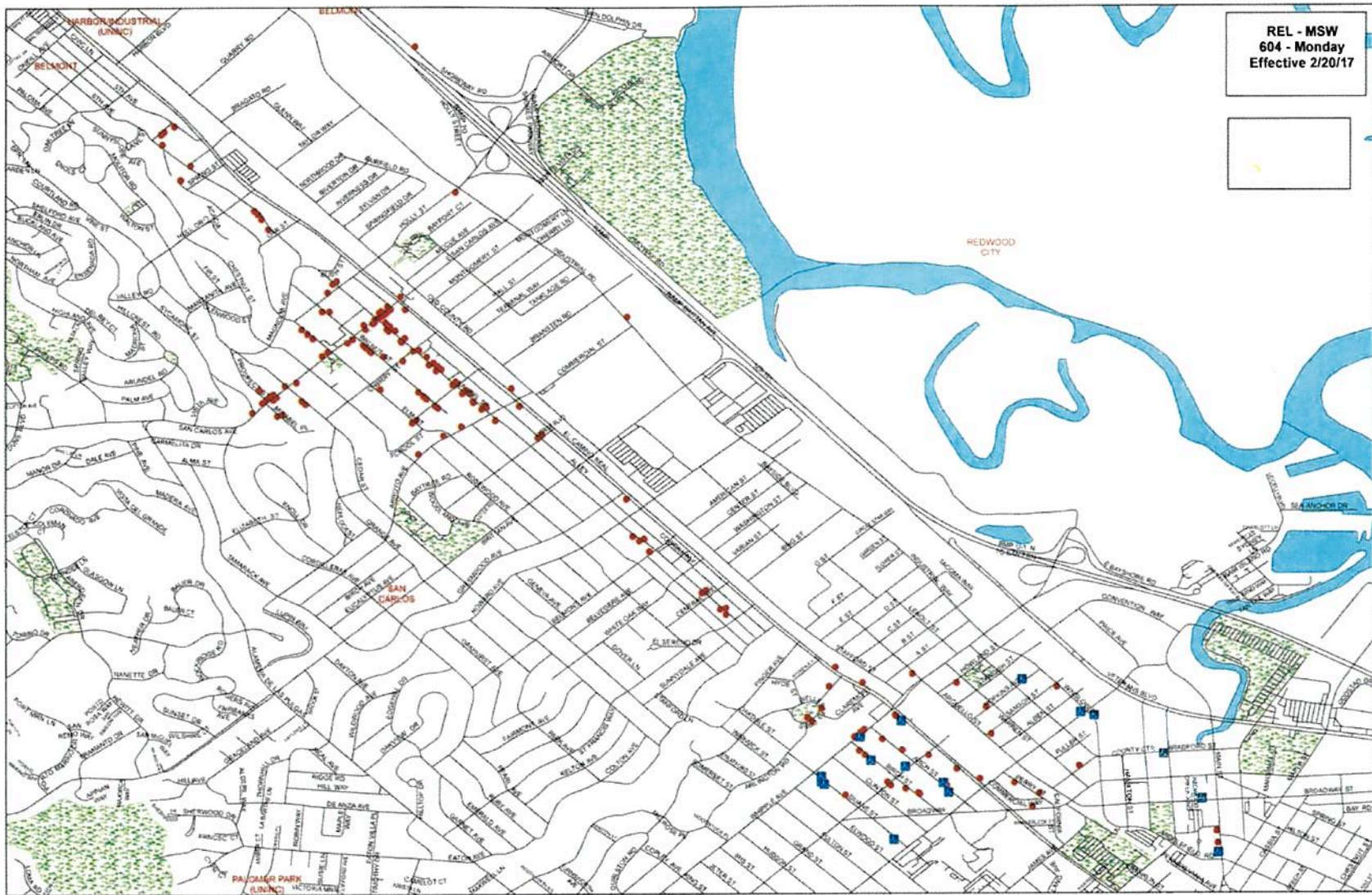
Enhanced network protections and security monitoring applications implementations are underway.

Explanation and Schedule of Training Activities

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

Contractor's Route Sheets and Maps

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



RTMST84
 PRINTED: 2/02/18 12.02.29
 ROUTE 604 LOAD 01
 FOR MONDAY 2/05/2018
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO RECYCL

STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	KEY ACCT #	SERV DESC	TIMES	UNT	SIZ	NOTE
140	621 LAUREL ST NINO'S RISTORANTE & PIZZE	SAN CARLOS	0986885	C64G1 COMMERCIAL WASTE	M-----	1 64	GALLON	
150	648 N EL CAMINO REAL PENINSULA SEA FOOD LLC	SAN CARLOS	1143924	C96G1 COMMERCIAL WASTE	M-W----	1 96	GALLON	
170	612 EL CAMINO REAL CITY CAN - SAN CARLOS	SAN CARLOS	1679745	C32G COMMERCIAL WASTE	MTWTF--	1 32	GAL	
170	IN FRONT OF THE CARLOS CLUB NEXT TO BUS STOP							
180	LAUREL ST SAN CARLOS FARMERS MARKET	SPE SAN CARLOS	1701820	C96G COMMERCIAL WASTE	M-----	2 96	GAL	
180	700 BLOCK OF LAUREL ST IN ALLEY/HARRINGTON PARK							
190	1201 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1208693	C32G COMMERCIAL WASTE	MTWTFSS	1 32	GAL	
200	622 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1212737	C32G COMMERCIAL WASTE	MTWTF--	1 32	GAL	
210	641 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1217785	C32G COMMERCIAL WASTE	MTWTFSS	1 32	GAL	
220	632 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1821362	C32G COMMERCIAL WASTE	MTWTFSS	1 32	GAL	
230	677 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1217769	C32G COMMERCIAL WASTE	MTWTFSS	1 32	GAL	
240	678 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1213354	C20G COMMERCIAL WASTE	MTWTF--	1 20	GAL	
240	IN FRONT OF ORCHID ROOM							
250	700 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1212745	C32G COMMERCIAL WASTE	MTWTFSS	1 32	GAL	
260	705 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1213198	C32G COMMERCIAL WASTE	MTWTF--	1 32	GAL	
270	732 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1212786	C32G COMMERCIAL WASTE	MTWTF--	1 32	GAL	
280	737 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1213172	C32G COMMERCIAL WASTE	MTWTF--	1 32	GAL	
290	753 LAUREL ST CITY CAN - SAN CARLOS	SAN CARLOS	1213206	C32G COMMERCIAL WASTE	MTWTF--	2 32	GAL	
290	2/32g trash & 2/32g ryc in dual streams							
290	located on the curb and inside the park							



RTMSTT84
 PRINTED: 2/02/18 12.02.29
 ROUTE 804 LOAD 02
 FOR MONDAY 2/05/2018
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO RECYCL

STOP	STOP ADDRESS ACCOUNT NAME	APT KEY ACCT # CITY	SERV DESC	TIMES	UNT	SIZ	NOTE
255	1943 TICONDEROGA DR KAICHING PAO	0194431 SAN MATEO	R20G RES WASTE 20G	M-----	1		
260	1935 TICONDEROGA DR HOWARD CHAU	1634286 SAN MATEO	R64G RESIDENTIAL WASTE	M-----	1	64 GAL	
265	1927 TICONDEROGA DR LAURENT BELLON	0495291 SAN MATEO	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
270	1919 TICONDEROGA DR PAUL FISHER	0194399 SAN MATEO	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
275	1911 TICONDEROGA DR BILL WU	1118868 SAN MATEO	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
280	1907 TICONDEROGA DR W. RICE	0194381 SAN MATEO	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
285	1904 LEXINGTON AVE JOHN M WHITE	0176735 SAN MATEO	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
290	1912 LEXINGTON AVE SARA GUYOL	0176750 SAN MATEO	R20G RES WASTE 20G	M-----	1		
295	1920 LEXINGTON AVE STEPHANIE ROSEKIND	1171859 SAN MATEO	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
300	1928 LEXINGTON AVE FRANK OLIVER	0176784 SAN MATEO	R20G RES WASTE 20G	M-----	1		
305	1942 LEXINGTON AVE WILLIAM INSLEY	0176792 SAN MATEO	R20G RES WASTE 20G	M-----	1		
310	1956 LEXINGTON AVE LYNNE DEMPSEY	0176800 SAN MATEO	R20G RES WASTE 20G	M-----	1		
320	1968 LEXINGTON AVE DREW DONOVAN	0176818 SAN MATEO	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
325	1976 LEXINGTON AVE WALDEN WOO	0176826 SAN MATEO	R20G RES WASTE 20G	M-----	1		
330	1984 LEXINGTON AVE LESLIE GOMBA	0176834 SAN MATEO	R32G RESIDENTIAL WASTE	M-----	1	32 GAL	
331	1990 LEXINGTON AVE EMILY ERKEL	1837210 SAN MATEO	R64G RESIDENTIAL WASTE	M-----	1	64 GAL	
340	1996 LEXINGTON AVE DENNIS ALLEN	0176842 SAN MATEO	R20G RES WASTE 20G	M-----	1		



RTMSTT84
 PRINTED: 2/02/18 12.02.29
 ROUTE 904 LOAD 01
 FOR MONDAY 2/05/2018

Customer Route Pickup Listing
 RECOLOGY SAN MATEO RECYCL

PAGE 70

STOP	STOP ADDRESS ACCOUNT NAME	APT KEY ACCT # CITY	SERV DESC	TIMES	UNT	SIZ	NOTE
130	677 LAUREL ST JMS DEVELOPMENT PARTNERS	1279074 SAN CARLOS	C3YG1 COMML WASTE	MTWTF--	1	YD QTY 1	3F1796
135	1131 CHERRY ST WALTER GIRDLESTONE	1782556 SAN CARLOS	C96G1 COMMERCIAL WASTE	MTWTF--	1	96 GALLON	
140	663 LAUREL ST THE WINE PROJECT	1691765 SAN CARLOS	C64G1 COMMERCIAL WASTE	M-----	1	64 GALLON	
145	700 EL CAMINO REAL DUMAS AND COMPANY	0983478 SAN CARLOS	C96G1 COMMERCIAL WASTE	M-----	1	96 GALLON	
150	711 LAUREL ST CHEW RICHARD	0987172 SAN CARLOS	C1YG1 COMML WASTE	M-----	1	1 YD	
155	711 LAUREL ST AVET FOOD GROUP INC.	A 1843333 SAN CARLOS	C2YG1 COMML WASTE	M-----	1	2 YARD	2F1026
160	727 LAUREL ST RISTORANTE PIACERE	0987222 SAN CARLOS	C1YG1 COMML WASTE	M---F--	1	1 YD	W/W P/L; 1F1781
160	must return bins back into enclosure * do not						
160	leave bin out or blocking anything						
160	3F0556						
165	734 EL CAMINO REAL	*** STOPPED SERVICE ***					
170	742 EL CAMINO REAL ALL STATE INSURANCE	1607357 SAN CARLOS	C32G1 COMML WASTE	M-----	1	32 GALLON	
170	ALL CARTS LOC IN BACK ALLEY						
175	744 EL CAMINO REAL SRIJA INC	1867555 SAN CARLOS	C1YG1 COMML WASTE	M-----	1	1 YD	1F1115
180	741 LAUREL ST AMANDA TWUNG	1865765 SAN CARLOS	C96G1 COMMERCIAL WASTE	M--T---	1	96 GALLON	
180	LABELED 749						
185	740 EL CAMINO REAL RITA'S ICE	1628684 SAN CARLOS	C96G1 COMMERCIAL WASTE	M---F--	1	96 GALLON	
190	750 EL CAMINO REAL NINH TRAN	1180900 SAN CARLOS	C64G1 COMMERCIAL WASTE	M-----	1	64 GALLON	
190	COMBO IS 2277 ENTER						
190	CARTS LOCATED OUTSIDE THE GATE						
195	745 LAUREL ST THE COBBLER	0987305 SAN CARLOS	C32G1 COMML WASTE	M-----	1	32 GALLON	
195	LOC BEHIND THE SHOP IN BACK ALLEY NEXT TO DONUT						
195	SHOPS CAN						

Climate Action Report

2017



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 217 million pounds of food scraps and yard trimmings in 2017
- 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 2017.

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, 2017 to December 31, 2017.

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 seventh 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.

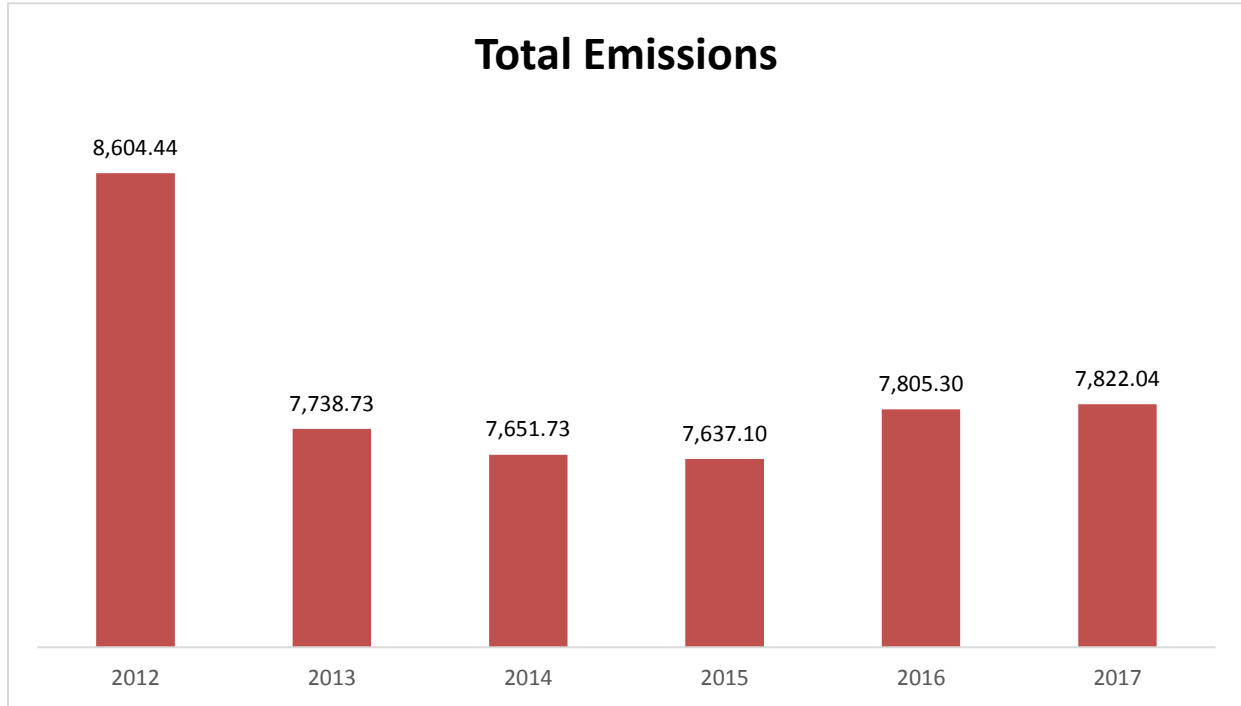
RSMC has, within its emissions boundary, the equipment that operates the maintenance shops and administrative buildings. Our direct emissions include stationary and mobile combustion of fossil fuels from our machinery and onsite mobile equipment. Emissions from our collection fleet are shared within 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 7,822.04 metric tons of carbon dioxide equivalents (MTCO₂E), an increase of 0.12% from 2016.



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	7,551.15	70.31	3.44
% of total mobile emissions	96.54%	0.90%	0.04%

Stationary Combustion

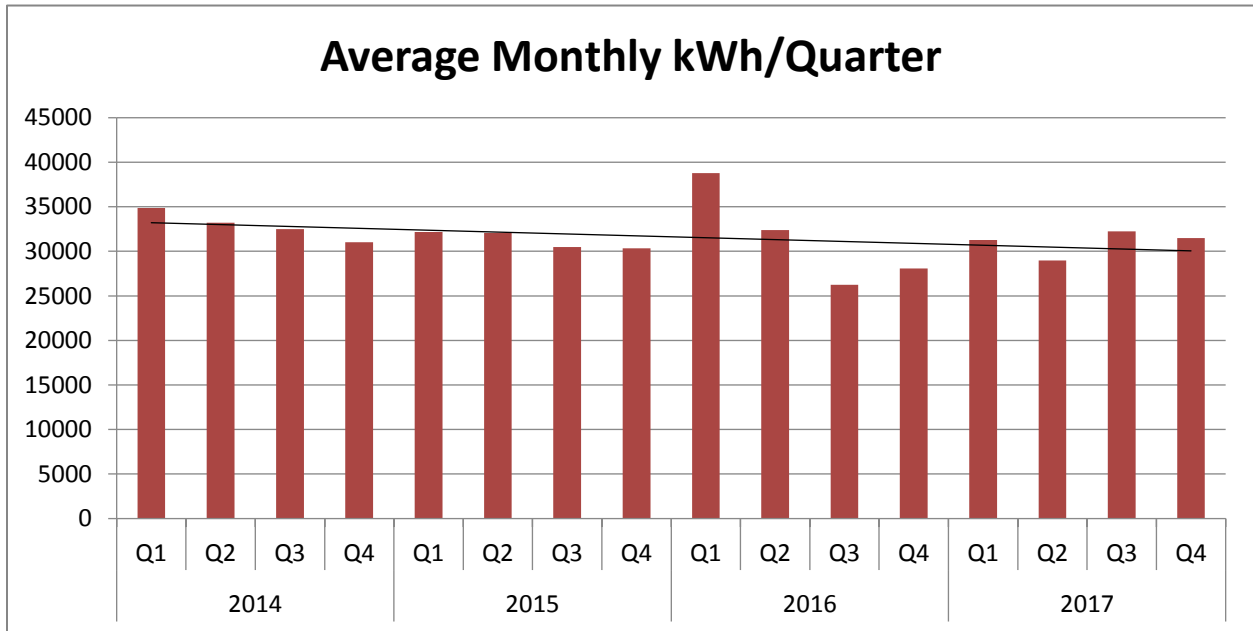
Our source of stationary emissions was acetylene in our maintenance shop. Acetylene use resulted in 0.76 MTCO₂E emitted.

Direct Fugitive Emissions from Air Conditioning

RSMC’s fleet of trucks generated 15.07 MTCO₂E from the use of air conditioning. This accounted for less than 0.2% of emissions in 2017.

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 2017 was 372,022 kWh, which is equivalent to 168.067 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

2017 Improvements

- The roof of the Administration Building was replaced with a high efficiency foam roof
- Serviced and inspected existing HVAC equipment and controls on a quarterly basis
- Continued to upgrade building windows in the Administration and Dispatch offices
- Continued implementation of staff education efforts relating to sustainability and energy efficiency

Future Reduction Strategies

- Schedule periodic reviews of operations to ensure reduction standards are being met
- Remodel maintenance building and administration building kitchens with new energy efficient lighting and appliances
- Remodel bathroom in dispatch with energy efficient lighting, water efficient urinals and shower stalls
- Continue to 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, 2017

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, 2017.

Costs allocated from the Parent company are health insurance \$361,575, workers' compensation \$1,413,231, non-union pensions \$226,113, general and vehicle insurance \$1,285,338, corporate management and support services \$3,330,282. Management and accounting services fees allocated from the regional office affiliate are \$1,175,971. Equipment rental costs allocated from Recology Leasing Inc are \$7,669,283.

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) 595-3900.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Michael Kelly', is written over a light blue horizontal line.

Michael Kelly
General Manager
Recology San Mateo County

cc: Farouk Fakira