



QUARTERLY REPORT TO THE SBWMA
FOR 4th Quarter 2015

Submitted January 30, 2016



January 30, 2016

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

Dear Mr. Gans:

Enclosed is a copy of the Recology 4th Quarter 2015 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

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

Mario Puccinelli
General Manager
Recology San Mateo County

cc: Cliff Feldman
Farouk Fakira



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
4th Quarter 2015**

**Submitted
JANUARY 30, 2016**



4th QUARTER 2015 REPORT

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4th QUARTER 2015 REPORT

DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

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

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

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

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

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

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

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

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

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

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

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

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

Tonnage Allocations – During Quarter 4, system tonnage allocations were updated as follows: effective October 8 for usual and customary service changes; effective October 19 due to changes in residential routes and December 18 due to changes in residential and commercial 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.



4th QUARTER 2015 QUARTERLY REPORT SUMMARY

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

RECOLOGY QUARTERLY REPORT 2015

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
ATHERTON								
Commercial								
Commercial Solid Waste	41.11	34.99	33.85	109.30	107.95	136.31	109.95	463.51
Commercial Recycling	14.82	14.81	16.87	41.30	44.92	45.47	46.50	178.19
Commercial Organics	42.42	47.67	49.10	202.83	166.28	149.88	139.19	658.18
Subtotal - Disposed	41.11	34.99	33.85	109.30	107.95	136.31	109.95	463.51
Subtotal - Diverted	57.24	62.48	65.97	244.13	211.20	195.35	185.69	836.37
Diversion Rate	58.20%	64.10%	66.09%	69.07%	66.18%	58.90%	62.81%	64.34%
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	4.45	0.00	4.45
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	1.96	0.00	1.96
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	4.45	0.00	4.45
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	1.96	0.00	1.96
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	30.58%	0.00%	30.58%
Residential								
Residential Solid Waste	133.52	136.99	159.28	405.49	427.03	440.74	429.79	1,703.05
Residential Curbside Recycling	117.61	117.85	146.11	332.61	349.59	344.17	381.57	1,407.94
Residential Curbside Organics	595.79	668.23	893.27	1,791.95	1,660.25	1,568.92	2,157.29	7,178.41
Subtotal - Disposed	133.52	136.99	159.28	405.49	427.03	440.74	429.79	1,703.05
Subtotal - Diverted	713.40	786.08	1,039.38	2,124.56	2,009.84	1,913.09	2,538.86	8,586.35
Diversion Rate	84.23%	85.16%	86.71%	83.97%	82.48%	81.28%	85.52%	83.45%
Total Disposed	174.63	171.98	193.13	514.79	534.98	581.50	539.74	2,171.01
Total Diverted	770.64	848.56	1,105.35	2,368.69	2,221.04	2,110.40	2,724.55	9,424.68
Total Diversion Rate	81.53%	83.15%	85.13%	82.15%	80.59%	78.40%	83.47%	81.28%
Single-Family Measured Diversion Rate	84.23%	85.16%	86.71%	83.97%	82.48%	81.28%	85.52%	83.45%
Commercial Measured Diversion Rate	58.20%	64.10%	66.09%	69.07%	66.18%	58.36%	62.81%	64.18%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	81.53%	83.15%	85.13%	82.15%	80.59%	78.40%	83.47%	81.28%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>Year to Date 2015 Tons</u>	<u>2014 - 2015 Tons Incr/(Decr)</u>	<u>2014 - 2015 % Change</u>
Atherton							
Commercial¹ and MFD							
Commercial Solid Waste	591.22	532.17	447.45	451.08	463.51	12.43	2.76%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	6.77	4.45	(2.32)	-34.27%
Commercial Recycling	200.36	154.17	165.50	166.16	178.19	12.03	7.24%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.00	1.96	1.96	100.00%
Commercial Organics	426.87	393.80	501.50	508.81	658.18	149.37	29.36%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	591.22	532.17	447.88	457.85	467.96	10.11	2.21%
SUBTOTAL - Diverted Tons	637.37	574.54	667.24	674.97	838.33	163.36	24.20%
Residential							
Residential Solid Waste	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	9.69	0.57%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	1,427.46	1,407.94	(19.52)	-1.37%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	7,519.55	7,178.41	(341.14)	-4.54%
SUBTOTAL - Disposed Tons	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	9.69	0.57%
SUBTOTAL - Diverted Tons	9,186.54	9,573.18	9,090.65	8,947.01	8,586.35	(360.66)	-4.03%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	2,580.93	2,307.89	2,150.65	2,151.21	2,171.01		
TOTAL TONS DIVERTED	9,823.91	10,147.72	9,757.89	9,621.98	9,424.68		
COMMERCIAL DIVERSION RATE	51.88%	51.91%	59.84%	59.58%	64.18%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	82.20%	84.35%	84.22%	84.09%	83.45%		
TOTAL DIVERSION RATE	79.19%	81.47%	81.94%	81.73%	81.28%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 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	181.53	175.22	185.45	554.65	538.46	519.54	542.20	2,154.85
Commercial Recycling	74.10	74.20	82.12	197.81	215.41	212.17	230.42	855.81
Commercial Organics	68.98	70.49	67.80	166.78	180.06	181.24	207.27	735.35
Subtotal - Disposed	181.53	175.22	185.45	554.65	538.46	519.54	542.20	2,154.85
Subtotal - Diverted	143.08	144.69	149.92	364.59	395.47	393.41	437.69	1,591.16
Diversion Rate	44.08%	45.23%	44.70%	39.66%	42.34%	43.09%	44.67%	42.48%
MFD								
MFD Solid Waste	164.34	168.41	175.69	504.57	519.80	513.89	508.44	2,046.70
MFD Recycling	48.72	47.45	55.65	136.04	144.74	144.66	151.82	577.26
MFD Organics	6.65	6.04	6.08	16.61	17.14	18.01	18.77	70.53
Subtotal - Disposed	164.34	168.41	175.69	504.57	519.80	513.89	508.44	2,046.70
Subtotal - Diverted	55.37	53.49	61.73	152.65	161.88	162.67	170.59	647.79
Diversion Rate	25.20%	24.11%	26.00%	23.23%	23.75%	24.04%	25.12%	24.04%
Roll-Off								
Roll-Off Solid Waste	43.02	41.93	42.35	112.33	131.79	111.51	127.30	482.93
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	43.02	41.93	42.35	112.33	131.79	111.51	127.30	482.93
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	274.82	271.43	318.25	803.62	821.42	823.94	864.50	3,313.48
Residential Curbside Recycling	233.73	226.81	284.45	691.10	685.26	690.81	744.99	2,812.16
Residential Curbside Organics	302.62	300.09	345.44	1,000.98	942.86	923.91	948.15	3,815.90
Subtotal - Disposed	274.82	271.43	318.25	803.62	821.42	823.94	864.50	3,313.48
Subtotal - Diverted	536.35	526.90	629.89	1,692.08	1,628.12	1,614.72	1,693.14	6,628.06
Diversion Rate	66.12%	66.00%	66.43%	67.80%	66.47%	66.21%	0.00%	66.67%
Total Disposed	663.71	656.99	721.74	1,975.17	2,011.47	1,968.88	2,042.44	7,997.96
Total Diverted	734.80	725.08	841.54	2,209.32	2,185.47	2,170.80	2,301.42	8,867.01
Total Diversion Rate	52.54%	52.46%	53.83%	52.80%	52.07%	52.44%	52.98%	52.58%
Single-Family Measured Diversion Rate	66.12%	66.00%	66.43%	67.80%	66.47%	66.21%	66.20%	66.67%
Commercial Measured Diversion Rate	33.79%	33.95%	34.41%	30.63%	31.90%	32.69%	34.05%	32.34%
MFD Measured Diversion Rate	25.20%	24.11%	26.00%	23.23%	23.75%	24.04%	25.12%	24.04%
Overall Measured Diversion Rate	52.54%	52.46%	53.83%	52.80%	52.07%	52.44%	52.98%	52.58%

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 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date 2011 Tons</u>	<u>Year to Date 2012 Tons</u>	<u>Year to Date 2013 Tons</u>	<u>Year to Date 2014 Tons</u>	<u>Year to Date 2015 Tons</u>	<u>2014 - 2015 Tons Incr/(Decr)</u>	<u>2014 - 2015 % Change</u>
Belmont							
Commercial¹ and MFD							
Commercial Solid Waste	2,276.14	2,530.67	2,360.87	2,345.04	2,154.85	(190.19)	-8.11%
MFD Solid Waste	2,018.99	2,134.47	2,223.99	2,179.40	2,046.70	(132.70)	-6.09%
Roll-Off Solid Waste	469.16	491.80	486.60	498.21	482.93	(15.28)	-3.07%
Commercial Recycling	536.32	614.13	656.10	755.46	855.81	100.35	13.28%
MFD Recycling	467.47	479.43	516.04	530.82	577.26	46.44	8.75%
Roll-Off Recycling	0.41	1.65	2.62	0.46	0.00	(0.46)	-100.00%
Commercial Organics	412.88	440.09	512.41	623.02	735.35	112.33	18.03%
MFD Organics	25.68	41.96	61.11	64.76	70.53	5.77	8.91%
Roll-Off Organics	1.14	8.74	9.74	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	4,764.29	5,156.94	5,071.46	5,022.65	4,684.48	(338.17)	-6.73%
SUBTOTAL - Diverted Tons	1,443.90	1,586.00	1,758.02	1,974.52	2,238.95	264.43	13.39%
Residential							
Residential Solid Waste	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	50.97	1.56%
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	2,848.96	2,812.16	(36.80)	-1.29%
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	3,899.39	3,815.90	(83.49)	-2.14%
SUBTOTAL - Disposed Tons	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	50.97	1.56%
SUBTOTAL - Diverted Tons	7,051.63	7,002.57	7,010.71	6,748.35	6,628.06	(120.29)	-1.78%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	8,046.02	8,548.18	8,377.18	8,285.16	7,997.96		
TOTAL TONS DIVERTED	8,495.53	8,588.57	8,768.73	8,722.87	8,867.01		
COMMERCIAL DIVERSION RATE	23.26%	23.52%	25.74%	28.22%	32.34%		
MFD DIVERSION RATE	19.63%	19.63%	20.60%	21.46%	24.04%		
RESIDENTIAL DIVERSION RATE	68.24%	67.37%	67.96%	67.41%	66.67%		
TOTAL DIVERSION RATE	51.36%	50.12%	51.14%	51.29%	52.58%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME								
Commercial								
Commercial Solid Waste	704.42	702.07	737.30	1,991.48	2,034.07	2,058.25	2,143.79	8,227.59
Commercial Recycling	323.90	292.98	339.52	961.52	955.86	994.04	956.40	3,867.82
Commercial Organics	268.42	287.29	345.86	816.36	825.63	783.59	901.57	3,327.15
Subtotal - Disposed	704.42	702.07	737.30	1,991.48	2,034.07	2,058.25	2,143.79	8,227.59
Subtotal - Diverted	592.32	580.27	685.38	1,777.88	1,781.49	1,777.63	1,857.97	7,194.97
Diversion Rate	45.68%	45.25%	48.18%	47.17%	46.69%	46.34%	46.43%	46.65%
MFD								
MFD Solid Waste	235.83	235.53	252.65	716.98	717.94	726.48	724.01	2,885.41
MFD Recycling	78.30	80.83	89.88	233.34	234.62	235.78	249.01	952.75
MFD Organics	5.19	5.58	6.07	13.49	13.78	13.84	16.84	57.95
Subtotal - Disposed	235.83	235.53	252.65	716.98	717.94	726.48	724.01	2,885.41
Subtotal - Diverted	83.49	86.41	95.95	246.83	248.40	249.62	265.85	1,010.70
Diversion Rate	26.15%	26.84%	27.52%	25.61%	25.71%	25.57%	26.86%	25.94%
Roll-Off								
Roll-Off Solid Waste	692.40	629.30	686.86	1,788.53	1,988.99	2,132.60	2,008.56	7,918.68
Roll-Off Recycling	16.09	14.98	11.94	38.57	32.29	34.30	43.01	148.17
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	692.40	629.30	686.86	1,788.53	1,988.99	2,132.60	2,008.56	7,918.68
Subtotal - Diverted	16.09	14.98	11.94	38.57	32.29	34.30	43.01	148.17
Diversion Rate	2.27%	2.33%	1.71%	2.11%	1.60%	1.58%	2.10%	1.84%
Residential								
Residential Solid Waste	316.16	303.78	353.70	904.50	918.06	926.93	973.64	3,723.13
Residential Curbside Recycling	238.01	261.45	311.41	738.63	735.60	722.66	810.87	3,007.76
Residential Curbside Organics	355.54	428.25	524.78	1,217.20	1,112.35	1,080.84	1,308.57	4,718.96
Subtotal - Disposed	316.16	303.78	353.70	904.50	918.06	926.93	973.64	3,723.13
Subtotal - Diverted	593.55	689.70	836.19	1,955.83	1,847.95	1,803.50	2,119.44	7,726.72
Diversion Rate	65.25%	69.42%	70.27%	68.38%	66.81%	66.05%	0.00%	67.48%
Total Disposed	1,948.81	1,870.68	2,030.51	5,401.49	5,659.06	5,844.26	5,850.00	22,754.81
Total Diverted	1,285.45	1,371.36	1,629.46	4,019.11	3,910.13	3,865.05	4,286.27	16,080.56
Total Diversion Rate	39.74%	42.30%	44.52%	42.66%	40.86%	39.81%	42.29%	41.41%
Single-Family Measured Diversion Rate	65.25%	69.42%	70.27%	68.38%	66.81%	66.05%	68.52%	67.48%
Commercial Measured Diversion Rate	29.76%	30.32%	32.12%	31.45%	30.31%	29.54%	30.76%	30.50%
MFD Measured Diversion Rate	26.15%	26.84%	27.52%	25.61%	25.71%	25.57%	26.86%	25.94%
Overall Measured Diversion Rate	39.74%	42.30%	44.52%	42.66%	40.86%	39.81%	42.29%	41.41%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Burlingame							
Commercial¹ and MFD							
Commercial Solid Waste	8,222.96	8,600.41	8,268.37	8,254.24	8,227.59	(26.65)	-0.32%
MFD Solid Waste	3,146.03	2,990.25	2,941.97	2,917.26	2,885.41	(31.85)	-1.09%
Roll-Off Solid Waste	7,638.95	8,771.06	7,243.72	7,454.48	7,918.68	464.20	6.23%
Commercial Recycling	2,613.82	2,785.59	3,181.80	3,832.64	3,867.82	35.18	0.92%
MFD Recycling	732.09	776.45	870.68	930.43	952.75	22.32	2.40%
Roll-Off Recycling	125.71	224.48	141.32	154.16	148.17	(5.99)	-3.89%
Commercial Organics	2,329.15	2,466.36	2,981.65	2,797.15	3,327.15	530.00	18.95%
MFD Organics	77.69	63.48	60.39	51.78	57.95	6.17	11.92%
Roll-Off Organics	1,141.95	238.87	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	19,007.94	20,361.72	18,454.06	18,625.98	19,031.68	405.70	2.18%
SUBTOTAL - Diverted Tons	7,020.41	6,555.23	7,235.84	7,766.16	8,353.84	587.68	7.57%
Residential							
Residential Solid Waste	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	34.29	0.93%
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	3,003.18	3,007.76	4.58	0.15%
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	4,994.50	4,718.96	(275.54)	-5.52%
SUBTOTAL - Disposed Tons	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	34.29	0.93%
SUBTOTAL - Diverted Tons	8,111.04	8,316.13	8,206.57	7,997.68	7,726.72	(270.96)	-3.39%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	22,921.67	24,126.50	22,163.87	22,314.82	22,754.81		
TOTAL TONS DIVERTED	15,131.45	14,871.36	15,442.41	15,763.84	16,080.56		
COMMERCIAL DIVERSION RATE	26.97%	24.35%	28.17%	29.43%	30.50%		
MFD DIVERSION RATE	20.47%	21.93%	24.04%	25.19%	25.94%		
RESIDENTIAL DIVERSION RATE	67.45%	68.84%	68.87%	68.44%	67.48%		
TOTAL DIVERSION RATE	39.76%	38.13%	41.06%	41.40%	41.41%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 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	132.00	124.28	132.40	392.50	369.74	386.58	388.68	1,537.50
Commercial Recycling	49.77	37.93	39.70	130.43	130.01	137.91	127.40	525.75
Commercial Organics	45.82	46.67	34.32	117.87	127.10	130.83	126.81	502.61
Subtotal - Disposed	132.00	124.28	132.40	392.50	369.74	386.58	388.68	1,537.50
Subtotal - Diverted	95.59	84.60	74.02	248.30	257.11	268.74	254.21	1,028.36
Diversion Rate	42.00%	40.50%	35.86%	38.75%	41.02%	41.01%	39.54%	40.08%
MFD								
MFD Solid Waste	205.60	205.52	213.56	630.05	627.46	633.74	624.68	2,515.93
MFD Recycling	29.05	30.00	31.94	81.41	88.18	89.87	90.99	350.45
MFD Organics	4.55	6.00	5.64	20.85	20.18	18.79	16.19	76.01
Subtotal - Disposed	205.60	205.52	213.56	630.05	627.46	633.74	624.68	2,515.93
Subtotal - Diverted	33.60	36.00	37.58	102.26	108.36	108.66	107.18	426.46
Diversion Rate	14.05%	14.91%	14.96%	13.96%	14.73%	14.64%	14.64%	14.49%
Roll-Off								
Roll-Off Solid Waste	58.88	49.33	48.79	267.83	236.08	246.48	157.00	907.39
Roll-Off Recycling	0.00	4.65	0.00	5.12	7.19	7.18	4.65	24.14
Roll-Off Organics	24.31	24.97	29.06	0.00	8.54	18.98	78.34	105.86
Subtotal - Disposed	58.88	49.33	48.79	267.83	236.08	246.48	157.00	907.39
Subtotal - Diverted	24.31	29.62	29.06	5.12	15.73	26.16	82.99	130.00
Diversion Rate	29.22%	37.52%	37.33%	1.88%	6.25%	9.60%	34.58%	12.53%
Residential								
Residential Solid Waste	568.91	558.56	603.49	1,645.84	1,701.76	1,752.43	1,730.96	6,830.99
Residential Curbside Recycling	130.70	126.86	141.66	373.15	377.79	393.84	399.22	1,544.00
Residential Curbside Organics	271.43	277.98	303.58	923.21	892.11	875.23	852.99	3,543.54
Subtotal - Disposed	568.91	558.56	603.49	1,645.84	1,701.76	1,752.43	1,730.96	6,830.99
Subtotal - Diverted	402.13	404.84	445.24	1,296.36	1,269.90	1,269.07	1,252.21	5,087.54
Diversion Rate	41.41%	42.02%	42.46%	44.06%	42.73%	42.00%	41.98%	42.69%
Total Disposed	965.39	937.69	998.24	2,936.22	2,935.04	3,019.23	2,901.32	11,791.81
Total Diverted	555.63	555.06	585.90	1,652.04	1,651.10	1,672.63	1,696.59	6,672.36
Total Diversion Rate	36.53%	37.18%	36.99%	36.01%	36.00%	35.65%	36.90%	36.14%
Single-Family Measured Diversion Rate	41.41%	42.02%	42.46%	44.06%	42.73%	42.00%	41.98%	42.69%
Commercial Measured Diversion Rate	27.91%	28.38%	26.27%	21.61%	23.61%	24.16%	27.52%	24.21%
MFD Measured Diversion Rate	14.05%	14.91%	14.96%	13.96%	14.73%	14.64%	14.64%	14.49%
Overall Measured Diversion Rate	36.53%	37.18%	36.99%	36.01%	36.00%	35.65%	36.90%	36.14%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
East Palo Alto							
Commercial¹ and MFD							
Commercial Solid Waste	1,419.75	1,415.09	1,310.22	1,404.75	1,537.50	132.75	9.45%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	2,756.76	2,515.93	(240.83)	-8.74%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	1,163.30	907.39	(255.91)	-22.00%
Commercial Recycling	564.07	1,038.49	485.98	502.28	525.75	23.47	4.67%
MFD Recycling	28.13	203.81	227.06	281.50	350.45	68.95	24.49%
Roll-Off Recycling	37.53	18.71	11.92	29.20	24.14	(5.06)	-17.33%
Commercial Organics	313.21	303.45	413.02	474.19	502.61	28.42	5.99%
MFD Organics	54.96	71.19	80.94	79.48	76.01	(3.47)	-4.37%
Roll-Off Organics	0.00	9.94	2.79	0.00	105.86	105.86	100.00%
SUBTOTAL - Disposed Tons	4,964.52	5,358.03	5,308.01	5,324.81	4,960.82	(363.99)	-6.84%
SUBTOTAL - Diverted Tons	997.90	1,645.59	1,221.71	1,366.65	1,584.82	218.17	15.96%
Residential							
Residential Solid Waste	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	218.47	3.30%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	1,484.52	1,544.00	59.48	4.01%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	3,528.22	3,543.54	15.32	0.43%
SUBTOTAL - Disposed Tons	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	218.47	3.30%
SUBTOTAL - Diverted Tons	4,750.31	4,807.16	4,984.12	5,012.74	5,087.54	74.80	1.49%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	11,253.44	11,788.80	11,635.15	11,937.33	11,791.81		
TOTAL TONS DIVERTED	5,748.21	6,452.75	6,205.83	6,379.39	6,672.36		
COMMERCIAL DIVERSION RATE	16.74%	23.50%	18.71%	20.42%	24.21%		
MFD DIVERSION RATE	3.04%	9.50%	10.25%	11.58%	14.49%		
RESIDENTIAL DIVERSION RATE	43.03%	42.78%	44.06%	43.12%	42.69%		
TOTAL DIVERSION RATE	33.81%	35.37%	34.78%	34.83%	36.14%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY								
Commercial								
Commercial Solid Waste	206.08	199.19	217.49	650.09	655.40	652.31	622.76	2,580.56
Commercial Recycling	93.12	97.94	108.05	250.96	256.93	268.44	299.11	1,075.44
Commercial Organics	176.76	166.69	172.66	465.02	485.53	525.02	516.11	1,991.68
Subtotal - Disposed	206.08	199.19	217.49	650.09	655.40	652.31	622.76	2,580.56
Subtotal - Diverted	269.88	264.63	280.71	715.98	742.46	793.46	815.22	3,067.12
Diversion Rate	56.70%	57.05%	56.35%	52.41%	53.11%	54.88%	56.69%	54.31%
MFD								
MFD Solid Waste	258.86	248.51	266.06	788.77	769.32	783.22	773.43	3,114.74
MFD Recycling	81.44	89.91	93.05	226.77	238.88	242.74	264.40	972.79
MFD Organics	3.39	3.30	3.46	8.80	9.11	8.94	10.15	37.00
Subtotal - Disposed	258.86	248.51	266.06	788.77	769.32	783.22	773.43	3,114.74
Subtotal - Diverted	84.83	93.21	96.51	235.57	247.99	251.68	274.55	1,009.79
Diversion Rate	24.68%	27.28%	26.62%	23.00%	24.38%	24.32%	26.20%	24.48%
Roll-Off								
Roll-Off Solid Waste	100.32	87.25	100.00	258.53	275.76	297.47	287.57	1,119.33
Roll-Off Recycling	0.00	2.77	1.24	2.36	3.23	2.86	4.01	12.46
Roll-Off Organics	45.63	39.05	57.56	144.27	143.12	137.06	142.24	566.69
Subtotal - Disposed	100.32	87.25	100.00	258.53	275.76	297.47	287.57	1,119.33
Subtotal - Diverted	45.63	41.82	58.80	146.63	146.35	139.92	146.25	579.15
Diversion Rate	31.26%	32.40%	37.03%	36.19%	34.67%	31.99%	33.71%	34.10%
Residential								
Residential Solid Waste	250.34	258.27	306.38	770.87	793.67	815.48	814.99	3,195.01
Residential Curbside Recycling	197.62	201.91	256.16	595.87	590.93	589.68	655.69	2,432.17
Residential Curbside Organics	187.35	188.30	228.40	656.10	629.29	600.04	604.05	2,489.48
Subtotal - Disposed	250.34	258.27	306.38	770.87	793.67	815.48	814.99	3,195.01
Subtotal - Diverted	384.97	390.21	484.56	1,251.97	1,220.22	1,189.72	1,259.74	4,921.65
Diversion Rate	60.60%	60.17%	61.26%	61.89%	60.59%	59.33%	60.72%	60.64%
Total Disposed	815.60	793.22	889.93	2,468.26	2,494.15	2,548.48	2,498.75	10,009.64
Total Diverted	785.31	789.87	920.58	2,350.15	2,357.02	2,374.78	2,495.76	9,577.71
Total Diversion Rate	49.05%	49.89%	50.85%	48.77%	48.59%	48.24%	49.97%	48.90%
Single-Family Measured Diversion Rate	60.60%	60.17%	61.26%	61.89%	60.59%	59.33%	60.72%	60.64%
Commercial Measured Diversion Rate	41.46%	42.76%	42.77%	39.28%	40.07%	40.61%	42.33%	40.59%
MFD Measured Diversion Rate	24.68%	27.28%	26.62%	23.00%	24.38%	24.32%	26.20%	24.48%
Overall Measured Diversion Rate	49.05%	49.89%	50.85%	48.77%	48.59%	48.24%	49.97%	48.90%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Foster City							
Commercial¹ and MFD							
Commercial Solid Waste	3,200.66	3,160.55	2,812.08	2,732.39	2,580.56	(151.83)	-5.56%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	3,201.16	3,114.74	(86.42)	-2.70%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	1,153.30	1,119.33	(33.97)	-2.95%
Commercial Recycling	688.67	941.33	998.73	1,032.09	1,075.44	43.35	4.20%
MFD Recycling	601.97	657.90	828.40	918.77	972.79	54.02	5.88%
Roll-Off Recycling	46.60	22.90	17.36	8.55	12.46	3.91	45.73%
Commercial Organics	1,469.88	1,587.85	1,872.59	1,970.96	1,991.68	20.72	1.05%
MFD Organics	35.51	34.96	48.24	39.47	37.00	(2.47)	-6.26%
Roll-Off Organics	348.55	578.91	523.15	544.56	566.69	22.13	4.06%
SUBTOTAL - Disposed Tons	8,935.59	7,808.56	7,476.63	7,086.85	6,814.63	(272.22)	-3.84%
SUBTOTAL - Diverted Tons	3,191.18	3,823.85	4,288.47	4,514.40	4,656.06	141.66	3.14%
Residential							
Residential Solid Waste	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	8.70	0.27%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	2,404.14	2,432.17	28.03	1.17%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	2,628.83	2,489.48	(139.35)	-5.30%
SUBTOTAL - Disposed Tons	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	8.70	0.27%
SUBTOTAL - Diverted Tons	5,211.92	5,243.08	5,164.17	5,032.97	4,921.65	(111.32)	-2.21%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	12,094.91	11,108.12	10,758.47	10,273.16	10,009.64		
TOTAL TONS DIVERTED	8,403.10	9,066.93	9,452.64	9,547.37	9,577.71		
COMMERCIAL DIVERSION RATE	26.32%	32.87%	36.45%	38.91%	40.59%		
MFD DIVERSION RATE	13.86%	17.78%	20.72%	23.04%	24.48%		
RESIDENTIAL DIVERSION RATE	62.26%	61.38%	61.14%	61.23%	60.64%		
TOTAL DIVERSION RATE	40.99%	44.94%	46.77%	48.17%	48.90%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	39.58	23.77	26.66	87.01	65.76	68.19	90.01	310.97
Commercial Recycling	96.29	14.71	18.34	89.48	85.97	227.74	129.34	532.53
Commercial Organics	59.77	72.93	32.65	87.08	142.41	87.13	165.35	481.97
Subtotal - Disposed	39.58	23.77	26.66	87.01	65.76	68.19	90.01	310.97
Subtotal - Diverted	156.06	87.64	50.99	176.56	228.38	314.87	294.69	1,014.50
Diversion Rate	79.77%	78.66%	65.67%	66.99%	77.64%	82.20%	76.60%	76.54%
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	187.41	192.45	225.63	552.77	558.61	580.82	605.49	2,297.69
Residential Curbside Recycling	150.54	169.02	199.62	466.03	478.73	478.29	519.18	1,942.23
Residential Curbside Organics	310.50	368.48	473.10	1,101.63	988.37	952.50	1,152.08	4,194.58
Subtotal - Disposed	187.41	192.45	225.63	552.77	558.61	580.82	605.49	2,297.69
Subtotal - Diverted	461.04	537.50	672.72	1,567.66	1,467.10	1,430.79	1,671.26	6,136.81
Diversion Rate	71.10%	73.64%	74.88%	73.93%	72.42%	0.00%	73.41%	72.76%
Total Disposed	226.99	216.22	252.29	639.78	624.37	649.01	695.50	2,608.66
Total Diverted	617.10	625.14	723.71	1,744.22	1,695.48	1,745.66	1,965.95	7,151.31
Total Diversion Rate	73.11%	74.30%	74.15%	73.16%	73.09%	72.90%	73.87%	73.27%
Single-Family Measured Diversion Rate	71.10%	73.64%	74.88%	73.93%	72.42%	71.13%	73.41%	72.76%
Commercial Measured Diversion Rate	79.77%	78.66%	65.67%	66.99%	77.64%	82.20%	76.60%	76.54%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.11%	74.30%	74.15%	73.16%	73.09%	72.90%	73.87%	73.27%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Hillsborough							
Commercial¹ and MFD							
Commercial Solid Waste	506.78	379.52	385.31	272.78	310.97	38.19	14.00%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	590.06	229.44	492.63	345.35	532.53	187.18	54.20%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	275.02	323.48	354.35	331.05	481.97	150.92	45.59%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	512.02	381.32	385.31	272.78	310.97	38.19	14.00%
SUBTOTAL - Diverted Tons	872.62	568.76	846.98	676.40	1,014.50	338.10	49.99%
Residential							
Residential Solid Waste	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	55.79	2.49%
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	1,950.19	1,942.23	(7.96)	-0.41%
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	4,386.85	4,194.58	(192.27)	-4.38%
SUBTOTAL - Disposed Tons	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	55.79	2.49%
SUBTOTAL - Diverted Tons	6,090.50	6,483.14	6,317.89	6,337.04	6,136.81	(200.23)	-3.16%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	3,279.88	2,740.38	2,658.49	2,514.68	2,608.66		
TOTAL TONS DIVERTED	6,963.12	7,051.90	7,164.87	7,013.44	7,151.31		
COMMERCIAL DIVERSION RATE	63.02%	59.86%	68.73%	71.26%	76.54%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	68.75%	73.32%	73.54%	73.87%	72.76%		
TOTAL DIVERSION RATE	67.98%	72.01%	72.94%	73.61%	73.27%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK								
Commercial								
Commercial Solid Waste	781.58	782.37	825.75	2,351.95	2,382.08	2,364.99	2,389.70	9,488.72
Commercial Recycling	294.32	307.29	279.17	724.44	797.51	852.48	880.78	3,255.21
Commercial Organics	470.30	497.26	619.95	1,059.94	1,104.75	1,145.99	1,587.51	4,898.19
Subtotal - Disposed	781.58	782.37	825.75	2,351.95	2,382.08	2,364.99	2,389.70	9,488.72
Subtotal - Diverted	764.62	804.55	899.12	1,784.38	1,902.26	1,998.47	2,468.29	8,153.40
Diversion Rate	49.45%	50.70%	52.13%	43.14%	44.40%	45.80%	50.81%	46.22%
MFD								
MFD Solid Waste	179.80	180.21	195.00	551.97	554.36	563.25	555.01	2,224.59
MFD Recycling	66.76	65.52	76.54	189.67	200.60	199.91	208.82	799.00
MFD Organics	9.80	10.29	13.73	28.77	28.45	28.22	33.82	119.26
Subtotal - Disposed	179.80	180.21	195.00	551.97	554.36	563.25	555.01	2,224.59
Subtotal - Diverted	76.56	75.81	90.27	218.44	229.05	228.13	242.64	918.26
Diversion Rate	29.86%	29.61%	31.64%	28.35%	29.24%	28.83%	30.42%	29.22%
Roll-Off								
Roll-Off Solid Waste	39.71	40.32	39.11	123.09	151.41	109.76	119.14	503.40
Roll-Off Recycling	58.56	57.24	64.55	226.69	202.98	189.25	180.35	799.27
Roll-Off Organics	47.25	42.21	34.11	42.83	38.26	50.84	123.57	255.50
Subtotal - Disposed	39.71	40.32	39.11	123.09	151.41	109.76	119.14	503.40
Subtotal - Diverted	105.81	99.45	98.66	269.52	241.24	240.09	303.92	1,054.77
Diversion Rate	72.71%	71.15%	71.61%	68.65%	61.44%	68.63%	71.84%	67.69%
Residential								
Residential Solid Waste	361.89	365.71	401.03	1,084.18	1,095.71	1,081.41	1,128.63	4,389.93
Residential Curbside Recycling	307.67	317.94	353.52	892.45	888.88	885.37	979.13	3,645.83
Residential Curbside Organics	608.92	734.61	950.29	1,834.62	1,762.96	1,633.02	2,293.82	7,524.42
Subtotal - Disposed	361.89	365.71	401.03	1,084.18	1,095.71	1,081.41	1,128.63	4,389.93
Subtotal - Diverted	916.59	1,052.55	1,303.81	2,727.07	2,651.84	2,518.39	3,272.95	11,170.25
Diversion Rate	71.69%	74.21%	76.48%	71.55%	70.76%	69.96%	74.36%	71.79%
Total Disposed	1,362.98	1,368.61	1,460.89	4,111.19	4,183.56	4,119.41	4,192.48	16,606.64
Total Diverted	1,863.58	2,032.36	2,391.86	4,999.41	5,024.39	4,985.08	6,287.80	21,296.68
Total Diversion Rate	57.76%	59.76%	62.08%	54.87%	54.57%	54.75%	60.00%	56.19%
Single-Family Measured Diversion Rate	71.69%	74.21%	76.48%	71.55%	70.76%	69.96%	74.36%	71.79%
Commercial Measured Diversion Rate	48.61%	49.42%	50.66%	42.88%	43.45%	44.81%	49.60%	45.32%
MFD Measured Diversion Rate	29.86%	29.61%	31.64%	28.35%	29.24%	28.83%	30.42%	29.22%
Overall Measured Diversion Rate	57.76%	59.76%	62.08%	54.87%	54.57%	54.75%	60.00%	56.19%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Menlo Park							
Commercial¹ and MFD							
Commercial Solid Waste	10,407.78	9,951.68	9,251.31	9,434.44	9,488.72	54.28	0.58%
MFD Solid Waste	2,511.65	2,175.92	2,153.06	2,189.51	2,224.59	35.08	1.60%
Roll-Off Solid Waste	630.67	532.98	410.34	470.77	503.40	32.63	6.93%
Commercial Recycling	2,013.95	2,566.57	2,687.81	2,855.38	3,255.21	399.83	14.00%
MFD Recycling	527.40	663.85	745.63	765.17	799.00	33.83	4.42%
Roll-Off Recycling	481.46	268.82	560.53	772.60	799.27	26.67	3.45%
Commercial Organics	3,707.57	4,094.45	4,345.37	4,265.33	4,898.19	632.86	14.84%
MFD Organics	129.37	114.25	124.09	123.61	119.26	(4.35)	-3.52%
Roll-Off Organics	103.10	356.99	270.73	217.75	255.50	37.75	17.34%
SUBTOTAL - Disposed Tons	13,550.10	12,660.58	11,814.71	12,094.72	12,216.71	121.99	1.01%
SUBTOTAL - Diverted Tons	6,962.85	8,064.93	8,734.16	8,999.84	10,126.43	1,126.59	12.52%
Residential							
Residential Solid Waste	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	9.63	0.22%
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	3,621.01	3,645.83	24.82	0.69%
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	7,830.59	7,524.42	(306.17)	-3.91%
SUBTOTAL - Disposed Tons	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	9.63	0.22%
SUBTOTAL - Diverted Tons	11,785.12	11,884.41	11,726.94	11,451.60	11,170.25	(281.35)	-2.46%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	17,917.07	17,119.89	16,190.56	16,475.02	16,606.64		
TOTAL TONS DIVERTED	18,747.97	19,949.34	20,461.10	20,451.44	21,296.68		
COMMERCIAL DIVERSION RATE	33.94%	38.91%	42.50%	42.66%	45.32%		
MFD DIVERSION RATE	20.73%	26.34%	28.77%	28.87%	29.22%		
RESIDENTIAL DIVERSION RATE	72.96%	72.72%	72.83%	72.33%	71.79%		
TOTAL DIVERSION RATE	51.13%	53.82%	55.83%	55.38%	56.19%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	176.60	167.08	183.06	509.19	533.56	531.14	526.74	2,100.63
Commercial Recycling	58.24	55.45	59.31	148.20	176.34	174.07	173.00	671.61
Commercial Organics	42.23	39.80	40.08	123.65	125.69	124.57	122.11	496.02
Subtotal - Disposed	176.60	167.08	183.06	509.19	533.56	531.14	526.74	2,100.63
Subtotal - Diverted	100.47	95.25	99.39	271.85	302.03	298.64	295.11	1,167.63
Diversion Rate	36.26%	36.31%	35.19%	34.81%	36.15%	35.99%	35.91%	35.73%
MFD								
MFD Solid Waste	81.20	81.81	85.03	245.53	251.48	248.20	248.04	993.25
MFD Recycling	12.88	12.46	12.83	31.41	35.77	36.67	38.17	142.02
MFD Organics	0.45	0.66	0.63	0.61	0.72	1.17	1.74	4.24
Subtotal - Disposed	81.20	81.81	85.03	245.53	251.48	248.20	248.04	993.25
Subtotal - Diverted	13.33	13.12	13.46	32.02	36.49	37.84	39.91	146.26
Diversion Rate	14.10%	13.82%	13.67%	11.54%	12.67%	13.23%	13.86%	12.84%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	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	222.75	254.77	251.31	692.92	695.75	704.18	728.83	2,821.68
Residential Curbside Recycling	94.23	100.13	109.07	279.57	290.81	289.29	303.43	1,163.10
Residential Curbside Organics	139.74	170.46	196.70	496.68	470.06	471.07	506.90	1,944.71
Subtotal - Disposed	222.75	254.77	251.31	692.92	695.75	704.18	728.83	2,821.68
Subtotal - Diverted	233.97	270.59	305.77	776.25	760.87	760.36	810.33	3,107.81
Diversion Rate	51.23%	51.51%	54.89%	52.84%	52.24%	51.92%	52.65%	52.41%
Total Disposed	480.55	503.66	519.40	1,447.64	1,480.79	1,483.52	1,503.61	5,915.56
Total Diverted	347.77	378.96	418.62	1,080.12	1,099.39	1,096.84	1,145.35	4,421.70
Total Diversion Rate	41.98%	42.94%	44.63%	42.73%	42.61%	42.51%	43.24%	42.77%
Single-Family Measured Diversion Rate	51.23%	51.51%	54.89%	52.84%	52.24%	51.92%	52.65%	52.41%
Commercial Measured Diversion Rate	30.62%	30.33%	29.62%	28.71%	30.13%	30.16%	30.19%	29.81%
MFD Measured Diversion Rate	14.10%	13.82%	13.67%	11.54%	12.67%	13.23%	13.86%	12.84%
Overall Measured Diversion Rate	41.98%	42.94%	44.63%	42.73%	42.61%	42.51%	43.24%	42.77%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
North Fair Oaks							
Commercial¹ and MFD							
Commercial Solid Waste	1,729.60	2,033.91	1,942.78	2,016.00	2,100.63	84.63	4.20%
MFD Solid Waste	785.27	822.70	967.90	975.96	993.25	17.29	1.77%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	418.58	477.20	489.79	564.86	671.61	106.75	18.90%
MFD Recycling	100.23	110.41	118.40	120.80	142.02	21.22	17.57%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	366.40	381.55	392.05	472.35	496.02	23.67	5.01%
MFD Organics	3.02	2.18	1.58	2.11	4.24	2.13	100.95%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	2,514.87	2,856.61	2,910.68	2,991.96	3,093.88	101.92	3.41%
SUBTOTAL - Diverted Tons	888.23	971.34	1,001.82	1,160.12	1,313.89	153.77	13.25%
Residential							
Residential Solid Waste	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	30.56	1.09%
Residential Curbside Recycling	989.25	1,154.24	1,170.12	1,164.56	1,163.10	(1.46)	-0.13%
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	1,991.06	1,944.71	(46.35)	-2.33%
SUBTOTAL - Disposed Tons	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	30.56	1.09%
SUBTOTAL - Diverted Tons	3,040.48	3,278.61	3,258.61	3,155.62	3,107.81	(47.81)	-1.52%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	5,008.63	5,625.14	5,743.11	5,783.08	5,915.56		
TOTAL TONS DIVERTED	3,928.71	4,249.95	4,260.43	4,315.74	4,421.70		
COMMERCIAL DIVERSION RATE	26.10%	25.37%	25.61%	27.94%	29.81%		
MFD DIVERSION RATE	11.62%	12.04%	11.03%	11.19%	12.84%		
RESIDENTIAL DIVERSION RATE	54.94%	54.22%	53.50%	53.06%	52.41%		
TOTAL DIVERSION RATE	43.96%	43.04%	42.59%	42.74%	42.77%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,377.44	1,305.88	1,446.10	4,004.53	4,021.44	4,190.89	4,129.42	16,346.28
Commercial Recycling	391.46	393.95	427.99	1,031.21	1,119.68	1,146.76	1,213.40	4,511.05
Commercial Organics	376.83	391.70	469.34	1,012.29	1,067.99	1,108.22	1,237.87	4,426.37
Subtotal - Disposed	1,377.44	1,305.88	1,446.10	4,004.53	4,021.44	4,190.89	4,129.42	16,346.28
Subtotal - Diverted	768.29	785.65	897.33	2,043.50	2,187.67	2,254.98	2,451.27	8,937.42
Diversion Rate	35.81%	37.56%	38.29%	33.79%	35.23%	34.98%	37.25%	35.35%
MFD								
MFD Solid Waste	586.56	588.22	650.22	1,733.64	1,768.75	1,786.67	1,825.00	7,114.06
MFD Recycling	119.58	122.16	140.14	321.00	340.20	348.47	381.88	1,391.55
MFD Organics	8.82	9.06	10.34	25.74	25.33	26.15	28.22	105.44
Subtotal - Disposed	586.56	588.22	650.22	1,733.64	1,768.75	1,786.67	1,825.00	7,114.06
Subtotal - Diverted	128.40	131.22	150.48	346.74	365.53	374.62	410.10	1,496.99
Diversion Rate	17.96%	18.24%	18.79%	16.67%	17.13%	17.33%	18.35%	17.38%
Roll-Off								
Roll-Off Solid Waste	345.30	302.10	376.01	986.75	960.14	974.04	1,023.41	3,944.34
Roll-Off Recycling	30.53	29.70	28.48	95.11	82.59	69.78	88.71	336.19
Roll-Off Organics	46.64	47.70	59.43	154.88	168.67	156.18	153.77	633.50
Subtotal - Disposed	345.30	302.10	376.01	986.75	960.14	974.04	1,023.41	3,944.34
Subtotal - Diverted	77.17	77.40	87.91	249.99	251.26	225.96	242.48	969.69
Diversion Rate	18.27%	20.40%	18.95%	20.21%	20.74%	18.83%	19.15%	19.73%
Residential								
Residential Solid Waste	819.18	838.13	948.34	2,459.46	2,516.58	2,519.97	2,605.65	10,101.66
Residential Curbside Recycling	604.84	632.05	744.51	1,867.51	1,827.01	1,770.63	1,981.40	7,446.55
Residential Curbside Organics	873.33	974.20	1,270.43	3,040.84	2,815.79	2,662.73	3,117.96	11,637.32
Subtotal - Disposed	819.18	838.13	948.34	2,459.46	2,516.58	2,519.97	2,605.65	10,101.66
Subtotal - Diverted	1,478.17	1,606.25	2,014.94	4,908.35	4,642.80	4,433.36	5,099.36	19,083.87
Diversion Rate	64.34%	65.71%	68.00%	66.62%	64.85%	63.76%	66.18%	65.39%
Total Disposed	3,128.48	3,034.33	3,420.67	9,184.38	9,266.91	9,471.57	9,583.48	37,506.34
Total Diverted	2,452.03	2,600.52	3,150.66	7,548.58	7,447.26	7,288.92	8,203.21	30,487.97
Total Diversion Rate	43.94%	46.15%	47.95%	45.11%	44.56%	43.49%	46.12%	44.84%
Single-Family Measured Diversion Rate	64.34%	65.71%	68.00%	66.62%	64.85%	63.76%	66.18%	65.39%
Commercial Measured Diversion Rate	29.66%	31.16%	31.48%	28.19%	29.35%	29.12%	30.79%	29.39%
MFD Measured Diversion Rate	17.96%	18.24%	18.79%	16.67%	17.13%	17.33%	18.35%	17.38%
Overall Measured Diversion Rate	43.94%	46.15%	47.95%	45.11%	44.56%	43.49%	46.12%	44.84%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
Redwood City							
Commercial¹ and MFD							
Commercial Solid Waste	14,650.61	15,913.47	15,321.40	15,896.35	16,346.28	449.93	2.83%
MFD Solid Waste	7,963.02	7,687.77	7,466.53	7,130.61	7,114.06	(16.55)	-0.23%
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	4,098.20	3,944.34	(153.86)	-3.75%
Commercial Recycling	2,984.86	3,477.58	3,492.67	4,054.47	4,511.05	456.58	11.26%
MFD Recycling	1,147.28	1,211.15	1,301.58	1,304.54	1,391.55	87.01	6.67%
Roll-Off Recycling	122.07	114.38	158.71	194.51	336.19	141.68	72.84%
Commercial Organics	2,656.97	3,229.20	3,442.53	3,710.01	4,426.37	716.36	19.31%
MFD Organics	136.97	129.08	123.64	114.41	105.44	(8.97)	-7.84%
Roll-Off Organics	616.13	747.42	651.78	632.59	633.50	0.91	0.14%
SUBTOTAL - Disposed Tons	26,752.49	27,765.08	26,798.52	27,125.16	27,404.68	279.52	1.03%
SUBTOTAL - Diverted Tons	7,664.28	8,908.81	9,170.91	10,010.53	11,404.10	1,393.57	13.92%
Residential							
Residential Solid Waste	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	87.15	0.87%
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	7,568.52	7,446.55	(121.97)	-1.61%
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	12,177.01	11,637.32	(539.69)	-4.43%
SUBTOTAL - Disposed Tons	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	87.15	0.87%
SUBTOTAL - Diverted Tons	18,660.37	19,804.59	20,203.88	19,745.53	19,083.87	(661.66)	-3.35%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	37,296.62	38,146.22	36,998.76	37,139.67	37,506.34		
TOTAL TONS DIVERTED	26,324.65	28,713.40	29,374.79	29,756.06	30,487.97		
COMMERCIAL DIVERSION RATE	22.27%	24.29%	25.50%	26.96%	29.39%		
MFD DIVERSION RATE	13.89%	14.85%	16.03%	16.60%	17.38%		
RESIDENTIAL DIVERSION RATE	63.90%	65.61%	66.45%	66.35%	65.39%		
TOTAL DIVERSION RATE	41.38%	42.95%	44.26%	44.48%	44.84%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 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	501.75	471.31	525.47	1,572.09	1,552.08	1,511.05	1,498.53	6,133.75
Commercial Recycling	176.88	167.86	189.90	492.14	518.33	584.87	534.64	2,129.98
Commercial Organics	125.89	117.35	126.90	281.92	311.02	335.47	370.14	1,298.55
Subtotal - Disposed	501.75	471.31	525.47	1,572.09	1,552.08	1,511.05	1,498.53	6,133.75
Subtotal - Diverted	302.77	285.21	316.80	774.06	829.35	920.34	904.78	3,428.53
Diversion Rate	37.63%	37.70%	37.61%	32.99%	34.83%	37.85%	37.65%	35.85%
MFD								
MFD Solid Waste	128.47	125.50	137.21	379.82	392.78	386.35	391.18	1,550.13
MFD Recycling	40.15	39.26	46.18	115.57	120.99	118.06	125.59	480.21
MFD Organics	10.89	10.29	10.26	29.23	29.71	28.86	31.44	119.24
Subtotal - Disposed	128.47	125.50	137.21	379.82	392.78	386.35	391.18	1,550.13
Subtotal - Diverted	51.04	49.55	56.44	144.80	150.70	146.92	157.03	599.45
Diversion Rate	28.43%	28.31%	29.15%	27.60%	27.73%	27.55%	28.64%	27.89%
Roll-Off								
Roll-Off Solid Waste	61.51	70.26	80.73	212.49	197.00	240.03	212.50	862.02
Roll-Off Recycling	15.96	14.60	14.58	55.18	44.31	40.38	45.14	185.01
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	61.51	70.26	80.73	212.49	197.00	240.03	212.50	862.02
Subtotal - Diverted	15.96	14.60	14.58	55.18	44.31	40.38	45.14	185.01
Diversion Rate	20.60%	17.20%	15.30%	20.61%	18.36%	14.40%	0.00%	17.67%
Residential								
Residential Solid Waste	368.98	353.99	402.59	1,057.20	1,059.28	1,077.91	1,125.56	4,319.95
Residential Curbside Recycling	312.07	316.45	372.90	943.76	929.71	900.46	1,001.42	3,775.35
Residential Curbside Organics	477.31	453.62	554.57	1,471.37	1,401.38	1,301.23	1,485.50	5,659.48
Subtotal - Disposed	368.98	353.99	402.59	1,057.20	1,059.28	1,077.91	1,125.56	4,319.95
Subtotal - Diverted	789.38	770.07	927.47	2,415.13	2,331.09	2,201.69	2,486.92	9,434.83
Diversion Rate	68.15%	68.51%	69.73%	69.55%	68.76%	67.13%	0.00%	68.59%
Total Disposed	1,060.71	1,021.06	1,146.00	3,221.60	3,201.14	3,215.34	3,227.77	12,865.85
Total Diverted	1,159.15	1,119.43	1,315.29	3,389.17	3,355.45	3,309.33	3,593.87	13,647.82
Total Diversion Rate	52.22%	52.30%	53.44%	51.27%	51.18%	50.72%	52.68%	51.47%
Single-Family Measured Diversion Rate	68.15%	68.51%	69.73%	69.55%	68.76%	67.13%	68.84%	68.59%
Commercial Measured Diversion Rate	34.83%	34.37%	34.28%	31.04%	32.35%	34.13%	34.49%	33.02%
MFD Measured Diversion Rate	28.43%	28.31%	29.15%	27.60%	27.73%	27.55%	28.64%	27.89%
Overall Measured Diversion Rate	52.22%	52.30%	53.44%	51.27%	51.18%	50.72%	52.68%	51.47%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
San Carlos							
Commercial¹ and MFD							
Commercial Solid Waste	6,080.74	6,058.04	6,151.67	6,274.92	6,133.75	(141.17)	-2.25%
MFD Solid Waste	1,756.00	1,556.17	1,593.44	1,579.36	1,550.13	(29.23)	-1.85%
Roll-Off Solid Waste	1,336.01	976.84	823.76	808.18	862.02	53.84	6.66%
Commercial Recycling	1,583.21	1,757.09	1,895.15	2,023.91	2,129.98	106.07	5.24%
MFD Recycling	407.67	375.77	444.50	467.01	480.21	13.20	2.83%
Roll-Off Recycling	345.23	186.22	174.06	139.80	185.01	45.21	32.34%
Commercial Organics	687.65	838.14	863.47	1,015.48	1,298.55	283.07	27.88%
MFD Organics	86.80	73.08	78.57	122.38	119.24	(3.14)	-2.57%
Roll-Off Organics	64.78	2.13	9.28	2.29	0.00	(2.29)	-100.00%
SUBTOTAL - Disposed Tons	9,172.75	8,591.05	8,568.87	8,662.46	8,545.90	(116.56)	-1.35%
SUBTOTAL - Diverted Tons	3,175.34	3,232.43	3,465.03	3,770.87	4,212.99	442.12	11.72%
Residential							
Residential Solid Waste	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	(11.14)	-0.26%
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	3,872.17	3,775.35	(96.82)	-2.50%
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	5,812.59	5,659.48	(153.11)	-2.63%
SUBTOTAL - Disposed Tons	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	(11.14)	-0.26%
SUBTOTAL - Diverted Tons	10,010.71	10,260.86	10,117.83	9,684.76	9,434.83	(249.93)	-2.58%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	13,671.23	13,080.09	12,974.02	12,993.55	12,865.85		
TOTAL TONS DIVERTED	13,186.05	13,493.29	13,582.86	13,455.63	13,647.82		
COMMERCIAL DIVERSION RATE	25.72%	27.34%	28.79%	30.33%	33.02%		
MFD DIVERSION RATE	21.97%	22.39%	24.71%	27.18%	27.89%		
RESIDENTIAL DIVERSION RATE	69.00%	69.57%	69.67%	69.10%	68.59%		
TOTAL DIVERSION RATE	49.10%	50.78%	51.15%	50.87%	51.47%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO								
Commercial								
Commercial Solid Waste	1,223.94	1,211.51	1,294.00	3,544.71	3,536.65	3,552.78	3,729.45	14,363.59
Commercial Recycling	476.41	428.84	489.83	1,159.95	1,225.36	1,302.05	1,395.08	5,082.44
Commercial Organics	287.93	297.80	297.15	834.95	843.15	907.86	882.88	3,468.84
Subtotal - Disposed	1,223.94	1,211.51	1,294.00	3,544.71	3,536.65	3,552.78	3,729.45	14,363.59
Subtotal - Diverted	764.34	726.64	786.98	1,994.90	2,068.51	2,209.91	2,277.96	8,551.28
Diversion Rate	38.44%	37.49%	37.82%	36.01%	36.90%	38.35%	37.92%	37.32%
MFD								
MFD Solid Waste	854.85	872.49	920.05	2,670.97	2,678.25	2,657.06	2,647.39	10,653.67
MFD Recycling	226.50	239.67	265.45	667.51	669.93	690.51	731.62	2,759.57
MFD Organics	26.98	25.32	27.78	71.16	78.23	82.12	80.08	311.59
Subtotal - Disposed	854.85	872.49	920.05	2,670.97	2,678.25	2,657.06	2,647.39	10,653.67
Subtotal - Diverted	253.48	264.99	293.23	738.67	748.16	772.63	811.70	3,071.16
Diversion Rate	22.87%	23.30%	24.17%	21.66%	21.84%	22.53%	0.00%	22.38%
Roll-Off								
Roll-Off Solid Waste	355.34	343.92	412.59	974.88	1,063.77	1,067.15	1,111.85	4,217.65
Roll-Off Recycling	29.19	40.83	47.89	88.01	96.62	94.11	117.91	396.65
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	2.44	0.00	2.44
Subtotal - Disposed	355.34	343.92	412.59	974.88	1,063.77	1,067.15	1,111.85	4,217.65
Subtotal - Diverted	29.19	40.83	47.89	88.01	96.62	96.55	117.91	399.09
Diversion Rate	7.59%	10.61%	10.40%	8.28%	8.33%	8.30%	9.59%	8.64%
Residential								
Residential Solid Waste	1,042.78	1,037.89	1,187.06	3,072.72	3,113.42	3,182.62	3,267.73	12,636.49
Residential Curbside Recycling	715.51	736.46	872.32	2,068.98	2,079.89	2,096.19	2,324.29	8,569.35
Residential Curbside Organics	984.05	1,018.55	1,266.65	3,404.00	3,122.15	3,019.13	3,269.25	12,814.53
Subtotal - Disposed	1,042.78	1,037.89	1,187.06	3,072.72	3,113.42	3,182.62	3,267.73	12,636.49
Subtotal - Diverted	1,699.56	1,755.01	2,138.97	5,472.98	5,202.04	5,115.32	5,593.54	21,383.88
Diversion Rate	61.97%	62.84%	64.31%	64.04%	62.56%	61.65%	63.12%	62.86%
Total Disposed	3,476.91	3,465.81	3,813.70	10,263.28	10,392.09	10,459.61	10,756.42	41,871.40
Total Diverted	2,746.57	2,787.47	3,267.07	8,294.56	8,115.33	8,194.41	8,801.11	33,405.41
Total Diversion Rate	44.13%	44.58%	46.14%	44.70%	43.85%	43.93%	45.00%	44.38%
Single-Family Measured Diversion Rate	61.97%	62.84%	64.31%	64.04%	62.56%	61.65%	63.12%	62.86%
Commercial Measured Diversion Rate	30.08%	29.84%	30.04%	28.18%	28.58%	29.73%	29.99%	29.14%
MFD Measured Diversion Rate	22.87%	23.30%	24.17%	21.66%	21.84%	22.53%	0.00%	22.38%
Overall Measured Diversion Rate	44.13%	44.58%	46.14%	44.70%	43.85%	43.93%	45.00%	44.38%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
San Mateo							
Commercial¹ and MFD							
Commercial Solid Waste	13,943.82	14,785.48	14,034.95	14,458.76	14,363.59	(95.17)	-0.66%
MFD Solid Waste	11,703.20	10,580.12	10,663.03	10,499.72	10,653.67	153.95	1.47%
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	4,175.79	4,217.65	41.86	1.00%
Commercial Recycling	3,608.08	4,286.18	4,599.20	4,994.51	5,082.44	87.93	1.76%
MFD Recycling	2,365.38	2,278.04	2,498.87	2,609.95	2,759.57	149.62	5.73%
Roll-Off Recycling	438.38	498.93	422.51	403.03	396.65	(6.38)	-1.58%
Commercial Organics	2,646.99	3,006.65	3,033.41	3,169.17	3,468.84	299.67	9.46%
MFD Organics	382.22	357.70	342.73	291.12	311.59	20.47	7.03%
Roll-Off Organics	0.47	18.50	0.00	0.00	2.44	2.44	100.00%
SUBTOTAL - Disposed Tons	29,970.77	29,965.91	29,153.23	29,134.27	29,234.91	100.64	0.35%
SUBTOTAL - Diverted Tons	9,441.52	10,446.00	10,896.72	11,467.78	12,021.53	553.75	4.83%
Residential							
Residential Solid Waste	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	134.40	1.08%
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	8,542.51	8,569.35	26.84	0.31%
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	13,676.71	12,814.53	(862.18)	-6.30%
SUBTOTAL - Disposed Tons	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	134.40	1.08%
SUBTOTAL - Diverted Tons	22,323.72	22,704.82	22,462.77	22,219.22	21,383.88	(835.34)	-3.76%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	42,280.97	42,699.73	41,674.02	41,636.36	41,871.40		
TOTAL TONS DIVERTED	31,765.24	33,150.82	33,359.49	33,687.00	33,405.41		
COMMERCIAL DIVERSION RATE	23.96%	25.85%	27.21%	28.24%	29.14%		
MFD DIVERSION RATE	19.01%	19.94%	21.04%	21.65%	22.38%		
RESIDENTIAL DIVERSION RATE	64.46%	64.07%	64.21%	63.99%	62.86%		
TOTAL DIVERSION RATE	42.90%	43.71%	44.46%	44.72%	44.38%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 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	68.14	65.38	69.87	202.20	208.71	210.85	203.39	825.15
Commercial Recycling	25.42	25.49	29.20	68.65	72.27	75.71	80.11	296.74
Commercial Organics	31.10	27.67	28.56	82.20	87.38	89.07	87.33	345.98
Subtotal - Disposed	68.14	65.38	69.87	202.20	208.71	210.85	203.39	825.15
Subtotal - Diverted	56.52	53.16	57.76	150.85	159.65	164.78	167.44	642.72
Diversion Rate	45.34%	44.85%	45.26%	42.73%	43.34%	43.87%	45.15%	43.79%
MFD								
MFD Solid Waste	36.84	35.28	37.64	103.87	105.99	107.31	109.76	426.93
MFD Recycling	5.00	4.83	5.18	13.09	14.00	13.77	15.01	55.87
MFD Organics	0.32	0.26	0.32	0.95	0.95	0.97	0.90	3.77
Subtotal - Disposed	36.84	35.28	37.64	103.87	105.99	107.31	109.76	426.93
Subtotal - Diverted	5.32	5.09	5.50	14.04	14.95	14.74	15.91	59.64
Diversion Rate	12.62%	12.61%	12.75%	11.91%	12.36%	12.08%	12.66%	12.26%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	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	217.38	222.38	256.20	650.43	657.39	682.27	695.96	2,686.05
Residential Curbside Recycling	198.93	201.77	229.30	590.66	592.09	571.51	630.00	2,384.26
Residential Curbside Organics	311.06	327.86	404.66	1,019.39	924.86	897.02	1,043.58	3,884.85
Subtotal - Disposed	217.38	222.38	256.20	650.43	657.39	682.27	695.96	2,686.05
Subtotal - Diverted	509.99	529.63	633.96	1,610.05	1,516.95	1,468.53	1,673.58	6,269.11
Diversion Rate	70.11%	70.43%	71.22%	71.23%	69.77%	68.28%	70.63%	70.01%
Total Disposed	322.36	323.04	363.71	956.50	972.09	1,000.43	1,009.11	3,938.13
Total Diverted	571.83	587.88	697.22	1,774.94	1,691.55	1,648.05	1,856.93	6,971.47
Total Diversion Rate	63.95%	64.54%	65.72%	64.98%	63.51%	62.23%	64.79%	63.90%
Single-Family Measured Diversion Rate	70.11%	70.43%	71.22%	71.23%	69.77%	68.28%	70.63%	70.01%
Commercial Measured Diversion Rate	37.07%	36.66%	37.04%	35.01%	35.68%	36.07%	36.93%	35.94%
MFD Measured Diversion Rate	12.62%	12.61%	12.75%	11.91%	12.36%	12.08%	12.66%	12.26%
Overall Measured Diversion Rate	63.95%	64.54%	65.72%	64.98%	63.51%	62.23%	64.79%	63.90%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
San Mateo County							
Commercial¹ and MFD							
Commercial Solid Waste	998.90	1,050.52	995.20	896.77	825.15	(71.62)	-7.99%
MFD Solid Waste	419.41	397.14	411.31	419.04	426.93	7.89	1.88%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	199.65	243.73	264.07	283.65	296.74	13.09	4.61%
MFD Recycling	60.39	49.96	48.18	50.51	55.87	5.36	10.61%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	145.94	219.45	223.46	320.68	345.98	25.30	7.89%
MFD Organics	8.13	4.84	4.48	3.52	3.77	0.25	7.10%
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,418.31	1,447.66	1,406.51	1,315.81	1,252.08	(63.73)	-4.84%
SUBTOTAL - Diverted Tons	414.21	517.98	540.19	658.36	702.36	44.00	6.68%
Residential							
Residential Solid Waste	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	(5.64)	-0.21%
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	2,371.48	2,384.26	12.78	0.54%
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	3,935.51	3,884.85	(50.66)	-1.29%
SUBTOTAL - Disposed Tons	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	(5.64)	-0.21%
SUBTOTAL - Diverted Tons	6,281.18	6,675.02	6,676.77	6,306.99	6,269.11	(37.88)	-0.60%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	4,015.15	4,153.74	4,082.32	4,007.50	3,938.13		
TOTAL TONS DIVERTED	6,695.39	7,193.00	7,216.96	6,965.35	6,971.47		
COMMERCIAL DIVERSION RATE	22.60%	26.35%	27.75%	33.35%	35.94%		
MFD DIVERSION RATE	14.04%	12.13%	11.35%	11.42%	12.26%		
RESIDENTIAL DIVERSION RATE	70.75%	71.15%	71.39%	70.09%	70.01%		
TOTAL DIVERSION RATE	62.51%	63.39%	63.87%	63.48%	63.90%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 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	34.16	33.42	34.16	100.36	94.51	101.64	101.74	398.25
Commercial Recycling	14.30	14.16	15.24	38.24	37.69	41.44	43.70	161.07
Commercial Organics	12.87	12.58	12.36	37.78	25.63	39.05	37.81	140.27
Subtotal - Disposed	34.16	33.42	34.16	100.36	94.51	101.64	101.74	398.25
Subtotal - Diverted	27.17	26.74	27.60	76.02	63.32	80.49	81.51	301.34
Diversion Rate	44.30%	44.45%	44.69%	43.10%	40.12%	44.19%	44.48%	43.07%
MFD								
MFD Solid Waste	2.29	2.17	2.73	6.84	6.70	6.76	7.19	27.49
MFD Recycling	1.16	1.09	1.31	3.38	3.35	3.21	3.56	13.50
MFD Organics	0.14	0.15	0.17	0.41	0.43	0.45	0.46	1.75
Subtotal - Disposed	2.29	2.17	2.73	6.84	6.70	6.76	7.19	27.49
Subtotal - Diverted	1.30	1.24	1.48	3.79	3.78	3.66	4.02	15.25
Diversion Rate	36.21%	36.36%	35.15%	35.65%	36.07%	35.12%	35.86%	35.68%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	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	93.79	89.58	109.92	276.69	279.53	277.95	293.29	1,127.46
Residential Curbside Recycling	88.91	90.64	114.08	262.49	266.47	270.77	293.63	1,093.36
Residential Curbside Organics	170.74	217.77	298.29	579.07	545.77	509.56	686.80	2,321.20
Subtotal - Disposed	93.79	89.58	109.92	276.69	279.53	277.95	293.29	1,127.46
Subtotal - Diverted	259.65	308.41	412.37	841.56	812.24	780.33	980.43	3,414.56
Diversion Rate	73.46%	77.49%	78.95%	75.26%	74.40%	73.74%	76.97%	75.18%
Total Disposed	130.24	125.17	146.81	383.89	380.74	386.35	402.22	1,553.20
Total Diverted	288.12	336.39	441.45	921.37	879.34	864.48	1,065.96	3,731.15
Total Diversion Rate	68.87%	72.88%	75.04%	70.59%	69.78%	69.11%	72.60%	70.61%
Single-Family Measured Diversion Rate	73.46%	77.49%	78.95%	75.26%	74.40%	73.74%	76.97%	75.18%
Commercial Measured Diversion Rate	43.85%	44.01%	44.08%	42.68%	39.87%	43.70%	43.98%	42.65%
MFD Measured Diversion Rate	36.21%	36.36%	35.15%	35.65%	36.07%	35.12%	35.86%	35.68%
Overall Measured Diversion Rate	68.87%	72.88%	75.04%	70.59%	69.78%	69.11%	72.60%	70.61%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
West Bay Sanitary							
Commercial¹ and MFD							
Commercial Solid Waste	392.32	379.90	374.80	409.91	398.25	(11.66)	-2.84%
MFD Solid Waste	72.55	61.63	47.95	27.81	27.49	(0.32)	-1.15%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	103.53	128.31	136.16	148.27	161.07	12.80	8.63%
MFD Recycling	16.80	18.33	16.56	13.10	13.50	0.40	3.05%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	46.18	102.39	139.39	146.95	140.27	(6.68)	-4.55%
MFD Organics	0.00	0.00	0.82	1.66	1.75	0.09	5.42%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	464.87	441.53	422.75	437.72	425.74	(11.98)	-2.74%
SUBTOTAL - Diverted Tons	166.51	249.03	292.93	309.98	316.59	6.61	2.13%
Residential							
Residential Solid Waste	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	(29.37)	-2.54%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	1,121.17	1,093.36	(27.81)	-2.48%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	2,391.92	2,321.20	(70.72)	-2.96%
SUBTOTAL - Disposed Tons	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	(29.37)	-2.54%
SUBTOTAL - Diverted Tons	3,462.82	3,659.22	3,589.47	3,513.09	3,414.56	(98.53)	-2.80%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	1,559.35	1,646.22	1,594.91	1,594.55	1,553.20		
TOTAL TONS DIVERTED	3,629.33	3,908.25	3,882.40	3,823.07	3,731.15		
COMMERCIAL DIVERSION RATE	26.37%	36.06%	40.93%	41.46%	42.65%		
MFD DIVERSION RATE	18.80%	22.92%	26.60%	34.67%	35.68%		
RESIDENTIAL DIVERSION RATE	75.98%	75.23%	75.38%	75.23%	75.18%		
TOTAL DIVERSION RATE	69.95%	70.36%	70.88%	70.57%	70.61%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2015

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2015 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	5,468.33	5,296.47	5,711.56	16,070.06	16,100.41	16,284.52	16,476.36	64,931.35
Commercial Recycling	2,089.03	1,925.61	2,095.24	5,334.33	5,636.28	6,063.15	6,109.88	23,143.64
Commercial Organics	2,009.32	2,075.90	2,296.73	5,288.67	5,492.62	5,607.92	6,381.95	22,771.16
Subtotal - Disposed	5,468.33	5,296.47	5,711.56	16,070.06	16,100.41	16,284.52	16,476.36	64,931.35
Subtotal - Diverted	4,098.35	4,001.51	4,391.97	10,623.00	11,128.90	11,671.07	12,491.83	45,914.80
Diversion Rate	42.84%	43.04%	43.47%	39.80%	40.87%	41.75%	43.12%	41.42%
MFD								
MFD Solid Waste	2,734.64	2,743.65	2,935.84	8,333.01	8,392.83	8,412.93	8,414.13	33,552.90
MFD Recycling	709.54	733.18	818.15	2,019.19	2,091.26	2,123.65	2,260.87	8,494.97
MFD Organics	77.18	76.95	84.48	216.62	224.03	227.52	238.61	906.78
Subtotal - Disposed	2,734.64	2,743.65	2,935.84	8,333.01	8,392.83	8,412.93	8,414.13	33,552.90
Subtotal - Diverted	786.72	810.13	902.63	2,235.81	2,315.29	2,351.17	2,499.48	9,401.75
Diversion Rate	22.34%	22.80%	23.52%	21.15%	21.62%	21.84%	22.90%	21.89%
Roll-Off								
Roll-Off Solid Waste	1,696.48	1,564.41	1,786.44	4,724.43	5,004.94	5,183.49	5,047.33	19,960.19
Roll-Off Recycling	150.33	164.77	168.68	511.04	469.21	439.82	483.78	1,903.85
Roll-Off Organics	163.83	153.93	180.16	341.98	358.59	365.50	497.92	1,563.99
Subtotal - Disposed	1,696.48	1,564.41	1,786.44	4,724.43	5,004.94	5,183.49	5,047.33	19,960.19
Subtotal - Diverted	314.16	318.70	348.84	853.02	827.80	805.32	981.70	3,467.84
Diversion Rate	15.62%	16.92%	16.34%	15.29%	14.19%	13.45%	16.28%	14.80%
Residential								
Residential Solid Waste	4,857.91	4,883.93	5,523.18	14,376.69	14,638.21	14,866.65	15,265.02	59,146.57
Residential Curbside Recycling	3,390.37	3,499.34	4,135.11	10,102.81	10,092.76	10,003.67	11,024.82	41,224.06
Residential Curbside Organics	5,588.38	6,128.40	7,710.16	18,537.04	17,268.20	16,495.20	19,426.94	71,727.38
Subtotal - Disposed	4,857.91	4,883.93	5,523.18	14,376.69	14,638.21	14,866.65	15,265.02	59,146.57
Subtotal - Diverted	8,978.75	9,627.74	11,845.27	28,639.85	27,360.96	26,498.87	30,451.76	112,951.44
Diversion Rate	64.89%	66.34%	68.20%	66.58%	65.15%	64.06%	66.61%	65.63%
Total Disposed	14,757.36	14,488.46	15,957.02	43,504.19	44,136.39	44,747.59	45,202.84	177,591.01
Total Diverted	14,177.98	14,758.08	17,488.71	42,351.68	41,632.95	41,326.43	46,424.77	171,735.83
Total Diversion Rate	49.00%	50.46%	52.29%	49.33%	48.54%	48.01%	50.67%	49.16%
Single-Family Measured Diversion Rate	64.89%	66.34%	68.20%	66.58%	65.15%	64.06%	66.61%	65.63%
Commercial Measured Diversion Rate	34.43%	34.82%	35.10%	32.01%	32.61%	33.16%	34.79%	33.17%
MFD Measured Diversion Rate	22.34%	22.80%	23.52%	21.15%	21.62%	21.84%	22.90%	21.89%
Overall Measured Diversion Rate	49.00%	50.46%	52.29%	49.33%	48.54%	48.01%	50.67%	49.16%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2015

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2015

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>2014 - 2015</u> <u>Tons Incr/(Decr)</u>	<u>2014 - 2015</u> <u>% Change</u>
TOTAL SBWMA							
Commercial¹ and MFD							
Commercial Solid Waste	64,421.28	66,791.41	63,656.41	64,847.43	64,931.35	83.92	0.13%
MFD Solid Waste	36,991.66	34,230.33	34,521.20	33,876.59	33,552.90	(323.69)	-0.96%
Roll-Off Solid Waste	21,206.80	22,305.42	20,041.01	19,829.00	19,960.19	131.19	0.66%
Commercial Recycling	16,105.16	18,699.81	19,545.59	21,559.03	23,143.64	1,584.61	7.35%
MFD Recycling	6,454.81	6,825.10	7,615.90	7,992.60	8,494.97	502.37	6.29%
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	1,702.31	1,903.85	201.54	11.84%
Commercial Organics	15,484.71	17,386.86	19,075.20	19,805.15	22,771.16	2,966.01	14.98%
MFD Organics	940.35	892.72	926.59	894.30	906.78	12.48	1.40%
Roll-Off Organics	2,287.29	1,993.59	1,467.47	1,397.19	1,563.99	166.80	11.94%
SUBTOTAL - Disposed Tons	122,619.74	123,327.16	118,218.62	118,553.02	118,444.44	(108.58)	-0.09%
SUBTOTAL - Diverted Tons	42,876.32	47,144.49	50,120.02	53,350.58	58,784.39	5,433.81	10.19%
Residential							
Residential Solid Waste	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	593.50	1.01%
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	41,379.87	41,224.06	(155.81)	-0.38%
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	74,772.73	71,727.38	(3,045.35)	-4.07%
SUBTOTAL - Disposed Tons	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	593.50	1.01%
SUBTOTAL - Diverted Tons	115,966.34	119,692.79	118,810.38	116,152.60	112,951.44	(3,201.16)	-2.76%
Commercial/MFD and Residential							
TOTAL TONS DISPOSED	181,925.87	183,090.90	177,001.51	177,106.09	177,591.01		
TOTAL TONS DIVERTED	158,842.66	166,837.28	168,930.40	169,503.18	171,735.83		
COMMERCIAL DIVERSION RATE	25.91%	27.66%	29.77%	31.04%	33.17%		
MFD DIVERSION RATE	16.66%	18.40%	19.84%	20.78%	21.89%		
RESIDENTIAL DIVERSION RATE	66.16%	66.70%	66.90%	66.48%	65.63%		
TOTAL DIVERSION RATE	46.61%	47.68%	48.83%	48.90%	49.16%		

¹ Includes Agency facilities tonnage

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

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	47	41	39	127	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	56	63	53	172	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	1	1	0	2
Burlingame	94	79	131	304	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	4	4
East Palo Alto	16	13	27	56	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Foster City	29	63	60	152	0	2	1	3	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	4
Hillsborough	53	100	79	232	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Menlo Park	91	149	79	319	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	2	0	0	2
North Fair Oaks	14	21	26	61	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Redwood City	165	198	229	592	1	1	0	2	0	0	0	0	0	0	0	0	0	1	0	1	0	1	1	2
San Carlos	78	105	121	304	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	2	1	1	4
San Mateo	352	44	320	716	0	0	1	1	0	0	0	0	0	0	1	1	1	0	1	2	0	2	6	8
San Mateo County	38	244	85	367	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	3
West Bay	26	23	32	81	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Totals	1,059	1,143	1,281	3,483	2	5	4	11	0	0	0	0	0	0	1	1	5	2	1	8	13	7	13	33

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	40	66	66	172	9	18	14	41	0	0	0	0	45	65	72	182	11	51	13	75
Belmont	251	269	275	795	21	14	23	58	2	1	1	4	119	162	187	468	46	38	101	185
Burlingame	201	278	264	743	27	34	48	109	1	0	0	1	153	250	234	637	52	116	38	206
East Palo Alto	134	121	127	382	10	7	18	35	0	0	0	0	58	88	86	232	4	7	3	14
Foster City	184	257	248	689	20	13	9	42	1	0	1	2	98	149	176	423	35	35	102	172
Hillsborough	85	126	149	360	13	18	20	51	0	0	0	0	70	134	180	384	21	12	38	71
Menlo Park	211	207	219	637	32	19	44	95	0	0	0	0	197	188	185	570	105	64	40	209
North Fair Oaks	66	67	58	191	20	9	7	36	0	0	0	0	61	78	59	198	9	4	2	15
Redwood City	521	566	572	1659	56	92	94	242	0	0	0	0	284	419	417	1120	14	18	8	40
San Carlos	243	334	307	884	54	43	50	147	0	0	0	0	329	985	262	1576	48	165	39	252
San Mateo	679	797	761	2237	66	8	100	174	0	0	0	0	489	615	726	1830	309	195	147	651
San Mateo County	123	155	172	450	6	68	23	97	0	0	0	0	84	130	175	389	21	25	77	123
West Bay	52	67	60	179	6	6	3	15	0	0	0	0	57	47	58	162	36	14	15	65
Totals	2,790	3,310	3,278	9,378	340	349	453	1,142	4	1	2	7	2,044	3,310	2,817	8,171	711	744	623	2,078

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

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
October	14,438	14,269	169	1.17%	15.31	92.98%	211
November	14,626	14,365	261	1.78%	18.82	88.03%	190
December	16,528	16,190	338	2.05%	22.48	83.94%	218
Quarter 4	45,592	44,824	768	1.68%	19.03	88.13%	619

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

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	0	0	2	2	0	0	0	0	0	0	0	0
Belmont	3	0	7	10	1	0	0	1	45	35	72	152
Burlingame	1	1	0	2	17	9	0	26	59	148	0	207
East Palo Alto	0	0	2	2	0	2	0	2	17	16	0	33
Foster City	2	0	13	15	2	1	0	3	80	0	65	145
Hillsborough	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	7	5	2	14	2	0	0	2	0	4	0	4
North Fair Oaks	1	0	0	1	0	0	0	0	0	0	7	7
Redwood City	0	4	7	11	0	0	0	0	20	77	123	220
San Carlos	2	2	2	6	4	1	1	6	5	3	10	18
San Mateo	1	0	2	3	2	0	0	2	25	0	0	25
San Mateo County	0	5	1	6	0	0	0	0	0	0	0	0
West Bay	0	0	3	3	0	0	0	0	0	0	0	0
Totals	17	17	41	75	28	13	1	42	251	283	277	811

2015 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,

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Belmont	1	0	0	-	0	0	-	0	0	1	0	-	-	2	\$ 150
Burlingame	1	0	0	2	0	0	1	0	0	4	0	-	-	2	\$ 150
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Menlo Park	2	0	0	-	0	0	-	0	0	2	0	-	300	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Redwood City	-	0	0	1	0	0	-	0	0	1	0	-	-	6	\$ 150
San Carlos	1	0	0	-	0	0	-	0	0	1	0	-	-	3	\$ 150
San Mateo	3	0	0	2	0	0	2	0	0	7	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
	8	0	0	5	0	0	3	0	0	16	0	-	300	31	

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

8.02.C

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
	-	0	0	-	0	0	-	0	0	-	0	-	-	59	

3. **Complaints regarding improper container placement**

8.02.B.1

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	0	0	1	0	0	1	0	0	3	0	-	-	12	\$ 50
Belmont	1	0	0	1	0	0	-	0	0	2	0	-	-	36	\$ 50
Burlingame	2	0	0	1	0	0	3	0	0	6	0	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	23	\$ 50
Foster City	1	0	0	-	0	0	4	0	0	5	0	-	-	35	\$ 50
Hillsborough	1	0	0	-	0	0	1	0	0	2	0	-	-	20	\$ 50
Menlo Park	2	0	0	-	0	0	-	0	0	2	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50
Redwood City	4	0	0	1	0	0	3	0	0	8	0	-	-	94	\$ 50
San Carlos	1	0	0	1	0	0	-	0	0	2	0	-	-	46	\$ 50
San Mateo	8	0	0	2	0	0	2	0	0	12	0	-	-	105	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
	21	0	0	7	0	0	14	0	0	42	0	-	-	500	

2015 LIQUIDATED DAMAGES

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

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	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

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	-	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
	-	0	0	-	0	0	-	0	0	0	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	250	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	-	250	0	\$ 250
San Mateo	-	-	0	-	-	0	1	1	250	1	1	250	1,000	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	500	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	1	1	250	1	1	250	2,250	-	

2015 LIQUIDATED DAMAGES

7.A, 7.B,

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

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Belmont	-	0	0	1	0	0	-	0	0	1	0	-	-	9	\$ 50
Burlingame	-	0	0	-	0	0	4	0	0	4	0	-	-	8	\$ 50
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 50
Foster City	3	0	0	-	0	0	-	0	0	3	0	-	-	9	\$ 50
Hillsborough	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 50
Menlo Park	2	0	0	-	0	0	-	0	0	2	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 50
Redwood City	-	0	0	1	0	0	1	0	0	2	0	-	-	22	\$ 50
San Carlos	2	0	0	-	0	0	1	0	0	3	0	-	-	11	\$ 50
San Mateo	-	0	0	2	0	0	6	0	0	8	0	-	-	25	\$ 50
San Mateo Cnty	3	0	0	-	0	0	-	0	0	3	0	-	-	6	\$ 50
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	3	\$ 50
	11	0	0	6	0	0	13	0	0	30	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.1

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Belmont	1	1	500	-	0	0	-	0	0	1	1	500	500	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	1	1	500	-	0	0	-	0	0	1	1	500	1,000	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	2,000	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	-	500	0	\$ 500
San Carlos	-	0	0	1	1	500	-	0	0	1	1	500	1,500	0	\$ 500
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	1,000	0	\$ 500
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
	2	2	1,000	1	1	500	-	0	0	3	3	1,500	7000	0	

CUSTOMER SERVICE QUALITY

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

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	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	-	-	-	

2015 LIQUIDATED DAMAGES

REPORTING

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

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	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**

	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	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	October			November			December			Q4			2015 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	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	

2015 LIQUIDATED DAMAGES

OTHER

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

	October			November			December			Q4			2015 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

Disposal of organic materials without written approval
8.02.D

	October			November			December			Q4			2015 LD Amount	Tonnage Allowance	LD per Ton Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

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

	October			November			December			Q4			2015 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2015 LIQUIDATED DAMAGES

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

6.01

	October			November			December			Q4			2015 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics
	Tonnage	Net of	LD	Tonnage	Net of	LD	Tonnage	Net of	LD	Tonnage	Net of	LD Amount			
		Allowances	Amount		Allowances	Amount		Allowances	Amount		Allowances	Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Total Liquidated Damages	-	0	0	-	0	0	-	0	0	0	0	-	1,750	9,550	-

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

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Oct	Nov	Dec			Oct	Nov	Dec	Total
Atherton	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Belmont	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Burlingame	0	0	0	N/A	0	\$0	\$0	\$0	\$0
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	0	2	1	N/A	0	\$0	(\$100)	(\$50)	(\$150)
Hillsborough	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Menlo Park	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	1	1	0	N/A	0	(\$50)	(\$50)	\$0	(\$100)
San Carlos	0	0	0	N/A	0	\$0	\$0	\$0	\$0
San Mateo	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
San Mateo County	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
West Bay	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Totals	2	5	4			(\$100)	(\$250)	(\$200)	(\$550)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2015

Aggregate SBWMA

Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive/Disincentive		\$500	\$500	Net Amount
			Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	

Quarter 4
Month

October	13	15	30	2	0	\$832	\$0	\$832
November	18	15	30	0	0	\$0	\$0	\$0
December	21	15	30	0	0	\$0	\$0	\$0
Totals						\$832	\$0	\$832
Year 2014								
	Agency	Solid Waste Tons						
	Atherton	2,151				\$10	\$0	\$10
	Belmont	8,285				\$39	\$0	\$39
	Burlingame	22,315				\$105	\$0	\$105
	East Palo Alto	11,937				\$56	\$0	\$56
	Foster City	10,273				\$48	\$0	\$48
	Hillsborough	2,515				\$12	\$0	\$12
	Menlo Park	16,475				\$77	\$0	\$77
	North Fair Oaks	5,783				\$27	\$0	\$27
	Redwood City	37,140				\$174	\$0	\$174
	San Carlos	12,994				\$61	\$0	\$61
	San Mateo	41,636				\$196	\$0	\$196
	San Mateo County	4,008				\$19	\$0	\$19
	West Bay	1,595				\$8	\$0	\$8
		177,106				\$832	\$0	\$832

Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2015

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 4
Month

October	367			N/A	N/A	N/A	\$0
November	618			N/A	N/A	N/A	\$0
December	970			N/A	N/A	N/A	\$0
Quarterly Totals	1,955	45,592	2,280		0		\$0
Year 2014							
		Agency	Tons of Solid Waste Collected				
		Atherton	2,151			\$0	\$0
		Belmont	8,285			\$0	\$0
		Burlingame	22,315			\$0	\$0
		East Palo Alto	11,937			\$0	\$0
		Foster City	10,273			\$0	\$0
		Hillsborough	2,515			\$0	\$0
		Menlo Park	16,475			\$0	\$0
		North Fair Oaks	5,783			\$0	\$0
		Redwood City	37,140			\$0	\$0
		San Carlos	12,994			\$0	\$0
		San Mateo	41,636			\$0	\$0
		San Mateo County	4,008			\$0	\$0
		West Bay	1,595			\$0	\$0
			177,106			N/A	\$0

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2015

Quarter 4

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,902.20	8.50%	6.50%	-2.00%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	8,296.67	10.00%	7.00%	-3.00%	N/A	\$70	N/A
Residential Organic Materials	19,426.94	5.00%	3.90%	-1.10%	N/A	\$70	N/A
Commercial Organic Materials	5,377.85	10.00%	5.90%	-4.10%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	1,740.63	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Total						\$0	

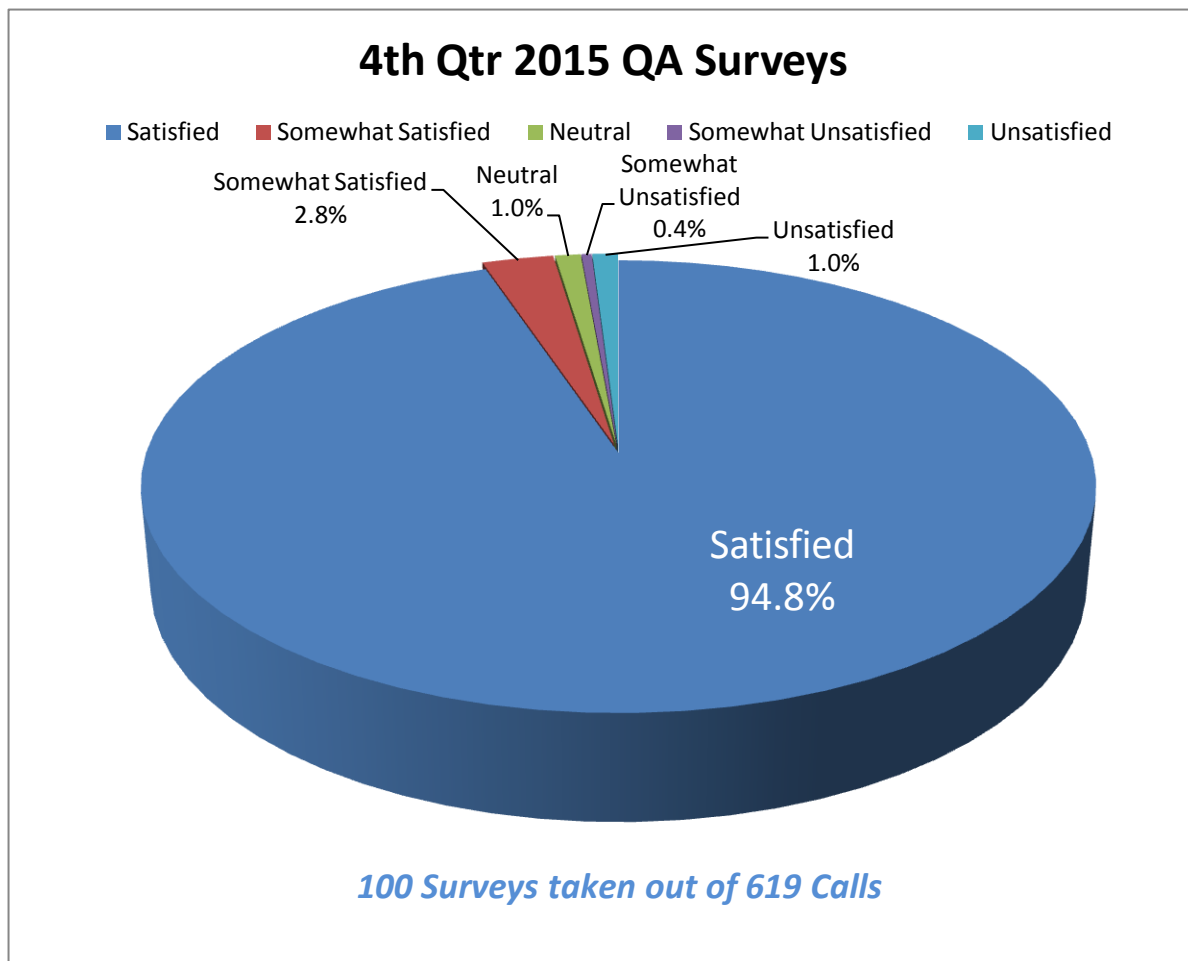
I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Customer Service Quality Assurance Surveys

Customer Service Representatives contacted customers from the previous service day to survey them on their experience with the Call Center. Customers had the option of taking the survey over the phone or accessing the survey from a website provided to them. Of the 619 calls placed to customers during the 4th Quarter, 100 surveys were completed (any surveys with unanswered questions were eliminated from the results).

The results of the surveys continue to be positive, with **97.6%** of the customers offering an overall Satisfactory rating. The top 3 reasons cited for the Satisfactory ratings included Responsiveness, Friendliness, and Patience.



Recology believes in giving back to the communities we serve and as such established a Volunteer Program in 2007. Recology's volunteer projects have included providing food service to the homeless, using recycled paint and reclaimed resources to beautify a child care center, shelter for recovering addicts, county fairground, and a multi-generational community center. Recology's Volunteer Program also focused on beautifying neighborhoods by landscaping the exterior of an inner-city youth club, and "Recologizing" an award-winning rose garden that had been overtaken by decades of neglect, by providing nutrient rich compost and hands-on pruning of the roses.

During Q4 2015, Recology San Mateo County (RSMC) continued Recology's mission of volunteerism through the following events and activities:

San Mateo County Sheriff's Activities League (SAL) Wrapping Party

RSMC employees and their families joined the community in collecting and wrapping holiday presents for those less fortunate. SAL delivered gifts to over 750 families in the Redwood City and North Fair Oaks areas.



2nd Harvest Food Bank

Second Harvest Food Bank of Santa Clara and San Mateo Counties is a leader dedicated to ending local hunger. Since its inception in 1974, Second Harvest has become one of the largest food banks in the nation, providing food to nearly a quarter of a million people each month. RSMC employees volunteered at the 2nd Harvest Food Bank, sorting food in preparation for distribution to families throughout San Mateo County.

St. Anthony's Padua Dining Room

St. Anthony's Padua Dining Room provides hot, nutritious meals 52 weeks a year. They do not charge fees, require verification of needs and never turns people away. RSMC Waste Zero Specialists volunteered at St. Anthony's serving lunch, distributing groceries and providing assistance to kitchen clean up crew.

Coats for Kids

RSMC's annual Coats for Kids collection was once again a great success due to the support of our customers and employee-owners. Hundreds of new and gently used coats were donated to St. Anthony's in North Fair Oaks for distribution to those individuals and families in need of a warm winter coat.



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 4 (Q4) 2015 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

On November 4, 2015, Waste Zero Specialists (WZS) Anthony Guerra, Gina Tretten, Eric Rizzo, Sarah Prescott, and Yvette Madera attended the County-Wide Recycling Meeting on School Resource Conservation and Environmental Educational Programs. The meeting was held at the Resource Area for Teachers (RAFT) in Redwood Shores and concluded with a tour of the facility.

On November 19, 2015, WZS Eric Rizzo and Anthony Guerra participated in an EPA Webinar, 'State Policies to increase Organics Diversion from Landfills: Massachusetts and Vermont, one year in and California, the new kid on the block.' Speakers included Nora Goldstein; BioCycle, John Fischer; Massachusetts Department of Environmental Protection, Josh Kelly; Vermont Agency of Natural Resources, and Marshalle Graham; CalRecycle. The speakers discussed their programs, phases, and challenges faced when promoting diversion of organics from landfills.

On December 15, 2015, WZS Eric Rizzo, Anthony Guerra, Sarah Prescott, and Yvette Madera attended a Recology computer training for 'The Alternate Accounts Receivable' (ALTAR). The ALTAR course is designed for new users as well as a refresher for those with experience using the system. This class takes the student through an operational day at any Recology company using the functions and features of the ALTAR system to start new customers, change service levels, understand invoicing and run reports.

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

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

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

A DESCRIPTION AND STATUS OF MEETING 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 Q4 2015.

New Compost Customers

Recology San Mateo County (RSMC) is pleased to report that the CRPT exceeded the Q4 2015 goal of recruiting or increasing new compost and/or recycling services in the commercial and Multi-Family Dwelling (MFD) sectors as noted below:

Q4 2015 Goal New and/or Increased Recycling or Compost Customers	Q4 2015 Actual New and/or Increased Recycling or Compost Customers
150	153

AB1826 Outreach

RSMC is pleased to report that the CRPT exceeded the Q4 2015 goal set for contacting customers that generate 10yds or more of Municipal Solid Waste (MSW) per week to introduce the requirements of AB 1826 ‡. The outcome from these outreach efforts are noted in the Strategies section on page 48.

Q4 2015 Goal AB 1826 Outreach	Q4 2015 Actual AB 1826 Outreach
18	24

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

Target Account Site Assessments

The CRPT achieved the goal set for conducting Targeted Account Site Assessments in Q4 2015, as outlined below:

Q4 2015 Goal Target Account Site Assessments	Q4 2015 Actual Target Account Site Assessments
60	75

The number of Site Assessments performed during Q4 2015 in each Member Agency is summarized below:

Member Agency	Q4 2015 Additional Waste Audits	Q4 2015 Target Account Site Assessments	Year-to-Date Target Account Site Assessments
Atherton	0	2	7
Belmont	1	10	51
Burlingame	26	2	68
East Palo Alto	2	2	46
Foster City	3	15	59
Hillsborough	0	0	5
Menlo Park	2	14	91
North Fair Oaks	0	1	40
Redwood City	0	11	50
San Carlos	6	6	48
San Mateo	2	3	51
San Mateo County	0	6	26
West Bay Sanitary District	0	3	13
Total	42	75	555

A detailed accounting of the Site Assessments and Waste Audits noted above is included in the 4th Quarter 2015 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 Q4 2015 goal of conducting 350 Site Checks, as outlined below:

Q4 2015 Goal Site Checks	Q4 2015 Actual Site Checks
350	974

†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 1 (Q1) 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. RSMC will continue to 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 new starts for commercial recycling and composting service to increase diversion
- Perform Site Assessments of Target Accounts for 2016 to identify commercial and/or MFD accounts that will potentially fall under the initial phase of AB1826. Additional customers will be identified and targeted for Site Assessments and technical assistance to increase their recycling and organics diversion. Conduct Site Checks for verification of on-site collection containers at MFD and/or Commercial accounts

The Q1 2016 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 70 Target Account Site Assessments for Commercial and/or MFD accounts
- Conduct 300 Site Checks for Commercial and/or MFD accounts
- Identify and conduct a Site Assessment with 35 Commercial and/or MFD customers that generate 10 cubic yards or more of MSW per week to introduce requirements of AB1826
- Recruit or increase a minimum of 100 recycling and/or compost accounts

Compensation Incentive Plan

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

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

To support our goal of increasing diversion and minimizing contamination, our strategy will be to focus on low diversion, compost-rich accounts, to ensure their needs are being met and that maximum diversion is being achieved. The CRPT will continue to perform Site Checks and Waste Audits to identify the needs of customers and areas in which we can improve existing diversion programs or implement new diversion services. An outline of these strategies and accomplishments from Q4 2015 are noted below:

Target Compost Rich Accounts for Assembly Bill 1826

On and after April 1, 2016, AB1826 will go into effect and require businesses that generate eight or more cubic yards of organic waste per week to arrange for organic recycling services. The volume requirements of AB1826 will gradually decrease each year until the minimum requirement is businesses generating 2 or more cubic yards of MSW in 2020.

In Q4 2015, the CRPT targeted organic-rich accounts that had only garbage and/or garbage and recycling service with the goal of implementing compost service. During Q4 2015, the CRPT implemented 35 new compost accounts, eleven of which were initiated through the CRPT's AB1826 outreach efforts. Along with the outreach, the CRPT contacted and scheduled on site visits with 24 accounts that will potentially fall under AB1826 in 2016 and performed 16 trainings for employees and janitorial staff at those locations.

With this in mind, the CRPT will continue to target accounts that fall under this law. The CRPT will review accounts that generate 10 or more cubic yards of MSW per week, to identify which customers may fall under the first phase of AB1826. The CRPT will then contact and perform an audit with a minimum of 35 Commercial and/or MFD accounts, which generate 10 or more cubic yards and do not currently subscribe to organic collection services or been identified as backhauling this 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.

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 Q1 2016 to increase diversion and reduce contamination.

Below is a summary of the public education and outreach materials distributed by the CRPT throughout the SBWMA service area during Q4 2015:

Q4 2015 Public Education and Outreach Materials							
	Commercial Brochures	Posters	Dock Signs	How To DVDs	Stickers	Recycle Buddy Bags	HHW Brochures
October	37	82	20	1	93	251	139
November	40	138	3	0	154	283	260
December	11	51	0	0	25	277	80
Total	88	271	23	1	272	811	479

During Q4 2015, the CRPT conducted 9 presentations and 40 trainings to customers in the SBWMA service area, which are outlined below:

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Description
10/06/2015	BUR	ALANAS RESTAURANT	1408 BURLINGAME AVE	KITCHEN STAFF & WAIT STAFF	TRAINING
10/07/2015	BUR	1633 BAYSHORE ASSOCIATES, LLC	1633 BAYSHORE HWY	JANITORS	TRAINING
10/07/2015	BUR	HANQI INVESTMENT INC	1633 BAYSHORE HWY	JANITORS	TRAINING
10/08/2015	BUR	1633 BAYSHORE ASSOCIATES, LLC	1633 BAYSHORE HWY	DAY PORTER AND SUPERVISORS	TRAINING
10/08/2015	BUR	HANQI INVESTMENT INC	1633 BAYSHORE HWY	DAY PORTER AND SUPERVISORS	TRAINING
10/08/2015	BUR	ALEXANDRIA REAL ESTATES	849 MITTEN RD	OFFICE TENANTS	TRAINING
10/13/2015	NFO	MAITA DISTRIBUTING	3151 EDISON WAY	COOKS	TRAINING
10/14/2015	RWC	HUDSON	555 TWIN DOLPHIN DR, STE 200	EMPLOYEES	PRESENTATION
10/22/2015	SNC	DEVILS CANYON	935 WASHINGTON ST	OWNERS & EMPLOYEES	TRAINING

10/27/2015	BUR	BULLSHEAD EXPRESS CAFE	819 MITTEN RD	CAFE STAFF	TRAINING
10/29/2015	MAT	HIMAWARI	202 2ND AVE	MANAGER AND COOKS	TRAINING
11/05/2015	RWC	JACK IN THE BOX #525	1205 BROADWAY ST	GENERAL MANAGER AND MANAGERS	TRAINING
11/05/2015	RWC	JACK IN THE BOX #525	1205 BROADWAY ST	CASHIERS	TRAINING
11/05/2015	RWC	JACK IN THE BOX #525	1205 BROADWAY ST	KITCHEN STAFF	TRAINING
11/06/2015	BEL	BECK EDWARD	2040 RALSTON AVE	OWNER, CHEF & EMPLOYEE	TRAINING
11/09/2015	FOC	SUBWAY	901 EDGEWATER BLVD	OWNER & EMPLOYEES	TRAINING
11/09/2015	FOC	UPS STORE	901 EDGEWATER BLVD	OWNER & EMPLOYEES	TRAINING
11/09/2015	FOC	PLAZA GOURMET	901 EDGEWATER BLVD	OWNER & EMPLOYEES	TRAINING
11/09/2015	FOC	BASKIN ROBBINS	901 EDGEWATER BLVD	MANAGER AND COOKS	TRAINING
11/10/2015	RWC	JACK IN THE BOX INC 469	986 WOODSIDE RD	KITCHEN STAFF	TRAINING
11/10/2015	RWC	JACK IN THE BOX INC 469	986 WOODSIDE RD	KITCHEN STAFF	SPANISH TRAINING
11/11/2015	FOC	RICKSHAW CORNER	901 EDGEWATER BLVD	OWNER & EMPLOYEE	TRAINING
11/11/2015	FOC	OLIVES	901 EDGEWATER BLVD	OWNER	TRAINING
11/11/2015	FOC	BURI TARA THAI	901 EDGEWATER BLVD	OWNER & EMPLOYEE	TRAINING
11/11/2015	FOC	FASHION WOK	901 EDGEWATER BLVD	MANAGER AND EMPLOYEES	TRAINING
11/13/2015	EPA	WELLS REIT II - UNIVERSITY II	2000 UNIVERISTY AVE	TENANTS AND CUSTODIAN MANAGERS	PRESENTATION
11/13/2015	FOC	CHATIME	901 EDGEWATER BLVD	MANAGER & CHEF	TRAINING
11/13/2015	FOC	COOKING PAPA	901 EDGEWATER BLVD	MANAGER & EMPLOYEES	TRAINING
11/13/2015	FOC	EDGEWATER HOLDING CORP	901 EDGEWATER BLVD	DAY PORTERS	TRAINING
11/14/2015	MAT	MAMA'S VIETNAMESE CUISINE	2456 S EL CAMINO REAL	MANAGER AND KITCHEN STAFF	TRAINING
11/17/2015	BUR	SUNRISE OF BURLINGAME	1818 TROUSDALE DR	STAFF	TRAINING
11/17/2015	WBS	TOM HILLIGOSS	3555 ALAMEDA DE LAS PULGAS	JANITOR	TRAINING

11/18/2015	MPK	MADAMOISELLE COLLETE	816 SANTA CRUZ AVE	KITCHEN STAFF	TRAINING
11/20/2015	RWC	L&L HAWAIIAN BARBECUE	324 WALNUT ST	MANAGER	TRAINING
11/23/2015	MAT	SEARCHFORCE, INC	3 WATERS PARK DR	EMPLOYEES	PRESENTATION
11/23/2015	BEL	HABIBI SANDWICHES & SMOOTHIES	1035 RALSTON AVE	OWNER	TRAINING
11/24/2015	MPK	BOHANNON DEVELOPMENT	120 SCOTT DR	JANITORIAL CREW AND MANAGERS	TRAINING
11/24/2015	MPK	BOHANNON DEVELOPMENT	120 SCOTT DR	CUSTODIANS & MANAGER	TRAINING
11/30/2015	RWC	CITY OF RWC - MUNICIPAL	1400 BROADWAY ST	EMPLOYEES FROM DIFFERENT CITY FACILITIES	PRESENTATION
12/03/2015	BUR	OUR LADY OF ANGELS SCHOOL	1345 CORTEZ AVE	K-4 STUDENTS AND TEACHERS	PRESENTATION
12/03/2015	BUR	OUR LADY OF ANGELS SCHOOL	1345 CORTEZ AVE	5-8 STUDENTS AND TEACHERS	PRESENTATION
12/04/2015	BUR	NEALS COFFEE	1845 EL CAMINO REAL	OWNER	TRAINING
12/08/2015	MAT	SAN MATEO COUNTY HOSPITAL	222 W 39TH AVE	KITCHEN & DISHWASHING STAFF AND MANAGERS	TRAINING
12/12/2015	RWC	IN-N-OUT BURGER #246	949 VETERANS BLVD	MANAGERS & EMPLOYEES	TRAINING
12/15/2015	MAT	COLLEGE PARK ELEMENTARY	715 INDIAN AVE	4TH GRADE CLASSES	THREE SEPARATE PRESENTATIONS
12/18/2015	MAT	CAPALINI	310 BALDWIN AVE	MANAGERS, BUSERS AND KITCHEN STAFF	TRAINING
12/21/2015	RWC	GORDON MANOR	1616 GORDON ST	EMPLOYEES	TRAINING

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

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

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

Services provided by RSMC to our 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 2015 4th Quarter Report detail file in the tab labeled "M1d. Diversion Level".