



QUARTERLY REPORT TO THE SBWMA
FOR 3rd Quarter 2016

Submitted October 30, 2016



October 30, 2016

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

Dear Mr. La Mariana:

Enclosed is a copy of the Recology 3rd 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,

Mario Puccinelli
General Manager
Recology San Mateo County

cc: Farouk Fakira



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
3rd Quarter 2016**

**Submitted
OCTOBER 30, 2016**



3rd QUARTER 2016 REPORT

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3rd 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 3, system tonnage allocations were updated as follows: effective July 8 for usual and customary service changes; effective August 1 for changes in commercial solid waste routes.

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.



3rd QUARTER 2016 QUARTERLY REPORT SUMMARY

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2016 Year End
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Commercial Tonnage Collected

Solid Waste	21,898.55	21,250.72	21,690.09		64,839.36
Recyclables	6,813.22	6,334.26	6,397.99		19,545.47
Organics	6,591.27	6,583.53	6,704.68		19,879.48

Multi-Family Tonnage Collected

Solid Waste	8,628.62	8,412.17	8,514.83		25,555.62
Recyclables	2,293.77	2,196.91	2,214.08		6,704.76
Organics	236.71	235.87	233.53		706.11

Residential Tonnage Collected

Solid Waste	14,890.62	15,026.05	15,179.62		45,096.29
Recyclables	10,598.46	10,251.18	10,204.80		31,054.44
Organics	19,119.56	19,426.83	17,553.87		56,100.26

Diversion Rates

Commercial	34.30%	34.10%	33.99%		34.13%
Multi-Family	22.68%	22.43%	22.33%		22.48%
Residential	66.62%	66.39%	64.65%		65.90%
Overall	50.13%	50.19%	48.83%		49.72%

Inquiries, Service Requests & Complaints	22,055	23,419	26,171		71,645
Calls Received	41,915	42,790	43,429		128,134
Avg. Hold Time	19.83	30.17	16.51		22.14
Assessments	150	185	232		567
Quality Assurance	613	603	634		1,850

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	ATHERTON							
Commercial								
Commercial Solid Waste	32.03	35.75	39.79	103.44	101.33	107.57	0.00	312.34
Commercial Recycling	13.43	15.34	12.91	55.71	43.91	41.68	0.00	141.30
Commercial Organics	39.88	62.09	65.48	155.51	145.46	167.45	0.00	468.42
Subtotal - Disposed	32.03	35.75	39.79	103.44	101.33	107.57	0.00	312.34
Subtotal - Diverted	53.31	77.43	78.39	211.22	189.37	209.13	0.00	609.72
Diversion Rate	62.47%	68.41%	66.33%	67.13%	65.14%	66.03%	0.00%	66.13%
MFD								
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%
Roll-Off								
Roll-Off Solid Waste	0.00	3.50	0.00	0.00	0.00	3.50	0.00	3.50
Roll-Off Recycling	0.00	1.99	0.00	0.00	0.00	1.99	0.00	1.99
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	3.50	0.00	0.00	0.00	3.50	0.00	3.50
Subtotal - Diverted	0.00	1.99	0.00	0.00	0.00	1.99	0.00	1.99
Diversion Rate	0.00%	36.25%	0.00%	0.00%	0.00%	36.25%	0.00%	36.25%
Residential								
Residential Solid Waste	133.55	155.40	146.59	418.24	442.38	435.54	0.00	1,296.16
Residential Curbside Recycling	107.74	119.81	111.13	360.02	353.92	338.68	0.00	1,052.62
Residential Curbside Organics	499.63	599.42	602.31	1,912.61	1,759.80	1,701.36	0.00	5,373.77
Subtotal - Disposed	133.55	155.40	146.59	418.24	442.38	435.54	0.00	1,296.16
Subtotal - Diverted	607.37	719.23	713.44	2,272.63	2,113.72	2,040.04	0.00	6,426.39
Diversion Rate	81.98%	82.23%	82.96%	84.46%	82.69%	82.41%	0.00%	83.22%
Total Disposed	165.58	194.65	186.38	521.68	543.71	546.61	0.00	1,612.00
Total Diverted	660.68	798.65	791.83	2,483.85	2,303.09	2,251.16	0.00	7,038.10
Total Diversion Rate	79.96%	80.40%	80.95%	82.64%	80.90%	80.46%	0.00%	81.36%
Single-Family Measured Diversion Rate	81.98%	82.23%	82.96%	84.46%	82.69%	82.41%	0.00%	83.22%
Commercial Measured Diversion Rate	62.47%	66.93%	66.33%	67.13%	65.14%	65.53%	0.00%	65.95%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	79.96%	80.40%	80.95%	82.64%	80.90%	80.46%	0.00%	81.36%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
Atherton								
Commercial¹ and MFD								
Commercial Solid Waste	452.22	395.20	342.49	329.14	353.56	312.34	(41.22)	-11.66%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	6.77	4.45	3.50	(0.95)	-21.35%
Commercial Recycling	164.12	114.10	121.63	122.94	131.69	141.30	9.61	7.30%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.00	1.96	1.99	0.03	1.53%
Commercial Organics	339.64	284.74	371.53	323.26	518.99	468.42	(50.57)	-9.74%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	452.22	395.20	342.92	335.91	358.01	315.84	(42.17)	-11.78%
SUBTOTAL - Diverted Tons	513.90	425.41	493.40	446.20	652.64	611.71	(40.93)	-6.27%
Residential								
Residential Solid Waste	1,537.78	1,302.52	1,272.50	1,241.90	1,273.26	1,296.16	22.90	1.80%
Residential Curbside Recycling	936.38	962.70	996.38	1,040.12	1,026.37	1,052.62	26.25	2.56%
Residential Curbside Organics	5,676.17	5,774.39	5,599.26	5,218.89	5,021.12	5,373.77	352.65	7.02%
SUBTOTAL - Disposed Tons	1,537.78	1,302.52	1,272.50	1,241.90	1,273.26	1,296.16	22.90	1.80%
SUBTOTAL - Diverted Tons	6,612.55	6,737.09	6,595.64	6,259.01	6,047.49	6,426.39	378.90	6.27%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	1,990.00	1,697.72	1,615.42	1,577.81	1,631.27	1,612.00		
TOTAL TONS DIVERTED	7,126.45	7,162.50	7,089.04	6,705.21	6,700.13	7,038.10		
COMMERCIAL DIVERSION RATE	53.19%	51.84%	59.00%	57.05%	64.58%	65.95%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	81.13%	83.80%	83.83%	83.44%	82.61%	83.22%		
TOTAL DIVERSION RATE	78.17%	80.84%	81.44%	80.95%	80.42%	81.36%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	162.33	173.54	161.71	553.22	523.35	497.58	0.00	1,574.15
Commercial Recycling	61.71	76.03	68.45	232.39	214.22	206.19	0.00	652.80
Commercial Organics	62.68	69.70	70.57	215.51	211.46	202.95	0.00	629.92
Subtotal - Disposed	162.33	173.54	161.71	553.22	523.35	497.58	0.00	1,574.15
Subtotal - Diverted	124.39	145.73	139.02	447.90	425.68	409.14	0.00	1,282.72
Diversion Rate	43.38%	45.64%	46.23%	44.74%	44.85%	45.12%	0.00%	44.90%
MFD								
MFD Solid Waste	160.64	182.62	167.17	518.34	505.19	510.43	0.00	1,533.96
MFD Recycling	43.78	49.34	46.68	151.54	142.57	139.80	0.00	433.91
MFD Organics	6.25	7.00	7.40	19.73	19.57	20.65	0.00	59.95
Subtotal - Disposed	160.64	182.62	167.17	518.34	505.19	510.43	0.00	1,533.96
Subtotal - Diverted	50.03	56.34	54.08	171.27	162.14	160.45	0.00	493.86
Diversion Rate	23.75%	23.58%	24.44%	24.84%	24.30%	23.92%	0.00%	24.35%
Roll-Off								
Roll-Off Solid Waste	40.89	44.41	35.12	114.23	122.13	120.42	0.00	356.78
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	40.89	44.41	35.12	114.23	122.13	120.42	0.00	356.78
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%
Residential								
Residential Solid Waste	271.22	287.64	279.98	828.54	819.36	838.84	0.00	2,486.74
Residential Curbside Recycling	226.76	241.76	230.08	750.18	685.00	698.60	0.00	2,133.78
Residential Curbside Organics	329.12	350.56	312.64	985.77	1,063.59	992.32	0.00	3,041.68
Subtotal - Disposed	271.22	287.64	279.98	828.54	819.36	838.84	0.00	2,486.74
Subtotal - Diverted	555.88	592.32	542.72	1,735.95	1,748.59	1,690.92	0.00	5,175.46
Diversion Rate	67.21%	67.31%	65.97%	67.69%	68.09%	66.84%	0.00%	67.55%
Total Disposed	635.08	688.21	643.98	2,014.33	1,970.03	1,967.27	0.00	5,951.63
Total Diverted	730.30	794.39	735.82	2,355.12	2,336.41	2,260.51	0.00	6,952.04
Total Diversion Rate	53.49%	53.58%	53.33%	53.90%	54.25%	53.47%	0.00%	53.88%
Single-Family Measured Diversion Rate	67.21%	67.31%	65.97%	67.69%	68.09%	66.84%	0.00%	67.55%
Commercial Measured Diversion Rate	32.40%	33.53%	34.66%	34.30%	33.81%	33.54%	0.00%	33.89%
MFD Measured Diversion Rate	23.75%	23.58%	24.44%	24.84%	24.30%	23.92%	0.00%	24.35%
Overall Measured Diversion Rate	53.49%	53.58%	53.33%	53.90%	54.25%	53.47%	0.00%	53.88%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
Belmont								
Commercial¹ and MFD								
Commercial Solid Waste	1,651.45	1,910.36	1,744.19	1,750.07	1,612.65	1,574.15	(38.50)	-2.39%
MFD Solid Waste	1,464.88	1,557.15	1,666.14	1,647.75	1,538.26	1,533.96	(4.30)	-0.28%
Roll-Off Solid Waste	359.71	367.62	355.33	368.41	355.63	356.78	1.15	0.32%
Commercial Recycling	391.34	451.70	474.56	550.75	625.39	652.80	27.41	4.38%
MFD Recycling	341.10	344.93	379.71	389.02	425.44	433.91	8.47	1.99%
Roll-Off Recycling	0.41	1.65	2.62	0.46	0.00	0.00	0.00	0.00%
Commercial Organics	307.86	316.20	371.22	447.84	528.08	629.92	101.84	19.28%
MFD Organics	19.15	25.48	45.90	47.76	51.76	59.95	8.19	15.82%
Roll-Off Organics	1.14	7.02	0.22	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	3,476.04	3,835.13	3,765.66	3,766.23	3,506.54	3,464.89	(41.65)	-1.19%
SUBTOTAL - Diverted Tons	1,061.00	1,146.98	1,274.23	1,435.83	1,630.67	1,776.58	145.91	8.95%
Residential								
Residential Solid Waste	2,453.87	2,504.85	2,457.87	2,406.76	2,448.98	2,486.74	37.76	1.54%
Residential Curbside Recycling	2,300.77	2,110.83	2,101.22	2,075.06	2,067.17	2,133.78	66.61	3.22%
Residential Curbside Organics	3,057.33	3,026.79	3,148.45	2,893.15	2,867.75	3,041.68	173.93	6.07%
SUBTOTAL - Disposed Tons	2,453.87	2,504.85	2,457.87	2,406.76	2,448.98	2,486.74	37.76	1.54%
SUBTOTAL - Diverted Tons	5,358.10	5,137.62	5,249.67	4,968.21	4,934.92	5,175.46	240.54	4.87%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	5,929.91	6,339.98	6,223.53	6,172.99	5,955.52	5,951.63		
TOTAL TONS DIVERTED	6,419.10	6,284.60	6,523.90	6,404.04	6,565.59	6,952.04		
COMMERCIAL DIVERSION RATE	23.39%	23.02%	25.28%	27.60%	31.74%	33.89%		
MFD DIVERSION RATE	19.74%	19.22%	20.35%	20.95%	23.68%	24.35%		
RESIDENTIAL DIVERSION RATE	68.59%	67.22%	68.11%	67.37%	66.83%	67.55%		
TOTAL DIVERSION RATE	51.98%	49.78%	51.18%	50.92%	52.44%	53.88%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
BURLINGAME								
Commercial								
Commercial Solid Waste	673.68	724.47	682.99	2,223.26	2,080.34	2,081.14	0.00	6,384.74
Commercial Recycling	284.22	304.01	289.37	1,045.18	1,095.51	877.60	0.00	3,018.29
Commercial Organics	236.06	264.27	238.98	766.81	825.22	739.31	0.00	2,331.34
Subtotal - Disposed	673.68	724.47	682.99	2,223.26	2,080.34	2,081.14	0.00	6,384.74
Subtotal - Diverted	520.28	568.28	528.35	1,811.99	1,920.73	1,616.91	0.00	5,349.63
Diversion Rate	43.58%	43.96%	43.62%	44.90%	48.01%	43.72%	0.00%	45.59%
MFD								
MFD Solid Waste	247.76	265.52	251.89	748.60	742.80	765.17	0.00	2,256.57
MFD Recycling	76.41	83.47	75.12	241.85	233.27	235.00	0.00	710.12
MFD Organics	5.41	6.33	5.81	16.88	17.90	17.55	0.00	52.33
Subtotal - Disposed	247.76	265.52	251.89	748.60	742.80	765.17	0.00	2,256.57
Subtotal - Diverted	81.82	89.80	80.93	258.73	251.17	252.55	0.00	762.45
Diversion Rate	24.83%	25.27%	24.32%	25.68%	25.27%	24.82%	0.00%	25.25%
Roll-Off								
Roll-Off Solid Waste	831.95	872.24	808.59	2,209.48	2,359.93	2,512.78	0.00	7,082.19
Roll-Off Recycling	12.12	13.66	12.60	43.14	33.26	38.38	0.00	114.78
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	831.95	872.24	808.59	2,209.48	2,359.93	2,512.78	0.00	7,082.19
Subtotal - Diverted	12.12	13.66	12.60	43.14	33.26	38.38	0.00	114.78
Diversion Rate	1.44%	1.54%	1.53%	1.92%	1.39%	1.50%	0.00%	1.59%
Residential								
Residential Solid Waste	291.06	340.64	305.33	937.14	940.11	937.03	0.00	2,814.28
Residential Curbside Recycling	223.01	259.94	238.40	767.67	742.50	721.35	0.00	2,231.52
Residential Curbside Organics	348.12	396.28	382.39	1,248.80	1,301.81	1,126.79	0.00	3,677.40
Subtotal - Disposed	291.06	340.64	305.33	937.14	940.11	937.03	0.00	2,814.28
Subtotal - Diverted	571.13	656.22	620.79	2,016.47	2,044.31	1,848.14	0.00	5,908.92
Diversion Rate	66.24%	65.83%	67.03%	68.27%	68.50%	66.36%	0.00%	67.74%
Total Disposed	2,044.45	2,202.87	2,048.80	6,118.48	6,123.18	6,296.12	0.00	18,537.78
Total Diverted	1,185.35	1,327.96	1,242.67	4,130.33	4,249.47	3,755.98	0.00	12,135.78
Total Diversion Rate	36.70%	37.61%	37.75%	40.30%	40.97%	37.37%	0.00%	39.56%
Single-Family Measured Diversion Rate	66.24%	65.83%	67.03%	68.27%	68.50%	66.36%	0.00%	67.74%
Commercial Measured Diversion Rate	25.94%	26.51%	26.29%	28.98%	29.85%	26.25%	0.00%	28.37%
MFD Measured Diversion Rate	24.83%	25.27%	24.32%	25.68%	25.27%	24.82%	0.00%	25.25%
Overall Measured Diversion Rate	36.70%	37.61%	37.75%	40.30%	40.97%	37.37%	0.00%	39.56%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
Burlingame								
Commercial¹ and MFD								
Commercial Solid Waste	6,202.99	6,418.45	6,198.40	6,145.80	6,083.80	6,384.74	300.94	4.95%
MFD Solid Waste	2,373.21	2,180.78	2,220.10	2,170.35	2,161.40	2,256.57	95.17	4.40%
Roll-Off Solid Waste	5,974.40	6,551.12	5,479.22	5,571.87	5,910.12	7,082.19	1,172.07	19.83%
Commercial Recycling	1,933.75	2,087.15	2,375.14	2,947.52	2,911.42	3,018.29	106.87	3.67%
MFD Recycling	541.62	543.42	639.42	680.08	703.74	710.12	6.38	0.91%
Roll-Off Recycling	86.16	177.98	90.12	101.76	105.16	114.78	9.62	9.15%
Commercial Organics	1,718.56	1,682.96	2,054.08	1,984.61	2,425.58	2,331.34	(94.24)	-3.89%
MFD Organics	57.32	44.68	47.17	37.95	41.11	52.33	11.22	27.29%
Roll-Off Organics	714.54	238.87	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	14,550.60	15,150.35	13,897.72	13,888.02	14,155.32	15,723.50	1,568.18	11.08%
SUBTOTAL - Diverted Tons	5,051.95	4,775.06	5,205.93	5,751.92	6,187.01	6,226.86	39.85	0.64%
Residential								
Residential Solid Waste	2,985.99	2,775.77	2,757.23	2,720.37	2,749.49	2,814.28	64.79	2.36%
Residential Curbside Recycling	2,196.59	2,210.21	2,212.59	2,190.21	2,196.89	2,231.52	34.63	1.58%
Residential Curbside Organics	3,816.02	3,757.91	3,859.18	3,575.36	3,410.39	3,677.40	267.01	7.83%
SUBTOTAL - Disposed Tons	2,985.99	2,775.77	2,757.23	2,720.37	2,749.49	2,814.28	64.79	2.36%
SUBTOTAL - Diverted Tons	6,012.61	5,968.12	6,071.77	5,765.57	5,607.28	5,908.92	301.64	5.38%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	17,536.59	17,926.12	16,654.95	16,608.39	16,904.81	18,537.78		
TOTAL TONS DIVERTED	11,064.56	10,743.18	11,277.70	11,517.49	11,794.29	12,135.78		
COMMERCIAL DIVERSION RATE	25.77%	23.96%	27.25%	29.29%	30.41%	28.37%		
MFD DIVERSION RATE	20.15%	21.24%	23.62%	24.86%	25.63%	25.25%		
RESIDENTIAL DIVERSION RATE	66.82%	68.25%	68.77%	67.94%	67.10%	67.74%		
TOTAL DIVERSION RATE	38.69%	37.47%	40.37%	40.95%	41.10%	39.56%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	EAST PALO ALTO							
Commercial								
Commercial Solid Waste	125.25	139.79	122.68	389.37	388.36	387.72	0.00	1,165.45
Commercial Recycling	42.20	57.10	40.72	137.38	135.63	140.02	0.00	413.03
Commercial Organics	44.45	87.94	67.55	123.43	144.36	199.94	0.00	467.73
Subtotal - Disposed	125.25	139.79	122.68	389.37	388.36	387.72	0.00	1,165.45
Subtotal - Diverted	86.65	145.04	108.27	260.81	279.99	339.96	0.00	880.76
Diversion Rate	40.89%	50.92%	46.88%	40.11%	41.89%	46.72%	0.00%	43.04%
MFD								
MFD Solid Waste	220.80	239.36	213.04	655.18	651.26	673.20	0.00	1,979.64
MFD Recycling	28.14	33.84	28.17	92.57	90.24	90.15	0.00	272.96
MFD Organics	5.46	6.79	5.38	17.64	17.90	17.63	0.00	53.17
Subtotal - Disposed	220.80	239.36	213.04	655.18	651.26	673.20	0.00	1,979.64
Subtotal - Diverted	33.60	40.63	33.55	110.21	108.14	107.78	0.00	326.13
Diversion Rate	13.21%	14.51%	13.61%	14.40%	14.24%	13.80%	0.00%	14.14%
Roll-Off								
Roll-Off Solid Waste	63.09	82.44	72.42	164.13	189.75	217.95	0.00	571.83
Roll-Off Recycling	0.00	0.00	0.00	6.75	8.55	0.00	0.00	15.30
Roll-Off Organics	26.19	25.95	31.25	93.68	91.34	83.39	0.00	268.41
Subtotal - Disposed	63.09	82.44	72.42	164.13	189.75	217.95	0.00	571.83
Subtotal - Diverted	26.19	25.95	31.25	100.43	99.89	83.39	0.00	283.71
Diversion Rate	29.33%	23.94%	30.14%	37.96%	34.49%	27.67%	0.00%	33.16%
Residential								
Residential Solid Waste	561.66	633.39	573.57	1,682.60	1,764.87	1,768.62	0.00	5,216.09
Residential Curbside Recycling	132.57	149.19	138.39	397.67	408.85	420.15	0.00	1,226.67
Residential Curbside Organics	288.31	315.53	278.99	981.42	979.44	882.83	0.00	2,843.69
Subtotal - Disposed	561.66	633.39	573.57	1,682.60	1,764.87	1,768.62	0.00	5,216.09
Subtotal - Diverted	420.88	464.72	417.38	1,379.09	1,388.29	1,302.98	0.00	4,070.36
Diversion Rate	42.84%	42.32%	42.12%	45.04%	44.03%	42.42%	0.00%	43.83%
Total Disposed	970.80	1,094.98	981.71	2,891.28	2,994.24	3,047.49	0.00	8,933.01
Total Diverted	567.32	676.34	590.45	1,850.54	1,876.31	1,834.11	0.00	5,560.96
Total Diversion Rate	36.88%	38.18%	37.56%	39.03%	38.52%	37.57%	0.00%	38.37%
Single-Family Measured Diversion Rate	42.84%	42.32%	42.12%	45.04%	44.03%	42.42%	0.00%	43.83%
Commercial Measured Diversion Rate	26.36%	31.43%	29.78%	28.06%	28.42%	29.34%	0.00%	28.62%
MFD Measured Diversion Rate	13.21%	14.51%	13.61%	14.40%	14.24%	13.80%	0.00%	14.14%
Overall Measured Diversion Rate	36.88%	38.18%	37.56%	39.03%	38.52%	37.57%	0.00%	38.37%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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>
East Palo Alto								
Commercial¹ and MFD								
Commercial Solid Waste	1,067.10	1,061.92	1,001.43	1,022.46	1,148.82	1,165.45	16.63	1.45%
MFD Solid Waste	1,993.63	1,920.10	2,038.81	2,067.37	1,891.25	1,979.64	88.39	4.67%
Roll-Off Solid Waste	577.19	1,003.04	985.96	880.53	750.39	571.83	(178.56)	-23.80%
Commercial Recycling	411.38	922.54	370.58	393.69	398.35	413.03	14.68	3.69%
MFD Recycling	20.52	144.71	163.94	203.12	259.46	272.96	13.50	5.20%
Roll-Off Recycling	24.55	17.74	7.85	24.09	19.49	15.30	(4.19)	-21.50%
Commercial Organics	236.14	233.54	257.98	356.72	375.80	467.73	91.93	24.46%
MFD Organics	41.43	50.09	63.54	59.26	59.82	53.17	(6.65)	-11.12%
Roll-Off Organics	0.00	9.94	2.79	0.00	27.52	268.41	240.89	100.00%
SUBTOTAL - Disposed Tons	3,637.92	3,985.06	4,026.20	3,970.36	3,790.46	3,716.92	(73.54)	-1.94%
SUBTOTAL - Diverted Tons	734.02	1,378.56	866.68	1,036.88	1,140.44	1,490.60	350.16	30.70%
Residential								
Residential Solid Waste	4,736.58	4,795.71	4,762.94	4,922.58	5,100.03	5,216.09	116.06	2.28%
Residential Curbside Recycling	972.48	970.50	1,033.63	1,090.50	1,144.78	1,226.67	81.89	7.15%
Residential Curbside Organics	2,621.30	2,611.31	2,756.47	2,634.13	2,690.55	2,843.69	153.14	5.69%
SUBTOTAL - Disposed Tons	4,736.58	4,795.71	4,762.94	4,922.58	5,100.03	5,216.09	116.06	2.28%
SUBTOTAL - Diverted Tons	3,593.78	3,581.81	3,790.10	3,724.63	3,835.33	4,070.36	235.03	6.13%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	8,374.50	8,780.77	8,789.14	8,892.94	8,890.49	8,933.01		
TOTAL TONS DIVERTED	4,327.80	4,960.37	4,656.78	4,761.51	4,975.77	5,560.96		
COMMERCIAL DIVERSION RATE	16.79%	25.70%	17.71%	20.71%	23.13%	28.62%		
MFD DIVERSION RATE	3.01%	9.21%	10.04%	11.26%	14.44%	14.14%		
RESIDENTIAL DIVERSION RATE	43.14%	42.76%	44.31%	43.07%	42.92%	43.83%		
TOTAL DIVERSION RATE	34.07%	36.10%	34.63%	34.87%	35.88%	38.37%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	FOSTER CITY							
Commercial								
Commercial Solid Waste	232.56	241.79	213.16	663.56	676.59	687.51	0.00	2,027.66
Commercial Recycling	95.81	105.16	96.29	308.19	293.19	297.26	0.00	898.64
Commercial Organics	178.72	203.26	191.35	528.77	531.16	573.33	0.00	1,633.26
Subtotal - Disposed	232.56	241.79	213.16	663.56	676.59	687.51	0.00	2,027.66
Subtotal - Diverted	274.53	308.42	287.64	836.96	824.35	870.59	0.00	2,531.90
Diversion Rate	54.14%	56.05%	57.44%	55.78%	54.92%	55.88%	0.00%	55.53%
MFD								
MFD Solid Waste	236.16	229.49	235.84	785.67	718.97	701.49	0.00	2,206.13
MFD Recycling	82.25	93.56	87.19	269.65	255.93	263.00	0.00	788.58
MFD Organics	5.72	6.39	5.93	9.83	10.44	18.04	0.00	38.31
Subtotal - Disposed	236.16	229.49	235.84	785.67	718.97	701.49	0.00	2,206.13
Subtotal - Diverted	87.97	99.95	93.12	279.48	266.37	281.04	0.00	826.89
Diversion Rate	27.14%	30.34%	28.31%	26.24%	27.03%	28.60%	0.00%	27.26%
Roll-Off								
Roll-Off Solid Waste	95.33	73.83	84.37	250.15	242.83	253.53	0.00	746.51
Roll-Off Recycling	0.00	1.97	1.62	4.30	6.61	3.59	0.00	14.50
Roll-Off Organics	54.08	53.50	55.15	146.02	171.50	162.73	0.00	480.25
Subtotal - Disposed	95.33	73.83	84.37	250.15	242.83	253.53	0.00	746.51
Subtotal - Diverted	54.08	55.47	56.77	150.32	178.11	166.32	0.00	494.75
Diversion Rate	36.20%	42.90%	40.22%	37.54%	42.31%	39.61%	0.00%	39.86%
Residential								
Residential Solid Waste	277.09	284.08	286.20	804.07	823.77	847.37	0.00	2,475.21
Residential Curbside Recycling	190.13	212.26	198.74	638.69	590.76	601.13	0.00	1,830.58
Residential Curbside Organics	206.94	220.01	200.28	657.76	747.05	627.23	0.00	2,032.04
Subtotal - Disposed	277.09	284.08	286.20	804.07	823.77	847.37	0.00	2,475.21
Subtotal - Diverted	397.07	432.27	399.02	1,296.45	1,337.81	1,228.36	0.00	3,862.62
Diversion Rate	58.90%	60.34%	58.23%	61.72%	61.89%	59.18%	0.00%	60.95%
Total Disposed	841.14	829.19	819.57	2,503.45	2,462.16	2,489.90	0.00	7,455.51
Total Diverted	813.65	896.11	836.55	2,563.21	2,606.64	2,546.31	0.00	7,716.16
Total Diversion Rate	49.17%	51.94%	50.51%	50.59%	51.43%	50.56%	0.00%	50.86%
Single-Family Measured Diversion Rate	58.90%	60.34%	58.23%	61.72%	61.89%	59.18%	0.00%	60.95%
Commercial Measured Diversion Rate	42.48%	45.97%	45.06%	42.71%	43.64%	44.52%	0.00%	43.62%
MFD Measured Diversion Rate	27.14%	30.34%	28.31%	26.24%	27.03%	28.60%	0.00%	27.26%
Overall Measured Diversion Rate	49.17%	51.94%	50.51%	50.59%	51.43%	50.56%	0.00%	50.86%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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>
Foster City								
Commercial¹ and MFD								
Commercial Solid Waste	2,516.86	2,388.53	2,099.94	2,064.60	1,957.80	2,027.66	69.86	3.57%
MFD Solid Waste	3,116.39	2,326.14	2,523.75	2,391.00	2,341.31	2,206.13	(135.18)	-5.77%
Roll-Off Solid Waste	1,422.13	1,061.01	970.50	857.48	831.76	746.51	(85.25)	-10.25%
Commercial Recycling	498.19	697.89	733.40	756.48	776.33	898.64	122.31	15.75%
MFD Recycling	435.47	463.50	594.34	673.94	708.39	788.58	80.19	11.32%
Roll-Off Recycling	35.74	18.26	13.37	6.07	8.45	14.50	6.05	71.60%
Commercial Organics	1,083.58	1,154.55	1,408.02	1,445.02	1,475.57	1,633.26	157.69	10.69%
MFD Organics	26.18	23.91	38.36	29.61	26.85	38.31	11.46	42.68%
Roll-Off Organics	234.71	449.01	388.64	405.26	424.45	480.25	55.80	13.15%
SUBTOTAL - Disposed Tons	7,055.38	5,775.68	5,594.19	5,313.08	5,130.87	4,980.30	(150.57)	-2.93%
SUBTOTAL - Diverted Tons	2,313.87	2,807.12	3,176.13	3,316.38	3,420.04	3,853.54	433.50	12.68%
Residential								
Residential Solid Waste	2,335.27	2,475.32	2,437.18	2,346.22	2,380.02	2,475.21	95.19	4.00%
Residential Curbside Recycling	1,798.44	1,771.38	1,778.71	1,747.59	1,776.48	1,830.58	54.10	3.05%
Residential Curbside Organics	2,085.05	2,107.27	2,089.20	1,948.18	1,885.43	2,032.04	146.61	7.78%
SUBTOTAL - Disposed Tons	2,335.27	2,475.32	2,437.18	2,346.22	2,380.02	2,475.21	95.19	4.00%
SUBTOTAL - Diverted Tons	3,883.49	3,878.65	3,867.91	3,695.77	3,661.91	3,862.62	200.71	5.48%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	9,390.65	8,251.00	8,031.37	7,659.30	7,510.89	7,455.51		
TOTAL TONS DIVERTED	6,197.36	6,685.77	7,044.04	7,012.15	7,081.95	7,716.16		
COMMERCIAL DIVERSION RATE	24.70%	32.71%	36.21%	38.43%	40.00%	43.62%		
MFD DIVERSION RATE	12.90%	17.32%	20.04%	22.74%	23.90%	27.26%		
RESIDENTIAL DIVERSION RATE	62.45%	61.04%	61.35%	61.17%	60.61%	60.95%		
TOTAL DIVERSION RATE	39.76%	44.76%	46.73%	47.79%	48.53%	50.86%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	HILLSBOROUGH							
Commercial								
Commercial Solid Waste	19.08	32.48	17.58	93.70	75.15	69.14	0.00	237.99
Commercial Recycling	23.43	16.57	4.88	155.02	50.39	44.88	0.00	250.29
Commercial Organics	28.03	30.37	47.27	114.03	90.53	105.67	0.00	310.23
Subtotal - Disposed	19.08	32.48	17.58	93.70	75.15	69.14	0.00	237.99
Subtotal - Diverted	51.46	46.94	52.15	269.05	140.92	150.55	0.00	560.52
Diversion Rate	72.95%	59.10%	74.79%	74.17%	65.22%	68.53%	0.00%	70.20%
MFD								
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%
Roll-Off								
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%
Residential								
Residential Solid Waste	178.11	210.52	183.30	574.74	565.82	571.93	0.00	1,712.49
Residential Curbside Recycling	143.04	177.96	153.93	492.81	484.78	474.93	0.00	1,452.52
Residential Curbside Organics	307.80	382.25	352.07	1,140.09	1,130.39	1,042.12	0.00	3,312.60
Subtotal - Disposed	178.11	210.52	183.30	574.74	565.82	571.93	0.00	1,712.49
Subtotal - Diverted	450.84	560.21	506.00	1,632.90	1,615.17	1,517.05	0.00	4,765.12
Diversion Rate	71.68%	72.69%	73.41%	73.97%	74.06%	72.62%	0.00%	73.56%
Total Disposed	197.19	243.00	200.88	668.44	640.97	641.07	0.00	1,950.48
Total Diverted	502.30	607.15	558.15	1,901.95	1,756.09	1,667.60	0.00	5,325.64
Total Diversion Rate	71.81%	71.42%	73.53%	73.99%	73.26%	72.23%	0.00%	73.19%
Single-Family Measured Diversion Rate	71.68%	72.69%	73.41%	73.97%	74.06%	72.62%	0.00%	73.56%
Commercial Measured Diversion Rate	72.95%	59.10%	74.79%	74.17%	65.22%	68.53%	0.00%	70.20%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	71.81%	71.42%	73.53%	73.99%	73.26%	72.23%	0.00%	73.19%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
Hillsborough								
Commercial¹ and MFD								
Commercial Solid Waste	380.44	283.87	302.10	190.28	220.96	237.99	17.03	7.71%
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	550.71	136.42	431.35	295.62	403.19	250.29	(152.90)	-37.92%
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	203.59	223.89	274.17	243.78	316.62	310.23	(6.39)	-2.02%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	385.68	285.67	302.10	190.28	220.96	237.99	17.03	7.71%
SUBTOTAL - Diverted Tons	761.84	376.15	705.52	539.40	719.81	560.52	(159.29)	-22.13%
Residential								
Residential Solid Waste	2,158.95	1,747.51	1,689.39	1,646.36	1,692.20	1,712.49	20.29	1.20%
Residential Curbside Recycling	1,705.84	1,393.48	1,424.57	1,416.13	1,423.05	1,452.52	29.47	2.07%
Residential Curbside Organics	2,829.92	3,201.83	3,291.18	3,089.37	3,042.50	3,312.60	270.10	8.88%
SUBTOTAL - Disposed Tons	2,158.95	1,747.51	1,689.39	1,646.36	1,692.20	1,712.49	20.29	1.20%
SUBTOTAL - Diverted Tons	4,535.76	4,595.31	4,715.75	4,505.50	4,465.55	4,765.12	299.57	6.71%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	2,544.63	2,033.18	1,991.49	1,836.64	1,913.16	1,950.48		
TOTAL TONS DIVERTED	5,297.60	4,971.46	5,421.27	5,044.90	5,185.36	5,325.64		
COMMERCIAL DIVERSION RATE	66.39%	56.84%	70.02%	73.92%	76.51%	70.20%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	67.75%	72.45%	73.62%	73.24%	72.52%	73.56%		
TOTAL DIVERSION RATE	67.55%	70.97%	73.13%	73.31%	73.05%	73.19%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK								
Commercial								
Commercial Solid Waste	770.98	825.31	767.54	2,393.10	2,269.21	2,363.83	0.00	7,026.14
Commercial Recycling	326.63	312.47	281.95	836.21	770.50	921.05	0.00	2,527.76
Commercial Organics	464.56	489.98	462.46	1,454.63	1,368.67	1,417.00	0.00	4,240.30
Subtotal - Disposed	770.98	825.31	767.54	2,393.10	2,269.21	2,363.83	0.00	7,026.14
Subtotal - Diverted	791.19	802.45	744.41	2,290.84	2,139.17	2,338.05	0.00	6,768.06
Diversion Rate	50.65%	49.30%	49.24%	48.91%	48.53%	49.73%	0.00%	49.06%
MFD								
MFD Solid Waste	173.22	190.12	174.87	571.73	537.63	538.21	0.00	1,647.57
MFD Recycling	63.35	72.38	66.32	210.09	203.91	202.05	0.00	616.05
MFD Organics	8.11	9.76	9.52	31.13	29.53	27.39	0.00	88.05
Subtotal - Disposed	173.22	190.12	174.87	571.73	537.63	538.21	0.00	1,647.57
Subtotal - Diverted	71.46	82.14	75.84	241.22	233.44	229.44	0.00	704.10
Diversion Rate	29.21%	30.17%	30.25%	29.67%	30.27%	29.89%	0.00%	29.94%
Roll-Off								
Roll-Off Solid Waste	46.13	35.76	38.02	123.52	126.86	119.91	0.00	370.29
Roll-Off Recycling	76.35	80.06	70.63	187.55	210.53	227.04	0.00	625.12
Roll-Off Organics	17.22	28.80	28.94	109.79	70.27	74.96	0.00	255.02
Subtotal - Disposed	46.13	35.76	38.02	123.52	126.86	119.91	0.00	370.29
Subtotal - Diverted	93.57	108.86	99.57	297.34	280.80	302.00	0.00	880.14
Diversion Rate	66.98%	75.27%	72.37%	70.65%	68.88%	71.58%	0.00%	70.39%
Residential								
Residential Solid Waste	367.95	391.90	381.36	1,116.50	1,119.76	1,141.21	0.00	3,377.47
Residential Curbside Recycling	269.74	308.19	301.67	899.91	880.89	879.60	0.00	2,660.40
Residential Curbside Organics	540.85	599.58	605.76	1,999.13	1,923.16	1,746.19	0.00	5,668.48
Subtotal - Disposed	367.95	391.90	381.36	1,116.50	1,119.76	1,141.21	0.00	3,377.47
Subtotal - Diverted	810.59	907.77	907.43	2,899.04	2,804.05	2,625.79	0.00	8,328.88
Diversion Rate	68.78%	69.85%	70.41%	72.20%	71.46%	69.71%	0.00%	71.15%
Total Disposed	1,358.28	1,443.09	1,361.79	4,204.85	4,053.46	4,163.16	0.00	12,421.47
Total Diverted	1,766.81	1,901.22	1,827.25	5,728.44	5,457.46	5,495.28	0.00	16,681.18
Total Diversion Rate	56.54%	56.85%	57.30%	57.67%	57.38%	56.90%	0.00%	57.32%
Single-Family Measured Diversion Rate	68.78%	69.85%	70.41%	72.20%	71.46%	69.71%	0.00%	71.15%
Commercial Measured Diversion Rate	49.12%	48.59%	48.41%	47.81%	47.49%	48.71%	0.00%	48.01%
MFD Measured Diversion Rate	29.21%	30.17%	30.25%	29.67%	30.27%	29.89%	0.00%	29.94%
Overall Measured Diversion Rate	56.54%	56.85%	57.30%	57.67%	57.38%	56.90%	0.00%	57.32%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
Menlo Park								
<u>Commercial¹ and MFD</u>								
Commercial Solid Waste	7,966.55	7,449.35	7,023.46	6,929.07	7,099.02	7,026.14	(72.88)	-1.03%
MFD Solid Waste	1,922.52	1,581.44	1,625.77	1,613.92	1,669.58	1,647.57	(22.01)	-1.32%
Roll-Off Solid Waste	482.68	400.13	302.89	347.54	384.26	370.29	(13.97)	-3.64%
Commercial Recycling	1,463.67	1,921.29	2,011.73	2,069.41	2,374.43	2,527.76	153.33	6.46%
MFD Recycling	383.29	469.37	548.61	559.69	590.18	616.05	25.87	4.38%
Roll-Off Recycling	429.10	205.87	392.72	564.68	618.92	625.12	6.20	1.00%
Commercial Organics	2,437.37	2,713.48	3,029.56	2,950.58	3,310.68	4,240.30	929.62	28.08%
MFD Organics	85.05	78.12	90.38	88.77	85.44	88.05	2.61	3.05%
Roll-Off Organics	72.13	272.80	201.37	162.04	131.93	255.02	123.09	93.30%
SUBTOTAL - Disposed Tons	10,371.75	9,430.92	8,952.12	8,890.53	9,152.86	9,044.00	(108.86)	-1.19%
SUBTOTAL - Diverted Tons	4,870.61	5,660.93	6,274.37	6,395.17	7,111.58	8,352.30	1,240.72	17.45%
<u>Residential</u>								
Residential Solid Waste	3,271.63	3,298.78	3,271.58	3,242.91	3,261.30	3,377.47	116.17	3.56%
Residential Curbside Recycling	2,622.21	2,657.06	2,655.87	2,624.22	2,666.70	2,660.40	(6.30)	-0.24%
Residential Curbside Organics	5,986.40	5,792.00	5,942.99	5,446.78	5,230.60	5,668.48	437.88	8.37%
SUBTOTAL - Disposed Tons	3,271.63	3,298.78	3,271.58	3,242.91	3,261.30	3,377.47	116.17	3.56%
SUBTOTAL - Diverted Tons	8,608.61	8,449.06	8,598.86	8,071.00	7,897.30	8,328.88	431.58	5.46%
<u>Commercial/MFD and Residential</u>								
TOTAL TONS DISPOSED	13,643.38	12,729.70	12,223.70	12,133.44	12,414.16	12,421.47		
TOTAL TONS DIVERTED	13,479.22	14,109.99	14,873.23	14,466.17	15,008.88	16,681.18		
COMMERCIAL DIVERSION RATE	31.95%	37.51%	41.21%	41.84%	43.72%	48.01%		
MFD DIVERSION RATE	19.59%	25.72%	28.21%	28.66%	28.81%	29.94%		
RESIDENTIAL DIVERSION RATE	72.46%	71.92%	72.44%	71.34%	70.77%	71.15%		
TOTAL DIVERSION RATE	49.70%	52.57%	54.89%	54.38%	54.73%	57.32%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	168.14	180.00	169.33	530.68	514.44	517.47	0.00	1,562.59
Commercial Recycling	58.45	66.94	59.39	174.07	177.76	184.78	0.00	536.61
Commercial Organics	36.41	41.34	40.52	125.35	122.51	118.27	0.00	366.13
Subtotal - Disposed	168.14	180.00	169.33	530.68	514.44	517.47	0.00	1,562.59
Subtotal - Diverted	94.86	108.28	99.91	299.42	300.27	303.05	0.00	902.74
Diversion Rate	36.07%	37.56%	37.11%	36.07%	36.86%	36.93%	0.00%	36.62%
MFD								
MFD Solid Waste	78.93	87.15	83.61	249.16	246.14	249.69	0.00	744.99
MFD Recycling	11.79	13.16	12.10	37.30	38.14	37.05	0.00	112.49
MFD Organics	1.50	1.76	1.58	1.92	2.41	4.84	0.00	9.17
Subtotal - Disposed	78.93	87.15	83.61	249.16	246.14	249.69	0.00	744.99
Subtotal - Diverted	13.29	14.92	13.68	39.22	40.55	41.89	0.00	121.66
Diversion Rate	14.41%	14.62%	14.06%	13.60%	14.14%	14.37%	0.00%	14.04%
Roll-Off								
Roll-Off Solid Waste	0.32	0.00	0.00	0.00	0.00	0.32	0.00	0.32
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	0.32	0.00	0.00	0.00	0.00	0.32	0.00	0.32
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%
Residential								
Residential Solid Waste	242.08	272.70	230.11	760.19	736.05	744.89	0.00	2,241.13
Residential Curbside Recycling	89.97	108.78	91.54	298.98	306.09	290.29	0.00	895.36
Residential Curbside Organics	153.51	175.76	151.13	524.85	526.28	480.40	0.00	1,531.53
Subtotal - Disposed	242.08	272.70	230.11	760.19	736.05	744.89	0.00	2,241.13
Subtotal - Diverted	243.48	284.54	242.67	823.83	832.37	770.69	0.00	2,426.89
Diversion Rate	50.14%	51.06%	51.33%	52.01%	53.07%	50.85%	0.00%	51.99%
Total Disposed	489.47	539.85	483.05	1,540.03	1,496.63	1,512.37	0.00	4,549.03
Total Diverted	351.63	407.74	356.26	1,162.47	1,173.19	1,115.63	0.00	3,451.29
Total Diversion Rate	41.81%	43.03%	42.45%	43.01%	43.94%	42.45%	0.00%	43.14%
Single-Family Measured Diversion Rate	50.14%	51.06%	51.33%	52.01%	53.07%	50.85%	0.00%	51.99%
Commercial Measured Diversion Rate	30.42%	31.56%	30.99%	30.28%	30.94%	31.01%	0.00%	30.74%
MFD Measured Diversion Rate	14.41%	14.62%	14.06%	13.60%	14.14%	14.37%	0.00%	14.04%
Overall Measured Diversion Rate	41.81%	43.03%	42.45%	43.01%	43.94%	42.45%	0.00%	43.14%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
North Fair Oaks								
Commercial¹ and MFD								
Commercial Solid Waste	1,265.17	1,506.95	1,460.85	1,486.98	1,573.89	1,562.59	(11.30)	-0.72%
MFD Solid Waste	574.42	589.17	726.26	723.21	745.21	744.99	(0.22)	-0.03%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.32	0.32	100.00%
Commercial Recycling	313.36	350.53	366.43	411.83	498.61	536.61	38.00	7.62%
MFD Recycling	75.03	78.76	88.46	87.56	103.85	112.49	8.64	8.32%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	265.96	278.29	290.65	343.30	373.91	366.13	(7.78)	-2.08%
MFD Organics	2.19	1.71	0.89	1.55	2.50	9.17	6.67	266.80%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,839.59	2,096.12	2,187.11	2,210.19	2,319.10	2,307.90	(11.20)	-0.48%
SUBTOTAL - Diverted Tons	656.54	709.29	746.43	844.24	978.87	1,024.40	45.53	4.65%
Residential								
Residential Solid Waste	1,835.67	2,025.60	2,129.91	2,075.87	2,092.85	2,241.13	148.28	7.09%
Residential Curbside Recycling	714.80	834.55	867.72	853.03	859.67	895.36	35.69	4.15%
Residential Curbside Organics	1,529.04	1,541.67	1,581.98	1,443.47	1,437.81	1,531.53	93.72	6.52%
SUBTOTAL - Disposed Tons	1,835.67	2,025.60	2,129.91	2,075.87	2,092.85	2,241.13	148.28	7.09%
SUBTOTAL - Diverted Tons	2,243.84	2,376.22	2,449.70	2,296.50	2,297.48	2,426.89	129.41	5.63%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	3,675.26	4,121.72	4,317.02	4,286.06	4,411.95	4,549.03		
TOTAL TONS DIVERTED	2,900.38	3,085.51	3,196.13	3,140.74	3,276.35	3,451.29		
COMMERCIAL DIVERSION RATE	26.30%	25.28%	25.44%	27.64%	29.68%	30.74%		
MFD DIVERSION RATE	11.85%	12.02%	10.95%	10.97%	12.49%	14.04%		
RESIDENTIAL DIVERSION RATE	55.00%	53.98%	53.49%	52.52%	52.33%	51.99%		
TOTAL DIVERSION RATE	44.11%	42.81%	42.54%	42.29%	42.61%	43.14%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	REDWOOD CITY							
Commercial								
Commercial Solid Waste	1,310.58	1,465.80	1,305.93	4,202.21	4,049.95	4,082.31	0.00	12,334.47
Commercial Recycling	374.09	419.36	388.79	1,255.96	1,154.77	1,182.24	0.00	3,592.97
Commercial Organics	317.85	383.05	371.09	1,203.89	1,134.67	1,071.99	0.00	3,410.55
Subtotal - Disposed	1,310.58	1,465.80	1,305.93	4,202.21	4,049.95	4,082.31	0.00	12,334.47
Subtotal - Diverted	691.94	802.41	759.88	2,459.85	2,289.44	2,254.23	0.00	7,003.52
Diversion Rate	34.55%	35.38%	36.78%	36.92%	36.11%	35.58%	0.00%	36.22%
MFD								
MFD Solid Waste	615.99	659.50	616.05	1,910.42	1,895.90	1,891.54	0.00	5,697.86
MFD Recycling	123.35	142.75	129.39	413.84	391.10	395.49	0.00	1,200.43
MFD Organics	10.92	13.69	11.94	28.68	30.73	36.55	0.00	95.96
Subtotal - Disposed	615.99	659.50	616.05	1,910.42	1,895.90	1,891.54	0.00	5,697.86
Subtotal - Diverted	134.27	156.44	141.33	442.52	421.83	432.04	0.00	1,296.39
Diversion Rate	17.90%	19.17%	18.66%	18.81%	18.20%	18.59%	0.00%	18.54%
Roll-Off								
Roll-Off Solid Waste	306.22	339.80	329.29	959.63	951.48	975.31	0.00	2,886.42
Roll-Off Recycling	30.11	42.83	34.54	86.64	106.26	107.48	0.00	300.38
Roll-Off Organics	59.97	62.17	67.23	162.83	179.75	189.37	0.00	531.95
Subtotal - Disposed	306.22	339.80	329.29	959.63	951.48	975.31	0.00	2,886.42
Subtotal - Diverted	90.08	105.00	101.77	249.47	286.01	296.85	0.00	832.33
Diversion Rate	22.73%	23.61%	23.61%	20.63%	23.11%	23.33%	0.00%	22.38%
Residential								
Residential Solid Waste	808.25	936.90	834.58	2,545.94	2,562.80	2,579.73	0.00	7,688.47
Residential Curbside Recycling	577.02	663.69	618.63	1,922.81	1,862.95	1,859.34	0.00	5,645.10
Residential Curbside Organics	888.02	1,010.03	931.89	3,100.41	3,171.72	2,829.94	0.00	9,102.07
Subtotal - Disposed	808.25	936.90	834.58	2,545.94	2,562.80	2,579.73	0.00	7,688.47
Subtotal - Diverted	1,465.04	1,673.72	1,550.52	5,023.22	5,034.67	4,689.28	0.00	14,747.17
Diversion Rate	64.45%	64.11%	65.01%	66.36%	66.27%	64.51%	0.00%	65.73%
Total Disposed	3,041.04	3,402.00	3,085.85	9,618.20	9,460.13	9,528.89	0.00	28,607.22
Total Diverted	2,381.33	2,737.57	2,553.50	8,175.06	8,031.95	7,672.40	0.00	23,879.41
Total Diversion Rate	43.92%	44.59%	45.28%	45.94%	45.92%	44.60%	0.00%	45.50%
Single-Family Measured Diversion Rate	64.45%	64.11%	65.01%	66.36%	66.27%	64.51%	0.00%	65.73%
Commercial Measured Diversion Rate	29.10%	30.15%	30.82%	30.83%	30.29%	30.03%	0.00%	30.39%
MFD Measured Diversion Rate	17.90%	19.17%	18.66%	18.81%	18.20%	18.59%	0.00%	18.54%
Overall Measured Diversion Rate	43.92%	44.59%	45.28%	45.94%	45.92%	44.60%	0.00%	45.50%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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>
Redwood City								
Commercial¹ and MFD								
Commercial Solid Waste	10,920.14	11,878.79	11,474.31	11,691.35	12,216.86	12,334.47	117.61	0.96%
MFD Solid Waste	5,935.40	5,580.14	5,752.93	5,298.43	5,289.06	5,697.86	408.80	7.73%
Roll-Off Solid Waste	3,102.08	3,120.73	2,978.70	3,051.03	2,920.93	2,886.42	(34.51)	-1.18%
Commercial Recycling	2,228.66	2,527.55	2,606.87	2,952.88	3,297.65	3,592.97	295.32	8.96%
MFD Recycling	856.63	854.93	980.84	960.01	1,009.67	1,200.43	190.76	18.89%
Roll-Off Recycling	90.66	75.48	110.78	117.91	247.48	300.38	52.90	21.38%
Commercial Organics	1,811.97	2,261.28	2,500.10	2,630.94	3,188.50	3,410.55	222.05	6.96%
MFD Organics	93.41	94.53	92.78	84.93	77.22	95.96	18.74	24.27%
Roll-Off Organics	452.74	574.20	463.43	478.85	479.73	531.95	52.22	10.89%
SUBTOTAL - Disposed Tons	19,957.62	20,579.66	20,205.94	20,040.81	20,426.85	20,918.75	491.90	2.41%
SUBTOTAL - Diverted Tons	5,534.07	6,387.97	6,754.80	7,225.52	8,300.25	9,132.24	831.99	10.02%
Residential								
Residential Solid Waste	7,951.52	7,706.61	7,621.87	7,417.89	7,496.01	7,688.47	192.46	2.57%
Residential Curbside Recycling	5,114.18	5,328.10	5,506.10	5,539.65	5,465.15	5,645.10	179.95	3.29%
Residential Curbside Organics	8,688.06	8,933.72	9,422.78	8,688.07	8,519.36	9,102.07	582.71	6.84%
SUBTOTAL - Disposed Tons	7,951.52	7,706.61	7,621.87	7,417.89	7,496.01	7,688.47	192.46	2.57%
SUBTOTAL - Diverted Tons	13,802.24	14,261.82	14,928.88	14,227.72	13,984.51	14,747.17	762.66	5.45%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	27,909.14	28,286.27	27,827.81	27,458.70	27,922.86	28,607.22		
TOTAL TONS DIVERTED	19,336.31	20,649.79	21,683.68	21,453.24	22,284.76	23,879.41		
COMMERCIAL DIVERSION RATE	21.71%	23.69%	25.05%	26.50%	28.89%	30.39%		
MFD DIVERSION RATE	13.80%	14.54%	15.73%	16.47%	17.05%	18.54%		
RESIDENTIAL DIVERSION RATE	63.45%	64.92%	66.20%	65.73%	65.10%	65.73%		
TOTAL DIVERSION RATE	40.93%	42.20%	43.80%	43.86%	44.39%	45.50%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	SAN CARLOS							
Commercial								
Commercial Solid Waste	489.22	541.89	472.91	1,535.16	1,469.38	1,504.02	0.00	4,508.56
Commercial Recycling	159.37	184.78	168.91	558.99	543.78	513.06	0.00	1,615.83
Commercial Organics	132.20	144.32	146.50	366.84	405.11	423.02	0.00	1,194.97
Subtotal - Disposed	489.22	541.89	472.91	1,535.16	1,469.38	1,504.02	0.00	4,508.56
Subtotal - Diverted	291.57	329.10	315.41	925.83	948.89	936.08	0.00	2,810.80
Diversion Rate	37.34%	37.78%	40.01%	37.62%	39.24%	38.36%	0.00%	38.40%
MFD								
MFD Solid Waste	129.10	147.85	137.62	395.31	390.71	414.57	0.00	1,200.59
MFD Recycling	35.80	41.45	40.02	124.11	118.07	117.27	0.00	359.45
MFD Organics	8.75	9.64	9.80	30.30	28.20	28.19	0.00	86.69
Subtotal - Disposed	129.10	147.85	137.62	395.31	390.71	414.57	0.00	1,200.59
Subtotal - Diverted	44.55	51.09	49.82	154.41	146.27	145.46	0.00	446.14
Diversion Rate	25.66%	25.68%	26.58%	28.09%	27.24%	25.97%	0.00%	27.09%
Roll-Off								
Roll-Off Solid Waste	79.10	83.19	72.00	232.26	243.68	234.29	0.00	710.23
Roll-Off Recycling	9.86	12.42	10.12	29.89	33.61	32.40	0.00	95.90
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	79.10	83.19	72.00	232.26	243.68	234.29	0.00	710.23
Subtotal - Diverted	9.86	12.42	10.12	29.89	33.61	32.40	0.00	95.90
Diversion Rate	11.08%	12.99%	12.32%	11.40%	12.12%	12.15%	0.00%	11.90%
Residential								
Residential Solid Waste	363.66	378.06	384.66	1,088.69	1,106.16	1,126.38	0.00	3,321.23
Residential Curbside Recycling	297.63	309.73	322.07	973.76	918.89	929.43	0.00	2,822.08
Residential Curbside Organics	455.23	462.56	489.30	1,476.05	1,529.63	1,407.09	0.00	4,412.77
Subtotal - Disposed	363.66	378.06	384.66	1,088.69	1,106.16	1,126.38	0.00	3,321.23
Subtotal - Diverted	752.86	772.29	811.37	2,449.81	2,448.52	2,336.52	0.00	7,234.85
Diversion Rate	67.43%	67.14%	67.84%	69.23%	68.88%	67.47%	0.00%	68.54%
Total Disposed	1,061.08	1,150.99	1,067.19	3,251.42	3,209.93	3,279.26	0.00	9,740.61
Total Diverted	1,098.84	1,164.90	1,186.72	3,559.94	3,577.29	3,450.46	0.00	10,587.69
Total Diversion Rate	50.87%	50.30%	52.65%	52.26%	52.71%	51.27%	0.00%	52.08%
Single-Family Measured Diversion Rate	67.43%	67.14%	67.84%	69.23%	68.88%	67.47%	0.00%	68.54%
Commercial Measured Diversion Rate	33.16%	33.68%	35.48%	33.92%	34.92%	34.10%	0.00%	34.31%
MFD Measured Diversion Rate	25.66%	25.68%	26.58%	28.09%	27.24%	25.97%	0.00%	27.09%
Overall Measured Diversion Rate	50.87%	50.30%	52.65%	52.26%	52.71%	51.27%	0.00%	52.08%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
San Carlos								
Commercial¹ and MFD								
Commercial Solid Waste	4,594.64	4,457.43	4,597.33	4,557.12	4,635.22	4,508.56	(126.66)	-2.73%
MFD Solid Waste	1,326.84	1,120.09	1,202.07	1,178.48	1,158.95	1,200.59	41.64	3.59%
Roll-Off Solid Waste	1,104.39	751.71	627.23	584.12	649.52	710.23	60.71	9.35%
Commercial Recycling	1,201.20	1,287.35	1,412.87	1,477.91	1,595.34	1,615.83	20.49	1.28%
MFD Recycling	309.31	264.70	326.96	343.76	354.62	359.45	4.83	1.36%
Roll-Off Recycling	260.97	135.22	129.09	86.76	139.87	95.90	(43.97)	-31.44%
Commercial Organics	515.50	612.42	632.85	732.11	928.41	1,194.97	266.56	28.71%
MFD Organics	65.08	57.04	48.78	91.26	87.80	86.69	(1.11)	-1.26%
Roll-Off Organics	64.78	2.13	9.28	2.29	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	7,025.87	6,329.23	6,426.63	6,319.72	6,443.69	6,419.38	(24.31)	-0.38%
SUBTOTAL - Diverted Tons	2,416.84	2,358.86	2,559.83	2,734.09	3,106.04	3,352.84	246.80	7.95%
Residential								
Residential Solid Waste	3,381.96	3,315.38	3,288.25	3,193.91	3,194.39	3,321.23	126.84	3.97%
Residential Curbside Recycling	2,865.11	2,866.67	2,908.65	2,826.98	2,773.93	2,822.08	48.15	1.74%
Residential Curbside Organics	4,639.75	4,567.41	4,620.36	4,212.56	4,173.98	4,412.77	238.79	5.72%
SUBTOTAL - Disposed Tons	3,381.96	3,315.38	3,288.25	3,193.91	3,194.39	3,321.23	126.84	3.97%
SUBTOTAL - Diverted Tons	7,504.86	7,434.08	7,529.01	7,039.54	6,947.91	7,234.85	286.94	4.13%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	10,407.83	9,644.61	9,714.88	9,513.63	9,638.08	9,740.61		
TOTAL TONS DIVERTED	9,921.70	9,792.94	10,088.84	9,773.63	10,053.95	10,587.69		
COMMERCIAL DIVERSION RATE	25.59%	27.15%	28.49%	30.20%	32.52%	34.31%		
MFD DIVERSION RATE	22.01%	22.31%	23.81%	26.96%	27.63%	27.09%		
RESIDENTIAL DIVERSION RATE	68.94%	69.16%	69.60%	68.79%	68.50%	68.54%		
TOTAL DIVERSION RATE	48.80%	50.38%	50.94%	50.67%	51.06%	52.08%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	SAN MATEO							
Commercial								
Commercial Solid Waste	1,155.67	1,251.24	1,270.88	3,745.43	3,550.83	3,677.79	0.00	10,974.05
Commercial Recycling	436.74	483.04	452.14	1,467.66	1,261.82	1,371.92	0.00	4,101.40
Commercial Organics	303.32	326.98	319.64	899.82	926.21	949.94	0.00	2,775.97
Subtotal - Disposed	1,155.67	1,251.24	1,270.88	3,745.43	3,550.83	3,677.79	0.00	10,974.05
Subtotal - Diverted	740.06	810.02	771.78	2,367.48	2,188.03	2,321.86	0.00	6,877.37
Diversion Rate	39.04%	39.30%	37.78%	38.73%	38.13%	38.70%	0.00%	38.53%
MFD								
MFD Solid Waste	842.69	936.71	873.74	2,674.76	2,607.15	2,653.14	0.00	7,935.05
MFD Recycling	227.90	256.02	233.10	734.53	706.25	717.02	0.00	2,157.80
MFD Organics	20.40	20.61	19.72	79.21	77.88	60.73	0.00	217.82
Subtotal - Disposed	842.69	936.71	873.74	2,674.76	2,607.15	2,653.14	0.00	7,935.05
Subtotal - Diverted	248.30	276.63	252.82	813.74	784.13	777.75	0.00	2,375.62
Diversion Rate	22.76%	22.80%	22.44%	23.33%	23.12%	22.67%	0.00%	23.04%
Roll-Off								
Roll-Off Solid Waste	303.83	340.48	321.56	1,102.64	1,016.60	965.87	0.00	3,085.11
Roll-Off Recycling	25.85	36.96	24.96	103.14	77.63	87.77	0.00	268.54
Roll-Off Organics	39.81	40.97	37.05	0.00	55.85	117.83	0.00	173.68
Subtotal - Disposed	303.83	340.48	321.56	1,102.64	1,016.60	965.87	0.00	3,085.11
Subtotal - Diverted	65.66	77.93	62.01	103.14	133.48	205.60	0.00	442.22
Diversion Rate	17.77%	18.63%	16.17%	8.55%	11.61%	17.55%	0.00%	12.54%
Residential								
Residential Solid Waste	1,037.70	1,111.88	1,066.38	3,174.25	3,185.92	3,215.96	0.00	9,576.13
Residential Curbside Recycling	697.18	731.19	729.05	2,218.82	2,168.03	2,157.42	0.00	6,544.27
Residential Curbside Organics	1,041.67	1,108.99	1,081.43	3,471.66	3,693.03	3,232.09	0.00	10,396.78
Subtotal - Disposed	1,037.70	1,111.88	1,066.38	3,174.25	3,185.92	3,215.96	0.00	9,576.13
Subtotal - Diverted	1,738.85	1,840.18	1,810.48	5,690.48	5,861.06	5,389.51	0.00	16,941.05
Diversion Rate	62.63%	62.34%	62.93%	64.19%	64.78%	62.63%	0.00%	63.89%
Total Disposed	3,339.89	3,640.31	3,532.56	10,697.08	10,360.50	10,512.76	0.00	31,570.34
Total Diverted	2,792.87	3,004.76	2,897.09	8,974.84	8,966.70	8,694.72	0.00	26,636.26
Total Diversion Rate	45.54%	45.22%	45.06%	45.62%	46.39%	45.27%	0.00%	45.76%
Single-Family Measured Diversion Rate	62.63%	62.34%	62.93%	64.19%	64.78%	62.63%	0.00%	63.89%
Commercial Measured Diversion Rate	31.41%	31.53%	30.58%	30.39%	30.21%	31.18%	0.00%	30.59%
MFD Measured Diversion Rate	22.76%	22.80%	22.44%	23.33%	23.12%	22.67%	0.00%	23.04%
Overall Measured Diversion Rate	45.54%	45.22%	45.06%	45.62%	46.39%	45.27%	0.00%	45.76%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
San Mateo								
Commercial¹ and MFD								
Commercial Solid Waste	10,523.32	11,128.78	10,410.31	10,672.93	10,634.14	10,974.05	339.91	3.20%
MFD Solid Waste	8,832.33	7,653.92	8,076.21	7,769.38	8,006.28	7,935.05	(71.23)	-0.89%
Roll-Off Solid Waste	3,181.40	3,392.57	3,289.69	3,053.11	3,105.80	3,085.11	(20.69)	-0.67%
Commercial Recycling	2,663.41	3,254.74	3,402.25	3,737.54	3,687.36	4,101.40	414.04	11.23%
MFD Recycling	1,746.08	1,599.80	1,855.91	1,914.49	2,027.95	2,157.80	129.85	6.40%
Roll-Off Recycling	303.74	375.91	296.92	277.39	278.74	268.54	(10.20)	-3.66%
Commercial Organics	1,975.68	2,249.61	2,266.17	2,350.13	2,585.96	2,775.97	190.01	7.35%
MFD Organics	285.28	254.89	271.36	215.91	231.51	217.82	(13.69)	-5.91%
Roll-Off Organics	0.00	18.50	0.00	0.00	2.44	173.68	171.24	100.00%
SUBTOTAL - Disposed Tons	22,537.05	22,175.27	21,776.21	21,495.42	21,746.22	21,994.21	247.99	1.14%
SUBTOTAL - Diverted Tons	6,974.19	7,753.45	8,092.61	8,495.46	8,813.96	9,695.21	881.25	10.00%
Residential								
Residential Solid Waste	9,180.87	9,415.95	9,370.66	9,260.21	9,368.76	9,576.13	207.37	2.21%
Residential Curbside Recycling	6,501.24	6,197.07	6,210.27	6,243.24	6,245.06	6,544.27	299.21	4.79%
Residential Curbside Organics	10,293.38	10,336.29	10,531.64	9,981.78	9,545.28	10,396.78	851.50	8.92%
SUBTOTAL - Disposed Tons	9,180.87	9,415.95	9,370.66	9,260.21	9,368.76	9,576.13	207.37	2.21%
SUBTOTAL - Diverted Tons	16,794.62	16,533.36	16,741.91	16,225.02	15,790.34	16,941.05	1,150.71	7.29%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	31,717.92	31,591.22	31,146.87	30,755.63	31,114.98	31,570.34		
TOTAL TONS DIVERTED	23,768.81	24,286.81	24,834.52	24,720.48	24,604.30	26,636.26		
COMMERCIAL DIVERSION RATE	23.63%	25.91%	27.09%	28.33%	28.84%	30.59%		
MFD DIVERSION RATE	18.70%	19.51%	20.85%	21.52%	22.01%	23.04%		
RESIDENTIAL DIVERSION RATE	64.66%	63.71%	64.11%	63.66%	62.76%	63.89%		
TOTAL DIVERSION RATE	42.84%	43.46%	44.36%	44.56%	44.16%	45.76%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	SAN MATEO COUNTY							
Commercial								
Commercial Solid Waste	68.17	73.53	68.05	208.74	202.50	209.75	0.00	620.99
Commercial Recycling	24.24	30.18	26.90	83.19	77.33	81.32	0.00	241.84
Commercial Organics	19.64	20.63	22.19	85.75	66.41	62.46	0.00	214.62
Subtotal - Disposed	68.17	73.53	68.05	208.74	202.50	209.75	0.00	620.99
Subtotal - Diverted	43.88	50.81	49.09	168.94	143.74	143.78	0.00	456.46
Diversion Rate	39.16%	40.86%	41.91%	44.73%	41.51%	40.67%	0.00%	42.36%
MFD								
MFD Solid Waste	36.19	38.30	35.98	112.46	109.99	110.47	0.00	332.92
MFD Recycling	4.71	4.88	4.51	15.00	14.25	14.10	0.00	43.35
MFD Organics	0.28	0.29	0.30	0.97	0.91	0.87	0.00	2.75
Subtotal - Disposed	36.19	38.30	35.98	112.46	109.99	110.47	0.00	332.92
Subtotal - Diverted	4.99	5.17	4.81	15.97	15.16	14.97	0.00	46.10
Diversion Rate	12.12%	11.89%	11.79%	12.43%	12.11%	11.93%	0.00%	12.16%
Roll-Off								
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%
Residential								
Residential Solid Waste	220.72	240.82	227.94	680.69	669.45	689.48	0.00	2,039.62
Residential Curbside Recycling	182.18	193.30	196.34	599.46	580.27	571.82	0.00	1,751.55
Residential Curbside Organics	300.02	323.04	321.53	1,019.79	1,029.65	944.59	0.00	2,994.03
Subtotal - Disposed	220.72	240.82	227.94	680.69	669.45	689.48	0.00	2,039.62
Subtotal - Diverted	482.20	516.34	517.87	1,619.25	1,609.92	1,516.41	0.00	4,745.58
Diversion Rate	68.60%	68.19%	69.44%	70.40%	70.63%	68.74%	0.00%	69.94%
Total Disposed	325.08	352.65	331.97	1,001.89	981.94	1,009.70	0.00	2,993.53
Total Diverted	531.07	572.32	571.77	1,804.16	1,768.82	1,675.16	0.00	5,248.14
Total Diversion Rate	62.03%	61.87%	63.27%	64.30%	64.30%	62.39%	0.00%	63.68%
Single-Family Measured Diversion Rate	68.60%	68.19%	69.44%	70.40%	70.63%	68.74%	0.00%	69.94%
Commercial Measured Diversion Rate	31.89%	33.36%	34.13%	36.54%	33.71%	33.14%	0.00%	34.51%
MFD Measured Diversion Rate	12.12%	11.89%	11.79%	12.43%	12.11%	11.93%	0.00%	12.16%
Overall Measured Diversion Rate	62.03%	61.87%	63.27%	64.30%	64.30%	62.39%	0.00%	63.68%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
San Mateo County								
Commercial¹ and MFD								
Commercial Solid Waste	735.40	786.84	746.70	676.13	621.76	620.99	(0.77)	-0.12%
MFD Solid Waste	308.78	283.22	312.08	310.01	317.17	332.92	15.75	4.97%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	146.41	175.33	193.90	207.54	216.63	241.84	25.21	11.64%
MFD Recycling	44.28	36.34	36.54	37.08	40.86	43.35	2.49	6.09%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	107.14	162.03	165.20	232.39	258.65	214.62	(44.03)	-17.02%
MFD Organics	5.98	3.90	3.58	2.62	2.87	2.75	(0.12)	-4.18%
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,044.18	1,070.06	1,058.78	986.14	938.93	953.91	14.98	1.60%
SUBTOTAL - Diverted Tons	303.91	377.60	399.22	479.63	519.01	502.56	(16.45)	-3.17%
Residential								
Residential Solid Waste	1,935.15	1,993.73	1,986.81	1,993.00	1,990.09	2,039.62	49.53	2.49%
Residential Curbside Recycling	1,644.00	1,746.08	1,763.43	1,720.73	1,754.26	1,751.55	(2.71)	-0.15%
Residential Curbside Organics	2,993.97	3,041.44	3,198.50	2,826.82	2,841.27	2,994.03	152.76	5.38%
SUBTOTAL - Disposed Tons	1,935.15	1,993.73	1,986.81	1,993.00	1,990.09	2,039.62	49.53	2.49%
SUBTOTAL - Diverted Tons	4,637.97	4,787.52	4,961.93	4,547.55	4,595.53	4,745.58	150.05	3.27%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	2,979.33	3,063.79	3,045.59	2,979.14	2,929.02	2,993.53		
TOTAL TONS DIVERTED	4,941.88	5,165.12	5,361.15	5,027.18	5,114.54	5,248.14		
COMMERCIAL DIVERSION RATE	22.54%	26.08%	27.38%	32.72%	35.60%	34.51%		
MFD DIVERSION RATE	14.00%	12.44%	11.39%	11.35%	12.12%	12.16%		
RESIDENTIAL DIVERSION RATE	70.56%	70.60%	71.41%	69.53%	69.78%	69.94%		
TOTAL DIVERSION RATE	62.39%	62.77%	63.77%	62.79%	63.59%	63.68%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	WEST BAY							
Commercial								
Commercial Solid Waste	31.67	36.11	32.60	100.64	96.03	100.38	0.00	297.05
Commercial Recycling	11.87	13.76	11.71	41.86	39.00	37.34	0.00	118.20
Commercial Organics	14.40	16.49	14.18	38.61	43.05	45.07	0.00	126.73
Subtotal - Disposed	31.67	36.11	32.60	100.64	96.03	100.38	0.00	297.05
Subtotal - Diverted	26.27	30.25	25.89	80.47	82.05	82.41	0.00	244.93
Diversion Rate	45.34%	45.58%	44.26%	44.43%	46.07%	45.08%	0.00%	45.19%
MFD								
MFD Solid Waste	2.12	2.29	2.51	6.99	6.43	6.92	0.00	20.34
MFD Recycling	1.07	1.13	0.95	3.29	3.18	3.15	0.00	9.62
MFD Organics	0.31	0.43	0.35	0.42	0.40	1.09	0.00	1.91
Subtotal - Disposed	2.12	2.29	2.51	6.99	6.43	6.92	0.00	20.34
Subtotal - Diverted	1.38	1.56	1.30	3.71	3.58	4.24	0.00	11.53
Diversion Rate	39.43%	40.52%	34.12%	34.67%	35.76%	37.99%	0.00%	36.18%
Roll-Off								
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%
Residential								
Residential Solid Waste	90.21	104.57	87.86	279.03	289.60	282.64	0.00	851.27
Residential Curbside Recycling	76.98	93.42	91.66	277.68	268.25	262.06	0.00	807.99
Residential Curbside Organics	157.09	192.68	191.15	601.22	571.28	540.92	0.00	1,713.42
Subtotal - Disposed	90.21	104.57	87.86	279.03	289.60	282.64	0.00	851.27
Subtotal - Diverted	234.07	286.10	282.81	878.90	839.53	802.98	0.00	2,521.41
Diversion Rate	72.18%	73.23%	76.30%	75.90%	74.35%	73.97%	0.00%	74.76%
Total Disposed	124.00	142.97	122.97	386.66	392.06	389.94	0.00	1,168.66
Total Diverted	261.72	317.91	310.00	963.08	925.16	889.63	0.00	2,777.87
Total Diversion Rate	67.85%	68.98%	71.60%	71.35%	70.24%	69.53%	0.00%	70.39%
Single-Family Measured Diversion Rate	72.18%	73.23%	76.30%	75.90%	74.35%	73.97%	0.00%	74.76%
Commercial Measured Diversion Rate	45.00%	45.31%	43.64%	43.89%	45.53%	44.68%	0.00%	44.69%
MFD Measured Diversion Rate	39.43%	40.52%	34.12%	34.67%	35.76%	37.99%	0.00%	36.18%
Overall Measured Diversion Rate	67.85%	68.98%	71.60%	71.35%	70.24%	69.53%	0.00%	70.39%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
West Bay Sanitary								
Commercial¹ and MFD								
Commercial Solid Waste	297.83	280.12	273.44	298.98	296.51	297.05	0.54	0.18%
MFD Solid Waste	55.08	42.51	40.83	20.69	20.30	20.34	0.04	0.20%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	74.62	95.58	96.93	109.40	117.37	118.20	0.83	0.71%
MFD Recycling	12.10	12.70	13.36	9.56	9.94	9.62	(0.32)	-3.22%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	32.71	74.75	105.88	107.98	102.46	126.73	24.27	23.69%
MFD Organics	0.00	0.00	0.42	1.19	1.29	1.91	0.62	48.06%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	352.91	322.63	314.27	319.67	316.81	317.39	0.58	0.18%
SUBTOTAL - Diverted Tons	119.43	183.03	216.59	228.13	231.06	256.46	25.40	10.99%
Residential								
Residential Solid Waste	807.41	868.13	871.01	848.61	834.17	851.27	17.10	2.05%
Residential Curbside Recycling	801.58	835.52	804.92	809.61	799.73	807.99	8.26	1.03%
Residential Curbside Organics	1,689.55	1,724.34	1,781.05	1,644.48	1,634.40	1,713.42	79.02	4.83%
SUBTOTAL - Disposed Tons	807.41	868.13	871.01	848.61	834.17	851.27	17.10	2.05%
SUBTOTAL - Diverted Tons	2,491.13	2,559.86	2,585.97	2,454.09	2,434.13	2,521.41	87.28	3.59%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	1,160.32	1,190.76	1,185.28	1,168.28	1,150.98	1,168.66		
TOTAL TONS DIVERTED	2,610.56	2,742.89	2,802.56	2,682.22	2,665.19	2,777.87		
COMMERCIAL DIVERSION RATE	25.28%	36.20%	40.80%	41.64%	42.17%	44.69%		
MFD DIVERSION RATE	18.01%	23.00%	25.23%	34.19%	35.62%	36.18%		
RESIDENTIAL DIVERSION RATE	75.52%	74.68%	74.80%	74.31%	74.48%	74.76%		
TOTAL DIVERSION RATE	69.23%	69.73%	70.28%	69.66%	69.84%	70.39%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2016

MEMBER AGENCY	July	August	September	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
	TOTAL SBWMA							
Commercial								
Commercial Solid Waste	5,239.36	5,721.70	5,325.15	16,742.51	15,997.46	16,286.21	0.00	49,026.18
Commercial Recycling	1,912.19	2,084.74	1,902.41	6,351.81	5,857.81	5,899.34	0.00	18,108.96
Commercial Organics	1,878.20	2,140.42	2,057.78	6,078.95	6,014.82	6,076.40	0.00	18,170.17
Subtotal - Disposed	5,239.36	5,721.70	5,325.15	16,742.51	15,997.46	16,286.21	0.00	49,026.18
Subtotal - Diverted	3,790.39	4,225.16	3,960.19	12,430.76	11,872.63	11,975.74	0.00	36,279.13
Diversion Rate	41.98%	42.48%	42.65%	42.61%	42.60%	42.37%	0.00%	42.53%
MFD								
MFD Solid Waste	2,743.60	2,978.91	2,792.32	8,628.62	8,412.17	8,514.83	0.00	25,555.62
MFD Recycling	698.55	791.98	723.55	2,293.77	2,196.91	2,214.08	0.00	6,704.76
MFD Organics	73.11	82.69	77.73	236.71	235.87	233.53	0.00	706.11
Subtotal - Disposed	2,743.60	2,978.91	2,792.32	8,628.62	8,412.17	8,514.83	0.00	25,555.62
Subtotal - Diverted	771.66	874.67	801.28	2,530.48	2,432.78	2,447.61	0.00	7,410.87
Diversion Rate	21.95%	22.70%	22.30%	22.68%	22.43%	22.33%	0.00%	22.48%
Roll-Off								
Roll-Off Solid Waste	1,766.86	1,875.65	1,761.37	5,156.04	5,253.26	5,403.88	0.00	15,813.18
Roll-Off Recycling	154.29	189.89	154.47	461.41	476.45	498.65	0.00	1,436.51
Roll-Off Organics	197.27	211.39	219.62	512.32	568.71	628.28	0.00	1,709.31
Subtotal - Disposed	1,766.86	1,875.65	1,761.37	5,156.04	5,253.26	5,403.88	0.00	15,813.18
Subtotal - Diverted	351.56	401.28	374.09	973.73	1,045.16	1,126.93	0.00	3,145.82
Diversion Rate	16.60%	17.62%	17.52%	15.89%	16.59%	17.26%	0.00%	16.59%
Residential								
Residential Solid Waste	4,843.26	5,348.50	4,987.86	14,890.62	15,026.05	15,179.62	0.00	45,096.29
Residential Curbside Recycling	3,213.95	3,569.22	3,421.63	10,598.46	10,251.18	10,204.80	0.00	31,054.44
Residential Curbside Organics	5,516.31	6,136.69	5,900.87	19,119.56	19,426.83	17,553.87	0.00	56,100.26
Subtotal - Disposed	4,843.26	5,348.50	4,987.86	14,890.62	15,026.05	15,179.62	0.00	45,096.29
Subtotal - Diverted	8,730.26	9,705.91	9,322.50	29,718.02	29,678.01	27,758.67	0.00	87,154.70
Diversion Rate	64.32%	64.47%	65.15%	66.62%	66.39%	64.65%	0.00%	65.90%
Total Disposed	14,593.08	15,924.76	14,866.70	45,417.79	44,688.94	45,384.54	0.00	135,491.27
Total Diverted	13,643.87	15,207.02	14,458.06	45,652.99	45,028.58	43,308.95	0.00	133,990.52
Total Diversion Rate	48.32%	48.85%	49.30%	50.13%	50.19%	48.83%	0.00%	49.72%
Single-Family Measured Diversion Rate	64.32%	64.47%	65.15%	66.62%	66.39%	64.65%	0.00%	65.90%
Commercial Measured Diversion Rate	33.51%	34.22%	34.20%	34.30%	34.10%	33.99%	0.00%	34.13%
MFD Measured Diversion Rate	21.95%	22.70%	22.30%	22.68%	22.43%	22.33%	0.00%	22.48%
Overall Measured Diversion Rate	48.32%	48.85%	49.30%	50.13%	50.19%	48.83%	0.00%	49.72%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2016

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 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>
TOTAL SBWMA								
Commercial¹ and MFD								
Commercial Solid Waste	48,574.11	49,946.59	47,674.95	47,814.91	48,454.99	49,026.18	571.19	1.18%
MFD Solid Waste	27,903.48	24,834.66	26,184.95	25,190.59	25,138.77	25,555.62	416.85	1.66%
Roll-Off Solid Waste	16,209.22	16,649.73	14,989.95	14,720.86	14,912.86	15,813.18	900.32	6.04%
Commercial Recycling	12,040.82	14,022.17	14,597.64	16,033.51	17,033.76	18,108.96	1,075.20	6.31%
MFD Recycling	4,765.43	4,813.16	5,628.09	5,858.31	6,234.10	6,704.76	470.66	7.55%
Roll-Off Recycling	1,237.94	1,018.43	1,043.71	1,179.12	1,420.07	1,436.51	16.44	1.16%
Commercial Organics	11,035.70	12,247.74	13,727.41	14,148.66	16,389.21	18,170.17	1,780.96	10.87%
MFD Organics	681.07	634.35	703.16	660.81	668.17	706.11	37.94	5.68%
Roll-Off Organics	1,551.21	1,604.56	1,065.73	1,048.44	1,066.07	1,709.31	643.24	60.34%
SUBTOTAL - Disposed Tons	92,686.81	91,430.98	88,849.85	87,726.36	88,506.62	90,394.98	1,888.36	2.13%
SUBTOTAL - Diverted Tons	31,312.17	34,340.41	36,765.74	38,928.85	42,811.38	46,835.82	4,024.44	9.40%
Residential								
Residential Solid Waste	44,572.65	44,225.86	43,917.20	43,316.59	43,881.55	45,096.29	1,214.74	2.77%
Residential Curbside Recycling	30,173.62	29,884.15	30,264.06	30,177.07	30,199.24	31,054.44	855.20	2.83%
Residential Curbside Organics	55,905.94	56,416.37	57,823.04	53,603.04	52,300.44	56,100.26	3,799.82	7.27%
SUBTOTAL - Disposed Tons	44,572.65	44,225.86	43,917.20	43,316.59	43,881.55	45,096.29	1,214.74	2.77%
SUBTOTAL - Diverted Tons	86,079.56	86,300.52	88,087.10	83,780.11	82,499.68	87,154.70	4,655.02	5.64%
Commercial/MFD and Residential								
TOTAL TONS DISPOSED	137,259.46	135,656.84	132,767.05	131,042.95	132,388.17	135,491.27		
TOTAL TONS DIVERTED	117,391.73	120,640.93	124,852.84	122,708.96	125,311.06	133,990.52		
COMMERCIAL DIVERSION RATE	25.25%	27.30%	29.27%	30.74%	32.60%	34.13%		
MFD DIVERSION RATE	16.33%	17.99%	19.47%	20.56%	21.54%	22.48%		
RESIDENTIAL DIVERSION RATE	65.88%	66.12%	66.73%	65.92%	65.28%	65.90%		
TOTAL DIVERSION RATE	46.10%	47.07%	48.46%	48.36%	48.63%	49.72%		

¹ Includes Agency facilities tonnage

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

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	38	73	31	142	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	2	0	0	2	
Belmont	73	112	62	247	0	1	0	1	0	0	0	0	0	0	0	0	1	0	1	2	0	1	3	
Burlingame	103	134	46	283	0	5	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	
East Palo Alto	64	55	37	156	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2	
Foster City	46	43	41	130	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	3	1	1	5	
Hillsborough	56	81	76	213	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	3	1	4	
Menlo Park	147	220	86	453	1	4	0	5	0	0	0	0	0	1	0	1	0	0	1	1	2	0	3	
North Fair Oaks	52	64	17	133	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	272	425	185	882	1	3	0	4	0	0	0	0	0	0	0	0	1	0	1	3	1	4	8	
San Carlos	136	154	75	365	2	2	0	4	1	0	0	1	0	0	0	0	1	0	1	1	2	1	4	
San Mateo	310	319	168	797	0	3	2	5	0	0	0	0	0	0	0	0	2	4	6	5	1	3	9	
San Mateo County	41	91	62	194	0	2	0	2	0	0	0	0	0	0	0	0	1	0	1	1	1	0	2	
West Bay	31	14	29	74	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals	1,369	1,785	915	4,069	5	20	3	28	1	0	0	1	0	2	0	2	1	7	5	13	19	11	14	44

	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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	33	65	55	153	9	7	13	29	0	0	0	0	53	95	98	246	14	49	20	83
Belmont	200	232	238	670	28	38	27	93	5	0	1	6	146	157	177	480	43	44	121	208
Burlingame	228	266	201	695	39	64	39	142	0	3	0	3	195	221	163	579	67	109	67	243
East Palo Alto	121	149	146	416	5	14	16	35	0	0	0	0	82	96	69	247	12	10	12	34
Foster City	221	212	222	655	19	11	10	40	1	1	1	3	144	169	135	448	37	47	105	189
Hillsborough	110	98	103	311	11	20	21	52	0	0	0	0	86	83	107	276	23	26	76	125
Menlo Park	262	246	226	734	48	50	30	128	0	0	0	0	219	226	198	643	123	127	48	298
North Fair Oaks	60	82	69	211	11	11	5	27	0	0	0	0	48	96	38	182	9	13	8	30
Redwood City	507	659	546	1712	43	64	61	168	0	0	1	1	402	447	371	1220	20	28	25	73
San Carlos	262	344	253	859	38	54	44	136	0	0	0	0	816	965	816	2597	66	137	66	269
San Mateo	718	807	712	2237	72	83	64	219	3	2	1	6	634	615	492	1741	339	227	176	742
San Mateo County	140	164	187	491	11	17	4	32	0	0	0	0	83	121	80	284	33	36	76	145
West Bay	51	73	52	176	4	8	1	13	0	0	0	0	47	43	52	142	38	14	13	65
Totals	2,913	3,397	3,010	9,320	338	441	335	1,114	9	6	4	19	2,955	3,334	2,796	9,085	824	867	813	2,504

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
July	14,202	14,002	200	1.41%	19.29	89.63%	187
August	15,765	15,599	166	1.05%	14.65	92.34%	221
September	13,462	13,299	163	1.21%	15.78	91.72%	226
Quarter 3	43,429	42,900	529	1.22%	16.51	91.26%	634

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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	0	2	2	4	0	0	1	1	0	0	0	0
Belmont	7	8	2	17	2	2	1	5	0	160	325	485
Burlingame	0	0	2	2	2	2	0	4	0	15	6	21
East Palo Alto	4	2	0	6	14	0	0	14	0	0	0	0
Foster City	8	4	0	12	2	0	2	4	0	30	131	161
Hillsborough	0	0	2	2	0	0	0	0	0	0	0	0
Menlo Park	5	11	8	24	0	2	0	2	0	0	19	19
North Fair Oaks	4	4	15	23	0	0	0	0	0	78	0	78
Redwood City	5	7	4	16	5	11	5	21	0	5	309	314
San Carlos	4	4	1	9	6	1	4	11	0	6	22	28
San Mateo	1	1	7	9	13	9	5	27	0	78	148	226
San Mateo County	5	5	6	16	0	0	0	0	0	0	0	0
West Bay	0	0	2	2	0	1	0	1	0	0	0	0
Totals	43	48	51	142	44	28	18	90	0	372	960	1,332

2016 LIQUIDATED DAMAGES

COLLECTION QUALITY

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

	July			August			September			Q3			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
Belmont	-	0	0	1	0	0	2	0	0	3	0	-	-	2	\$ 150
Burlingame	-	0	0	-	0	0	-	0	0	2	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	1	0	0	-	0	0	1	0	-	-	1	\$ 150
Menlo Park	1	0	0	-	0	0	1	0	0	2	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Redwood City	2	0	0	3	0	0	2	0	0	7	0	-	-	6	\$ 150
San Carlos	2	0	0	2	0	0	-	0	0	4	0	-	-	3	\$ 150
San Mateo	-	0	0	2	0	0	4	0	0	6	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
	6	0	0	10	0	0	9	0	0	25	0	-	-	31	

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

	July			August			September			Q3			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	3	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	5	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	6	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	-	-	59	

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

	July			August			September			Q3			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	-	-	12	\$ 50
Belmont	1	0	0	4	0	0	1	0	0	6	0	-	-	36	\$ 50
Burlingame	1	0	0	-	0	0	2	0	0	3	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	2	0	0	4	0	0	1	0	0	7	0	-	-	20	\$ 50
Menlo Park	-	0	0	1	0	0	6	0	0	7	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50
Redwood City	6	0	0	1	0	0	4	0	0	11	0	-	-	94	\$ 50
San Carlos	1	0	0	1	0	0	1	0	0	3	0	-	-	46	\$ 50
San Mateo	6	0	0	5	0	0	4	0	0	15	0	-	-	105	\$ 50
San Mateo Cnty	-	0	0	1	0	0	-	0	0	1	0	-	-	27	\$ 50
West Bay	-	0	0	1	0	0	1	0	0	2	0	-	-	11	\$ 50
	18	0	0	18	0	0	21	0	0	57	0	-	-	500	

2016 LIQUIDATED DAMAGES

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

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

5. Excessive noise complaints

8.02.J

	July			August			September			Q3			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	1	0	0	-	0	0	-	0	0	1	0	-	-	6	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	1	0	0	-	0	0	-	0	0	1	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

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

2016 LIQUIDATED DAMAGES

7.A, 7.B,

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

8.02.1

	July			August			September			Q3			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	2	0	0	-	0	0	-	0	0	2	0	-	-	3	\$ 50
Belmont	1	0	0	-	0	0	1	0	0	2	0	-	-	9	\$ 50
Burlingame	-	0	0	-	0	0	2	0	0	2	0	-	-	8	\$ 50
East Palo Alto	1	0	0	-	0	0	1	0	0	2	0	-	-	5	\$ 50
Foster City	1	0	0	-	0	0	1	0	0	2	0	-	-	9	\$ 50
Hillsborough	-	0	0	3	0	0	1	0	0	4	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	1	0	0	4	0	0	8	0	-	-	22	\$ 50
San Carlos	-	0	0	1	0	0	1	0	0	2	0	-	-	11	\$ 50
San Mateo	5	0	0	1	0	0	3	0	0	9	0	-	-	25	\$ 50
San Mateo Cnty	1	0	0	-	0	0	-	0	0	1	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	14	0	0	6	0	0	14	0	0	34	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.1

	July			August			September			Q3			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	-	500	0	\$ 500
Belmont	1	1	500	-	0	0	-	0	0	1	1	500	1,000	0	\$ 500
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Foster City	2	2	1,000	1	1	500	-	0	0	3	3	1,500	1,500	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
Menlo Park	1	1	500	2	2	1,000	-	0	0	3	3	1,500	1,500	0	\$ 500
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	1,000	0	\$ 500
San Carlos	1	1	500	1	1	500	-	0	0	2	2	1,000	1,000	0	\$ 500
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	1,500	0	\$ 500
San Mateo Cnty	-	0	0	1	1	500	-	0	0	1	1	500	500	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
	5	5	2,500	5	5	2,500	-	0	0	10	10	5,000	9,000	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

	July			August			September			Q3			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2016 LIQUIDATED DAMAGES

REPORTING

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

	July			August			September			Q3			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	-	-	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	0	0	-	-	-	

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

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

3. **Late submittal of billing review report 7.01.E**

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

2016 LIQUIDATED DAMAGES

OTHER

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

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

Disposal of organic materials without written approval
8.02.D

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

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

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

2016 LIQUIDATED DAMAGES

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

6.01

	July			August			September			Q3			2016 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics	
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount				
Atherton	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	0	5,500	10,500	-	

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			
	Jul	Aug	Sep			Jul	Aug	Sep	Total
Quarter 3	Jul	Aug	Sep			Jul	Aug	Sep	Total
Atherton	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Belmont	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Burlingame	0	5	0	N/A	0	\$0	(\$250)	\$0	(\$250)
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	1	4	0	N/A	0	(\$50)	(\$200)	\$0	(\$250)
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	1	3	0	N/A	0	(\$50)	(\$150)	\$0	(\$200)
San Carlos	2	2	0	N/A	0	(\$100)	(\$100)	\$0	(\$200)
San Mateo	0	3	2	N/A	0	\$0	(\$150)	(\$100)	(\$250)
San Mateo County	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
West Bay	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Totals	5	20	3			(\$250)	(\$1,000)	(\$150)	(\$1,400)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2016

Aggregate SBWMA

						\$500	\$500	
Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Quarterly Net Amount	
Quarter 3								
Month								
July	18	15	30	0	0	\$0	\$0	\$0
August	13	15	30	2	0	\$955	\$0	\$955
September	14	15	30	1	0	\$400	\$0	\$400
Totals						\$1,355	\$0	\$1,355
Year 2015								
	Agency	Solid Waste Tons						
	Atherton	2,171				\$17	\$0	\$17
	Belmont	7,998				\$61	\$0	\$61
	Burlingame	22,755				\$174	\$0	\$174
	East Palo Alto	11,792				\$90	\$0	\$90
	Foster City	10,010				\$76	\$0	\$76
	Hillsborough	2,609				\$20	\$0	\$20
	Menlo Park	16,607				\$127	\$0	\$127
	North Fair Oaks	5,916				\$45	\$0	\$45
	Redwood City	37,506				\$286	\$0	\$286
	San Carlos	12,866				\$98	\$0	\$98
	San Mateo	41,871				\$320	\$0	\$320
	San Mateo County	3,938				\$30	\$0	\$30
	West Bay	1,553				\$12	\$0	\$12
		177,591				\$1,355	\$0	\$1,355

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 3
Month

July	593		N/A	N/A	N/A	(\$2,965)
August	341		N/A	N/A	N/A	(\$1,705)
September	355		N/A	N/A	N/A	(\$1,775)
Totals	1,289	43,429		0	*	(\$6,445)

Year 2015
Tons of Solid
Waste Collected

Agency	Tons of Solid Waste Collected	Incentive Payment Due	Disincentive Payment due
Atherton	2,171	N/A	(\$79)
Belmont	7,998	N/A	(\$290)
Burlingame	22,755	N/A	(\$826)
East Palo Alto	11,792	N/A	(\$428)
Foster City	10,010	N/A	(\$363)
Hillsborough	2,609	N/A	(\$95)
Menlo Park	16,607	N/A	(\$603)
North Fair Oaks	5,916	N/A	(\$215)
Redwood City	37,506	N/A	(\$1,361)
San Carlos	12,866	N/A	(\$467)
San Mateo	41,871	N/A	(\$1,520)
San Mateo County	3,938	N/A	(\$143)
West Bay	1,553	N/A	(\$56)
	177,591	N/A	(\$6,445)

* Due to Q2 results, a disincentive is calculated for Q3

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2016

Quarter 3

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,032.74	8.50%		-8.50%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	8,127.14	10.00%		-10.00%	N/A	\$70	N/A
Residential Organic Materials	17,553.87	5.00%		-5.00%	N/A	\$70	N/A
Commercial Organic Materials	5,882.33	10.00%		-10.00%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	1,055.88	5.00%		-5.00%	N/A	\$70	N/A
Total							\$0

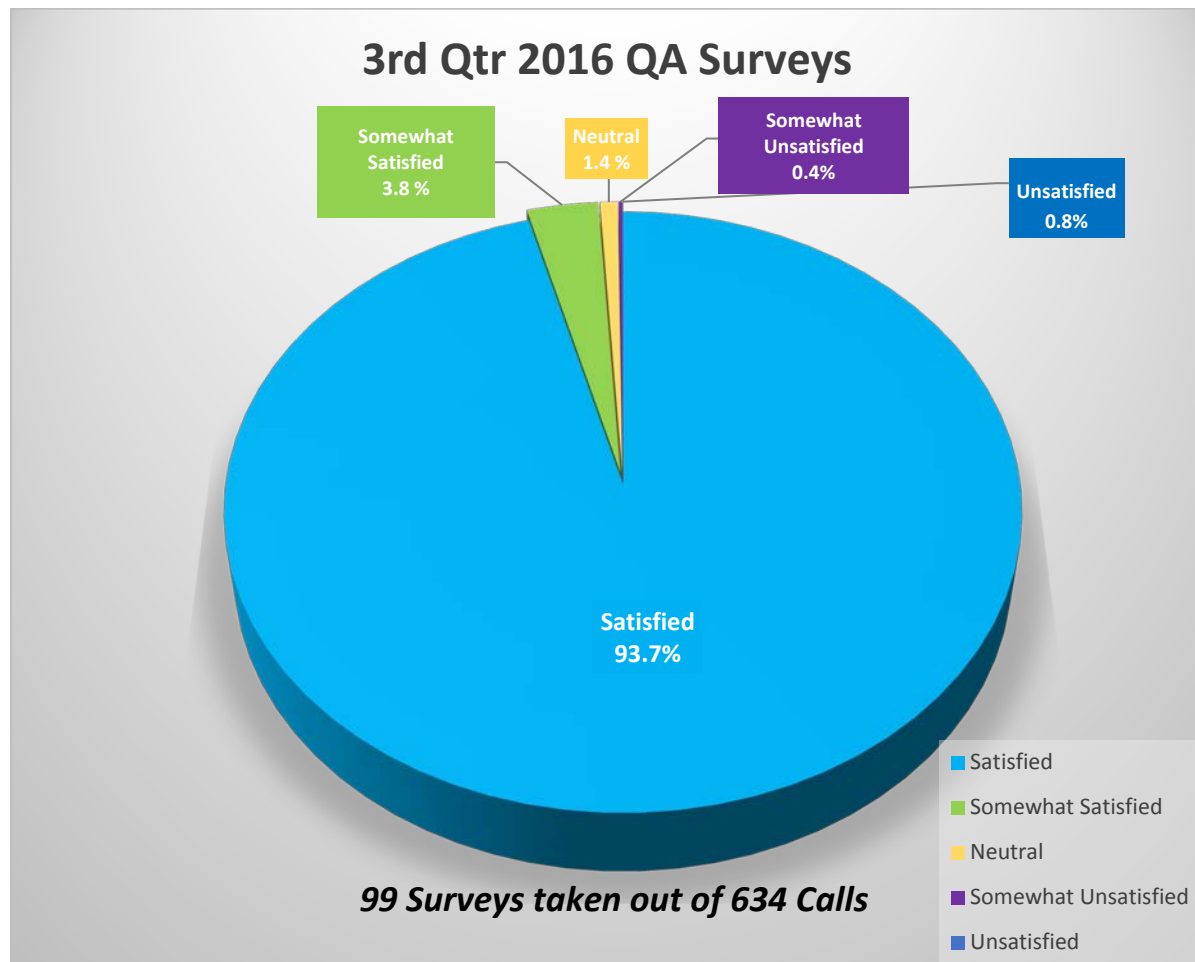
I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Customer Service Quality Assurance Surveys

As part of Recology San Mateo County's Quality Assurance Program, Customer Service Representatives contact customers from the previous service day to survey them 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. Of the 634 calls placed to customers during the 3rd Quarter of 2016, 99 surveys were completed (any surveys with unanswered questions were eliminated from the results).

The results of the surveys continue to be positive with **97.5%** of the customers reporting a satisfactory rating. The top 3 reasons cited for the Satisfactory rating included Friendliness, Responsiveness, and Attentiveness.



Community Involvement

Recology believes in giving back to the communities we serve and as such, participates in community events, parades and educational outreach activities. Below is a list of events, which Recology San Mateo County (RSMC) participated in during Q3 2016:

4th of July Parade

RSMC was proud to participate in the 78th Annual Redwood City Peninsula Celebration Association's 4th of July Parade. Recology employee-owners, their family and friends climbed aboard Recology's antique collection vehicle "Big Red", and waved at the crowd as they made their way through downtown Redwood City.



Healthy Homes Tenant Resource Fair

RSMC hosted a table at the Fair Oaks Community Center to educate attendees on how to properly dispose of common, and sometimes hazardous, household items. The free event provided a complimentary "Healthy Homes" kit as well as other resources on how to maintain a healthy home for families.

Multi-Chamber Business Expo and Mega Mixer

RSMC tabled at San Mateo County's largest business networking event of the year, showcasing what we do as an environmentally-conscious industry leader in waste management and resource recovery.

San Mateo Senior Center Resource Fair

RSMC participated in the Community Resource Fair hosted by California State Assembly member Kevin Mullin and the San Mateo Senior Center to educate attendees about recycling and proper disposal of household hazardous waste. Experts were available to provide information on community benefits such as housing, social services, financial planning, and more.

Social Media

Since the establishment of RSMC's social media platform in 2011, RSMC's Facebook account has garnered over 1,000 likes and posts have reached over 20,000 people.

By utilizing social media, RSMC can engage with a broader audience and share topics that include industry related news, collection schedules and "*Beyond the Cart*" services offered by RSMC. RSMC has had great success in engaging the community in posts featuring local businesses who are doing an exceptional job of diverting materials from the landfill. During Q3 2016, RSMC featured the following "Star Customers" on Facebook: **Philz Coffee** in Burlingame, **McDonald's** in Foster City, **The Rack Spot** in San Carlos, **Mademoiselle Colette** café in Menlo Park, and Iron **Gate** restaurant in Belmont.

Below are photos that were shared on RSMC's Facebook page, promoting the aforementioned businesses:



(Philz Coffee)



(McDonald's)



(The Rack Spot)



(Mademoiselle Collete)



(Iron Gate)

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 3 (Q3) 2016 training and professional development activities for the Recology San Mateo County (RSMC) Commercial Recycling Promotion Team (CRPT):

On July 13, 2016, the CRPT attended the San Mateo Countywide Recycling Meeting. The meeting included discussions on what was being done to address public dumping, the current mattress recycling programs available, and how the Conservation Corp provides training and job experience to help young adults develop themselves through environmental work.

On July 28, 2016, Waste Zero Specialist (WZS) Anthony Guerra participated in the Webinar: Tire & Farm and Ranch Grants. He learned about the grants available to farm and ranch owners to help fund clean ups of abandoned waste on private property.

On August 1, 2016, WZS Ashley Hui completed an online course through Recology's Career Development Center (RCDC), Interpersonal Communication: Listening Essentials. This course explored the benefits and challenges of attentive listening and highlighted the importance of providing listener feedback to demonstrate or clarify understanding of the speaker's communication.

On August 8-9, 2016, WZS Anthony Guerra, Ashley Hui, Yvette Madera, Mia Rossi, and Gina Tretten attended the California Resource Recovery Association's (CRRA) Annual Conference in Sacramento. CRRA is well known for its training and educational offerings since the early 1970s. Each year, the CRRA organizes one of the most comprehensive and informative conferences dedicated to resource management issues in California and beyond. The Annual Conference and Tradeshow attracted over 600 individuals this year and showcased 38 sessions, featuring over 100 industry experts.

On August 9, 2016, WZS Anthony Guerra began the Redwood City Area Chamber Leadership Program. The ten-month program provides participants the opportunity for face-to-face meetings and hands-on workshops with industry experts and key decision makers. In dynamic sessions held one Friday a month, September through June, participants learn about timely and relevant issues of vital concern to their city, and how they can effectively shape the future of their community, their organization, or their business.

On August 12, 2016, WZS Anthony Guerra and Ashley Hui attended the Professional Education Program and Network hosted by the San Mateo Chamber of Commerce. The topic was "Stop Pitching": GAIN Clients without Convincing or Chasing, presented by Steve Napolitan, where they learned about how to engage customers and establish a human connection with them in order to achieve business goals.

On September 21, 2016, WZS Mia Rossi attended the first session of the 2017 Recology Academy Foundation Program (Academy). The mission of the Academy is to enhance the understanding and practice of leadership and managerial skills in employee-owners.

On September 28, 2016, WZS Sarah Prescott completed an online course through Recology's RCDC, How to Run an Effective Meeting. Efficient meetings not only help accomplish tasks but progress in a way that makes the best use of participants' time. This course explained how to clarify a meeting's purpose and objectives, and determine whether a given meeting is truly necessary, or whether a similar result could be achieved through a different type of communication.

On September 28, 2016, WZS Mia Rossi and Yvette Madera completed the online course First Time Manager: Understanding a Manager's Role through RCDC. This course described some of the myths about management and their corresponding truths in order to clarify what the role of managers is. It also highlighted the typical demands and constraints of a manager's job.

On September 30, 2016, WZS Gina Tretten completed the online course Strategies for Communicating with Tact and Diplomacy through RCDC. This course provided techniques that can be used to navigate through conversations in a way that demonstrated sensitivity and respect for others. In addition to exploring business-appropriate communication, the course showed how one can use proper timing and delivery when conveying one's message. This will enable the speaker to deliver messages tactfully and diplomatically, without sacrificing one's reputation or professional relationships.

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 our employees' 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 Q3 2016.

New and/or increased Customers

Recology San Mateo County (RSMC) is pleased to report that the CRPT exceeded the Q3 2016 goal of recruiting or increasing new compost and/or recycling services in the commercial and Multi-Family Dwelling (MFD) sectors as noted below:

Q3 2016 Goal New and/or Increased Recycling or Compost Customers	Q3 2016 Actual New and/or Increased Recycling or Compost Customers
75	139

Target Account Site Assessments

The CRPT surpassed the goal set for conducting Targeted Account Site Assessments‡ in Q3 2016, as outlined below:

Q3 2016 Goal Target Account Site Assessments	Q3 2016 Actual Target Account Site Assessments
100	145

The number of Site Assessments performed during Q3 2016 in each Member Agency is summarized below:

Member Agency	Q3 2016 Target Account Site Assessments	Year to Date Target Account Site Assessments	Q3 2016 Additional Waste Audits	Year to Date Additional Waste Audits
Atherton	4	8	1	1
Belmont	17	35	5	8
Burlingame	2	44	4	21
East Palo Alto	6	26	14	20
Foster City	12	47	4	4
Hillsborough	2	5	-0-	-0-
Menlo Park	24	45	2	8
North Fair Oaks	23	34	-0-	-0-
Redwood City	16	34	21	30
San Carlos	9	40	11	17
San Mateo	9	33	27	48
Unincorporated San Mateo County	16	27	-0-	-0-
West Bay Sanitary District	2	17	1	3
Total	142	395	90	160

A detailed account of the Site Assessments and Waste Audits noted above is included in the 3rd 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 Q3 2016 goal of conducting 300 Site Checks, as outlined below:

Q3 2016 Goal Site Checks	Q3 2016 Actual Site Checks
875	1069

†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 4 (Q4) 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 have been set for the CRPT:

- Implement recycling and composting services at Commercial and MFD accounts
- Conduct Site Checks for verification of on-site collection containers at Commercial and/or MFD accounts
- Conduct Site Assessments for the remaining 2016 Target Accounts

The Q4 2016 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 65 Target Account Site Assessments for Commercial and/or MFD accounts
- Conduct 1000 Site Checks for Commercial and/or MFD accounts
- Recruit or increase a minimum of 50 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 evaluations of 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 Q3 2016 are noted below:

Target Compost Rich Accounts for AB1826

AB1826 went into effect on April 1st, 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 2020, when the minimum requirement is businesses generating two or more cubic yards of MSW.

In Q3 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 48 new compost accounts, 7 of which were initiated through the CRPT's AB1826 outreach efforts.

These outreach strategies have proven effective; therefore, the CRPT will continue to target accounts that fall under this new law by contacting Commercial and/or MFD accounts that 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 RSMC identifies as backhauling their organic material, using 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 Q4 2016 to increase diversion and reduce contamination.

The below is a summary of the public education and outreach materials distributed by the CRPT throughout the SBWMA service area during Q3 2016:

Q3 2016 Public Education and Outreach Materials							
	Commercial Brochures	Posters	Dock Signs	How To DVDs	Stickers	Recycle Buddy Bags	HHW Brochures
July	0	149	35	1	164	0	90
August	1	100	3	-0-	105	372	283
September	5	119	14	2	62	965	740
Total	6	368	52	3	331	1332	1113

During Q3 2016, the CRPT conducted 17 presentations and 59 trainings to 60 Commercial and/or MFD customers, which are outlined below:

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Description
07/01/2016	BEL	SUMMERFIELD SUITES-IHO000079	400 CONCOURSE PL	KITCHEN & MAINTENANCE EMPLOYEES	TRAINING
07/05/2016	NFO	GREEN WINDMILL LLC.	2810 BAY RD	KITCHEN STAFF	TRAINING
07/06/2016	MAT	AJISEN SAN MATEO	211 E 3RD AVE	STAFF	TRAINING
07/07/2016	BUR	CROWNE PLAZA-SFO AIRPORT	1177 AIRPORT BLVD	KITCHEN STAFF AND MANAGERS	TRAINING
07/07/2016	SNC	PETSMART	1225 INDUSTRIAL RD	EMPLOYEES	TRAINING
07/08/2016	BEL	BELMONT TATTOO	1485 EL CAMINO REAL	MANAGER	TRAINING
07/08/2016	BEL	MARVELOUS NAILS	1485 EL CAMINO REAL	OWNER	TRAINING
07/08/2016	BEL	EYE CATCHERS	1485 EL CAMINO REAL	OWNER	TRAINING
07/08/2016	BEL	SORA SCHOOL	1485 EL CAMINO REAL	MANAGER, EMPLOYEE	TRAINING
07/08/2016	BEL	BODY PERFECT	1485 EL CAMINO REAL	OWNER & EMPLOYEES	TRAINING
07/08/2016	BEL	ALLSTATE	1485 EL CAMINO REAL	MANAGER	TRAINING
07/13/2016	MPK	OAK GROVE & MERRILL ASSOC.	1165 MERRILL ST	MANAGEMENT, CHEF AND KITCHEN STAFF	TRAINING
07/13/2016	MPK	MENLO SQUARE	1165 MERRILL ST	MANAGEMENT, CHEF AND KITCHEN STAFF	TRAINING
07/13/2016	MPK	BFD MENLO PARK	1165 MERRILL ST	MANAGEMENT, CHEF AND KITCHEN STAFF	TRAINING
07/20/2016	BEL	BELMONT HOA	400 DAVEY GLEN RD	TENANTS	PRESENTATION
07/21/2016	MPK	REFUGE	1143 CRANE ST	KITCHEN STAFF	TRAINING
07/28/2016	BUR	LEMONADE	1152 BURLINGAME AVE	STAFF, MANAGERS, AND CHEFS	TRAINING
08/01/2016	MAT	RAINBOW PIZZA	1 DE ANZA	KITCHEN STAFF	SPANISH TRAINING
08/04/2016	BEL	CARLMONT GARDENS	2140 CARLMONT DR	KITCHEN STAFF & MANAGERS	TRAINING

08/04/2016	FOC	SWEET BASIL	1473 BEACH PARK BLVD	KITCHEN AND WAIT STAFF	TRAINING
08/04/2016	MAT	BAY MEADOWS KINDER CARE	1350 WAYNE RD	PRESCHOOL STUDENTS (AGES 4-5) & TEACHERS	PRESENTATION
08/05/2016	RWC	T.W.M. INDUSTRIES	1001 VETERANS BLVD	GM, KITCHEN STAFF	SPANISH TRAINING
08/09/2016	FOC	NORTH PENINSULA JEWISH CAMPUS	PRESCHOOL	PRESCHOOL TEACHERS & STAFF	PRESENTATION
08/10/2016	RWC	T.W.M. INDUSTRIES	1001 VETERANS BLVD	KITCHEN STAFF	SPANISH TRAINING
08/11/2016	BUR	LIMON BURLINGAME	1101 BURLINGAME AVE	KITCHEN, BAR & MANAGER	TRAINING
08/11/2016	RWC	T.W.M. INDUSTRIES	1001 VETERANS BLVD	KITCHEN STAFF	TRAINING
08/12/2016	BEL	MERRY MOPPET SCHOOL	2200 CARLMONT DR	1ST GRADERS	SCHOOL PRESENTATION
08/12/2016	BEL	MERRY MOPPET SCHOOL	2200 CARLMONT DR	2ND & 3RD GRADERS	SCHOOL PRESENTATION
08/12/2016	BEL	MERRY MOPPET SCHOOL	2200 CARLMONT DR	4TH, 5TH & 6TH GRADERS	SCHOOL PRESENTATION
08/12/2016	EPA	COMMUNITY CHURCH	2201 UNIVERSITY AVE	CHURCH MEMBERS	SPANISH PRESENTATION
08/12/2016	EPA	COMMUNITY CHURCH	2201 UNIVERSITY AVE	CHURCH MEMBERS	PRESENTATION
08/23/2016	BUR	MILLS ESTATE VILLA	1733 CALIFORNIA DR	KITCHEN STAFF AND OWNER	TRAINING
08/24/2016	MPK	DONUT DELITE	732 WILLOW RD	KITCHEN STAFF	TRAINING
08/25/2016	FOC	ASCEND CLINICAL	320 HATCH DR	EMPLOYEES AND FACILITIES MANAGER	TRAINING
08/25/2016	FOC	CROWNE PLAZA	1221 CHESS DR	DEPT MANAGERS AND STAFF	TRAINING
08/25/2016	FOC	CROWNE PLAZA	1221 CHESS DR	DEPT MANAGERS AND STAFF	SPANISH PRESENTATION
08/26/2016	BEL	AW2GETHER	407 OLD COUNTY RD	KITCHEN CREW & MANAGER	TRAINING
08/26/2016	RWC	CARBON 3D INC.	312 CHESTNUT ST	ALL EMPLOYEES	PRESENTATION
08/29/2016	SNC	SAN CARLOS AIRPORT	620 AIRPORT BLVD	KITCHEN STAFF	SPANISH TRAINING
08/30/2016	BUR	MILLS ESTATE VILLA	1733 CALIFORNIA DR	EMPLOYEES	TRAINING

08/30/2016	MAT	TRADER JOE'S #245	45 W HILLSDALE BLVD	EMPLOYEES	TRAINING
09/06/2016	MAT	PIZZA MY HEART	140 E 4TH AVE	MANAGERS CAREGIVERS AND KITCHEN STAFF	TRAINING
09/07/2016	BUR	BURLINGAME VILLA	1117 RHINETTE AVE	EMPLOYEES	PRESENTATION
09/08/2016	NFO	FAIR OAKS COMMUNITY CTR	2600 MIDDLEFIELD RD	VOLUNTEERS	TRAINING
09/09/2016	NFO	FAIR OAKS COMMUNITY CTR	2600 MIDDLEFIELD RD	VOLUNTEERS	SPANISH TRAINING
09/09/2016	NFO	FAIR OAKS COMMUNITY CTR	2600 MIDDLEFIELD RD	VOLUNTEERS	TRAINING
09/12/2016	MAT	INCHIN'S BAMBOO GARDEN	139 S B ST	OWNER, MANAGERS AND STAFF	TRAINING
09/12/2016	MAT	INCHIN'S BAMBOO GARDEN	139 S B ST	KITCHEN STAFF	SPANISH TRAINING
09/15/2016	EPA	PENINSULA PARK	1977 TATE ST	TENANTS STAFF & FACILITY LEADER	PRESENTATION
09/16/2016	RWC	RED MORTON PARK	1400 ROOSEVELT AVE	TENANTS STAFF & FACILITY LEADER	PRESENTATION
09/16/2016	FOC	GNC	901 EDGEWATER BLVD	MANAGER	TRAINING
09/16/2016	FOC	BURI TARA THAI CUISINE	901 EDGEWATER BLVD	MANAGER	TRAINING
09/16/2016	FOC	ZALLES RACKET SPORTS	901 EDGEWATER BLVD	EMPLOYEES	TRAINING
09/16/2016	FOC	FASHION WOK	901 EDGEWATER BLVD	MANAGER	TRAINING
09/16/2016	FOC	FOSTER CITY SHOE REPAIR	901 EDGEWATER	EMPLOYEE	TRAINING
09/16/2016	FOC	COMCAST	901 EDGEWATER BLVD	MANAGER	TRAINING
09/16/2016	FOC	COOKING PAPA	901 EDGEWATER BLVD	MANAGER & STAFF	CHINESE TRAINING
09/16/2016	FOC	CHATIME	901 EDGEWATER BLVD	MANAGER	TRAINING

09/16/2016	FOC	MOO MOO YOGURT	901 EDGEWATER BLVD	MANAGER	CHINESE TRAINING
09/19/2016	BUR	ST PAULS CHURCH	415 EL CAMINO REAL	STUDENTS & TEACHERS	PRESENTATION
09/19/2016	CSM	CASTER PROPERTIES	1337 OLD COUNTY RD	EMPLOYEES	TRAINING
09/20/2016	FOC	RICKSHAW CORNER	901 EDGEWATER	OWNER	CHINESE TRAINING
09/20/2016	FOC	KOBE JAPANESE CUISINE & BAR	901 EDGEWATER BLVD	OWNERS	TRAINING
09/20/2016	SNC	SAN CARLOS ELMS	707 ELM ST	KITCHEN AND CLIENT STAFF	TRAINING
09/22/2016	RWC	CITY OF RWC - MUNICIPAL	1400 BROADWAY ST	DEPARTMENT MANAGERS	PRESENTATION
09/23/2016	MAT	SURUKI SUPERMARKET	71 E 4 th AVE	MANAGER, DELI AND BUTCHER	TRAINING
09/23/2016	MAT	CHRISTINE'S	71 E 4 th AVE	CATERING	TRAINING
09/23/2016	MAT	CHRISTINES	71 E 4 th AVE	KITCHEN	TRAINING
09/23/2016	NFO	SIX SECONDS	3375 EDISON WAY	KINDERGARTEN STUDENTS	SCHOOL PRESENTATION
09/23/2016	NFO	SIX SECONDS	3375 EDISON WAY	KITCHEN MGR	SPANISH TRAINING
09/27/2016	BEL	1200 ECR BELMONT LLC	1200 EL CAMINO REAL	OWNER & EMPLOYEES	TRAINING
09/27/2016	NFO	SIX SECONDS	3375 EDISON WAY	JANITORIAL STAFF	SPANISH TRAINING
09/29/2016	MAT	TRADER JOE'S #245	45 W HILLSDALE BLVD	MANAGERS	TRAINING
09/29/2016	SNC	BMR-201 INDUSTRIAL RD LP	201 INDUSTRIAL RD	3 DIFFERENT JANITORIAL COMPANIES	TRAINING
09/30/2016	NFO	SIX SECONDS	3375 EDISON WAY	STUDENTS AND TEACHERS	SCHOOL PRESENTATION

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 3rd Quarter Report under the tab labeled "M1d. Diversion Level".