



QUARTERLY REPORT TO THE SBWMA  
FOR 1<sup>st</sup> Quarter 2016

Submitted April 30, 2016



April 30, 2016

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

Dear Mr. Gans:

Enclosed is a copy of the Recology 1<sup>st</sup> Quarter 2016 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

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

Mario Puccinelli  
General Manager  
Recology San Mateo County

cc: Cliff Feldman  
Farouk Fakira



# **RECOLOGY SAN MATEO COUNTY**

## **QUARTERLY REPORT TO THE SBWMA**

**For  
1<sup>st</sup> Quarter 2016**

**Submitted  
APRIL 30, 2016**



## **1<sup>st</sup> QUARTER 2016 REPORT**

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## 1<sup>st</sup> QUARTER 2016 REPORT

### DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

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

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

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

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

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

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

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

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

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

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

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

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

**Tonnage Allocations** – During Quarter 1, system tonnage allocations were updated as follows: effective January 8 for usual and customary service changes.

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



## 1<sup>st</sup> QUARTER 2016 QUARTERLY REPORT SUMMARY

Quarter	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	2016 Year End
<b>Commercial Tonnage Collected</b>					
Solid Waste	21,898.55				21,898.55
Recyclables	6,813.22				6,813.22
Organics	6,591.27				6,591.27
<b>Multi-Family Tonnage Collected</b>					
Solid Waste	8,628.62				8,628.62
Recyclables	2,293.77				2,293.77
Organics	236.71				236.71
<b>Residential Tonnage Collected</b>					
Solid Waste	14,890.62				14,890.62
Recyclables	10,598.46				10,598.46
Organics	19,119.56				19,119.56
<b>Diversion Rates</b>					
Commercial	34.30%				34.30%
Multi-Family	22.68%				22.68%
Residential	66.62%				66.62%
Overall	50.13%				50.13%
Inquires, Service Requests & Complaints	22,055				22,055
Calls Received	41,915				41,915
Avg. Hold Time	19.83				19.83
Assessments	150				150
Quality Assurance	613				613

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	2016							Year to Date
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
<b>ATHERTON</b>								
<b>Commercial</b>								
Commercial Solid Waste	33.67	34.75	35.02	103.44	0.00	0.00	0.00	103.44
Commercial Recycling	17.71	15.61	22.39	55.71	0.00	0.00	0.00	55.71
Commercial Organics	48.86	52.37	54.28	155.51	0.00	0.00	0.00	155.51
Subtotal - Disposed	33.67	34.75	35.02	103.44	0.00	0.00	0.00	103.44
Subtotal - Diverted	66.57	67.98	76.67	211.22	0.00	0.00	0.00	211.22
Diversion Rate	66.41%	66.17%	68.65%	67.13%	0.00%	0.00%	0.00%	67.13%
<b>MFD</b>								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	138.42	132.54	147.28	418.24	0.00	0.00	0.00	418.24
Residential Curbside Recycling	120.64	109.70	129.68	360.02	0.00	0.00	0.00	360.02
Residential Curbside Organics	660.03	558.75	693.83	1,912.61	0.00	0.00	0.00	1,912.61
Subtotal - Disposed	138.42	132.54	147.28	418.24	0.00	0.00	0.00	418.24
Subtotal - Diverted	780.67	668.45	823.51	2,272.63	0.00	0.00	0.00	2,272.63
Diversion Rate	84.94%	83.45%	84.83%	84.46%	0.00%	0.00%	0.00%	84.46%
<b>Total Disposed</b>	<b>172.09</b>	<b>167.29</b>	<b>182.30</b>	<b>521.68</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>521.68</b>
<b>Total Diverted</b>	<b>847.24</b>	<b>736.43</b>	<b>900.18</b>	<b>2,483.85</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,483.85</b>
<b>Total Diversion Rate</b>	<b>83.12%</b>	<b>81.49%</b>	<b>83.16%</b>	<b>82.64%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>82.64%</b>
Single-Family Measured Diversion Rate	84.94%	83.45%	84.83%	84.46%	0.00%	0.00%	0.00%	84.46%
Commercial Measured Diversion Rate	66.41%	66.17%	68.65%	67.13%	0.00%	0.00%	0.00%	67.13%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	83.12%	81.49%	83.16%	82.64%	0.00%	0.00%	0.00%	82.64%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2015 - 2016	2015 - 2016
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>Atherton</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	149.57	137.91	108.15	110.78	109.30	103.44	(5.86)	-5.36%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	43.12	34.44	36.21	41.67	41.30	55.71	14.41	34.89%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	122.81	70.66	97.49	91.00	202.83	155.51	(47.32)	-23.33%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	0.00	26.57	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>149.57</b>	<b>137.91</b>	<b>108.15</b>	<b>110.78</b>	<b>109.30</b>	<b>103.44</b>	<b>(5.86)</b>	<b>-5.36%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>165.93</b>	<b>131.67</b>	<b>133.70</b>	<b>132.67</b>	<b>244.13</b>	<b>211.22</b>	<b>(32.91)</b>	<b>-13.48%</b>
<b>Residential</b>								
Residential Solid Waste	599.09	423.29	416.18	406.14	405.49	418.24	12.75	3.14%
Residential Curbside Recycling	311.50	316.27	322.91	344.90	332.61	360.02	27.41	8.24%
Residential Curbside Organics	1,810.92	1,891.67	1,761.86	1,731.26	1,791.95	1,912.61	120.66	6.73%
<b>SUBTOTAL - Disposed Tons</b>	<b>599.09</b>	<b>423.29</b>	<b>416.18</b>	<b>406.14</b>	<b>405.49</b>	<b>418.24</b>	<b>12.75</b>	<b>3.14%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>2,122.42</b>	<b>2,207.94</b>	<b>2,084.77</b>	<b>2,076.16</b>	<b>2,124.56</b>	<b>2,272.63</b>	<b>148.07</b>	<b>6.97%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>748.66</b>	<b>561.20</b>	<b>524.33</b>	<b>516.92</b>	<b>514.79</b>	<b>521.68</b>		
<b>TOTAL TONS DIVERTED</b>	<b>2,288.35</b>	<b>2,339.61</b>	<b>2,218.47</b>	<b>2,208.83</b>	<b>2,368.69</b>	<b>2,483.85</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>52.59%</b>	<b>48.84%</b>	<b>55.28%</b>	<b>54.50%</b>	<b>69.07%</b>	<b>67.13%</b>		
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>77.99%</b>	<b>83.91%</b>	<b>83.36%</b>	<b>83.64%</b>	<b>83.97%</b>	<b>84.46%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>75.35%</b>	<b>80.65%</b>	<b>80.88%</b>	<b>81.04%</b>	<b>82.15%</b>	<b>82.64%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	2016							Year to Date
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
<b>BELMONT</b>								
<b>Commercial</b>								
Commercial Solid Waste	181.38	179.17	192.67	553.22	0.00	0.00	0.00	553.22
Commercial Recycling	77.33	73.60	81.46	232.39	0.00	0.00	0.00	232.39
Commercial Organics	68.71	65.70	81.10	215.51	0.00	0.00	0.00	215.51
Subtotal - Disposed	181.38	179.17	192.67	553.22	0.00	0.00	0.00	553.22
Subtotal - Diverted	146.04	139.30	162.56	447.90	0.00	0.00	0.00	447.90
Diversion Rate	44.60%	43.74%	45.76%	44.74%	0.00%	0.00%	0.00%	44.74%
<b>MFD</b>								
MFD Solid Waste	170.28	169.58	178.48	518.34	0.00	0.00	0.00	518.34
MFD Recycling	51.22	48.50	51.82	151.54	0.00	0.00	0.00	151.54
MFD Organics	6.17	6.66	6.90	19.73	0.00	0.00	0.00	19.73
Subtotal - Disposed	170.28	169.58	178.48	518.34	0.00	0.00	0.00	518.34
Subtotal - Diverted	57.39	55.16	58.72	171.27	0.00	0.00	0.00	171.27
Diversion Rate	25.21%	24.54%	24.76%	24.84%	0.00%	0.00%	0.00%	24.84%
<b>Roll-Off</b>								
Roll-Off Solid Waste	35.98	26.59	51.66	114.23	0.00	0.00	0.00	114.23
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	35.98	26.59	51.66	114.23	0.00	0.00	0.00	114.23
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	264.11	266.48	297.95	828.54	0.00	0.00	0.00	828.54
Residential Curbside Recycling	260.53	223.81	265.84	750.18	0.00	0.00	0.00	750.18
Residential Curbside Organics	288.18	301.31	396.28	985.77	0.00	0.00	0.00	985.77
Subtotal - Disposed	264.11	266.48	297.95	828.54	0.00	0.00	0.00	828.54
Subtotal - Diverted	548.71	525.12	662.12	1,735.95	0.00	0.00	0.00	1,735.95
Diversion Rate	67.51%	66.34%	68.97%	67.69%	0.00%	0.00%	0.00%	67.69%
<b>Total Disposed</b>	<b>651.75</b>	<b>641.82</b>	<b>720.76</b>	<b>2,014.33</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,014.33</b>
<b>Total Diverted</b>	<b>752.14</b>	<b>719.58</b>	<b>883.40</b>	<b>2,355.12</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,355.12</b>
<b>Total Diversion Rate</b>	<b>53.58%</b>	<b>52.86%</b>	<b>55.07%</b>	<b>53.90%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>53.90%</b>
Single-Family Measured Diversion Rate	67.51%	66.34%	68.97%	67.69%	0.00%	0.00%	0.00%	67.69%
Commercial Measured Diversion Rate	34.42%	34.13%	34.36%	34.30%	0.00%	0.00%	0.00%	34.30%
MFD Measured Diversion Rate	25.21%	24.54%	24.76%	24.84%	0.00%	0.00%	0.00%	24.84%
Overall Measured Diversion Rate	53.58%	52.86%	55.07%	53.90%	0.00%	0.00%	0.00%	53.90%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>Belmont</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	457.45	712.21	568.23	610.11	554.65	553.22	(1.43)	-0.26%
MFD Solid Waste	405.78	448.84	535.26	545.29	504.57	518.34	13.77	2.73%
Roll-Off Solid Waste	113.38	116.63	110.54	110.85	112.33	114.23	1.90	1.69%
Commercial Recycling	123.19	162.31	148.62	198.63	197.81	232.39	34.58	17.48%
MFD Recycling	107.37	99.06	123.22	129.50	136.04	151.54	15.50	11.39%
Roll-Off Recycling	0.00	0.00	1.80	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	93.36	104.87	112.82	138.21	166.78	215.51	48.73	29.22%
MFD Organics	5.80	3.99	14.51	15.42	16.61	19.73	3.12	18.78%
Roll-Off Organics	0.00	7.02	0.22	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>976.61</b>	<b>1,277.68</b>	<b>1,214.03</b>	<b>1,266.25</b>	<b>1,171.55</b>	<b>1,185.79</b>	<b>14.24</b>	<b>1.22%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>329.72</b>	<b>377.25</b>	<b>401.19</b>	<b>481.76</b>	<b>517.24</b>	<b>619.17</b>	<b>101.93</b>	<b>19.71%</b>
<b>Residential</b>								
Residential Solid Waste	827.14	820.22	795.35	796.22	803.62	828.54	24.92	3.10%
Residential Curbside Recycling	965.06	704.80	695.96	712.37	691.10	750.18	59.08	8.55%
Residential Curbside Organics	902.16	881.23	945.53	897.57	1,000.98	985.77	(15.21)	-1.52%
<b>SUBTOTAL - Disposed Tons</b>	<b>827.14</b>	<b>820.22</b>	<b>795.35</b>	<b>796.22</b>	<b>803.62</b>	<b>828.54</b>	<b>24.92</b>	<b>3.10%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,867.22</b>	<b>1,586.03</b>	<b>1,641.49</b>	<b>1,609.94</b>	<b>1,692.08</b>	<b>1,735.95</b>	<b>43.87</b>	<b>2.59%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>1,803.75</b>	<b>2,097.90</b>	<b>2,009.38</b>	<b>2,062.47</b>	<b>1,975.17</b>	<b>2,014.33</b>		
<b>TOTAL TONS DIVERTED</b>	<b>2,196.94</b>	<b>1,963.28</b>	<b>2,042.68</b>	<b>2,091.70</b>	<b>2,209.32</b>	<b>2,355.12</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>25.24%</b>	<b>22.80%</b>	<b>24.84%</b>	<b>27.56%</b>	<b>30.63%</b>	<b>34.30%</b>		
<b>MFD DIVERSION RATE</b>	<b>21.81%</b>	<b>18.67%</b>	<b>20.47%</b>	<b>21.00%</b>	<b>23.23%</b>	<b>24.84%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>69.30%</b>	<b>65.91%</b>	<b>67.36%</b>	<b>66.91%</b>	<b>67.80%</b>	<b>67.69%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>54.91%</b>	<b>48.34%</b>	<b>50.41%</b>	<b>50.35%</b>	<b>52.80%</b>	<b>53.90%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>BURLINGAME</b>								
<b>Commercial</b>								
Commercial Solid Waste	738.58	719.72	764.96	2,223.26	0.00	0.00	0.00	2,223.26
Commercial Recycling	301.28	346.11	397.79	1,045.18	0.00	0.00	0.00	1,045.18
Commercial Organics	250.48	224.80	291.53	766.81	0.00	0.00	0.00	766.81
Subtotal - Disposed	738.58	719.72	764.96	2,223.26	0.00	0.00	0.00	2,223.26
Subtotal - Diverted	551.76	570.91	689.32	1,811.99	0.00	0.00	0.00	1,811.99
Diversion Rate	42.76%	44.23%	47.40%	44.90%	0.00%	0.00%	0.00%	44.90%
<b>MFD</b>								
MFD Solid Waste	243.29	247.79	257.52	748.60	0.00	0.00	0.00	748.60
MFD Recycling	79.71	76.23	85.91	241.85	0.00	0.00	0.00	241.85
MFD Organics	5.07	5.57	6.24	16.88	0.00	0.00	0.00	16.88
Subtotal - Disposed	243.29	247.79	257.52	748.60	0.00	0.00	0.00	748.60
Subtotal - Diverted	84.78	81.80	92.15	258.73	0.00	0.00	0.00	258.73
Diversion Rate	25.84%	24.82%	26.35%	25.68%	0.00%	0.00%	0.00%	25.68%
<b>Roll-Off</b>								
Roll-Off Solid Waste	742.12	692.68	774.68	2,209.48	0.00	0.00	0.00	2,209.48
Roll-Off Recycling	13.77	13.89	15.48	43.14	0.00	0.00	0.00	43.14
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	742.12	692.68	774.68	2,209.48	0.00	0.00	0.00	2,209.48
Subtotal - Diverted	13.77	13.89	15.48	43.14	0.00	0.00	0.00	43.14
Diversion Rate	1.82%	1.97%	1.96%	1.92%	0.00%	0.00%	0.00%	1.92%
<b>Residential</b>								
Residential Solid Waste	288.62	304.68	343.84	937.14	0.00	0.00	0.00	937.14
Residential Curbside Recycling	260.29	235.18	272.20	767.67	0.00	0.00	0.00	767.67
Residential Curbside Organics	394.62	373.66	480.52	1,248.80	0.00	0.00	0.00	1,248.80
Subtotal - Disposed	288.62	304.68	343.84	937.14	0.00	0.00	0.00	937.14
Subtotal - Diverted	654.91	608.84	752.72	2,016.47	0.00	0.00	0.00	2,016.47
Diversion Rate	69.41%	66.65%	68.64%	68.27%	0.00%	0.00%	0.00%	68.27%
<b>Total Disposed</b>	<b>2,012.61</b>	<b>1,964.87</b>	<b>2,141.00</b>	<b>6,118.48</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>6,118.48</b>
<b>Total Diverted</b>	<b>1,305.22</b>	<b>1,275.44</b>	<b>1,549.67</b>	<b>4,130.33</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>4,130.33</b>
<b>Total Diversion Rate</b>	<b>39.34%</b>	<b>39.36%</b>	<b>41.99%</b>	<b>40.30%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>40.30%</b>
Single-Family Measured Diversion Rate	69.41%	66.65%	68.64%	68.27%	0.00%	0.00%	0.00%	68.27%
Commercial Measured Diversion Rate	27.39%	28.65%	30.72%	28.98%	0.00%	0.00%	0.00%	28.98%
MFD Measured Diversion Rate	25.84%	24.82%	26.35%	25.68%	0.00%	0.00%	0.00%	25.68%
Overall Measured Diversion Rate	39.34%	39.36%	41.99%	40.30%	0.00%	0.00%	0.00%	40.30%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2015 - 2016	2015 - 2016
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>Burlingame</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	1,831.60	2,234.31	1,993.69	2,072.68	1,991.48	2,223.26	231.78	11.64%
MFD Solid Waste	700.76	609.79	729.55	716.41	716.98	748.60	31.62	4.41%
Roll-Off Solid Waste	2,010.95	1,974.47	1,831.23	1,777.92	1,788.53	2,209.48	420.95	23.54%
Commercial Recycling	564.93	690.21	722.85	926.50	961.52	1,045.18	83.66	8.70%
MFD Recycling	158.23	144.66	210.30	217.54	233.34	241.85	8.51	3.65%
Roll-Off Recycling	36.27	127.56	31.89	33.29	38.57	43.14	4.57	11.85%
Commercial Organics	612.78	463.93	652.28	708.36	816.36	766.81	(49.55)	-6.07%
MFD Organics	20.44	10.04	16.52	12.68	13.49	16.88	3.39	25.13%
Roll-Off Organics	95.04	159.37	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,543.31</b>	<b>4,818.57</b>	<b>4,554.47</b>	<b>4,567.01</b>	<b>4,496.99</b>	<b>5,181.34</b>	<b>684.35</b>	<b>15.22%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,487.69</b>	<b>1,595.77</b>	<b>1,633.84</b>	<b>1,898.37</b>	<b>2,063.28</b>	<b>2,113.86</b>	<b>50.58</b>	<b>2.45%</b>
<b>Residential</b>								
Residential Solid Waste	1,120.58	902.47	878.60	886.75	904.50	937.14	32.64	3.61%
Residential Curbside Recycling	756.96	736.85	732.80	740.47	738.63	767.67	29.04	3.93%
Residential Curbside Organics	1,157.62	1,130.31	1,137.03	1,142.44	1,217.20	1,248.80	31.60	2.60%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,120.58</b>	<b>902.47</b>	<b>878.60</b>	<b>886.75</b>	<b>904.50</b>	<b>937.14</b>	<b>32.64</b>	<b>3.61%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,914.58</b>	<b>1,867.16</b>	<b>1,869.83</b>	<b>1,882.91</b>	<b>1,955.83</b>	<b>2,016.47</b>	<b>60.64</b>	<b>3.10%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>5,663.89</b>	<b>5,721.04</b>	<b>5,433.07</b>	<b>5,453.76</b>	<b>5,401.49</b>	<b>6,118.48</b>		
<b>TOTAL TONS DIVERTED</b>	<b>3,402.27</b>	<b>3,462.93</b>	<b>3,503.67</b>	<b>3,781.28</b>	<b>4,019.11</b>	<b>4,130.33</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>24.67%</b>	<b>24.88%</b>	<b>26.40%</b>	<b>29.36%</b>	<b>31.45%</b>	<b>28.98%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.32%</b>	<b>20.24%</b>	<b>23.72%</b>	<b>24.32%</b>	<b>25.61%</b>	<b>25.68%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>63.08%</b>	<b>67.42%</b>	<b>68.03%</b>	<b>67.98%</b>	<b>68.38%</b>	<b>68.27%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>37.53%</b>	<b>37.71%</b>	<b>39.21%</b>	<b>40.94%</b>	<b>42.66%</b>	<b>40.30%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	2016							Year to Date
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
<b>EAST PALO ALTO</b>								
<b>Commercial</b>								
Commercial Solid Waste	122.22	127.57	139.58	389.37	0.00	0.00	0.00	389.37
Commercial Recycling	38.68	39.61	59.09	137.38	0.00	0.00	0.00	137.38
Commercial Organics	33.87	37.52	52.04	123.43	0.00	0.00	0.00	123.43
Subtotal - Disposed	122.22	127.57	139.58	389.37	0.00	0.00	0.00	389.37
Subtotal - Diverted	72.55	77.13	111.13	260.81	0.00	0.00	0.00	260.81
Diversion Rate	37.25%	37.68%	44.33%	40.11%	0.00%	0.00%	0.00%	40.11%
<b>MFD</b>								
MFD Solid Waste	216.64	213.79	224.75	655.18	0.00	0.00	0.00	655.18
MFD Recycling	29.80	30.48	32.29	92.57	0.00	0.00	0.00	92.57
MFD Organics	4.71	6.69	6.24	17.64	0.00	0.00	0.00	17.64
Subtotal - Disposed	216.64	213.79	224.75	655.18	0.00	0.00	0.00	655.18
Subtotal - Diverted	34.51	37.17	38.53	110.21	0.00	0.00	0.00	110.21
Diversion Rate	13.74%	14.81%	14.63%	14.40%	0.00%	0.00%	0.00%	14.40%
<b>Roll-Off</b>								
Roll-Off Solid Waste	57.13	59.42	47.58	164.13	0.00	0.00	0.00	164.13
Roll-Off Recycling	5.43	0.98	0.34	6.75	0.00	0.00	0.00	6.75
Roll-Off Organics	37.87	13.72	42.09	93.68	0.00	0.00	0.00	93.68
Subtotal - Disposed	57.13	59.42	47.58	164.13	0.00	0.00	0.00	164.13
Subtotal - Diverted	43.30	14.70	42.43	100.43	0.00	0.00	0.00	100.43
Diversion Rate	43.11%	19.83%	47.14%	37.96%	0.00%	0.00%	0.00%	37.96%
<b>Residential</b>								
Residential Solid Waste	542.51	539.39	600.70	1,682.60	0.00	0.00	0.00	1,682.60
Residential Curbside Recycling	130.62	128.19	138.86	397.67	0.00	0.00	0.00	397.67
Residential Curbside Organics	275.37	330.95	375.10	981.42	0.00	0.00	0.00	981.42
Subtotal - Disposed	542.51	539.39	600.70	1,682.60	0.00	0.00	0.00	1,682.60
Subtotal - Diverted	405.99	459.14	513.96	1,379.09	0.00	0.00	0.00	1,379.09
Diversion Rate	42.80%	45.98%	46.11%	45.04%	0.00%	0.00%	0.00%	45.04%
<b>Total Disposed</b>	<b>938.50</b>	<b>940.17</b>	<b>1,012.61</b>	<b>2,891.28</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,891.28</b>
<b>Total Diverted</b>	<b>556.35</b>	<b>588.14</b>	<b>706.05</b>	<b>1,850.54</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,850.54</b>
<b>Total Diversion Rate</b>	<b>37.22%</b>	<b>38.48%</b>	<b>41.08%</b>	<b>39.03%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>39.03%</b>
Single-Family Measured Diversion Rate	42.80%	45.98%	46.11%	45.04%	0.00%	0.00%	0.00%	45.04%
Commercial Measured Diversion Rate	27.52%	24.35%	31.80%	28.06%	0.00%	0.00%	0.00%	28.06%
MFD Measured Diversion Rate	13.74%	14.81%	14.63%	14.40%	0.00%	0.00%	0.00%	14.40%
Overall Measured Diversion Rate	37.22%	38.48%	41.08%	39.03%	0.00%	0.00%	0.00%	39.03%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2015 - 2016	2015 - 2016
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>East Palo Alto</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	316.97	378.88	310.85	309.47	392.50	389.37	(3.13)	-0.80%
MFD Solid Waste	592.18	583.89	642.36	670.81	630.05	655.18	25.13	3.99%
Roll-Off Solid Waste	168.95	341.59	323.55	291.09	267.83	164.13	(103.70)	-38.72%
Commercial Recycling	134.80	544.13	146.27	127.59	130.43	137.38	6.95	5.33%
MFD Recycling	6.72	37.44	52.79	66.14	81.41	92.57	11.16	13.71%
Roll-Off Recycling	9.46	6.44	0.00	4.93	5.12	6.75	1.63	31.84%
Commercial Organics	78.19	74.25	72.36	91.17	117.87	123.43	5.56	4.72%
MFD Organics	13.72	5.81	18.81	17.87	20.85	17.64	(3.21)	-15.40%
Roll-Off Organics	0.00	9.41	0.00	0.00	0.00	93.68	93.68	100.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,078.10</b>	<b>1,304.36</b>	<b>1,276.76</b>	<b>1,271.37</b>	<b>1,290.38</b>	<b>1,208.68</b>	<b>(81.70)</b>	<b>-6.33%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>242.89</b>	<b>677.48</b>	<b>290.23</b>	<b>307.70</b>	<b>355.68</b>	<b>471.45</b>	<b>115.77</b>	<b>32.55%</b>
<b>Residential</b>								
Residential Solid Waste	1,547.40	1,546.48	1,521.89	1,552.43	1,645.84	1,682.60	36.76	2.23%
Residential Curbside Recycling	334.91	328.41	327.94	357.36	373.15	397.67	24.52	6.57%
Residential Curbside Organics	795.21	733.28	836.16	813.82	923.21	981.42	58.21	6.31%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,547.40</b>	<b>1,546.48</b>	<b>1,521.89</b>	<b>1,552.43</b>	<b>1,645.84</b>	<b>1,682.60</b>	<b>36.76</b>	<b>2.23%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,130.12</b>	<b>1,061.69</b>	<b>1,164.10</b>	<b>1,171.18</b>	<b>1,296.36</b>	<b>1,379.09</b>	<b>82.73</b>	<b>6.38%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>2,625.50</b>	<b>2,850.84</b>	<b>2,798.65</b>	<b>2,823.80</b>	<b>2,936.22</b>	<b>2,891.28</b>		
<b>TOTAL TONS DIVERTED</b>	<b>1,373.01</b>	<b>1,739.17</b>	<b>1,454.33</b>	<b>1,478.88</b>	<b>1,652.04</b>	<b>1,850.54</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>18.39%</b>	<b>34.18%</b>	<b>18.52%</b>	<b>19.49%</b>	<b>21.61%</b>	<b>28.06%</b>		
<b>MFD DIVERSION RATE</b>	<b>3.34%</b>	<b>6.90%</b>	<b>10.03%</b>	<b>11.13%</b>	<b>13.96%</b>	<b>14.40%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>42.21%</b>	<b>40.71%</b>	<b>43.34%</b>	<b>43.00%</b>	<b>44.06%</b>	<b>45.04%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>34.34%</b>	<b>37.89%</b>	<b>34.20%</b>	<b>34.37%</b>	<b>36.01%</b>	<b>39.03%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>FOSTER CITY</b>								
<b>Commercial</b>								
<b>Commercial Solid Waste</b>	218.87	209.00	235.69	663.56	0.00	0.00	0.00	663.56
Commercial Recycling	104.38	96.30	107.51	308.19	0.00	0.00	0.00	308.19
Commercial Organics	168.20	173.92	186.65	528.77	0.00	0.00	0.00	528.77
Subtotal - Disposed	218.87	209.00	235.69	663.56	0.00	0.00	0.00	663.56
Subtotal - Diverted	272.58	270.22	294.16	836.96	0.00	0.00	0.00	836.96
Diversion Rate	55.46%	56.39%	55.52%	55.78%	0.00%	0.00%	0.00%	55.78%
<b>MFD</b>								
<b>MFD Solid Waste</b>	262.24	254.62	268.81	785.67	0.00	0.00	0.00	785.67
MFD Recycling	89.95	86.76	92.94	269.65	0.00	0.00	0.00	269.65
MFD Organics	3.06	3.21	3.56	9.83	0.00	0.00	0.00	9.83
Subtotal - Disposed	262.24	254.62	268.81	785.67	0.00	0.00	0.00	785.67
Subtotal - Diverted	93.01	89.97	96.50	279.48	0.00	0.00	0.00	279.48
Diversion Rate	26.18%	26.11%	26.42%	26.24%	0.00%	0.00%	0.00%	26.24%
<b>Roll-Off</b>								
<b>Roll-Off Solid Waste</b>	87.09	86.37	76.69	250.15	0.00	0.00	0.00	250.15
Roll-Off Recycling	0.00	2.30	2.00	4.30	0.00	0.00	0.00	4.30
Roll-Off Organics	43.43	43.06	59.53	146.02	0.00	0.00	0.00	146.02
Subtotal - Disposed	87.09	86.37	76.69	250.15	0.00	0.00	0.00	250.15
Subtotal - Diverted	43.43	45.36	61.53	150.32	0.00	0.00	0.00	150.32
Diversion Rate	33.27%	34.43%	44.52%	37.54%	0.00%	0.00%	0.00%	37.54%
<b>Residential</b>								
<b>Residential Solid Waste</b>	260.74	253.40	289.93	804.07	0.00	0.00	0.00	804.07
Residential Curbside Recycling	227.38	196.97	214.34	638.69	0.00	0.00	0.00	638.69
Residential Curbside Organics	196.23	198.80	262.73	657.76	0.00	0.00	0.00	657.76
Subtotal - Disposed	260.74	253.40	289.93	804.07	0.00	0.00	0.00	804.07
Subtotal - Diverted	423.61	395.77	477.07	1,296.45	0.00	0.00	0.00	1,296.45
Diversion Rate	61.90%	60.97%	62.20%	61.72%	0.00%	0.00%	0.00%	61.72%
<b>Total Disposed</b>	828.94	803.39	871.12	2,503.45	0.00	0.00	0.00	2,503.45
<b>Total Diverted</b>	832.63	801.32	929.26	2,563.21	0.00	0.00	0.00	2,563.21
<b>Total Diversion Rate</b>	50.11%	49.94%	51.61%	50.59%	0.00%	0.00%	0.00%	50.59%
Single-Family Measured Diversion Rate	61.90%	60.97%	62.20%	61.72%	0.00%	0.00%	0.00%	61.72%
Commercial Measured Diversion Rate	41.86%	42.44%	43.76%	42.71%	0.00%	0.00%	0.00%	42.71%
MFD Measured Diversion Rate	26.18%	26.11%	26.42%	26.24%	0.00%	0.00%	0.00%	26.24%
Overall Measured Diversion Rate	50.11%	49.94%	51.61%	50.59%	0.00%	0.00%	0.00%	50.59%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2015 - 2016	2015 - 2016
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>Foster City</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	899.86	906.20	687.99	693.92	650.09	663.56	13.47	2.07%
MFD Solid Waste	1,114.22	630.10	784.54	778.82	788.77	785.67	(3.10)	-0.39%
Roll-Off Solid Waste	521.46	349.14	318.12	276.15	258.53	250.15	(8.38)	-3.24%
Commercial Recycling	150.18	259.90	230.89	256.07	250.96	308.19	57.23	22.80%
MFD Recycling	131.27	111.29	179.85	232.19	226.77	269.65	42.88	18.91%
Roll-Off Recycling	11.85	9.06	5.73	3.55	2.36	4.30	1.94	82.20%
Commercial Organics	368.91	373.02	414.90	468.42	465.02	528.77	63.75	13.71%
MFD Organics	8.91	5.35	12.84	9.78	8.80	9.83	1.03	11.70%
Roll-Off Organics	55.84	140.73	113.63	132.42	144.27	146.02	1.75	1.21%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,535.54</b>	<b>1,885.44</b>	<b>1,790.65</b>	<b>1,748.89</b>	<b>1,697.39</b>	<b>1,699.38</b>	<b>1.99</b>	<b>0.12%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>726.96</b>	<b>899.35</b>	<b>957.84</b>	<b>1,102.43</b>	<b>1,098.18</b>	<b>1,266.76</b>	<b>168.58</b>	<b>15.35%</b>
<b>Residential</b>								
Residential Solid Waste	700.61	786.85	783.42	751.10	770.87	804.07	33.20	4.31%
Residential Curbside Recycling	612.19	598.82	582.55	572.19	595.87	638.69	42.82	7.19%
Residential Curbside Organics	600.18	605.67	621.31	593.27	656.10	657.76	1.66	0.25%
<b>SUBTOTAL - Disposed Tons</b>	<b>700.61</b>	<b>786.85</b>	<b>783.42</b>	<b>751.10</b>	<b>770.87</b>	<b>804.07</b>	<b>33.20</b>	<b>4.31%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,212.37</b>	<b>1,204.49</b>	<b>1,203.86</b>	<b>1,165.46</b>	<b>1,251.97</b>	<b>1,296.45</b>	<b>44.48</b>	<b>3.55%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>3,236.15</b>	<b>2,672.29</b>	<b>2,574.07</b>	<b>2,499.99</b>	<b>2,468.26</b>	<b>2,503.45</b>		
<b>TOTAL TONS DIVERTED</b>	<b>1,939.33</b>	<b>2,103.84</b>	<b>2,161.70</b>	<b>2,267.89</b>	<b>2,350.15</b>	<b>2,563.21</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>22.28%</b>	<b>32.30%</b>	<b>34.85%</b>	<b>38.66%</b>	<b>39.28%</b>	<b>42.71%</b>		
<b>MFD DIVERSION RATE</b>	<b>11.18%</b>	<b>15.62%</b>	<b>19.72%</b>	<b>23.70%</b>	<b>23.00%</b>	<b>26.24%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>63.38%</b>	<b>60.49%</b>	<b>60.58%</b>	<b>60.81%</b>	<b>61.89%</b>	<b>61.72%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>37.47%</b>	<b>44.05%</b>	<b>45.65%</b>	<b>47.57%</b>	<b>48.77%</b>	<b>50.59%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>HILLSBOROUGH</b>								
<b>Commercial</b>								
Commercial Solid Waste	29.14	25.37	39.19	93.70	0.00	0.00	0.00	93.70
Commercial Recycling	17.29	60.60	77.13	155.02	0.00	0.00	0.00	155.02
Commercial Organics	40.93	30.14	42.96	114.03	0.00	0.00	0.00	114.03
Subtotal - Disposed	29.14	25.37	39.19	93.70	0.00	0.00	0.00	93.70
Subtotal - Diverted	58.22	90.74	120.09	269.05	0.00	0.00	0.00	269.05
Diversion Rate	66.64%	78.15%	75.40%	74.17%	0.00%	0.00%	0.00%	74.17%
<b>MFD</b>								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	178.16	181.08	215.50	574.74	0.00	0.00	0.00	574.74
Residential Curbside Recycling	157.38	158.87	176.56	492.81	0.00	0.00	0.00	492.81
Residential Curbside Organics	361.65	341.96	436.48	1,140.09	0.00	0.00	0.00	1,140.09
Subtotal - Disposed	178.16	181.08	215.50	574.74	0.00	0.00	0.00	574.74
Subtotal - Diverted	519.03	500.83	613.04	1,632.90	0.00	0.00	0.00	1,632.90
Diversion Rate	74.45%	73.45%	73.99%	73.97%	0.00%	0.00%	0.00%	73.97%
<b>Total Disposed</b>	<b>207.30</b>	<b>206.45</b>	<b>254.69</b>	<b>668.44</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>668.44</b>
<b>Total Diverted</b>	<b>577.25</b>	<b>591.57</b>	<b>733.13</b>	<b>1,901.95</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,901.95</b>
<b>Total Diversion Rate</b>	<b>73.58%</b>	<b>74.13%</b>	<b>74.22%</b>	<b>73.99%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>73.99%</b>
Single-Family Measured Diversion Rate	74.45%	73.45%	73.99%	73.97%	0.00%	0.00%	0.00%	73.97%
Commercial Measured Diversion Rate	66.64%	78.15%	75.40%	74.17%	0.00%	0.00%	0.00%	74.17%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.58%	74.13%	74.22%	73.99%	0.00%	0.00%	0.00%	73.99%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2015 - 2016	2015 - 2016
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>Hillsborough</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	158.19	86.94	86.76	53.64	87.01	93.70	6.69	7.69%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	240.28	38.57	82.16	35.34	89.48	155.02	65.54	73.25%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	77.05	54.09	68.47	74.99	87.08	114.03	26.95	30.95%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>163.43</b>	<b>88.74</b>	<b>86.76</b>	<b>53.64</b>	<b>87.01</b>	<b>93.70</b>	<b>6.69</b>	<b>7.69%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>324.87</b>	<b>108.50</b>	<b>150.63</b>	<b>110.33</b>	<b>176.56</b>	<b>269.05</b>	<b>92.49</b>	<b>52.38%</b>
<b>Residential</b>								
Residential Solid Waste	883.62	595.95	540.11	538.19	552.77	574.74	21.97	3.97%
Residential Curbside Recycling	764.72	448.19	465.30	473.61	466.03	492.81	26.78	5.75%
Residential Curbside Organics	873.87	1,014.87	993.76	1,010.93	1,101.63	1,140.09	38.46	3.49%
<b>SUBTOTAL - Disposed Tons</b>	<b>883.62</b>	<b>595.95</b>	<b>540.11</b>	<b>538.19</b>	<b>552.77</b>	<b>574.74</b>	<b>21.97</b>	<b>3.97%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,638.59</b>	<b>1,463.06</b>	<b>1,459.06</b>	<b>1,484.54</b>	<b>1,567.66</b>	<b>1,632.90</b>	<b>65.24</b>	<b>4.16%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>1,047.05</b>	<b>684.69</b>	<b>626.87</b>	<b>591.83</b>	<b>639.78</b>	<b>668.44</b>		
<b>TOTAL TONS DIVERTED</b>	<b>1,963.46</b>	<b>1,571.56</b>	<b>1,609.69</b>	<b>1,594.87</b>	<b>1,744.22</b>	<b>1,901.95</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>66.53%</b>	<b>55.01%</b>	<b>63.45%</b>	<b>67.29%</b>	<b>66.99%</b>	<b>74.17%</b>		
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>64.97%</b>	<b>71.06%</b>	<b>72.98%</b>	<b>73.39%</b>	<b>73.93%</b>	<b>73.97%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>65.22%</b>	<b>69.65%</b>	<b>71.97%</b>	<b>72.94%</b>	<b>73.16%</b>	<b>73.99%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	2016							Year to Date
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
<b>MENLO PARK</b>								
<b>Commercial</b>								
Commercial Solid Waste	766.97	778.55	847.58	2,393.10	0.00	0.00	0.00	2,393.10
Commercial Recycling	268.74	265.98	301.49	836.21	0.00	0.00	0.00	836.21
Commercial Organics	519.77	449.27	485.59	1,454.63	0.00	0.00	0.00	1,454.63
Subtotal - Disposed	766.97	778.55	847.58	2,393.10	0.00	0.00	0.00	2,393.10
Subtotal - Diverted	788.51	715.25	787.08	2,290.84	0.00	0.00	0.00	2,290.84
Diversion Rate	50.69%	47.88%	48.15%	48.91%	0.00%	0.00%	0.00%	48.91%
<b>MFD</b>								
MFD Solid Waste	186.54	185.83	199.36	571.73	0.00	0.00	0.00	571.73
MFD Recycling	68.52	67.11	74.46	210.09	0.00	0.00	0.00	210.09
MFD Organics	9.88	9.33	11.92	31.13	0.00	0.00	0.00	31.13
Subtotal - Disposed	186.54	185.83	199.36	571.73	0.00	0.00	0.00	571.73
Subtotal - Diverted	78.40	76.44	86.38	241.22	0.00	0.00	0.00	241.22
Diversion Rate	29.59%	29.15%	30.23%	29.67%	0.00%	0.00%	0.00%	29.67%
<b>Roll-Off</b>								
Roll-Off Solid Waste	39.83	35.49	48.20	123.52	0.00	0.00	0.00	123.52
Roll-Off Recycling	53.62	61.54	72.39	187.55	0.00	0.00	0.00	187.55
Roll-Off Organics	24.15	35.16	50.48	109.79	0.00	0.00	0.00	109.79
Subtotal - Disposed	39.83	35.49	48.20	123.52	0.00	0.00	0.00	123.52
Subtotal - Diverted	77.77	96.70	122.87	297.34	0.00	0.00	0.00	297.34
Diversion Rate	66.13%	73.15%	71.82%	70.65%	0.00%	0.00%	0.00%	70.65%
<b>Residential</b>								
Residential Solid Waste	367.73	354.79	393.98	1,116.50	0.00	0.00	0.00	1,116.50
Residential Curbside Recycling	311.86	268.79	319.26	899.91	0.00	0.00	0.00	899.91
Residential Curbside Organics	660.70	608.26	730.17	1,999.13	0.00	0.00	0.00	1,999.13
Subtotal - Disposed	367.73	354.79	393.98	1,116.50	0.00	0.00	0.00	1,116.50
Subtotal - Diverted	972.56	877.05	1,049.43	2,899.04	0.00	0.00	0.00	2,899.04
Diversion Rate	72.56%	71.20%	72.70%	72.20%	0.00%	0.00%	0.00%	72.20%
<b>Total Disposed</b>	<b>1,361.07</b>	<b>1,354.66</b>	<b>1,489.12</b>	<b>4,204.85</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>4,204.85</b>
<b>Total Diverted</b>	<b>1,917.24</b>	<b>1,765.44</b>	<b>2,045.76</b>	<b>5,728.44</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5,728.44</b>
<b>Total Diversion Rate</b>	<b>58.48%</b>	<b>56.58%</b>	<b>57.87%</b>	<b>57.67%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>57.67%</b>
Single-Family Measured Diversion Rate	72.56%	71.20%	72.70%	72.20%	0.00%	0.00%	0.00%	72.20%
Commercial Measured Diversion Rate	48.74%	47.05%	47.64%	47.81%	0.00%	0.00%	0.00%	47.81%
MFD Measured Diversion Rate	29.59%	29.15%	30.23%	29.67%	0.00%	0.00%	0.00%	29.67%
Overall Measured Diversion Rate	58.48%	56.58%	57.87%	57.67%	0.00%	0.00%	0.00%	57.67%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2015 - 2016	2015 - 2016
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>Menlo Park</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	2,905.71	2,619.44	2,282.63	2,240.47	2,351.95	2,393.10	41.15	1.75%
MFD Solid Waste	701.22	393.83	519.64	516.07	551.97	571.73	19.76	3.58%
Roll-Off Solid Waste	168.84	154.75	109.89	96.33	123.09	123.52	0.43	0.35%
Commercial Recycling	467.61	628.12	675.80	698.49	724.44	836.21	111.77	15.43%
MFD Recycling	122.46	110.25	178.41	179.45	189.67	210.09	20.42	10.77%
Roll-Off Recycling	186.70	79.66	84.93	172.11	226.69	187.55	(39.14)	-17.27%
Commercial Organics	904.72	825.84	1,015.69	1,001.96	1,059.94	1,454.63	394.69	37.24%
MFD Organics	31.57	15.44	27.26	28.83	28.77	31.13	2.36	8.20%
Roll-Off Organics	49.94	172.66	92.61	45.93	42.83	109.79	66.96	156.34%
<b>SUBTOTAL - Disposed Tons</b>	<b>3,775.77</b>	<b>3,168.02</b>	<b>2,912.16</b>	<b>2,852.87</b>	<b>3,027.01</b>	<b>3,088.35</b>	<b>61.34</b>	<b>2.03%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,763.00</b>	<b>1,831.97</b>	<b>2,074.70</b>	<b>2,126.77</b>	<b>2,272.34</b>	<b>2,829.40</b>	<b>557.06</b>	<b>24.51%</b>
<b>Residential</b>								
Residential Solid Waste	1,077.72	1,067.99	1,050.43	1,053.85	1,084.18	1,116.50	32.32	2.98%
Residential Curbside Recycling	886.89	879.68	876.85	863.73	892.45	899.91	7.46	0.84%
Residential Curbside Organics	1,995.88	1,890.37	1,812.50	1,775.57	1,834.62	1,999.13	164.51	8.97%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,077.72</b>	<b>1,067.99</b>	<b>1,050.43</b>	<b>1,053.85</b>	<b>1,084.18</b>	<b>1,116.50</b>	<b>32.32</b>	<b>2.98%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>2,882.77</b>	<b>2,770.05</b>	<b>2,689.35</b>	<b>2,639.30</b>	<b>2,727.07</b>	<b>2,899.04</b>	<b>171.97</b>	<b>6.31%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>4,853.49</b>	<b>4,236.01</b>	<b>3,962.59</b>	<b>3,906.72</b>	<b>4,111.19</b>	<b>4,204.85</b>		
<b>TOTAL TONS DIVERTED</b>	<b>4,645.77</b>	<b>4,602.02</b>	<b>4,764.05</b>	<b>4,766.07</b>	<b>4,999.41</b>	<b>5,728.44</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>31.83%</b>	<b>36.64%</b>	<b>41.60%</b>	<b>42.71%</b>	<b>42.88%</b>	<b>47.81%</b>		
<b>MFD DIVERSION RATE</b>	<b>18.01%</b>	<b>24.19%</b>	<b>28.36%</b>	<b>28.75%</b>	<b>28.35%</b>	<b>29.67%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>72.79%</b>	<b>72.17%</b>	<b>71.91%</b>	<b>71.46%</b>	<b>71.55%</b>	<b>72.20%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>48.91%</b>	<b>52.07%</b>	<b>54.59%</b>	<b>54.95%</b>	<b>54.87%</b>	<b>57.67%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>NORTH FAIR OAKS</b>								
<b>Commercial</b>								
Commercial Solid Waste	171.35	168.32	191.01	530.68	0.00	0.00	0.00	530.68
Commercial Recycling	54.66	55.38	64.03	174.07	0.00	0.00	0.00	174.07
Commercial Organics	38.60	40.67	46.08	125.35	0.00	0.00	0.00	125.35
Subtotal - Disposed	171.35	168.32	191.01	530.68	0.00	0.00	0.00	530.68
Subtotal - Diverted	93.26	96.05	110.11	299.42	0.00	0.00	0.00	299.42
Diversion Rate	35.24%	36.33%	36.57%	36.07%	0.00%	0.00%	0.00%	36.07%
<b>MFD</b>								
MFD Solid Waste	79.26	82.67	87.23	249.16	0.00	0.00	0.00	249.16
MFD Recycling	12.62	11.78	12.90	37.30	0.00	0.00	0.00	37.30
MFD Organics	0.53	0.70	0.69	1.92	0.00	0.00	0.00	1.92
Subtotal - Disposed	79.26	82.67	87.23	249.16	0.00	0.00	0.00	249.16
Subtotal - Diverted	13.15	12.48	13.59	39.22	0.00	0.00	0.00	39.22
Diversion Rate	14.23%	13.12%	13.48%	13.60%	0.00%	0.00%	0.00%	13.60%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	240.75	255.77	263.67	760.19	0.00	0.00	0.00	760.19
Residential Curbside Recycling	99.44	97.91	101.63	298.98	0.00	0.00	0.00	298.98
Residential Curbside Organics	154.70	177.00	193.15	524.85	0.00	0.00	0.00	524.85
Subtotal - Disposed	240.75	255.77	263.67	760.19	0.00	0.00	0.00	760.19
Subtotal - Diverted	254.14	274.91	294.78	823.83	0.00	0.00	0.00	823.83
Diversion Rate	51.35%	51.80%	52.79%	52.01%	0.00%	0.00%	0.00%	52.01%
<b>Total Disposed</b>	<b>491.36</b>	<b>506.76</b>	<b>541.91</b>	<b>1,540.03</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,540.03</b>
<b>Total Diverted</b>	<b>360.55</b>	<b>383.44</b>	<b>418.48</b>	<b>1,162.47</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,162.47</b>
<b>Total Diversion Rate</b>	<b>42.32%</b>	<b>43.07%</b>	<b>43.57%</b>	<b>43.01%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>43.01%</b>
Single-Family Measured Diversion Rate	51.35%	51.80%	52.79%	52.01%	0.00%	0.00%	0.00%	52.01%
Commercial Measured Diversion Rate	29.81%	30.19%	30.78%	30.28%	0.00%	0.00%	0.00%	30.28%
MFD Measured Diversion Rate	14.23%	13.12%	13.48%	13.60%	0.00%	0.00%	0.00%	13.60%
Overall Measured Diversion Rate	42.32%	43.07%	43.57%	43.01%	0.00%	0.00%	0.00%	43.01%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>North Fair Oaks</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	400.61	536.35	486.22	482.90	509.19	530.68	21.49	4.22%
MFD Solid Waste	181.89	150.27	212.95	242.46	245.53	249.16	3.63	1.48%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	109.32	122.94	123.66	138.46	148.20	174.07	25.87	17.46%
MFD Recycling	26.17	18.50	28.96	28.25	31.41	37.30	5.89	18.75%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	87.76	87.11	85.52	93.85	123.65	125.35	1.70	1.37%
MFD Organics	0.72	0.26	0.40	0.30	0.61	1.92	1.31	214.75%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>582.50</b>	<b>686.62</b>	<b>699.17</b>	<b>725.36</b>	<b>754.72</b>	<b>779.84</b>	<b>25.12</b>	<b>3.33%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>223.97</b>	<b>228.81</b>	<b>238.54</b>	<b>260.86</b>	<b>303.87</b>	<b>338.64</b>	<b>34.77</b>	<b>11.44%</b>
<b>Residential</b>								
Residential Solid Waste	586.08	634.02	675.33	693.26	692.92	760.19	67.27	9.71%
Residential Curbside Recycling	236.37	268.89	277.26	283.65	279.57	298.98	19.41	6.94%
Residential Curbside Organics	482.75	442.36	478.76	464.01	496.68	524.85	28.17	5.67%
<b>SUBTOTAL - Disposed Tons</b>	<b>586.08</b>	<b>634.02</b>	<b>675.33</b>	<b>693.26</b>	<b>692.92</b>	<b>760.19</b>	<b>67.27</b>	<b>9.71%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>719.12</b>	<b>711.25</b>	<b>756.02</b>	<b>747.66</b>	<b>776.25</b>	<b>823.83</b>	<b>47.58</b>	<b>6.13%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>1,168.58</b>	<b>1,320.64</b>	<b>1,374.50</b>	<b>1,418.62</b>	<b>1,447.64</b>	<b>1,540.03</b>		
<b>TOTAL TONS DIVERTED</b>	<b>943.09</b>	<b>940.06</b>	<b>994.56</b>	<b>1,008.52</b>	<b>1,080.12</b>	<b>1,162.47</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>27.77%</b>	<b>24.99%</b>	<b>25.44%</b>	<b>26.45%</b>	<b>28.71%</b>	<b>30.28%</b>		
<b>MFD DIVERSION RATE</b>	<b>12.88%</b>	<b>11.10%</b>	<b>12.12%</b>	<b>10.53%</b>	<b>11.54%</b>	<b>13.60%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>55.10%</b>	<b>52.87%</b>	<b>52.82%</b>	<b>51.89%</b>	<b>52.84%</b>	<b>52.01%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>44.66%</b>	<b>41.58%</b>	<b>41.98%</b>	<b>41.55%</b>	<b>42.73%</b>	<b>43.01%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>REDWOOD CITY</b>								
<b>Commercial</b>								
Commercial Solid Waste	1,372.18	1,322.43	1,507.60	4,202.21	0.00	0.00	0.00	4,202.21
Commercial Recycling	419.30	381.80	454.86	1,255.96	0.00	0.00	0.00	1,255.96
Commercial Organics	404.10	359.30	440.49	1,203.89	0.00	0.00	0.00	1,203.89
Subtotal - Disposed	1,372.18	1,322.43	1,507.60	4,202.21	0.00	0.00	0.00	4,202.21
Subtotal - Diverted	823.40	741.10	895.35	2,459.85	0.00	0.00	0.00	2,459.85
Diversion Rate	37.50%	35.91%	37.26%	36.92%	0.00%	0.00%	0.00%	36.92%
<b>MFD</b>								
MFD Solid Waste	628.18	617.03	665.21	1,910.42	0.00	0.00	0.00	1,910.42
MFD Recycling	138.55	129.95	145.34	413.84	0.00	0.00	0.00	413.84
MFD Organics	9.08	9.13	10.47	28.68	0.00	0.00	0.00	28.68
Subtotal - Disposed	628.18	617.03	665.21	1,910.42	0.00	0.00	0.00	1,910.42
Subtotal - Diverted	147.63	139.08	155.81	442.52	0.00	0.00	0.00	442.52
Diversion Rate	19.03%	18.39%	18.98%	18.81%	0.00%	0.00%	0.00%	18.81%
<b>Roll-Off</b>								
Roll-Off Solid Waste	288.13	306.50	365.00	959.63	0.00	0.00	0.00	959.63
Roll-Off Recycling	21.05	36.73	28.86	86.64	0.00	0.00	0.00	86.64
Roll-Off Organics	49.83	51.86	61.14	162.83	0.00	0.00	0.00	162.83
Subtotal - Disposed	288.13	306.50	365.00	959.63	0.00	0.00	0.00	959.63
Subtotal - Diverted	70.88	88.59	90.00	249.47	0.00	0.00	0.00	249.47
Diversion Rate	19.74%	22.42%	19.78%	20.63%	0.00%	0.00%	0.00%	20.63%
<b>Residential</b>								
Residential Solid Waste	788.17	834.95	922.82	2,545.94	0.00	0.00	0.00	2,545.94
Residential Curbside Recycling	642.44	599.24	681.13	1,922.81	0.00	0.00	0.00	1,922.81
Residential Curbside Organics	931.66	960.91	1,207.84	3,100.41	0.00	0.00	0.00	3,100.41
Subtotal - Disposed	788.17	834.95	922.82	2,545.94	0.00	0.00	0.00	2,545.94
Subtotal - Diverted	1,574.10	1,560.15	1,888.97	5,023.22	0.00	0.00	0.00	5,023.22
Diversion Rate	66.64%	65.14%	67.18%	66.36%	0.00%	0.00%	0.00%	66.36%
<b>Total Disposed</b>	<b>3,076.66</b>	<b>3,080.91</b>	<b>3,460.63</b>	<b>9,618.20</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>9,618.20</b>
<b>Total Diverted</b>	<b>2,616.01</b>	<b>2,528.92</b>	<b>3,030.13</b>	<b>8,175.06</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>8,175.06</b>
<b>Total Diversion Rate</b>	<b>45.95%</b>	<b>45.08%</b>	<b>46.68%</b>	<b>45.94%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>45.94%</b>
Single-Family Measured Diversion Rate	66.64%	65.14%	67.18%	66.36%	0.00%	0.00%	0.00%	66.36%
Commercial Measured Diversion Rate	31.28%	30.14%	31.02%	30.83%	0.00%	0.00%	0.00%	30.83%
MFD Measured Diversion Rate	19.03%	18.39%	18.98%	18.81%	0.00%	0.00%	0.00%	18.81%
Overall Measured Diversion Rate	45.95%	45.08%	46.68%	45.94%	0.00%	0.00%	0.00%	45.94%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>Redwood City</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	3,382.71	4,170.51	3,675.35	3,837.33	4,004.53	4,202.21	197.68	4.94%
MFD Solid Waste	1,838.60	1,485.84	1,893.97	1,757.19	1,733.64	1,910.42	176.78	10.20%
Roll-Off Solid Waste	929.18	1,095.98	941.47	956.79	986.75	959.63	(27.12)	-2.75%
Commercial Recycling	732.47	934.54	851.02	938.56	1,031.21	1,255.96	224.75	21.79%
MFD Recycling	281.54	204.75	328.54	324.46	321.00	413.84	92.84	28.92%
Roll-Off Recycling	20.04	35.55	33.26	51.30	95.11	86.64	(8.47)	-8.91%
Commercial Organics	614.57	595.97	750.07	878.49	1,012.29	1,203.89	191.60	18.93%
MFD Organics	31.68	21.54	29.69	28.25	25.74	28.68	2.94	11.42%
Roll-Off Organics	147.73	262.46	127.52	166.79	154.88	162.83	7.95	5.13%
<b>SUBTOTAL - Disposed Tons</b>	<b>6,150.49</b>	<b>6,752.33</b>	<b>6,510.79</b>	<b>6,551.31</b>	<b>6,724.92</b>	<b>7,072.26</b>	<b>347.34</b>	<b>5.16%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,828.03</b>	<b>2,054.81</b>	<b>2,120.10</b>	<b>2,387.85</b>	<b>2,640.23</b>	<b>3,151.84</b>	<b>511.61</b>	<b>19.38%</b>
<b>Residential</b>								
Residential Solid Waste	2,713.04	2,516.21	2,469.11	2,407.79	2,459.46	2,545.94	86.48	3.52%
Residential Curbside Recycling	1,740.35	1,729.46	1,797.68	1,855.94	1,867.51	1,922.81	55.30	2.96%
Residential Curbside Organics	2,701.68	2,621.64	2,829.54	2,731.84	3,040.84	3,100.41	59.57	1.96%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,713.04</b>	<b>2,516.21</b>	<b>2,469.11</b>	<b>2,407.79</b>	<b>2,459.46</b>	<b>2,545.94</b>	<b>86.48</b>	<b>3.52%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>4,442.03</b>	<b>4,351.10</b>	<b>4,627.22</b>	<b>4,587.78</b>	<b>4,908.35</b>	<b>5,023.22</b>	<b>114.87</b>	<b>2.34%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>8,863.53</b>	<b>9,268.54</b>	<b>8,979.90</b>	<b>8,959.10</b>	<b>9,184.38</b>	<b>9,618.20</b>		
<b>TOTAL TONS DIVERTED</b>	<b>6,270.06</b>	<b>6,405.91</b>	<b>6,747.32</b>	<b>6,975.63</b>	<b>7,548.58</b>	<b>8,175.06</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>22.91%</b>	<b>23.33%</b>	<b>24.56%</b>	<b>26.71%</b>	<b>28.19%</b>	<b>30.83%</b>		
<b>MFD DIVERSION RATE</b>	<b>14.56%</b>	<b>13.22%</b>	<b>15.91%</b>	<b>16.72%</b>	<b>16.67%</b>	<b>18.81%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>62.08%</b>	<b>63.36%</b>	<b>65.21%</b>	<b>65.58%</b>	<b>66.62%</b>	<b>66.36%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>41.43%</b>	<b>40.87%</b>	<b>42.90%</b>	<b>43.78%</b>	<b>45.11%</b>	<b>45.94%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	2016							Year to Date
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
<b>SAN CARLOS</b>								
<b>Commercial</b>								
Commercial Solid Waste	494.43	482.84	557.89	1,535.16	0.00	0.00	0.00	1,535.16
Commercial Recycling	184.37	171.49	203.13	558.99	0.00	0.00	0.00	558.99
Commercial Organics	118.49	117.22	131.13	366.84	0.00	0.00	0.00	366.84
Subtotal - Disposed	494.43	482.84	557.89	1,535.16	0.00	0.00	0.00	1,535.16
Subtotal - Diverted	302.86	288.71	334.26	925.83	0.00	0.00	0.00	925.83
Diversion Rate	37.99%	37.42%	37.47%	37.62%	0.00%	0.00%	0.00%	37.62%
<b>MFD</b>								
MFD Solid Waste	131.28	128.15	135.88	395.31	0.00	0.00	0.00	395.31
MFD Recycling	41.67	39.66	42.78	124.11	0.00	0.00	0.00	124.11
MFD Organics	9.08	10.09	11.13	30.30	0.00	0.00	0.00	30.30
Subtotal - Disposed	131.28	128.15	135.88	395.31	0.00	0.00	0.00	395.31
Subtotal - Diverted	50.75	49.75	53.91	154.41	0.00	0.00	0.00	154.41
Diversion Rate	27.88%	27.97%	28.41%	28.09%	0.00%	0.00%	0.00%	28.09%
<b>Roll-Off</b>								
Roll-Off Solid Waste	78.14	72.31	81.81	232.26	0.00	0.00	0.00	232.26
Roll-Off Recycling	10.55	8.82	10.52	29.89	0.00	0.00	0.00	29.89
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	78.14	72.31	81.81	232.26	0.00	0.00	0.00	232.26
Subtotal - Diverted	10.55	8.82	10.52	29.89	0.00	0.00	0.00	29.89
Diversion Rate	11.90%	10.87%	11.39%	11.40%	0.00%	0.00%	0.00%	11.40%
<b>Residential</b>								
Residential Solid Waste	356.45	352.69	379.55	1,088.69	0.00	0.00	0.00	1,088.69
Residential Curbside Recycling	346.20	299.21	328.35	973.76	0.00	0.00	0.00	973.76
Residential Curbside Organics	467.15	443.41	565.49	1,476.05	0.00	0.00	0.00	1,476.05
Subtotal - Disposed	356.45	352.69	379.55	1,088.69	0.00	0.00	0.00	1,088.69
Subtotal - Diverted	813.35	742.62	893.84	2,449.81	0.00	0.00	0.00	2,449.81
Diversion Rate	69.53%	67.80%	70.19%	69.23%	0.00%	0.00%	0.00%	69.23%
<b>Total Disposed</b>	<b>1,060.30</b>	<b>1,035.99</b>	<b>1,155.13</b>	<b>3,251.42</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3,251.42</b>
<b>Total Diverted</b>	<b>1,177.51</b>	<b>1,089.90</b>	<b>1,292.53</b>	<b>3,559.94</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3,559.94</b>
<b>Total Diversion Rate</b>	<b>52.62%</b>	<b>51.27%</b>	<b>52.81%</b>	<b>52.26%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>52.26%</b>
Single-Family Measured Diversion Rate	69.53%	67.80%	70.19%	69.23%	0.00%	0.00%	0.00%	69.23%
Commercial Measured Diversion Rate	34.10%	33.70%	33.95%	33.92%	0.00%	0.00%	0.00%	33.92%
MFD Measured Diversion Rate	27.88%	27.97%	28.41%	28.09%	0.00%	0.00%	0.00%	28.09%
Overall Measured Diversion Rate	52.62%	51.27%	52.81%	52.26%	0.00%	0.00%	0.00%	52.26%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2015 - 2016	2015 - 2016
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>San Carlos</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	1,562.89	1,530.45	1,454.09	1,517.07	1,572.09	1,535.16	(36.93)	-2.35%
MFD Solid Waste	451.33	292.74	397.98	390.34	379.82	395.31	15.49	4.08%
Roll-Off Solid Waste	390.26	277.32	199.74	197.99	212.49	232.26	19.77	9.30%
Commercial Recycling	377.86	425.67	431.88	495.41	492.14	558.99	66.85	13.58%
MFD Recycling	97.30	64.90	106.28	116.72	115.57	124.11	8.54	7.39%
Roll-Off Recycling	68.09	52.30	26.39	32.21	55.18	29.89	(25.29)	-45.83%
Commercial Organics	147.91	193.53	191.03	223.33	281.92	366.84	84.92	30.12%
MFD Organics	18.67	10.77	14.16	29.05	29.23	30.30	1.07	3.66%
Roll-Off Organics	38.86	2.13	9.28	2.29	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,404.48</b>	<b>2,100.51</b>	<b>2,051.81</b>	<b>2,105.40</b>	<b>2,164.40</b>	<b>2,162.73</b>	<b>(1.67)</b>	<b>-0.08%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>748.69</b>	<b>749.30</b>	<b>779.02</b>	<b>899.01</b>	<b>974.04</b>	<b>1,110.13</b>	<b>136.09</b>	<b>13.97%</b>
<b>Residential</b>								
Residential Solid Waste	1,166.48	1,097.79	1,053.28	1,073.81	1,057.20	1,088.69	31.49	2.98%
Residential Curbside Recycling	979.01	949.67	962.58	952.62	943.76	973.76	30.00	3.18%
Residential Curbside Organics	1,347.55	1,357.71	1,378.24	1,348.83	1,471.37	1,476.05	4.68	0.32%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,166.48</b>	<b>1,097.79</b>	<b>1,053.28</b>	<b>1,073.81</b>	<b>1,057.20</b>	<b>1,088.69</b>	<b>31.49</b>	<b>2.98%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>2,326.56</b>	<b>2,307.38</b>	<b>2,340.82</b>	<b>2,301.45</b>	<b>2,415.13</b>	<b>2,449.81</b>	<b>34.68</b>	<b>1.44%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>3,570.96</b>	<b>3,198.30</b>	<b>3,105.09</b>	<b>3,179.21</b>	<b>3,221.60</b>	<b>3,251.42</b>		
<b>TOTAL TONS DIVERTED</b>	<b>3,075.25</b>	<b>3,056.68</b>	<b>3,119.84</b>	<b>3,200.46</b>	<b>3,389.17</b>	<b>3,559.94</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.74%</b>	<b>26.29%</b>	<b>27.52%</b>	<b>29.92%</b>	<b>31.04%</b>	<b>33.92%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.44%</b>	<b>20.54%</b>	<b>23.23%</b>	<b>27.19%</b>	<b>27.60%</b>	<b>28.09%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>66.61%</b>	<b>67.76%</b>	<b>68.97%</b>	<b>68.19%</b>	<b>69.55%</b>	<b>69.23%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>46.27%</b>	<b>48.87%</b>	<b>50.12%</b>	<b>50.17%</b>	<b>51.27%</b>	<b>52.26%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
	<b>SAN MATEO</b>							
<b>Commercial</b>								
Commercial Solid Waste	1,195.43	1,140.28	1,409.72	3,745.43	0.00	0.00	0.00	3,745.43
Commercial Recycling	484.71	440.39	542.56	1,467.66	0.00	0.00	0.00	1,467.66
Commercial Organics	294.57	296.71	308.54	899.82	0.00	0.00	0.00	899.82
Subtotal - Disposed	1,195.43	1,140.28	1,409.72	3,745.43	0.00	0.00	0.00	3,745.43
Subtotal - Diverted	779.28	737.10	851.10	2,367.48	0.00	0.00	0.00	2,367.48
Diversion Rate	39.46%	39.26%	37.65%	38.73%	0.00%	0.00%	0.00%	38.73%
<b>MFD</b>								
MFD Solid Waste	874.79	869.97	930.00	2,674.76	0.00	0.00	0.00	2,674.76
MFD Recycling	245.64	232.18	256.71	734.53	0.00	0.00	0.00	734.53
MFD Organics	25.70	25.18	28.33	79.21	0.00	0.00	0.00	79.21
Subtotal - Disposed	874.79	869.97	930.00	2,674.76	0.00	0.00	0.00	2,674.76
Subtotal - Diverted	271.34	257.36	285.04	813.74	0.00	0.00	0.00	813.74
Diversion Rate	23.67%	22.83%	23.46%	23.33%	0.00%	0.00%	0.00%	23.33%
<b>Roll-Off</b>								
Roll-Off Solid Waste	326.72	373.90	402.02	1,102.64	0.00	0.00	0.00	1,102.64
Roll-Off Recycling	34.19	25.10	43.85	103.14	0.00	0.00	0.00	103.14
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	326.72	373.90	402.02	1,102.64	0.00	0.00	0.00	1,102.64
Subtotal - Diverted	34.19	25.10	43.85	103.14	0.00	0.00	0.00	103.14
Diversion Rate	9.47%	6.29%	9.83%	8.55%	0.00%	0.00%	0.00%	8.55%
<b>Residential</b>								
Residential Solid Waste	1,018.73	1,021.09	1,134.43	3,174.25	0.00	0.00	0.00	3,174.25
Residential Curbside Recycling	775.72	683.14	759.96	2,218.82	0.00	0.00	0.00	2,218.82
Residential Curbside Organics	1,042.60	1,072.95	1,356.11	3,471.66	0.00	0.00	0.00	3,471.66
Subtotal - Disposed	1,018.73	1,021.09	1,134.43	3,174.25	0.00	0.00	0.00	3,174.25
Subtotal - Diverted	1,818.32	1,756.09	2,116.07	5,690.48	0.00	0.00	0.00	5,690.48
Diversion Rate	64.09%	63.23%	65.10%	64.19%	0.00%	0.00%	0.00%	64.19%
<b>Total Disposed</b>	<b>3,415.67</b>	<b>3,405.24</b>	<b>3,876.17</b>	<b>10,697.08</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>10,697.08</b>
<b>Total Diverted</b>	<b>2,903.13</b>	<b>2,775.65</b>	<b>3,296.06</b>	<b>8,974.84</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>8,974.84</b>
<b>Total Diversion Rate</b>	<b>45.94%</b>	<b>44.91%</b>	<b>45.96%</b>	<b>45.62%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>45.62%</b>
Single-Family Measured Diversion Rate	64.09%	63.23%	65.10%	64.19%	0.00%	0.00%	0.00%	64.19%
Commercial Measured Diversion Rate	31.16%	29.95%	30.09%	30.39%	0.00%	0.00%	0.00%	30.39%
MFD Measured Diversion Rate	23.67%	22.83%	23.46%	23.33%	0.00%	0.00%	0.00%	23.33%
Overall Measured Diversion Rate	45.94%	44.91%	45.96%	45.62%	0.00%	0.00%	0.00%	45.62%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>San Mateo</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	3,524.68	4,287.96	3,311.03	3,566.52	3,544.71	3,745.43	200.72	5.66%
MFD Solid Waste	2,958.30	1,890.45	2,632.57	2,546.37	2,670.97	2,674.76	3.79	0.14%
Roll-Off Solid Waste	999.68	1,141.06	1,037.58	987.21	974.88	1,102.64	127.76	13.11%
Commercial Recycling	731.05	1,143.87	1,041.84	1,277.68	1,159.95	1,467.66	307.71	26.53%
MFD Recycling	479.26	365.66	600.32	633.19	667.51	734.53	67.02	10.04%
Roll-Off Recycling	112.55	148.10	107.21	98.62	88.01	103.14	15.13	17.19%
Commercial Organics	598.78	736.12	700.51	777.64	834.95	899.82	64.87	7.77%
MFD Organics	86.46	48.78	94.71	69.73	71.16	79.21	8.05	11.31%
Roll-Off Organics	0.00	18.50	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>7,482.66</b>	<b>7,319.47</b>	<b>6,981.18</b>	<b>7,100.10</b>	<b>7,190.56</b>	<b>7,522.83</b>	<b>332.27</b>	<b>4.62%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>2,008.10</b>	<b>2,461.03</b>	<b>2,544.59</b>	<b>2,856.86</b>	<b>2,821.58</b>	<b>3,284.36</b>	<b>462.78</b>	<b>16.40%</b>
<b>Residential</b>								
Residential Solid Waste	2,975.27	3,063.45	3,040.82	3,024.67	3,072.72	3,174.25	101.53	3.30%
Residential Curbside Recycling	2,405.62	2,044.68	2,045.95	2,133.20	2,068.98	2,218.82	149.84	7.24%
Residential Curbside Organics	3,025.37	2,966.44	3,087.26	3,132.99	3,404.00	3,471.66	67.66	1.99%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,975.27</b>	<b>3,063.45</b>	<b>3,040.82</b>	<b>3,024.67</b>	<b>3,072.72</b>	<b>3,174.25</b>	<b>101.53</b>	<b>3.30%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>5,430.99</b>	<b>5,011.12</b>	<b>5,133.21</b>	<b>5,266.19</b>	<b>5,472.98</b>	<b>5,690.48</b>	<b>217.50</b>	<b>3.97%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>10,457.93</b>	<b>10,382.92</b>	<b>10,022.00</b>	<b>10,124.77</b>	<b>10,263.28</b>	<b>10,697.08</b>		
<b>TOTAL TONS DIVERTED</b>	<b>7,439.09</b>	<b>7,472.15</b>	<b>7,677.80</b>	<b>8,123.05</b>	<b>8,294.56</b>	<b>8,974.84</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>21.16%</b>	<b>25.16%</b>	<b>26.71%</b>	<b>28.69%</b>	<b>28.18%</b>	<b>30.39%</b>		
<b>MFD DIVERSION RATE</b>	<b>16.05%</b>	<b>17.98%</b>	<b>20.89%</b>	<b>21.63%</b>	<b>21.66%</b>	<b>23.33%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>64.61%</b>	<b>62.06%</b>	<b>62.80%</b>	<b>63.52%</b>	<b>64.04%</b>	<b>64.19%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>41.57%</b>	<b>41.85%</b>	<b>43.38%</b>	<b>44.52%</b>	<b>44.70%</b>	<b>45.62%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO COUNTY</b>								
<b>Commercial</b>								
Commercial Solid Waste	69.72	65.48	73.54	208.74	0.00	0.00	0.00	208.74
Commercial Recycling	27.28	25.22	30.69	83.19	0.00	0.00	0.00	83.19
Commercial Organics	27.24	27.20	31.31	85.75	0.00	0.00	0.00	85.75
Subtotal - Disposed	69.72	65.48	73.54	208.74	0.00	0.00	0.00	208.74
Subtotal - Diverted	54.52	52.42	62.00	168.94	0.00	0.00	0.00	168.94
Diversion Rate	43.88%	44.46%	45.74%	44.73%	0.00%	0.00%	0.00%	44.73%
<b>MFD</b>								
MFD Solid Waste	35.62	37.33	39.51	112.46	0.00	0.00	0.00	112.46
MFD Recycling	4.68	5.01	5.31	15.00	0.00	0.00	0.00	15.00
MFD Organics	0.33	0.30	0.34	0.97	0.00	0.00	0.00	0.97
Subtotal - Disposed	35.62	37.33	39.51	112.46	0.00	0.00	0.00	112.46
Subtotal - Diverted	5.01	5.31	5.65	15.97	0.00	0.00	0.00	15.97
Diversion Rate	12.33%	12.45%	12.51%	12.43%	0.00%	0.00%	0.00%	12.43%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	214.52	222.91	243.26	680.69	0.00	0.00	0.00	680.69
Residential Curbside Recycling	210.48	188.26	200.72	599.46	0.00	0.00	0.00	599.46
Residential Curbside Organics	337.49	308.19	374.11	1,019.79	0.00	0.00	0.00	1,019.79
Subtotal - Disposed	214.52	222.91	243.26	680.69	0.00	0.00	0.00	680.69
Subtotal - Diverted	547.97	496.45	574.83	1,619.25	0.00	0.00	0.00	1,619.25
Diversion Rate	71.87%	69.01%	70.26%	70.40%	0.00%	0.00%	0.00%	70.40%
<b>Total Disposed</b>	<b>319.86</b>	<b>325.72</b>	<b>356.31</b>	<b>1,001.89</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,001.89</b>
<b>Total Diverted</b>	<b>607.50</b>	<b>554.18</b>	<b>642.48</b>	<b>1,804.16</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,804.16</b>
<b>Total Diversion Rate</b>	<b>65.51%</b>	<b>62.98%</b>	<b>64.33%</b>	<b>64.30%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>64.30%</b>
Single-Family Measured Diversion Rate	71.87%	69.01%	70.26%	70.40%	0.00%	0.00%	0.00%	70.40%
Commercial Measured Diversion Rate	36.11%	35.96%	37.44%	36.54%	0.00%	0.00%	0.00%	36.54%
MFD Measured Diversion Rate	12.33%	12.45%	12.51%	12.43%	0.00%	0.00%	0.00%	12.43%
Overall Measured Diversion Rate	65.51%	62.98%	64.33%	64.30%	0.00%	0.00%	0.00%	64.30%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2015 - 2016	2015 - 2016
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>San Mateo County</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	228.89	350.24	240.02	240.54	202.20	208.74	6.54	3.23%
MFD Solid Waste	96.11	59.68	99.71	101.20	103.87	112.46	8.59	8.27%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	52.75	63.46	61.48	66.85	68.65	83.19	14.54	21.18%
MFD Recycling	15.96	8.08	12.54	11.83	13.09	15.00	1.91	14.59%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	35.33	52.92	50.98	56.89	82.20	85.75	3.55	4.32%
MFD Organics	1.97	0.59	1.22	0.81	0.95	0.97	0.02	2.11%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>325.00</b>	<b>409.92</b>	<b>339.73</b>	<b>341.74</b>	<b>306.07</b>	<b>321.20</b>	<b>15.13</b>	<b>4.94%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>106.01</b>	<b>125.05</b>	<b>126.22</b>	<b>136.38</b>	<b>164.89</b>	<b>184.91</b>	<b>20.02</b>	<b>12.14%</b>
<b>Residential</b>								
Residential Solid Waste	633.97	652.76	634.22	653.07	650.43	680.69	30.26	4.65%
Residential Curbside Recycling	553.79	574.21	581.64	577.67	590.66	599.46	8.80	1.49%
Residential Curbside Organics	922.98	927.72	970.50	919.19	1,019.39	1,019.79	0.40	0.04%
<b>SUBTOTAL - Disposed Tons</b>	<b>633.97</b>	<b>652.76</b>	<b>634.22</b>	<b>653.07</b>	<b>650.43</b>	<b>680.69</b>	<b>30.26</b>	<b>4.65%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,476.77</b>	<b>1,501.93</b>	<b>1,552.14</b>	<b>1,496.86</b>	<b>1,610.05</b>	<b>1,619.25</b>	<b>9.20</b>	<b>0.57%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>958.97</b>	<b>1,062.68</b>	<b>973.95</b>	<b>994.81</b>	<b>956.50</b>	<b>1,001.89</b>		
<b>TOTAL TONS DIVERTED</b>	<b>1,582.78</b>	<b>1,626.98</b>	<b>1,678.36</b>	<b>1,633.24</b>	<b>1,774.94</b>	<b>1,804.16</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>24.60%</b>	<b>23.38%</b>	<b>27.09%</b>	<b>28.52%</b>	<b>35.01%</b>	<b>36.54%</b>		
<b>MFD DIVERSION RATE</b>	<b>15.72%</b>	<b>12.68%</b>	<b>12.13%</b>	<b>11.10%</b>	<b>11.91%</b>	<b>12.43%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>69.96%</b>	<b>69.71%</b>	<b>70.99%</b>	<b>69.62%</b>	<b>71.23%</b>	<b>70.40%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>62.27%</b>	<b>60.49%</b>	<b>63.28%</b>	<b>62.15%</b>	<b>64.98%</b>	<b>64.30%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	2016							2016
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>WEST BAY</b>								
<b>Commercial</b>								
Commercial Solid Waste	32.39	33.17	35.08	100.64	0.00	0.00	0.00	100.64
Commercial Recycling	13.90	13.94	14.02	41.86	0.00	0.00	0.00	41.86
Commercial Organics	11.99	13.23	13.39	38.61	0.00	0.00	0.00	38.61
Subtotal - Disposed	32.39	33.17	35.08	100.64	0.00	0.00	0.00	100.64
Subtotal - Diverted	25.89	27.17	27.41	80.47	0.00	0.00	0.00	80.47
Diversion Rate	44.42%	45.03%	43.86%	44.43%	0.00%	0.00%	0.00%	44.43%
<b>MFD</b>								
MFD Solid Waste	2.18	2.26	2.55	6.99	0.00	0.00	0.00	6.99
MFD Recycling	1.05	1.01	1.23	3.29	0.00	0.00	0.00	3.29
MFD Organics	0.13	0.13	0.16	0.42	0.00	0.00	0.00	0.42
Subtotal - Disposed	2.18	2.26	2.55	6.99	0.00	0.00	0.00	6.99
Subtotal - Diverted	1.18	1.14	1.39	3.71	0.00	0.00	0.00	3.71
Diversion Rate	35.12%	33.53%	35.28%	34.67%	0.00%	0.00%	0.00%	34.67%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	84.43	85.81	108.79	279.03	0.00	0.00	0.00	279.03
Residential Curbside Recycling	91.64	82.72	103.32	277.68	0.00	0.00	0.00	277.68
Residential Curbside Organics	204.07	171.40	225.75	601.22	0.00	0.00	0.00	601.22
Subtotal - Disposed	84.43	85.81	108.79	279.03	0.00	0.00	0.00	279.03
Subtotal - Diverted	295.71	254.12	329.07	878.90	0.00	0.00	0.00	878.90
Diversion Rate	77.79%	74.76%	75.15%	75.90%	0.00%	0.00%	0.00%	75.90%
<b>Total Disposed</b>	<b>119.00</b>	<b>121.24</b>	<b>146.42</b>	<b>386.66</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>386.66</b>
<b>Total Diverted</b>	<b>322.78</b>	<b>282.43</b>	<b>357.87</b>	<b>963.08</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>963.08</b>
<b>Total Diversion Rate</b>	<b>73.06%</b>	<b>69.97%</b>	<b>70.97%</b>	<b>71.35%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>71.35%</b>
Single-Family Measured Diversion Rate	77.79%	74.76%	75.15%	75.90%	0.00%	0.00%	0.00%	75.90%
Commercial Measured Diversion Rate	43.92%	44.41%	43.35%	43.89%	0.00%	0.00%	0.00%	43.89%
MFD Measured Diversion Rate	35.12%	33.53%	35.28%	34.67%	0.00%	0.00%	0.00%	34.67%
Overall Measured Diversion Rate	73.06%	69.97%	70.97%	71.35%	0.00%	0.00%	0.00%	71.35%



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Period: JANUARY - MARCH 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>West Bay Sanitary</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	95.85	102.50	81.71	95.88	100.36	100.64	0.28	0.28%
MFD Solid Waste	17.72	7.82	17.05	6.64	6.84	6.99	0.15	2.19%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	22.22	32.51	29.19	36.65	38.24	41.86	3.62	9.47%
MFD Recycling	3.61	2.37	5.11	3.11	3.38	3.29	(0.09)	-2.66%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	9.04	18.43	31.48	32.01	37.78	38.61	0.83	2.20%
MFD Organics	0.00	0.00	0.00	0.38	0.41	0.42	0.01	2.44%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>113.57</b>	<b>110.32</b>	<b>98.76</b>	<b>102.52</b>	<b>107.20</b>	<b>107.63</b>	<b>0.43</b>	<b>0.40%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>34.87</b>	<b>53.31</b>	<b>65.78</b>	<b>72.15</b>	<b>79.81</b>	<b>84.18</b>	<b>4.37</b>	<b>5.48%</b>
<b>Residential</b>								
Residential Solid Waste	251.06	277.07	282.27	271.86	276.69	279.03	2.34	0.85%
Residential Curbside Recycling	271.69	283.46	266.81	267.97	262.49	277.68	15.19	5.79%
Residential Curbside Organics	582.36	552.07	585.64	543.25	579.07	601.22	22.15	3.83%
<b>SUBTOTAL - Disposed Tons</b>	<b>251.06</b>	<b>277.07</b>	<b>282.27</b>	<b>271.86</b>	<b>276.69</b>	<b>279.03</b>	<b>2.34</b>	<b>0.85%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>854.05</b>	<b>835.53</b>	<b>852.45</b>	<b>811.22</b>	<b>841.56</b>	<b>878.90</b>	<b>37.34</b>	<b>4.44%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>364.63</b>	<b>387.39</b>	<b>381.03</b>	<b>374.38</b>	<b>383.89</b>	<b>386.66</b>		
<b>TOTAL TONS DIVERTED</b>	<b>888.92</b>	<b>888.84</b>	<b>918.23</b>	<b>883.37</b>	<b>921.37</b>	<b>963.08</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.49%</b>	<b>32.58%</b>	<b>39.98%</b>	<b>41.31%</b>	<b>42.68%</b>	<b>43.89%</b>		
<b>MFD DIVERSION RATE</b>	<b>16.92%</b>	<b>23.26%</b>	<b>23.06%</b>	<b>34.45%</b>	<b>35.65%</b>	<b>34.67%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>77.28%</b>	<b>75.10%</b>	<b>75.12%</b>	<b>74.90%</b>	<b>75.26%</b>	<b>75.90%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>70.91%</b>	<b>69.65%</b>	<b>70.67%</b>	<b>70.23%</b>	<b>70.59%</b>	<b>71.35%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>TOTAL SBWMA</b>								
<b>Commercial</b>								
Commercial Solid Waste	5,426.33	5,286.65	6,029.53	16,742.51	0.00	0.00	0.00	16,742.51
Commercial Recycling	2,009.63	1,986.03	2,356.15	6,351.81	0.00	0.00	0.00	6,351.81
Commercial Organics	2,025.81	1,888.05	2,165.09	6,078.95	0.00	0.00	0.00	6,078.95
Subtotal - Disposed	5,426.33	5,286.65	6,029.53	16,742.51	0.00	0.00	0.00	16,742.51
Subtotal - Diverted	4,035.44	3,874.08	4,521.24	12,430.76	0.00	0.00	0.00	12,430.76
Diversion Rate	42.65%	42.29%	42.85%	42.61%	0.00%	0.00%	0.00%	42.61%
<b>MFD</b>								
MFD Solid Waste	2,830.30	2,809.02	2,989.30	8,628.62	0.00	0.00	0.00	8,628.62
MFD Recycling	763.41	728.67	801.69	2,293.77	0.00	0.00	0.00	2,293.77
MFD Organics	73.74	76.99	85.98	236.71	0.00	0.00	0.00	236.71
Subtotal - Disposed	2,830.30	2,809.02	2,989.30	8,628.62	0.00	0.00	0.00	8,628.62
Subtotal - Diverted	837.15	805.66	887.67	2,530.48	0.00	0.00	0.00	2,530.48
Diversion Rate	22.83%	22.29%	22.90%	22.68%	0.00%	0.00%	0.00%	22.68%
<b>Roll-Off</b>								
Roll-Off Solid Waste	1,655.14	1,653.26	1,847.64	5,156.04	0.00	0.00	0.00	5,156.04
Roll-Off Recycling	138.61	149.36	173.44	461.41	0.00	0.00	0.00	461.41
Roll-Off Organics	155.28	143.80	213.24	512.32	0.00	0.00	0.00	512.32
Subtotal - Disposed	1,655.14	1,653.26	1,847.64	5,156.04	0.00	0.00	0.00	5,156.04
Subtotal - Diverted	293.89	293.16	386.68	973.73	0.00	0.00	0.00	973.73
Diversion Rate	15.08%	15.06%	17.31%	15.89%	0.00%	0.00%	0.00%	15.89%
<b>Residential</b>								
Residential Solid Waste	4,743.34	4,805.58	5,341.70	14,890.62	0.00	0.00	0.00	14,890.62
Residential Curbside Recycling	3,634.62	3,271.99	3,691.85	10,598.46	0.00	0.00	0.00	10,598.46
Residential Curbside Organics	5,974.45	5,847.55	7,297.56	19,119.56	0.00	0.00	0.00	19,119.56
Subtotal - Disposed	4,743.34	4,805.58	5,341.70	14,890.62	0.00	0.00	0.00	14,890.62
Subtotal - Diverted	9,609.07	9,119.54	10,989.41	29,718.02	0.00	0.00	0.00	29,718.02
Diversion Rate	66.95%	65.49%	67.29%	66.62%	0.00%	0.00%	0.00%	66.62%
Total Disposed	14,655.11	14,554.51	16,208.17	45,417.79	0.00	0.00	0.00	45,417.79
Total Diverted	14,775.55	14,092.44	16,785.00	45,652.99	0.00	0.00	0.00	45,652.99
Total Diversion Rate	50.20%	49.19%	50.87%	50.13%	0.00%	0.00%	0.00%	50.13%
Single-Family Measured Diversion Rate	66.95%	65.49%	67.29%	66.62%	0.00%	0.00%	0.00%	66.62%
Commercial Measured Diversion Rate	34.26%	33.78%	34.78%	34.30%	0.00%	0.00%	0.00%	34.30%
MFD Measured Diversion Rate	22.83%	22.29%	22.90%	22.68%	0.00%	0.00%	0.00%	22.68%
Overall Measured Diversion Rate	50.20%	49.19%	50.87%	50.13%	0.00%	0.00%	0.00%	50.13%

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<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
<u>TOTAL SBWMA</u>	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u>	<u>% Change</u>
							<u>Incr/(Decr)</u>	
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	15,914.98	18,053.90	15,286.72	15,831.31	16,070.06	16,742.51	672.45	4.18%
MFD Solid Waste	9,058.11	6,553.25	8,465.58	8,271.60	8,333.01	8,628.62	295.61	3.55%
Roll-Off Solid Waste	5,307.94	5,452.74	4,872.12	4,694.33	4,724.43	5,156.04	431.61	9.14%
Commercial Recycling	3,749.78	5,080.67	4,581.87	5,237.90	5,334.33	6,351.81	1,017.48	19.07%
MFD Recycling	1,429.89	1,166.96	1,826.32	1,942.38	2,019.19	2,293.77	274.58	13.60%
Roll-Off Recycling	444.96	468.99	291.21	396.01	511.04	461.41	(49.63)	-9.71%
Commercial Organics	3,751.21	3,650.74	4,243.60	4,636.32	5,288.67	6,078.95	790.28	14.94%
MFD Organics	219.94	122.57	230.12	213.10	216.62	236.71	20.09	9.27%
Roll-Off Organics	394.95	804.37	343.26	347.43	341.98	512.32	170.34	49.81%
<b>SUBTOTAL - Disposed Tons</b>	<b>30,281.03</b>	<b>30,059.89</b>	<b>28,624.42</b>	<b>28,797.24</b>	<b>29,127.50</b>	<b>30,527.17</b>	<b>1,399.67</b>	<b>4.81%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>9,990.73</b>	<b>11,294.30</b>	<b>11,516.38</b>	<b>12,773.14</b>	<b>13,711.83</b>	<b>15,934.97</b>	<b>2,223.14</b>	<b>16.21%</b>
<b>Residential</b>								
Residential Solid Waste	15,082.06	14,384.55	14,141.01	14,109.14	14,376.69	14,890.62	513.93	3.57%
Residential Curbside Recycling	10,819.06	9,863.39	9,936.23	10,135.68	10,102.81	10,598.46	495.65	4.91%
Residential Curbside Organics	17,198.53	17,015.34	17,438.09	17,104.97	18,537.04	19,119.56	582.52	3.14%
<b>SUBTOTAL - Disposed Tons</b>	<b>15,082.06</b>	<b>14,384.55</b>	<b>14,141.01</b>	<b>14,109.14</b>	<b>14,376.69</b>	<b>14,890.62</b>	<b>513.93</b>	<b>3.57%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>28,017.59</b>	<b>26,878.73</b>	<b>27,374.32</b>	<b>27,240.65</b>	<b>28,639.85</b>	<b>29,718.02</b>	<b>1,078.17</b>	<b>3.76%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>45,363.09</b>	<b>44,444.44</b>	<b>42,765.43</b>	<b>42,906.38</b>	<b>43,504.19</b>	<b>45,417.79</b>		
<b>TOTAL TONS DIVERTED</b>	<b>38,008.32</b>	<b>38,173.03</b>	<b>38,890.70</b>	<b>40,013.79</b>	<b>42,351.68</b>	<b>45,652.99</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>24.81%</b>	<b>27.31%</b>	<b>28.69%</b>	<b>30.73%</b>	<b>32.01%</b>	<b>34.30%</b>		
<b>MFD DIVERSION RATE</b>	<b>15.41%</b>	<b>16.44%</b>	<b>19.54%</b>	<b>20.67%</b>	<b>21.15%</b>	<b>22.68%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>65.01%</b>	<b>65.14%</b>	<b>65.94%</b>	<b>65.88%</b>	<b>66.58%</b>	<b>66.62%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>45.59%</b>	<b>46.20%</b>	<b>47.63%</b>	<b>48.26%</b>	<b>49.33%</b>	<b>50.13%</b>		

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

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

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	24	14	72	110	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Belmont	39	39	75	153	0	1	0	1	0	0	0	0	0	0	0	0	1	0	1	0	1	2	3	
Burlingame	88	99	71	258	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	1	1	3	
East Palo Alto	22	8	29	59	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	
Foster City	25	39	31	95	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	
Hillsborough	63	57	67	187	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	1	1	3	
Menlo Park	58	40	58	156	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	
North Fair Oaks	11	18	21	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	157	151	201	509	0	3	0	3	0	0	0	0	0	0	0	1	1	2	3	5	3	3	11	
San Carlos	94	84	69	247	0	0	0	0	0	0	0	0	0	0	2	0	0	2	0	4	1	1	5	
San Mateo	267	228	201	696	0	1	3	4	2	0	0	2	1	1	0	2	0	0	1	1	0	3	4	
San Mateo County	28	36	28	92	1	0	0	1	0	0	0	0	0	0	0	1	1	2	0	1	0	0	1	
West Bay	30	17	25	72	3	2	0	5	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	
Totals	906	830	948	2,684	7	8	5	20	2	0	0	2	1	1	0	2	4	3	3	10	6	15	13	34

	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			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	16	38	29	83	12	10	6	28	0	0	0	0	50	36	63	149	26	56	19	101
Belmont	87	207	166	460	26	13	18	57	0	0	1	1	131	119	188	438	88	64	163	315
Burlingame	105	209	164	478	29	25	11	65	0	0	1	1	183	212	151	546	73	142	81	296
East Palo Alto	47	131	145	323	5	4	14	23	0	0	1	1	64	77	102	243	10	8	35	53
Foster City	96	170	175	441	8	5	9	22	0	0	0	0	144	121	153	418	64	40	127	231
Hillsborough	45	82	72	199	25	15	15	55	0	0	0	0	93	81	89	263	38	18	81	137
Menlo Park	76	183	163	422	20	43	44	107	0	0	0	0	184	148	185	517	143	67	67	277
North Fair Oaks	34	72	75	181	11	13	15	39	0	0	0	0	56	54	84	194	12	18	19	49
Redwood City	234	419	390	1043	67	76	68	211	0	1	0	1	306	326	367	999	27	19	18	64
San Carlos	111	203	194	508	50	47	37	134	0	0	0	0	1069	873	1015	2957	95	166	91	352
San Mateo	314	645	567	1526	75	49	74	198	1	1	1	3	900	703	576	2179	397	192	183	772
San Mateo County	53	124	147	324	11	5	18	34	0	0	0	0	128	96	95	319	41	29	98	168
West Bay	30	42	52	124	5	4	2	11	0	0	0	0	52	28	38	118	31	18	16	65
Totals	1,248	2,525	2,339	6,112	344	309	331	984	1	2	4	7	3,360	2,874	3,106	9,340	1,045	837	998	2,880

Recology San Mateo County  
 Call Center Data and  
 Quality Assurance Calls  
 Rate Year 2016

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
January	15,136	14,701	435	2.87%	16.73	90.29%	202
February	13,004	12,837	167	1.28%	17.51	89.85%	218
March	13,775	13,457	318	2.31%	25.44	83.35%	193
Quarter 1	41,915	40,995	920	2.19%	19.83	87.87%	613

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

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	0	0	1	<b>1</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	0	1	1	<b>2</b>	1	0	1	<b>2</b>	25	6	220	<b>251</b>
Burlingame	0	3	15	<b>18</b>	2	3	2	<b>7</b>	34	0	152	<b>186</b>
East Palo Alto	0	2	7	<b>9</b>	0	0	4	<b>4</b>	0	0	16	<b>16</b>
Foster City	0	0	16	<b>16</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Hillsborough	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	0	0	8	<b>8</b>	3	0	0	<b>3</b>	53	0	36	<b>89</b>
North Fair Oaks	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	242	<b>242</b>
Redwood City	5	0	5	<b>10</b>	3	2	4	<b>9</b>	0	9	14	<b>23</b>
San Carlos	5	6	7	<b>18</b>	0	2	1	<b>3</b>	0	19	102	<b>121</b>
San Mateo	0	0	15	<b>15</b>	2	4	3	<b>9</b>	64	120	240	<b>424</b>
San Mateo County	0	0	2	<b>2</b>	0	0	0	<b>0</b>	0	0	34	<b>34</b>
West Bay	1	3	8	<b>12</b>	0	0	2	<b>2</b>	0	0	0	<b>0</b>
Totals	11	15	85	<b>111</b>	11	11	17	<b>39</b>	176	154	1,056	<b>1,386</b>

# 2016 LIQUIDATED DAMAGES

**COLLECTION QUALITY**

<b>1.A, 1.B, 1.C</b>															
<b>Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days</b>															
<b>8.01.A, 8.02.H,</b>															
	January			February			March			Q1			2016	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Belmont	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 150
Burlingame	-	0	0	-	0	0	1	0	0	1	0	-	-	2	\$ 150
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Menlo Park	1	0	0	-	0	0	2	0	0	3	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Redwood City	1	0	0	1	0	0	2	0	0	4	0	-	-	6	\$ 150
San Carlos	3	0	0	-	0	0	-	0	0	3	0	-	-	3	\$ 150
San Mateo	-	0	0	-	0	0	4	0	0	4	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	1	0	0	1	0	0	2	0	-	-	2	\$ 150
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
	6	0	0	3	0	0	10	0	0	19	0	-	-	31	

<b>2.</b>															
<b>Complaints regarding failure to provide new service or change existing service level within five (5) business days</b>															
<b>8.02.C</b>															
	January			February			March			Q1			2016	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	59	

<b>3.</b>															
<b>Complaints regarding improper container placement</b>															
<b>8.02.B.1</b>															
	January			February			March			Q1			2016	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	0	0	1	0	0	4	0	0	6	0	-	-	12	\$ 50
Belmont	-	0	0	1	0	0	-	0	0	1	0	-	-	36	\$ 50
Burlingame	4	0	0	1	0	0	2	0	0	7	0	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	1	0	0	1	0	-	-	23	\$ 50
Foster City	1	0	0	-	0	0	-	0	0	1	0	-	-	35	\$ 50
Hillsborough	6	0	0	-	0	0	2	0	0	8	0	-	-	20	\$ 50
Menlo Park	-	0	0	2	0	0	-	0	0	2	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	1	0	0	1	0	-	-	14	\$ 50
Redwood City	4	0	0	3	0	0	4	0	0	11	0	-	-	94	\$ 50
San Carlos	2	0	0	2	0	0	1	0	0	5	0	-	-	46	\$ 50
San Mateo	6	0	0	5	0	0	5	0	0	16	0	-	-	105	\$ 50
San Mateo Cnty	-	0	0	-	0	0	1	0	0	1	0	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
	24	0	0	15	0	0	21	0	0	60	0	-	-	500	

2016 LIQUIDATED DAMAGES

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

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

5. Excessive noise complaints

8.02.J

	January			February			March			Q1			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	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	-	0	0	0	0	-	-	6	\$ 50
San Mateo	2	0	0	-	0	0	-	0	0	2	0	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	2	-	0	-	-	0	-	-	0	2	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

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



2016 LIQUIDATED DAMAGES

7.A, 7.B,

**Complaints regarding spills of discarded materials and failure to clean up those spills**  
8.02.1

	January			February			March			Q1			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 50
Belmont	-	0	0	1	0	0	2	0	0	3	0	-	-	9	\$ 50
Burlingame	1	0	0	1	0	0	1	0	0	3	0	-	-	8	\$ 50
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 50
Foster City	-	0	0	1	0	0	-	0	0	1	0	-	-	9	\$ 50
Hillsborough	1	0	0	-	0	0	1	0	0	2	0	-	-	5	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Redwood City	3	0	0	4	0	0	3	0	0	10	0	-	-	22	\$ 50
San Carlos	-	0	0	4	0	0	1	0	0	5	0	-	-	11	\$ 50
San Mateo	1	0	0	-	0	0	2	0	0	3	0	-	-	25	\$ 50
San Mateo Cnty	-	0	0	1	0	0	-	0	0	1	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	6	0	0	13	0	0	11	0	0	30	0	-	-	119	

8.

**Complaints regarding unreasonable leaks or spills of vehicle fluids**  
8.02.1

	January			February			March			Q1			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	1	1	500	1	1	500	500	0	\$ 500
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Hillsborough	-	-	0	1	1	500	-	-	0	1	1	500	500	0	\$ 500
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Redwood City	-	-	0	1	1	500	-	-	0	1	1	500	500	0	\$ 500
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
San Mateo	-	-	0	-	-	0	1	1	500	1	1	500	500	0	\$ 500
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
	-	-	0	2	2	1,000	2	2	1,000	4	4	2,000	2,000	0	

**CUSTOMER SERVICE QUALITY**

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

	January			February			March			Q1			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

2016 LIQUIDATED DAMAGES

REPORTING

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

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

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

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

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

7.01.E	January			February			March			Q1			2016	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

2016 LIQUIDATED DAMAGES

OTHER

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

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

**Disposal of organic materials without written approval**  
**8.02.D**

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

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

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

## 2016 LIQUIDATED DAMAGES

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

	January			February			March			Q1			2016	Tonnage	LD per Ton Solid Waste/ Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
	-	-	0	-	-	0	-	-	0	0	0		2,500	2,500	

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

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Quarter 1	Jan	Feb			Mar	Jan	Feb	Mar
Atherton	0	1	1	N/A	0	\$0	(\$50)	(\$50)	(\$100)
Belmont	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Burlingame	2	0	0	N/A	0	(\$100)	\$0	\$0	(\$100)
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Hillsborough	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Menlo Park	0	0	0	N/A	0	\$0	\$0	\$0	\$0
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	0	3	0	N/A	0	\$0	(\$150)	\$0	(\$150)
San Carlos	0	0	0	N/A	0	\$0	\$0	\$0	\$0
San Mateo	0	1	3	N/A	0	\$0	(\$50)	(\$150)	(\$200)
San Mateo County	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
West Bay	3	2	0	N/A	0	(\$150)	(\$100)	\$0	(\$250)
<b>Totals</b>	<b>7</b>	<b>8</b>	<b>5</b>			<b>(\$350)</b>	<b>(\$400)</b>	<b>(\$250)</b>	<b>(\$1,000)</b>

Recology San Mateo County

**Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2016**

Aggregate SBWMA

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	\$500	\$500	Quarterly Net Amount	
					Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second		
Quarter 1								
Month								
January	15	15	30	0	0	\$0	\$0	\$0
February	16	15	30	0	0	\$0	\$0	\$0
March	24	15	30	0	0	\$0	\$0	\$0
Totals						\$0	\$0	\$0
Year 2015								
	Agency	Solid Waste Tons						
	Atherton	2,171				\$0	\$0	\$0
	Belmont	7,998				\$0	\$0	\$0
	Burlingame	22,755				\$0	\$0	\$0
	East Palo Alto	11,792				\$0	\$0	\$0
	Foster City	10,010				\$0	\$0	\$0
	Hillsborough	2,609				\$0	\$0	\$0
	Menlo Park	16,607				\$0	\$0	\$0
	North Fair Oaks	5,916				\$0	\$0	\$0
	Redwood City	37,506				\$0	\$0	\$0
	San Carlos	12,866				\$0	\$0	\$0
	San Mateo	41,871				\$0	\$0	\$0
	San Mateo County	3,938				\$0	\$0	\$0
	West Bay	1,553				\$0	\$0	\$0
	Total Tons	177,591				\$0	\$0	\$0

**Quarterly      Ninety Second Maximum Hold Time      Incentive/Disincentive      Rate Year 2016**

Aggregate SBWMA \$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Quarterly Number of Calls Received SBWMA Service Area	5% of Quarterly Number of Calls Received SBWMA Service Area	Incentive Number of Calls	Ninety Second Hold Time Calls in Excess of 5% of Quarterly Calls Received	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Quarter 1  
Month

January	425		N/A	N/A	N/A	\$0
February	402		N/A	N/A	N/A	\$0
March	929		N/A	N/A	N/A	\$0
Quarterly Totals	1,756	41,915	2,096	0		\$0

Year 2015  
Tons of Solid  
Waste Collected

Agency	Tons of Solid Waste Collected	Incentive Payment Due	Disincentive Payment Due
Atherton	2,171	N/A	\$0
Belmont	7,998	N/A	\$0
Burlingame	22,755	N/A	\$0
East Palo Alto	11,792	N/A	\$0
Foster City	10,010	N/A	\$0
Hillsborough	2,609	N/A	\$0
Menlo Park	16,607	N/A	\$0
North Fair Oaks	5,916	N/A	\$0
Redwood City	37,506	N/A	\$0
San Carlos	12,866	N/A	\$0
San Mateo	41,871	N/A	\$0
San Mateo County	3,938	N/A	\$0
West Bay	1,553	N/A	\$0
<b>Total Tons</b>	<b>177,591</b>	N/A	\$0

Recology San Mateo County  
 Quarterly Contamination  
 Disincentive Calculation  
 Rate Year 2016

Quarter 1

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,519.47	8.50%		-8.50%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	8,415.29	10.00%		-10.00%	N/A	\$70	N/A
Residential Organic Materials	19,119.56	5.00%		-5.00%	N/A	\$70	N/A
Commercial Organic Materials	5,525.52	10.00%		-10.00%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	1,302.46	5.00%		-5.00%	N/A	\$70	N/A
Total						\$0	



## I. SUMMARY ASSESSMENT

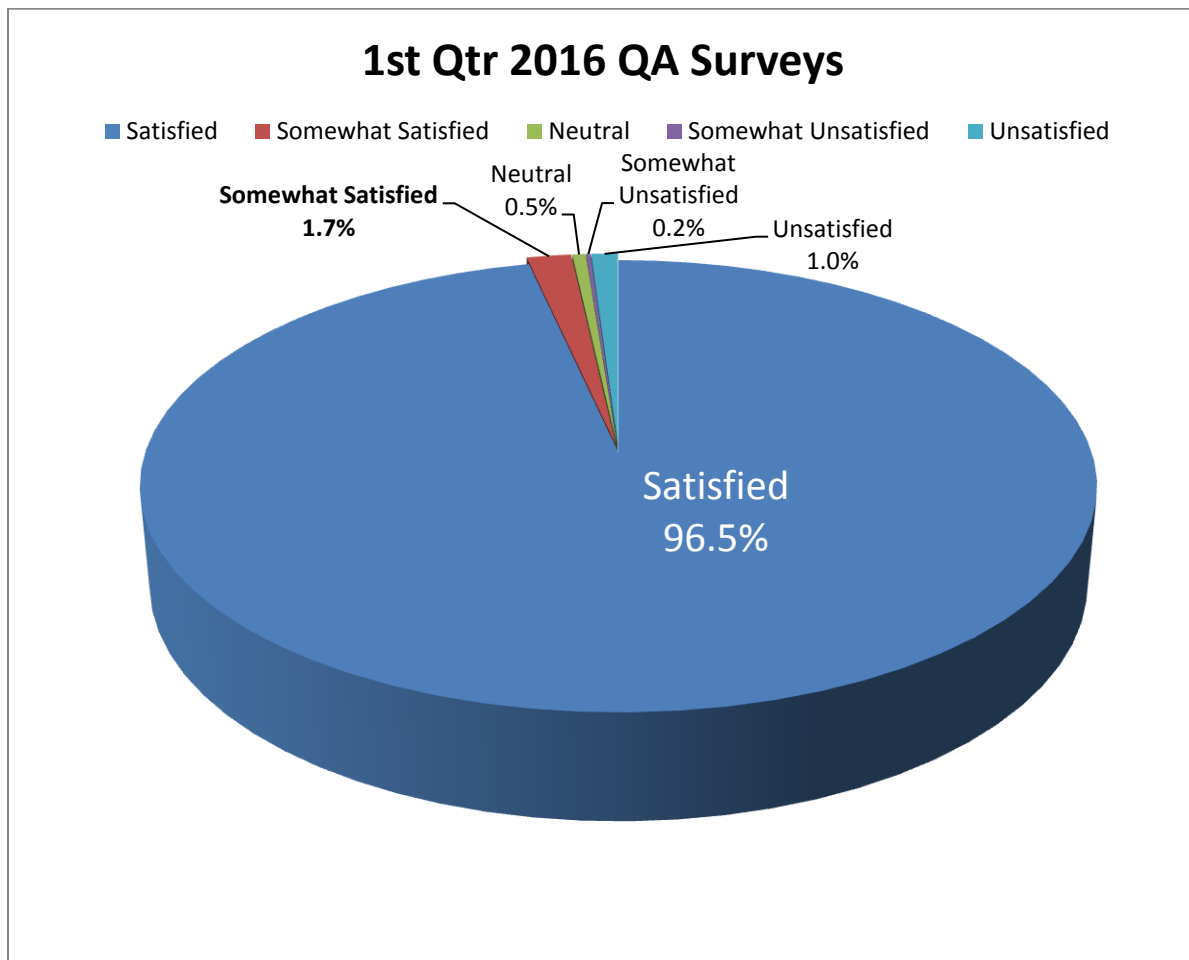
### SIGNIFICANT ACCOMPLISHMENTS

#### Customer Service Quality Assurance Surveys

During each quarter, Customer Service Representatives (CSR) contact customers from the previous service day to conduct a survey on their experience with the Call Center.

Customers have the option of taking the survey over the phone or accessing the survey from a website provided to them. Surveys with unanswered questions were eliminated from the results. Of the 614 calls placed to customers during the 1st Quarter, 115 surveys were completed.

The results of the surveys continue to be positive with **98.2%** of the customers giving an overall satisfactory rating. The top three reasons cited for the satisfactory ratings included responsiveness, friendliness, and patience.



## **Recology San Mateo County “Five Year Review”**

Per the request of SBWMA staff, Recology San Mateo County (RSMC) compiled a **Five Year Review**, which provides details of how RSMC has achieved the goals and objectives set forth by the 12 Member Agencies of the SBWMA. The **Five Year Review** was sent electronically to the SBWMA Board of Directors, TAC Members and staff, and hard copies were distributed at SBWMA board meeting on April 28, 2016.

Highlights of the **Five Year Review** are outlined below:

- When RSMC implemented services for the 12 Member Agencies of the SBWMA on January 1, 2011, it was recognized by industry experts as the largest and most successful transition of its kind in the country.
- RSMC provides weekly collection to over **94,300 residential** and **10,300 commercial** and **MFD** customers.
- RSMC has over **14.7 million residential collection opportunities** per year. Only **7 per 1 million** of these collection opportunities qualified as a missed collection event.
- RSMC, has collected over 1.7 million tons of material and successfully diverted over 835,000 tons from the landfill

Six months prior to the new start of new services, RSMC launched a Recycling Blitz, which included targeted outreach efforts to a total of 2,314 commercial and MFD customers who were not subscribed to recycling service with the previous service provider.

During the Recycling Blitz, from July 1, 2010 – December 31, 2010, RSMC accomplished the following in the SBWMA service area:

- Provided **116 Presentations** (includes tabling at Community Events)
- Conducted **399 Trainings/Site Checks/Waste Audits**
- Distributed **2,576 Commercial Brochures** to customers
- Distributed **7,254 Recycle Buddy Bags** to MFD residents
- **Decreased garbage** service subscription for **201 accounts**
- Implemented **new recycling service** with **886 accounts**
- Implemented **new compost service** with **111 accounts**

Since January 2011, RSMC’s Waste Zero Specialists have performed the following:

- Conducted over **4,800 Waste Audits**
- Provided over **1,000 Presentations and Trainings**

These outreach efforts helped RSMC achieve a **38.8% increase in recycling diversion** and **34.9% increase** in organics diversion. Most importantly, based upon the previous hauler’s 2010 collected tonnage report, RSMC has **diverted 66,558 commercial tons** from the landfill.

RSMC's operations and outreach efforts has helped maintain a high quality of materials (i.e., low contamination) coming to the Shoreway Environmental Center Material Recovery Facility (MRF), which can be validated by a Composition Study conducted in December 2015 that found a residue level of only 6.96%.

The **Customer Service Department** has achieved **customer satisfaction** levels above **97%** as part of the Quality Assurance Program and surpassed the required levels of customer service by answering calls within an **average of 17 seconds**.

In addition to providing the highest level of customer service, RSMC employee owners continue to show their dedication to the Member Agencies and customers served by being active members in the communities in which they work and live.

Below are just a few photos from RSMC's ongoing volunteerism and support of local community organizations. They include (top left to right) the Fire Department/SAL/PAL Annual Toy Drive, serving lunch at St. Anthony's Padua Dining Room in North Fair Oaks, volunteering at Second Harvest Food Bank and a community clean-up event:



## **J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT**

### **SUMMARY OF TRAINING AND PROFESSIONAL DEVELOPMENT ACTIVITIES FOR THE COMMERCIAL DIVERSION TEAM AND SUPERVISORY STAFF**

Below is a summary of the Quarter 1 (Q1) 2016 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

On January 13-14, Waste Zero Specialist (WZS) Eric Rizzo attended a two-day Recology Showcase training. Recology's User Support Team gave a 2<sup>nd</sup> training on March 30, which WZS Eric Rizzo and Ashley Hui attended. Showcase retrieves customer service levels and other information from Recology's AS400 and ALTAR databases and are used to provide monthly, quarterly and/or Ad Hoc Reports to the SBWMA Member Agencies and staff.

On January 13, WZS Anthony Guerra, Ashley Hui, Eric Rizzo, Mia Rossi, Sarah Prescott, and Yvette Madera attended a recording of In Deep Radio Live at Kepler Books in Menlo Park. The episode featured Bea Johnson and her Zero Waste lifestyle. The WZS listened to how she had transformed her and her family's lifestyles to achieve Zero Waste living. The other guest of the show was Jo Zientek, Deputy Director of the Environmental Services Department at the City of San Jose. She discussed her key role in developing the City's Green Vision adopted by the San Jose City Council in October 2007 and comprised of ten aggressive goals related to jobs, energy, water, waste, trees, and transportation.

On January 20, WZS Eric Rizzo, Matt Petrofsky and Ashley Hui attended a private tour of the Material Recovery Facility (MRF) at the Shoreway Environmental Center. This tour allowed the Recology's WZS to ask direct questions in regards to their familiar customer base and inquire about specific functions of the daily operations of the MRF. With this knowledge, the WZS can build upon their industry expertise, which is shared across the SBWMA service area through routine meetings, educational presentations and daily communications within their commercial and Multi-Family Dwelling (MFD) customer base.

On January 27, the CRPT attended a Recology Hazcom Awareness Training, which covered utilizing safety gear, identifying potential hazardous materials in the field and at the MRF or Transfer Station and options that can be shared with customers about the proper disposal of hazardous materials.

On March 9, WZS Eric Rizzo, Matt Petrofsky, and Anthony Guerra attended RecycleWorks Countywide meeting in Daly City. The meeting was focused on CalRecycle grants and legislation. Topics discussed included: Beverage container recycling grants, solid waste disposal and site cleanup grants, California's Used Mattress Recovery and Recycling Act, and Californians Against Waste legislation.

**A DESCRIPTION OF THE STRATEGY AND OVERALL APPROACH TO ATTRACT AND RETAIN A HIGH QUALITY AND EFFECTIVE COMMERCIAL RECYCLING PROMOTION PROGRAM AND SUPERVISORY STAFF**

Recology is recognized in the industry for its environmental commitments, programs, and services. We utilize our well established networks to recruit the best suited members for our diversion teams by posting on specific “green industry” LISTSERVs that target individuals in the field of waste reduction. We support growth and leadership development amongst our employees and encourage educational opportunities both internally and externally.

At Recology, we believe an employee's compensation includes more than just their paychecks; we recognize that providing a comprehensive benefits package is an important aspect of our employees’ total compensation. By providing a competitive benefits package, including Recology’s Employee Stock Ownership Plan (ESOP), Recology is able to attract and retain highly qualified employees.

**A DESCRIPTION AND STATUS OF ACHIEVING THE GOALS AND OBJECTIVES FOR THE COMMERCIAL RECYCLING PROMOTION TEAM AND HOW THESE GOALS AND OBJECTIVES ARE TIED TO THE COMPENSATION INCENTIVE PLAN**

Our goals are to continue to recruit new recycling and compost customers and enhance the existing diversion programs in order to increase the volume of recyclable and compostable materials collected and delivered to the Shoreway Environmental Center. The following is an update on the goals and objectives achieved in Q1 2016.

**New Compost Customers**

Recology San Mateo County (RSMC) is pleased to report that the CRPT met the Q1 2016 goal of recruiting or increasing new compost and/or recycling services in the commercial and Multi-Family Dwelling (MFD) sectors as noted below:

Q1 2016 Goal New and/or Increased Recycling or Compost Customers	Q1 2016 Actual New and/or Increased Recycling or Compost Customers
100	100

**Assembly Bill (AB) 1826: Outreach**

RSMC collaborated with the SBWMA and Member Agencies to develop an AB1826 informational utility insert which was distributed to all commercial and MFD customers in the SBWMA service area.

RSMC is pleased to report that the CRPT exceeded the Q1 2016 goal set for contacting customers that generate 10 cubic yards or more of Municipal Solid Waste (MSW) per week to introduce the requirements of AB1826. The outcome from these outreach efforts are noted in the Strategies section on page 49.



Q1 2016 Goal AB 1826 Outreach	Q1 2016 Actual AB 1826 Outreach
35	75

‡The Mandatory Commercial Organics Recycling Assembly Bill (AB 1826) requires that businesses recycle their organic waste on and after April 1, 2016, depending on the amount of waste they generate per week. The law phases in the requirements on businesses, including multi-family dwellings that consist of five or more units. Multi-family dwellings are not required to have a food waste diversion program but must recycle landscape materials. These requirements are based on the amount and type of waste the business produces on a weekly basis, with full implementation realized in 2019. By January 1, 2016, local jurisdictions must have an organic waste recycling program in place. Jurisdictions must conduct outreach to educate businesses on how to recycle organic waste and monitor to identify those not recycling to inform them of the law. By April 1, 2016, businesses that generate eight cubic yards of organic waste per week must arrange for organic waste recycling services.

### Target Account Site Assessments

The CRPT surpassed the goal set for conducting Targeted Account Site Assessments‡ in Q1 2016, as outlined below:

Q1 2016 Goal Target Account Site Assessments	Q1 2016 Actual Target Account Site Assessments
70	111

The number of Site Assessments performed during Q1 2016 in each Member Agency is summarized below:

Member Agency	Q1 2016 Target Account Site Assessments	Q1 2016 Additional Waste Audits
Atherton	1	-0-
Belmont	2	2
Burlingame	18	8
East Palo Alto	9	5
Foster City	16	-0-
Hillsborough	-0-	-0-
Menlo Park	8	3
North Fair Oaks	-0-	-0-
Redwood City	10	9
San Carlos	18	4
San Mateo	15	8
Unincorporated San Mateo County	2	-0-
West Bay Sanitary District	12	2
<b>Total</b>	<b>111</b>	<b>41</b>

A detailed accounting of the Site Assessments and Waste Audits noted above is included in the 1<sup>st</sup> Quarter 2016 Report detail file in the tab labeled “ M10a. Top MSW Generators.” ‡Site Assessments are waste audits that are performed for the Top MSW Generators in each Member Agency. Per Franchise Agreement Section 7.04, RSMC is required to conduct these Site Assessments annually.

### †Site Checks

RSMC is pleased to report that the CRPT exceeded the Q1 2016 goal of conducting 300 Site Checks, as outlined below:

Q1 2016 Goal Site Checks	Q1 2016 Actual Site Checks
300	502

†Site Checks are visual on-site collection container assessments for all commercial generators. Per Franchise Agreement Section 7.04, RSMC is required to conduct Site Checks at least once every three years for all commercial accounts.

### Quarter 2 (Q2) 2016 Goals

RSMC’s goal is to continue to increase diversion by implementing new recycling and composting programs and to work directly with customers to maximize their existing programs. To support this goal, RSMC will perform Site Assessments and Waste Audits to monitor diversion opportunities, conduct Site Checks to verify service levels and program efficiencies, and provide technical assistance to customers on a requested or as needed basis.

### With that in mind, the following goals in have been set for the CRPT:

- Implement new commercial and/or MFD recycling and composting service to increase diversion
- Perform Site Assessments of Target Accounts for 2016 to identify Commercial and/or MFD accounts that will potentially fall under the initial phase of AB1826. Additional customers will be identified and targeted for Site Assessments and/or technical assistance to increase their recycling and organics diversion.
- Conduct Site Checks for verification of on-site collection containers at Commercial and/or MFD accounts

### The Q2 2016 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 75 Target Account Site Assessments for Commercial and/or MFD accounts
- Conduct 300 Site Checks for Commercial and/or MFD accounts
- Conduct a Site Assessment of 25 Commercial and/or MFD customers that generate 10 cubic yards or more of MSW per week to identify if they are generating 8 cubic yards or more of organic material, and therefore fall under the initial phase of AB1826

- Recruit or increase a minimum of 100 recycling and/or compost accounts, which may include the accounts that were targeted for AB1826

### **Compensation Incentive Plan**

The CRPT does not have a compensation incentive plan for achieving set goals. However, RSMC management conducts annual performance reviews to verify achievement of goals, as well as evaluate an employee's level of Recology's Leadership Competencies, which include items such as strategic thinking, business acumen, communications and customer relations. The annual performance review is then used to determine potential merit increases.

## **A DESCRIPTION OF CONTRACTOR'S SALES STRATEGY FOR MAINTAINING AND/OR EXPANDING THE EXISTING COMMERCIAL RECYCLING ACCOUNT BASE AND DIVERSION LEVELS**

To support our goal of increasing diversion and minimizing contamination, our strategy will be to focus on low diversion, compost-rich accounts, to ensure their needs are being met and that maximum diversion is being achieved. The CRPT will continue to perform Site Checks and Waste Audits to identify the needs of customers and areas in which we can improve existing diversion programs and/or implement new diversion services. An outline of these strategies and accomplishments from Q1 2016 are noted below:

### **Target Compost Rich Accounts for AB1826**

AB1826 went into effect on April 1<sup>st</sup>, 2016, and requires businesses that generate eight or more cubic yards of organic waste per week to arrange for organic recycling services. The volume requirements of AB1826 will gradually decrease each year until the minimum requirement is businesses generating 2 or more cubic yards of MSW in 2020.

In Q1 2016, the CRPT targeted organic-rich accounts that were not subscribed to Recology's compost service, with the goal of implementing new compost service. The CRPT implemented 34 new compost accounts, 21 of which were initiated through the CRPT's AB1826 outreach efforts. Along with the outreach, the CRPT contacted and scheduled on-site visits with 67 customers that will potentially fall under AB1826 in 2016 and performed 9 trainings for employees and janitorial staff at those locations.

These outreach strategies have proven to be effective, and therefore, the CRPT will continue to target accounts that potentially fall under this new law. The CRPT will contact and perform an audit of a minimum of 25 Commercial and/or MFD accounts, which generate 10 or more cubic yards of MSW and do not currently subscribe to organic collection services or have been identified as backhauling organic material. The CRPT will inform these customers about AB1826, and assist with the implementation of organic collection service to ensure customers are in compliance and their diversion programs are successful. Commercial and MFD customers who backhaul their organic material, use non-franchised haulers or landscape companies for the removal/recycling of food waste or yard waste material, will be documented in Recology's AS400 system.

### **Presentations, Trainings and Outreach Materials**

The CRPT utilizes presentations, trainings and various outreach materials to educate customers about the programs and services that RSMC offers. These tools teach customers how to properly



separate items into the recycling, compost and garbage. The CRPT will continue to promote these services and outreach materials in Q2 2016 to increase diversion and reduce contamination.

Below is a summary of the public education and outreach materials distributed by the CRPT throughout the SBWMA service area during Q1 2016:

<b>Q1 2016 Public Education and Outreach Materials</b>							
	<b>Commercial Brochures</b>	<b>Posters</b>	<b>Dock Signs</b>	<b>How To DVDs</b>	<b>Stickers</b>	<b>Recycle Buddy Bags</b>	<b>HHW Brochures</b>
January	3	60	23	1	45	176	87
February	8	93	9	-0-	152	154	22
March	13	246	8	-0-	176	1056	21
<b>Total</b>	<b>24</b>	<b>399</b>	<b>40</b>	<b>1</b>	<b>373</b>	<b>1386</b>	<b>130</b>

During Q1 2016, the CRPT conducted 20 presentations and 52 trainings to customers in the SBWMA service area, which are outlined below:

<b>Date</b>	<b>Franchise</b>	<b>Customer Name</b>	<b>Location</b>	<b>Attendees (staff, custodians, students, etc.)</b>	<b>Description</b>
01/05/2016	ATH	MENLO COLLEGE	1000 EL CAMINO REAL	HOUSE-KEEPING & GROUNDS KEEPERS	TRAINING
01/05/2016	ATH	SODEXO	1000 EL CAMINO REAL	KITCHEN STAFF	(2) TRAININGS
01/06/2016	MPK	WILLOW HOUSING	605 WILLOW RD	TENANTS	PRESENTATION
01/07/2016	NFO	SIX SECONDS	3375 EDISON WAY	CUSTODIAN	SPANISH TRAINING
01/07/2016	NFO	SIX SECONDS	3375 EDISON WAY	5-8TH GRADERS	PRESENTATION
01/15/2016	BUR	BURLINGAME MUSICH-1 LLC	1865 EL CAMINO REAL	MANAGER	TRAINING
01/15/2016	MAT	THE COUNTER	41 W HILLSDALE BLVD	KITCHEN STAFF AND MANAGER	(2) TRAININGS (AM & PM SHIFT)
01/15/2016	MAT	THE COUNTER	41 W HILLSDALE BLVD	SERVERS	(2) TRAININGS (AM & PM SHIFT)
01/19/2016	FOC	FASHION WOK	901 EDGEWATER BLVD	MANAGER	TRAINING
01/20/2016	SNC	BURAK EPIR	680 LAUREL ST	KITCHEN STAFF	TRAINING

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Description
01/22/2016	BUR	MILLS PENINSULA	1720 EL CAMINO REAL	CAFÉ OWNER	TRAINING
01/27/2016	EPA	ST FRANCIS CHURCH	1425 BAY RD	SOUP KITCHEN STAFF	TRAINING
01/27/2016	MAT	BEL-MATEO BOWL	4330 OLYMPIC AVE	OFFICE STAFF, MECHANICS, CUSTODIANS	(2) TRAININGS
01/28/2016	FOC	METRO CENTER SENIOR APTS	100 VILLAGE LN	RESIDENTS AND/OR THEIR AIDES	(2) PRESENTATIONS
01/28/2016	FOC	NORTH PENINSULA JEWISH CAMPUS	800 FOSTER CITY BLVD	PRESCHOOL STUDENTS AND TEACHERS	PRESENTATION
01/28/2016	MAT	EDUCATION COM HOLDINGS INC	333 S B ST STE 101	EMPLOYEES	PRESENTATION
01/28/2016	MPK	PAST & PRESENT	816 SANTA CRUZ AVE	KITCHEN STAFF	TRAINING
02/01/2016	BUR	ST PAULS CHURCH	405 EL CAMINO REAL	PRESCHOOL STUDENTS AND TEACHERS	(2) PRESENTATIONS
02/02/2016	MAT	GATEWAY CROSSING INC	668 E 3RD AVE	KITCHEN STAFF	SPANISH TRAINING
02/04/2016	MAT	GIA NAN RESTAURANT	514 PENINSULA AVE	WAITER AND CHEF	TRAINING
02/04/2016	MPK	MERCHANDISING SYSTEMS	1140 OBRIEN DR	STAFF	PRESENTATION
02/04/2016	NFO	ANSON'S CATERING	604 5TH AVE #A	KITCHEN STAFF	SPANISH TRAINING
02/05/2016	RWC	GOODWILL INDUSTRIES	1270 ODDSTAD DR	STAFF	TRAINING
02/05/2016	SNC	TESLA MOTORS	935 WASHINGTON ST	EMPLOYEES	TRAINING
02/09/2016	BEL	BELMONT GYRO HOUSE	1397 EL CAMINO REAL	EMPLOYEES	TRAINING
02/10/2016	SNC	BRITTAN ACRES SCHOOL	2000 BELLE ST	BROWNIE TROOP	PRESENTATION
02/12/2016	BEL	MARVIN GARDENS	1160 OLD COUNTY RD	EMPLOYEES & MANAGER	TRAINING
02/12/2016	HIL	THE NUEVA SCHOOL	6565 SKYLINE BLVD	K-4TH STUDENTS, TEACHERS, PARENTS	PRESENTATION
02/12/2016	RWC	COPYMAT	1918 EL CAMINO REAL	MANAGERS	TRAINING
02/12/2016	RWC	ERIK'S DELI CAFE'	400 WALNUT ST	EMPLOYEES	TRAINING

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Description
02/16/2016	RWC	ERIK'S DELI CAFE'	400 WALNUT ST	KITCHEN STAFF	TRAINING
02/18/2016	MAT	KEY MARKET #4 (028)	500 S NORFOLK ST	DEPARTMENT MANAGERS	SPANISH TRAINING
02/19/2016	MAT	EQUITY OFFICE BPC	999 BAKER WAY	EMPLOYEES	PRESENTATION
02/22/2016	WBS	3130 ALPINE, LLC	3130 ALPINE RD	STAFF	TRAINING
02/22/2016	WBS	3130 ALPINE, LLC	3130 ALPINE RD	KITCHEN STAFF	SPANISH TRAINING
02/23/2016	RWC	FSDW REDWOOD CITY LLC	2800 EL CAMINO REAL	CHEF & KITCHEN STAFF	TRAINING
02/24/2016	EPA	ST FRANCIS CHURCH	1425 BAY RD	STUDENTS	PRESENTATION
02/24/2016	MAT	CHASE BANK	2900 S NORFOLK ST	JANITORIAL STAFF AND EMPLOYEES	SPANISH TRAINING
02/24/2016	WBS	3130 ALPINE, LLC	3130 ALPINE RD	STAFF	TRAINING
02/26/2016	BUR	APPLE COMPUTER #R029	1301 BURLINGAME AVE	STAFF	TRAINING
02/26/2016	WBS	3130 ALPINE, LLC	3130 ALPINE RD	STAFF	TRAINING
02/26/2016	WBS	3130 ALPINE, LLC	3130 ALPINE RD #290	OWNER & KITCHEN STAFF	SPANISH TRAINING
02/29/2016	WBS	3130 ALPINE, LLC	3130 ALPINE RD	STAFF	TRAINING
02/29/2016	WBS	3130 ALPINE, LLC	3130 ALPINE RD	KITCHEN STAFF	TRAINING
03/02/2016	BEL	ECI TWO BELMONT	1301 SHOREWAY RD	EMPLOYEES AND PROPERTY MANAGER	TRAINING
03/02/2016	BEL	ECI TWO BELMONT	1301 SHOREWAY RD	EMPLOYEES	PRESENTATION
03/03/2016	RWC	DOUCE FRANCE	686 BROADWAY ST	BAKERS	SPANISH TRAINING
03/09/2016	FOC	IHOP	531 FOSTER CITY BLVD	EMPLOYEES AND GM	SPANISH TRAINING
03/09/2016	RWC	MARTIN'S WEST PUB	831 MAIN ST	KITCHEN AND WAIT STAFF	TRAINING

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Description
03/11/2016	FOC	IHOP	531 FOSTER CITY BLVD	KITCHEN STAFF & GM	SPANISH TRAINING
03/11/2016	MPK	KILROY REALTY L.P.	4300 BOHANNON DR, SUITE 100	EMPLOYEES	PRESENTATION
03/14/2016	BEL	AT & T	1200 EL CAMINO REAL	EMPLOYEES	TRAINING
03/15/2016	BEL	TOTO'S PIZZERIA	1200 EL CAMINO REAL	RESTUARANT EMPLOYEES & OWNER	TRAINING
03/15/2016	BEL	SUPERCUTS	1200 EL CAMINO REAL	EMPLOYEES	TRAINING
03/15/2016	WBS	LEONARD ROBINSON	3603 ALAMEDA DE LAS PULGAS	STAFF	(2) PRESENTATIONS
03/16/2016	FOC	WATERFRONT PIZZA	901 EDGEWATER BLVD	KITCHEN STAFF	SPANISH TRAINING
03/16/2016	WBS	FLEA STREET CAFE	3607 ALAMEDA DE LAS PULGAS	KITCHEN AND WAIT STAFF	TRAINING
03/17/2016	BEL	MENCHIES	1200 EL CAMINO REAL	DIRECTOR OF MARKETING & OWNER	TRAINING
03/17/2016	SNC	ROUND TABLE PIZZA	1324 EL CAMINO REAL	REGIONAL MANAGER, MANAGER AND EMPLOYEE	TRAINING
03/18/2016	RWC	ARGUELLO CATERING SOUTH	1757 E BAYSHORE RD #14	CAFE COORDINATOR AND KITCHEN STAFF	SPANISH TRAINING
03/21/2016	BEL	VOLKSWAGEN GROUP	500 CLIPPER DR	TEAM LEADERS	PRESENTATION
03/22/2016	BEL	NIKON PRECISION INC	1399 SHOREWAY RD	EMPLOYEES	PRESENTATION
03/22/2016	EPA	MI PUEBLO MARKET	1731 E BAYSHORE RD	DEPARTMENT HEADS & MANAGERS	SPANISH TRAINING
03/23/2016	EPA	BAY OAKS APARTMENTS	2400 GLORIA WAY	RESIDENTS	SPANISH PRESENTATION
03/30/2016	RWC	SMART & FINAL SITE #81410	1185 BROADWAY ST	EMPLOYEES	SPANISH TRAINING

Franchise codes: ATH = Atherton, BEL = Belmont, BUR = Burlingame, CSM = County of San Mateo, EPA = East Palo Alto, FOC = Foster City, HIL = Hillsborough, MAT = San Mateo, MPK = Menlo Park, NFO = North Fair Oaks, RWC = Redwood City, SNC = San Carlos, WBS = West Bay Sanitary District

Member Agency codes: C01 = Atherton, C02 = Belmont, C03 = Burlingame, C04 = East Palo Alto, C05 = Foster City, C06 = Hillsborough, C07 = Menlo Park, C08 = Redwood City, C09 = San Carlos, C10 = San Mateo, C11 = North Fair Oaks, C12 = West Bay Sanitary District, C15 = County of San Mateo

## **A DESCRIPTION OF THE SERVICES PROVIDED TO THE COMMERCIAL AND AGENCY FACILITY SECTORS**

Services provided by RSMC to Commercial and Agency Facility sectors include Single-Stream Recycling, Compost and Solid Waste Material collection. Support services provided include conducting Site Assessments and Site Checks, determining adequate and most cost effective service levels, providing presentations and trainings, and distributing public education materials and internal containers.

## **A DETAILED ACCOUNT OF DIVERSION STATISTICS FOR THE COMMERCIAL AND AGENCY FACILITY SECTORS**

A detailed account of the diversion statistics is included in RSMC's 2016 1st Quarter Report detail file in the tab labeled "M1d. Diversion Level".