



QUARTERLY REPORT TO THE SBWMA  
FOR 4<sup>th</sup> Quarter 2016

Submitted January 30, 2017



January 30, 2017

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

Dear Mr. La Mariana:

Enclosed is a copy of the Recology 4<sup>th</sup> Quarter 2016 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

If you should have any questions or require additional information, please call me at (650) 598-8226.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Kelly', with a long horizontal flourish extending to the right.

Michael Kelly  
General Manager  
Recology San Mateo County

cc: Farouk Fakira



# **RECOLOGY SAN MATEO COUNTY**

## **QUARTERLY REPORT TO THE SBWMA**

**For  
4<sup>th</sup> Quarter 2016**

**Submitted  
JANUARY 30, 2017**



## 4<sup>th</sup> QUARTER 2016 REPORT

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## 4<sup>th</sup> QUARTER 2016 REPORT

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

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

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

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

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

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

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

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

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

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

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

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

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

**Tonnage Allocations** – During Quarter 4, system tonnage allocations were updated as follows: effective October 7 for usual and customary service changes; effective October 18 for changes in commercial recycling 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.



## 4<sup>th</sup> QUARTER 2016 QUARTERLY REPORT SUMMARY

Quarter	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	2016 Year End
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### Commercial Tonnage Collected

Solid Waste	21,898.55	21,250.72	21,690.09	21,734.27	86,573.63
Recyclables	6,813.22	6,334.26	6,397.99	6,684.05	26,229.52
Organics	6,591.27	6,583.53	6,704.68	7,180.61	27,060.09

### Multi-Family Tonnage Collected

Solid Waste	8,628.62	8,412.17	8,514.83	8,468.87	34,024.49
Recyclables	2,293.77	2,196.91	2,214.08	2,373.47	9,078.23
Organics	236.71	235.87	233.53	240.25	946.36

### Residential Tonnage Collected

Solid Waste	14,890.62	15,026.05	15,179.62	15,159.93	60,256.22
Recyclables	10,598.46	10,251.18	10,204.80	10,955.99	42,010.43
Organics	19,119.56	19,426.83	17,553.87	19,574.51	75,674.77

### Diversion Rates

Commercial	34.30%	34.10%	33.99%	35.30%	34.43%
Multi-Family	22.68%	22.43%	22.33%	23.58%	22.76%
Residential	66.62%	66.39%	64.65%	66.82%	66.14%
Overall	50.13%	50.19%	48.83%	50.89%	50.02%

Inquiries, Service Requests & Complaints	22,055	23,419	26,171	26,286	97,931
Calls Received	41,915	42,790	43,429	42,543	170,677
Avg. Hold Time	19.83	30.17	16.51	30.01	24.07
Assessments	150	185	232	107	674
Quality Assurance	613	603	634	594	2,444

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>ATHERTON</b>								
<b>Commercial</b>								
Commercial Solid Waste	32.34	31.83	34.27	103.44	101.33	107.57	98.44	410.78
Commercial Recycling	14.97	15.47	16.46	55.71	43.91	41.68	46.90	188.20
Commercial Organics	42.89	48.96	44.48	155.51	145.46	167.45	136.33	604.75
Subtotal - Disposed	32.34	31.83	34.27	103.44	101.33	107.57	98.44	410.78
Subtotal - Diverted	57.86	64.43	60.94	211.22	189.37	209.13	183.23	792.95
Diversion Rate	64.15%	66.93%	64.01%	67.13%	65.14%	66.03%	65.05%	65.87%
<b>MFD</b>								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	3.50	0.00	3.50
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	1.99	0.00	1.99
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	3.50	0.00	3.50
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	1.99	0.00	1.99
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	36.25%	0.00%	36.25%
<b>Residential</b>								
Residential Solid Waste	137.28	160.23	156.35	418.24	442.38	435.54	453.86	1,750.02
Residential Curbside Recycling	121.55	136.43	133.57	360.02	353.92	338.68	391.55	1,444.17
Residential Curbside Organics	666.73	752.17	696.15	1,912.61	1,759.80	1,701.36	2,115.05	7,488.82
Subtotal - Disposed	137.28	160.23	156.35	418.24	442.38	435.54	453.86	1,750.02
Subtotal - Diverted	788.28	888.60	829.72	2,272.63	2,113.72	2,040.04	2,506.60	8,932.99
Diversion Rate	85.17%	84.72%	84.14%	84.46%	82.69%	82.41%	84.67%	83.62%
<b>Total Disposed</b>	<b>169.62</b>	<b>192.06</b>	<b>190.62</b>	<b>521.68</b>	<b>543.71</b>	<b>546.61</b>	<b>552.30</b>	<b>2,164.30</b>
<b>Total Diverted</b>	<b>846.14</b>	<b>953.03</b>	<b>890.66</b>	<b>2,483.85</b>	<b>2,303.09</b>	<b>2,251.16</b>	<b>2,689.83</b>	<b>9,727.93</b>
<b>Total Diversion Rate</b>	<b>83.30%</b>	<b>83.23%</b>	<b>82.37%</b>	<b>82.64%</b>	<b>80.90%</b>	<b>80.46%</b>	<b>82.96%</b>	<b>81.80%</b>
Single-Family Measured Diversion Rate	85.17%	84.72%	84.14%	84.46%	82.69%	82.41%	84.67%	83.62%
Commercial Measured Diversion Rate	64.15%	66.93%	64.01%	67.13%	65.14%	65.53%	65.05%	65.74%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	83.30%	83.23%	82.37%	82.64%	80.90%	80.46%	82.96%	81.80%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>Atherton</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	591.22	532.17	447.45	451.08	463.51	410.78	(52.73)	-11.38%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	6.77	4.45	3.50	(0.95)	-21.35%
Commercial Recycling	200.36	154.17	165.50	166.16	178.19	188.20	10.01	5.62%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.00	1.96	1.99	0.03	1.53%
Commercial Organics	426.87	393.80	501.50	508.81	658.18	604.75	(53.43)	-8.12%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>591.22</b>	<b>532.17</b>	<b>447.88</b>	<b>457.85</b>	<b>467.96</b>	<b>414.28</b>	<b>(53.68)</b>	<b>-11.47%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>637.37</b>	<b>574.54</b>	<b>667.24</b>	<b>674.97</b>	<b>838.33</b>	<b>794.94</b>	<b>(43.39)</b>	<b>-5.18%</b>
<b>Residential</b>								
Residential Solid Waste	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	46.97	2.76%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	1,427.46	1,407.94	1,444.17	36.23	2.57%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	7,519.55	7,178.41	7,488.82	310.41	4.32%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,989.71</b>	<b>1,775.72</b>	<b>1,702.77</b>	<b>1,693.36</b>	<b>1,703.05</b>	<b>1,750.02</b>	<b>46.97</b>	<b>2.76%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>9,186.54</b>	<b>9,573.18</b>	<b>9,090.65</b>	<b>8,947.01</b>	<b>8,586.35</b>	<b>8,932.99</b>	<b>346.64</b>	<b>4.04%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>2,580.93</b>	<b>2,307.89</b>	<b>2,150.65</b>	<b>2,151.21</b>	<b>2,171.01</b>	<b>2,164.30</b>		
<b>TOTAL TONS DIVERTED</b>	<b>9,823.91</b>	<b>10,147.72</b>	<b>9,757.89</b>	<b>9,621.98</b>	<b>9,424.68</b>	<b>9,727.93</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>51.88%</b>	<b>51.91%</b>	<b>59.84%</b>	<b>59.58%</b>	<b>64.18%</b>	<b>65.74%</b>		
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>82.20%</b>	<b>84.35%</b>	<b>84.22%</b>	<b>84.09%</b>	<b>83.45%</b>	<b>83.62%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>79.19%</b>	<b>81.47%</b>	<b>81.94%</b>	<b>81.73%</b>	<b>81.28%</b>	<b>81.80%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>BELMONT</b>								
<b>Commercial</b>								
Commercial Solid Waste	176.08	173.84	177.53	553.22	523.35	497.58	527.45	2,101.60
Commercial Recycling	76.94	79.06	81.43	232.39	214.22	206.19	237.43	890.23
Commercial Organics	70.26	66.65	67.49	215.51	211.46	202.95	204.40	834.32
Subtotal - Disposed	176.08	173.84	177.53	553.22	523.35	497.58	527.45	2,101.60
Subtotal - Diverted	147.20	145.71	148.92	447.90	425.68	409.14	441.83	1,724.55
Diversion Rate	45.53%	45.60%	45.62%	44.74%	44.85%	45.12%	45.58%	45.07%
<b>MFD</b>								
MFD Solid Waste	167.32	168.71	174.08	518.34	505.19	510.43	510.11	2,044.07
MFD Recycling	47.78	51.51	54.17	151.54	142.57	139.80	153.46	587.37
MFD Organics	6.99	6.20	6.91	19.73	19.57	20.65	20.10	80.05
Subtotal - Disposed	167.32	168.71	174.08	518.34	505.19	510.43	510.11	2,044.07
Subtotal - Diverted	54.77	57.71	61.08	171.27	162.14	160.45	173.56	667.42
Diversion Rate	24.66%	25.49%	25.97%	24.84%	24.30%	23.92%	25.39%	24.61%
<b>Roll-Off</b>								
Roll-Off Solid Waste	47.53	25.96	39.83	114.23	122.13	120.42	113.32	470.10
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	47.53	25.96	39.83	114.23	122.13	120.42	113.32	470.10
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	254.48	290.14	304.77	828.54	819.36	838.84	849.39	3,336.13
Residential Curbside Recycling	225.86	258.50	268.61	750.18	685.00	698.60	752.97	2,886.75
Residential Curbside Organics	310.45	333.64	319.91	985.77	1,063.59	992.32	964.00	4,005.68
Subtotal - Disposed	254.48	290.14	304.77	828.54	819.36	838.84	849.39	3,336.13
Subtotal - Diverted	536.31	592.14	588.52	1,735.95	1,748.59	1,690.92	1,716.97	6,892.43
Diversion Rate	67.82%	67.11%	65.88%	67.69%	68.09%	66.84%	66.90%	67.38%
<b>Total Disposed</b>	<b>645.41</b>	<b>658.65</b>	<b>696.21</b>	<b>2,014.33</b>	<b>1,970.03</b>	<b>1,967.27</b>	<b>2,000.27</b>	<b>7,951.90</b>
<b>Total Diverted</b>	<b>738.28</b>	<b>795.56</b>	<b>798.52</b>	<b>2,355.12</b>	<b>2,336.41</b>	<b>2,260.51</b>	<b>2,332.36</b>	<b>9,284.40</b>
<b>Total Diversion Rate</b>	<b>53.36%</b>	<b>54.71%</b>	<b>53.42%</b>	<b>53.90%</b>	<b>54.25%</b>	<b>53.47%</b>	<b>53.83%</b>	<b>53.87%</b>
Single-Family Measured Diversion Rate	67.82%	67.11%	65.88%	67.69%	68.09%	66.84%	66.90%	67.38%
Commercial Measured Diversion Rate	34.06%	35.57%	34.92%	34.30%	33.81%	33.54%	34.84%	34.13%
MFD Measured Diversion Rate	24.66%	25.49%	25.97%	24.84%	24.30%	23.92%	25.39%	24.61%
Overall Measured Diversion Rate	53.36%	54.71%	53.42%	53.90%	54.25%	53.47%	53.83%	53.87%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>Belmont</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
<b>Commercial Solid Waste</b>	2,276.14	2,530.67	2,360.87	2,345.04	2,154.85	2,101.60	(53.25)	-2.47%
<b>MFD Solid Waste</b>	2,018.99	2,134.47	2,223.99	2,179.40	2,046.70	2,044.07	(2.63)	-0.13%
<b>Roll-Off Solid Waste</b>	469.16	491.80	486.60	498.21	482.93	470.10	(12.83)	-2.66%
<b>Commercial Recycling</b>	536.32	614.13	656.10	755.46	855.81	890.23	34.42	4.02%
<b>MFD Recycling</b>	467.47	479.43	516.04	530.82	577.26	587.37	10.11	1.75%
<b>Roll-Off Recycling</b>	0.41	1.65	2.62	0.46	0.00	0.00	0.00	0.00%
<b>Commercial Organics</b>	412.88	440.09	512.41	623.02	735.35	834.32	98.97	13.46%
<b>MFD Organics</b>	25.68	41.96	61.11	64.76	70.53	80.05	9.52	13.50%
<b>Roll-Off Organics</b>	1.14	8.74	9.74	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,764.29</b>	<b>5,156.94</b>	<b>5,071.46</b>	<b>5,022.65</b>	<b>4,684.48</b>	<b>4,615.77</b>	<b>(68.71)</b>	<b>-1.47%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,443.90</b>	<b>1,586.00</b>	<b>1,758.02</b>	<b>1,974.52</b>	<b>2,238.95</b>	<b>2,391.97</b>	<b>153.02</b>	<b>6.83%</b>
<b>Residential</b>								
<b>Residential Solid Waste</b>	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	22.65	0.68%
<b>Residential Curbside Recycling</b>	3,045.13	2,886.60	2,853.92	2,848.96	2,812.16	2,886.75	74.59	2.65%
<b>Residential Curbside Organics</b>	4,006.50	4,115.97	4,156.79	3,899.39	3,815.90	4,005.68	189.78	4.97%
<b>SUBTOTAL - Disposed Tons</b>	<b>3,281.73</b>	<b>3,391.24</b>	<b>3,305.72</b>	<b>3,262.51</b>	<b>3,313.48</b>	<b>3,336.13</b>	<b>22.65</b>	<b>0.68%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>7,051.63</b>	<b>7,002.57</b>	<b>7,010.71</b>	<b>6,748.35</b>	<b>6,628.06</b>	<b>6,892.43</b>	<b>264.37</b>	<b>3.99%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>8,046.02</b>	<b>8,548.18</b>	<b>8,377.18</b>	<b>8,285.16</b>	<b>7,997.96</b>	<b>7,951.90</b>		
<b>TOTAL TONS DIVERTED</b>	<b>8,495.53</b>	<b>8,588.57</b>	<b>8,768.73</b>	<b>8,722.87</b>	<b>8,867.01</b>	<b>9,284.40</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.26%</b>	<b>23.52%</b>	<b>25.74%</b>	<b>28.22%</b>	<b>32.34%</b>	<b>34.13%</b>		
<b>MFD DIVERSION RATE</b>	<b>19.63%</b>	<b>19.63%</b>	<b>20.60%</b>	<b>21.46%</b>	<b>24.04%</b>	<b>24.61%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>68.24%</b>	<b>67.37%</b>	<b>67.96%</b>	<b>67.41%</b>	<b>66.67%</b>	<b>67.38%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>51.36%</b>	<b>50.12%</b>	<b>51.14%</b>	<b>51.29%</b>	<b>52.58%</b>	<b>53.87%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>BURLINGAME</b>								
<b>Commercial</b>								
Commercial Solid Waste	697.16	701.33	726.75	2,223.26	2,080.34	2,081.14	2,125.24	8,509.98
Commercial Recycling	299.99	308.63	311.37	1,045.18	1,095.51	877.60	919.99	3,938.28
Commercial Organics	292.64	299.02	304.07	766.81	825.22	739.31	895.73	3,227.07
Subtotal - Disposed	697.16	701.33	726.75	2,223.26	2,080.34	2,081.14	2,125.24	8,509.98
Subtotal - Diverted	592.63	607.65	615.44	1,811.99	1,920.73	1,616.91	1,815.72	7,165.35
Diversion Rate	45.95%	46.42%	45.85%	44.90%	48.01%	43.72%	46.07%	45.71%
<b>MFD</b>								
MFD Solid Waste	245.04	250.13	261.74	748.60	742.80	765.17	756.91	3,013.48
MFD Recycling	78.66	83.61	87.35	241.85	233.27	235.00	249.62	959.74
MFD Organics	6.13	5.99	6.22	16.88	17.90	17.55	18.34	70.67
Subtotal - Disposed	245.04	250.13	261.74	748.60	742.80	765.17	756.91	3,013.48
Subtotal - Diverted	84.79	89.60	93.57	258.73	251.17	252.55	267.96	1,030.41
Diversion Rate	25.71%	26.37%	26.33%	25.68%	25.27%	24.82%	26.15%	25.48%
<b>Roll-Off</b>								
Roll-Off Solid Waste	812.76	768.52	762.68	2,209.48	2,359.93	2,512.78	2,343.96	9,426.15
Roll-Off Recycling	12.74	23.17	17.20	43.14	33.26	38.38	53.11	167.89
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	812.76	768.52	762.68	2,209.48	2,359.93	2,512.78	2,343.96	9,426.15
Subtotal - Diverted	12.74	23.17	17.20	43.14	33.26	38.38	53.11	167.89
Diversion Rate	1.54%	2.93%	2.21%	1.92%	1.39%	1.50%	2.22%	1.75%
<b>Residential</b>								
Residential Solid Waste	301.16	334.34	326.25	937.14	940.11	937.03	961.75	3,776.03
Residential Curbside Recycling	247.64	282.18	276.50	767.67	742.50	721.35	806.32	3,037.84
Residential Curbside Organics	413.22	451.73	441.93	1,248.80	1,301.81	1,126.79	1,306.88	4,984.28
Subtotal - Disposed	301.16	334.34	326.25	937.14	940.11	937.03	961.75	3,776.03
Subtotal - Diverted	660.86	733.91	718.43	2,016.47	2,044.31	1,848.14	2,113.20	8,022.12
Diversion Rate	68.70%	68.70%	68.77%	68.27%	68.50%	66.36%	68.72%	67.99%
<b>Total Disposed</b>	<b>2,056.12</b>	<b>2,054.32</b>	<b>2,077.42</b>	<b>6,118.48</b>	<b>6,123.18</b>	<b>6,296.12</b>	<b>6,187.86</b>	<b>24,725.64</b>
<b>Total Diverted</b>	<b>1,351.02</b>	<b>1,454.33</b>	<b>1,444.64</b>	<b>4,130.33</b>	<b>4,249.47</b>	<b>3,755.98</b>	<b>4,249.99</b>	<b>16,385.77</b>
<b>Total Diversion Rate</b>	<b>39.65%</b>	<b>41.45%</b>	<b>41.02%</b>	<b>40.30%</b>	<b>40.97%</b>	<b>37.37%</b>	<b>40.72%</b>	<b>39.86%</b>
Single-Family Measured Diversion Rate	68.70%	68.70%	68.77%	68.27%	68.50%	66.36%	68.72%	67.99%
Commercial Measured Diversion Rate	28.23%	29.52%	29.31%	28.98%	29.85%	26.25%	29.02%	28.53%
MFD Measured Diversion Rate	25.71%	26.37%	26.33%	25.68%	25.27%	24.82%	26.15%	25.48%
Overall Measured Diversion Rate	39.65%	41.45%	41.02%	40.30%	40.97%	37.37%	40.72%	39.86%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>Burlingame</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
<b>Commercial Solid Waste</b>	8,222.96	8,600.41	8,268.37	8,254.24	8,227.59	8,509.98	282.39	3.43%
<b>MFD Solid Waste</b>	3,146.03	2,990.25	2,941.97	2,917.26	2,885.41	3,013.48	128.07	4.44%
<b>Roll-Off Solid Waste</b>	7,638.95	8,771.06	7,243.72	7,454.48	7,918.68	9,426.15	1,507.47	19.04%
<b>Commercial Recycling</b>	2,613.82	2,785.59	3,181.80	3,832.64	3,867.82	3,938.28	70.46	1.82%
<b>MFD Recycling</b>	732.09	776.45	870.68	930.43	952.75	959.74	6.99	0.73%
<b>Roll-Off Recycling</b>	125.71	224.48	141.32	154.16	148.17	167.89	19.72	13.31%
<b>Commercial Organics</b>	2,329.15	2,466.36	2,981.65	2,797.15	3,327.15	3,227.07	(100.08)	-3.01%
<b>MFD Organics</b>	77.69	63.48	60.39	51.78	57.95	70.67	12.72	21.95%
<b>Roll-Off Organics</b>	1,141.95	238.87	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>19,007.94</b>	<b>20,361.72</b>	<b>18,454.06</b>	<b>18,625.98</b>	<b>19,031.68</b>	<b>20,949.61</b>	<b>1,917.93</b>	<b>10.08%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>7,020.41</b>	<b>6,555.23</b>	<b>7,235.84</b>	<b>7,766.16</b>	<b>8,353.84</b>	<b>8,363.65</b>	<b>9.81</b>	<b>0.12%</b>
<b>Residential</b>								
<b>Residential Solid Waste</b>	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	52.90	1.42%
<b>Residential Curbside Recycling</b>	2,982.53	3,047.44	3,033.72	3,003.18	3,007.76	3,037.84	30.08	1.00%
<b>Residential Curbside Organics</b>	5,128.51	5,268.69	5,172.85	4,994.50	4,718.96	4,984.28	265.32	5.62%
<b>SUBTOTAL - Disposed Tons</b>	<b>3,913.73</b>	<b>3,764.78</b>	<b>3,709.81</b>	<b>3,688.84</b>	<b>3,723.13</b>	<b>3,776.03</b>	<b>52.90</b>	<b>1.42%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>8,111.04</b>	<b>8,316.13</b>	<b>8,206.57</b>	<b>7,997.68</b>	<b>7,726.72</b>	<b>8,022.12</b>	<b>295.40</b>	<b>3.82%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>22,921.67</b>	<b>24,126.50</b>	<b>22,163.87</b>	<b>22,314.82</b>	<b>22,754.81</b>	<b>24,725.64</b>		
<b>TOTAL TONS DIVERTED</b>	<b>15,131.45</b>	<b>14,871.36</b>	<b>15,442.41</b>	<b>15,763.84</b>	<b>16,080.56</b>	<b>16,385.77</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>26.97%</b>	<b>24.35%</b>	<b>28.17%</b>	<b>29.43%</b>	<b>30.50%</b>	<b>28.53%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.47%</b>	<b>21.93%</b>	<b>24.04%</b>	<b>25.19%</b>	<b>25.94%</b>	<b>25.48%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>67.45%</b>	<b>68.84%</b>	<b>68.87%</b>	<b>68.44%</b>	<b>67.48%</b>	<b>67.99%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>39.76%</b>	<b>38.13%</b>	<b>41.06%</b>	<b>41.40%</b>	<b>41.41%</b>	<b>39.86%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>EAST PALO ALTO</b>								
<b>Commercial</b>								
Commercial Solid Waste	123.45	116.40	128.14	389.37	388.36	387.72	367.99	1,533.44
Commercial Recycling	43.60	50.18	46.10	137.38	135.63	140.02	139.88	552.91
Commercial Organics	42.49	44.34	43.95	123.43	144.36	199.94	130.78	598.51
Subtotal - Disposed	123.45	116.40	128.14	389.37	388.36	387.72	367.99	1,533.44
Subtotal - Diverted	86.09	94.52	90.05	260.81	279.99	339.96	270.66	1,151.42
Diversion Rate	41.09%	44.81%	41.27%	40.11%	41.89%	46.72%	42.38%	42.89%
<b>MFD</b>								
MFD Solid Waste	225.99	211.40	226.13	655.18	651.26	673.20	663.52	2,643.16
MFD Recycling	30.51	31.18	30.40	92.57	90.24	90.15	92.09	365.05
MFD Organics	6.78	6.40	5.61	17.64	17.90	17.63	18.79	71.96
Subtotal - Disposed	225.99	211.40	226.13	655.18	651.26	673.20	663.52	2,643.16
Subtotal - Diverted	37.29	37.58	36.01	110.21	108.14	107.78	110.88	437.01
Diversion Rate	14.16%	15.09%	13.74%	14.40%	14.24%	13.80%	14.32%	14.19%
<b>Roll-Off</b>								
Roll-Off Solid Waste	55.83	78.68	62.38	164.13	189.75	217.95	196.89	768.72
Roll-Off Recycling	9.21	0.00	0.00	6.75	8.55	0.00	9.21	24.51
Roll-Off Organics	18.99	25.40	37.15	93.68	91.34	83.39	81.54	349.95
Subtotal - Disposed	55.83	78.68	62.38	164.13	189.75	217.95	196.89	768.72
Subtotal - Diverted	28.20	25.40	37.15	100.43	99.89	83.39	90.75	374.46
Diversion Rate	33.56%	24.40%	37.33%	37.96%	34.49%	27.67%	31.55%	32.76%
<b>Residential</b>								
Residential Solid Waste	554.23	583.01	572.41	1,682.60	1,764.87	1,768.62	1,709.65	6,925.74
Residential Curbside Recycling	135.19	143.33	144.80	397.67	408.85	420.15	423.32	1,649.99
Residential Curbside Organics	290.03	307.19	283.52	981.42	979.44	882.83	880.74	3,724.43
Subtotal - Disposed	554.23	583.01	572.41	1,682.60	1,764.87	1,768.62	1,709.65	6,925.74
Subtotal - Diverted	425.22	450.52	428.32	1,379.09	1,388.29	1,302.98	1,304.06	5,374.42
Diversion Rate	43.41%	43.59%	42.80%	45.04%	44.03%	42.42%	43.27%	43.69%
<b>Total Disposed</b>	<b>959.50</b>	<b>989.49</b>	<b>989.06</b>	<b>2,891.28</b>	<b>2,994.24</b>	<b>3,047.49</b>	<b>2,938.05</b>	<b>11,871.06</b>
<b>Total Diverted</b>	<b>576.80</b>	<b>608.02</b>	<b>591.53</b>	<b>1,850.54</b>	<b>1,876.31</b>	<b>1,834.11</b>	<b>1,776.35</b>	<b>7,337.31</b>
<b>Total Diversion Rate</b>	<b>37.54%</b>	<b>38.06%</b>	<b>37.42%</b>	<b>39.03%</b>	<b>38.52%</b>	<b>37.57%</b>	<b>37.68%</b>	<b>38.20%</b>
Single-Family Measured Diversion Rate	43.41%	43.59%	42.80%	45.04%	44.03%	42.42%	43.27%	43.69%
Commercial Measured Diversion Rate	27.22%	27.93%	28.15%	28.06%	28.42%	29.34%	27.77%	28.41%
MFD Measured Diversion Rate	14.16%	15.09%	13.74%	14.40%	14.24%	13.80%	14.32%	14.19%
Overall Measured Diversion Rate	37.54%	38.06%	37.42%	39.03%	38.52%	37.57%	37.68%	38.20%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>East Palo Alto</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	1,419.75	1,415.09	1,310.22	1,404.75	1,537.50	1,533.44	(4.06)	-0.26%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	2,756.76	2,515.93	2,643.16	127.23	5.06%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	1,163.30	907.39	768.72	(138.67)	-15.28%
Commercial Recycling	564.07	1,038.49	485.98	502.28	525.75	552.91	27.16	5.17%
MFD Recycling	28.13	203.81	227.06	281.50	350.45	365.05	14.60	4.17%
Roll-Off Recycling	37.53	18.71	11.92	29.20	24.14	24.51	0.37	1.53%
Commercial Organics	313.21	303.45	413.02	474.19	502.61	598.51	95.90	19.08%
MFD Organics	54.96	71.19	80.94	79.48	76.01	71.96	(4.05)	-5.33%
Roll-Off Organics	0.00	9.94	2.79	0.00	105.86	349.95	244.09	100.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,964.52</b>	<b>5,358.03</b>	<b>5,308.01</b>	<b>5,324.81</b>	<b>4,960.82</b>	<b>4,945.32</b>	<b>(15.50)</b>	<b>-0.31%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>997.90</b>	<b>1,645.59</b>	<b>1,221.71</b>	<b>1,366.65</b>	<b>1,584.82</b>	<b>1,962.89</b>	<b>378.07</b>	<b>23.86%</b>
<b>Residential</b>								
Residential Solid Waste	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	94.75	1.39%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	1,484.52	1,544.00	1,649.99	105.99	6.86%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	3,528.22	3,543.54	3,724.43	180.89	5.10%
<b>SUBTOTAL - Disposed Tons</b>	<b>6,288.92</b>	<b>6,430.77</b>	<b>6,327.14</b>	<b>6,612.52</b>	<b>6,830.99</b>	<b>6,925.74</b>	<b>94.75</b>	<b>1.39%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>4,750.31</b>	<b>4,807.16</b>	<b>4,984.12</b>	<b>5,012.74</b>	<b>5,087.54</b>	<b>5,374.42</b>	<b>286.88</b>	<b>5.64%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>11,253.44</b>	<b>11,788.80</b>	<b>11,635.15</b>	<b>11,937.33</b>	<b>11,791.81</b>	<b>11,871.06</b>		
<b>TOTAL TONS DIVERTED</b>	<b>5,748.21</b>	<b>6,452.75</b>	<b>6,205.83</b>	<b>6,379.39</b>	<b>6,672.36</b>	<b>7,337.31</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>16.74%</b>	<b>23.50%</b>	<b>18.71%</b>	<b>20.42%</b>	<b>24.21%</b>	<b>28.41%</b>		
<b>MFD DIVERSION RATE</b>	<b>3.04%</b>	<b>9.50%</b>	<b>10.25%</b>	<b>11.58%</b>	<b>14.49%</b>	<b>14.19%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>43.03%</b>	<b>42.78%</b>	<b>44.06%</b>	<b>43.12%</b>	<b>42.69%</b>	<b>43.69%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>33.81%</b>	<b>35.37%</b>	<b>34.78%</b>	<b>34.83%</b>	<b>36.14%</b>	<b>38.20%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
	<b>FOSTER CITY</b>							
<b>Commercial</b>								
<b>Commercial Solid Waste</b>	221.95	232.83	235.58	663.56	676.59	687.51	690.36	2,718.02
<b>Commercial Recycling</b>	106.17	108.60	119.81	308.19	293.19	297.26	334.58	1,233.22
<b>Commercial Organics</b>	187.56	182.39	189.47	528.77	531.16	573.33	559.42	2,192.68
<b>Subtotal - Disposed</b>	221.95	232.83	235.58	663.56	676.59	687.51	690.36	2,718.02
<b>Subtotal - Diverted</b>	293.73	290.99	309.28	836.96	824.35	870.59	894.00	3,425.90
<b>Diversion Rate</b>	56.96%	55.55%	56.76%	55.78%	54.92%	55.88%	56.43%	55.76%
<b>MFD</b>								
<b>MFD Solid Waste</b>	237.62	229.87	259.68	785.67	718.97	701.49	727.17	2,933.30
<b>MFD Recycling</b>	96.34	89.99	105.67	269.65	255.93	263.00	292.00	1,080.58
<b>MFD Organics</b>	6.47	6.24	5.95	9.83	10.44	18.04	18.66	56.97
<b>Subtotal - Disposed</b>	237.62	229.87	259.68	785.67	718.97	701.49	727.17	2,933.30
<b>Subtotal - Diverted</b>	102.81	96.23	111.62	279.48	266.37	281.04	310.66	1,137.55
<b>Diversion Rate</b>	30.20%	29.51%	30.06%	26.24%	27.03%	28.60%	29.93%	27.94%
<b>Roll-Off</b>								
<b>Roll-Off Solid Waste</b>	78.00	78.06	81.80	250.15	242.83	253.53	237.86	984.37
<b>Roll-Off Recycling</b>	0.00	1.71	1.42	4.30	6.61	3.59	3.13	17.63
<b>Roll-Off Organics</b>	44.90	63.77	60.68	146.02	171.50	162.73	169.35	649.60
<b>Subtotal - Disposed</b>	78.00	78.06	81.80	250.15	242.83	253.53	237.86	984.37
<b>Subtotal - Diverted</b>	44.90	65.48	62.10	150.32	178.11	166.32	172.48	667.23
<b>Diversion Rate</b>	36.53%	45.62%	43.15%	37.54%	42.31%	39.61%	42.03%	40.40%
<b>Residential</b>								
<b>Residential Solid Waste</b>	248.41	293.23	293.80	804.07	823.77	847.37	835.44	3,310.65
<b>Residential Curbside Recycling</b>	182.95	216.35	225.98	638.69	590.76	601.13	625.28	2,455.86
<b>Residential Curbside Organics</b>	191.03	224.54	206.14	657.76	747.05	627.23	621.71	2,653.75
<b>Subtotal - Disposed</b>	248.41	293.23	293.80	804.07	823.77	847.37	835.44	3,310.65
<b>Subtotal - Diverted</b>	373.98	440.89	432.12	1,296.45	1,337.81	1,228.36	1,246.99	5,109.61
<b>Diversion Rate</b>	60.09%	60.06%	59.53%	61.72%	61.89%	59.18%	59.88%	60.68%
<b>Total Disposed</b>	785.98	833.99	870.86	2,503.45	2,462.16	2,489.90	2,490.83	9,946.34
<b>Total Diverted</b>	815.42	893.59	915.12	2,563.21	2,606.64	2,546.31	2,624.13	10,340.29
<b>Total Diversion Rate</b>	50.92%	51.72%	51.24%	50.59%	51.43%	50.56%	51.30%	50.97%
<b>Single-Family Measured Diversion Rate</b>	60.09%	60.06%	59.53%	61.72%	61.89%	59.18%	59.88%	60.68%
<b>Commercial Measured Diversion Rate</b>	45.09%	45.57%	45.56%	42.71%	43.64%	44.52%	45.41%	44.08%
<b>MFD Measured Diversion Rate</b>	30.20%	29.51%	30.06%	26.24%	27.03%	28.60%	29.93%	27.94%
<b>Overall Measured Diversion Rate</b>	50.92%	51.72%	51.24%	50.59%	51.43%	50.56%	51.30%	50.97%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>Foster City</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	3,200.66	3,160.55	2,812.08	2,732.39	2,580.56	2,718.02	137.46	5.33%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	3,201.16	3,114.74	2,933.30	(181.44)	-5.83%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	1,153.30	1,119.33	984.37	(134.96)	-12.06%
Commercial Recycling	688.67	941.33	998.73	1,032.09	1,075.44	1,233.22	157.78	14.67%
MFD Recycling	601.97	657.90	828.40	918.77	972.79	1,080.58	107.79	11.08%
Roll-Off Recycling	46.60	22.90	17.36	8.55	12.46	17.63	5.17	41.49%
Commercial Organics	1,469.88	1,587.85	1,872.59	1,970.96	1,991.68	2,192.68	201.00	10.09%
MFD Organics	35.51	34.96	48.24	39.47	37.00	56.97	19.97	53.97%
Roll-Off Organics	348.55	578.91	523.15	544.56	566.69	649.60	82.91	14.63%
<b>SUBTOTAL - Disposed Tons</b>	<b>8,935.59</b>	<b>7,808.56</b>	<b>7,476.63</b>	<b>7,086.85</b>	<b>6,814.63</b>	<b>6,635.69</b>	<b>(178.94)</b>	<b>-2.63%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,191.18</b>	<b>3,823.85</b>	<b>4,288.47</b>	<b>4,514.40</b>	<b>4,656.06</b>	<b>5,230.68</b>	<b>574.62</b>	<b>12.34%</b>
<b>Residential</b>								
Residential Solid Waste	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	115.64	3.62%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	2,404.14	2,432.17	2,455.86	23.69	0.97%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	2,628.83	2,489.48	2,653.75	164.27	6.60%
<b>SUBTOTAL - Disposed Tons</b>	<b>3,159.32</b>	<b>3,299.56</b>	<b>3,281.84</b>	<b>3,186.31</b>	<b>3,195.01</b>	<b>3,310.65</b>	<b>115.64</b>	<b>3.62%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>5,211.92</b>	<b>5,243.08</b>	<b>5,164.17</b>	<b>5,032.97</b>	<b>4,921.65</b>	<b>5,109.61</b>	<b>187.96</b>	<b>3.82%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>12,094.91</b>	<b>11,108.12</b>	<b>10,758.47</b>	<b>10,273.16</b>	<b>10,009.64</b>	<b>9,946.34</b>		
<b>TOTAL TONS DIVERTED</b>	<b>8,403.10</b>	<b>9,066.93</b>	<b>9,452.64</b>	<b>9,547.37</b>	<b>9,577.71</b>	<b>10,340.29</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>26.32%</b>	<b>32.87%</b>	<b>36.45%</b>	<b>38.91%</b>	<b>40.59%</b>	<b>44.08%</b>		
<b>MFD DIVERSION RATE</b>	<b>13.86%</b>	<b>17.78%</b>	<b>20.72%</b>	<b>23.04%</b>	<b>24.48%</b>	<b>27.94%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>62.26%</b>	<b>61.38%</b>	<b>61.14%</b>	<b>61.23%</b>	<b>60.64%</b>	<b>60.68%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>40.99%</b>	<b>44.94%</b>	<b>46.77%</b>	<b>48.17%</b>	<b>48.90%</b>	<b>50.97%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>HILLSBOROUGH</b>								
<b>Commercial</b>								
Commercial Solid Waste	23.79	20.13	21.09	93.70	75.15	69.14	65.01	303.00
Commercial Recycling	22.35	13.80	5.36	155.02	50.39	44.88	41.51	291.80
Commercial Organics	35.92	45.66	16.88	114.03	90.53	105.67	98.46	408.69
Subtotal - Disposed	23.79	20.13	21.09	93.70	75.15	69.14	65.01	303.00
Subtotal - Diverted	58.27	59.46	22.24	269.05	140.92	150.55	139.97	700.49
Diversion Rate	71.01%	74.71%	51.33%	74.17%	65.22%	68.53%	68.28%	69.81%
<b>MFD</b>								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	200.65	210.89	205.00	574.74	565.82	571.93	616.54	2,329.03
Residential Curbside Recycling	169.64	185.58	180.49	492.81	484.78	474.93	535.71	1,988.23
Residential Curbside Organics	399.63	408.47	395.45	1,140.09	1,130.39	1,042.12	1,203.55	4,516.15
Subtotal - Disposed	200.65	210.89	205.00	574.74	565.82	571.93	616.54	2,329.03
Subtotal - Diverted	569.27	594.05	575.94	1,632.90	1,615.17	1,517.05	1,739.26	6,504.38
Diversion Rate	73.94%	73.80%	73.75%	73.97%	74.06%	72.62%	73.83%	73.63%
<b>Total Disposed</b>	<b>224.44</b>	<b>231.02</b>	<b>226.09</b>	<b>668.44</b>	<b>640.97</b>	<b>641.07</b>	<b>681.55</b>	<b>2,632.03</b>
<b>Total Diverted</b>	<b>627.54</b>	<b>653.51</b>	<b>598.18</b>	<b>1,901.95</b>	<b>1,756.09</b>	<b>1,667.60</b>	<b>1,879.23</b>	<b>7,204.87</b>
<b>Total Diversion Rate</b>	<b>73.66%</b>	<b>73.88%</b>	<b>72.57%</b>	<b>73.99%</b>	<b>73.26%</b>	<b>72.23%</b>	<b>73.39%</b>	<b>73.24%</b>
Single-Family Measured Diversion Rate	73.94%	73.80%	73.75%	73.97%	74.06%	72.62%	73.83%	73.63%
Commercial Measured Diversion Rate	71.01%	74.71%	51.33%	74.17%	65.22%	68.53%	68.28%	69.81%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.66%	73.88%	72.57%	73.99%	73.26%	72.23%	73.39%	73.24%

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 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>Hillsborough</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	506.78	379.52	385.31	272.78	310.97	303.00	(7.97)	-2.56%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	590.06	229.44	492.63	345.35	532.53	291.80	(240.73)	-45.20%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	275.02	323.48	354.35	331.05	481.97	408.69	(73.28)	-15.20%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>512.02</b>	<b>381.32</b>	<b>385.31</b>	<b>272.78</b>	<b>310.97</b>	<b>303.00</b>	<b>(7.97)</b>	<b>-2.56%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>872.62</b>	<b>568.76</b>	<b>846.98</b>	<b>676.40</b>	<b>1,014.50</b>	<b>700.49</b>	<b>(314.01)</b>	<b>-30.95%</b>
<b>Residential</b>								
Residential Solid Waste	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	31.34	1.36%
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	1,950.19	1,942.23	1,988.23	46.00	2.37%
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	4,386.85	4,194.58	4,516.15	321.57	7.67%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,767.86</b>	<b>2,359.06</b>	<b>2,273.18</b>	<b>2,241.90</b>	<b>2,297.69</b>	<b>2,329.03</b>	<b>31.34</b>	<b>1.36%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>6,090.50</b>	<b>6,483.14</b>	<b>6,317.89</b>	<b>6,337.04</b>	<b>6,136.81</b>	<b>6,504.38</b>	<b>367.57</b>	<b>5.99%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>3,279.88</b>	<b>2,740.38</b>	<b>2,658.49</b>	<b>2,514.68</b>	<b>2,608.66</b>	<b>2,632.03</b>		
<b>TOTAL TONS DIVERTED</b>	<b>6,963.12</b>	<b>7,051.90</b>	<b>7,164.87</b>	<b>7,013.44</b>	<b>7,151.31</b>	<b>7,204.87</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>63.02%</b>	<b>59.86%</b>	<b>68.73%</b>	<b>71.26%</b>	<b>76.54%</b>	<b>69.81%</b>		
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>68.75%</b>	<b>73.32%</b>	<b>73.54%</b>	<b>73.87%</b>	<b>72.76%</b>	<b>73.63%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>67.98%</b>	<b>72.01%</b>	<b>72.94%</b>	<b>73.61%</b>	<b>73.27%</b>	<b>73.24%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>MENLO PARK</b>								
<b>Commercial</b>								
Commercial Solid Waste	809.97	779.01	796.53	2,393.10	2,269.21	2,363.83	2,385.51	9,411.65
Commercial Recycling	297.78	288.08	293.54	836.21	770.50	921.05	879.40	3,407.16
Commercial Organics	551.92	552.60	578.58	1,454.63	1,368.67	1,417.00	1,683.10	5,923.40
Subtotal - Disposed	809.97	779.01	796.53	2,393.10	2,269.21	2,363.83	2,385.51	9,411.65
Subtotal - Diverted	849.70	840.68	872.12	2,290.84	2,139.17	2,338.05	2,562.50	9,330.56
Diversion Rate	51.20%	51.90%	52.27%	48.91%	48.53%	49.73%	51.79%	49.78%
<b>MFD</b>								
MFD Solid Waste	173.56	177.79	177.58	571.73	537.63	538.21	528.93	2,176.50
MFD Recycling	65.32	68.97	70.19	210.09	203.91	202.05	204.48	820.53
MFD Organics	9.61	11.58	10.55	31.13	29.53	27.39	31.74	119.79
Subtotal - Disposed	173.56	177.79	177.58	571.73	537.63	538.21	528.93	2,176.50
Subtotal - Diverted	74.93	80.55	80.74	241.22	233.44	229.44	236.22	940.32
Diversion Rate	30.15%	31.18%	31.26%	29.67%	30.27%	29.89%	30.87%	30.17%
<b>Roll-Off</b>								
Roll-Off Solid Waste	29.63	44.41	55.52	123.52	126.86	119.91	129.56	499.85
Roll-Off Recycling	62.30	72.21	57.57	187.55	210.53	227.04	192.08	817.20
Roll-Off Organics	46.98	67.86	11.72	109.79	70.27	74.96	126.56	381.58
Subtotal - Disposed	29.63	44.41	55.52	123.52	126.86	119.91	129.56	499.85
Subtotal - Diverted	109.28	140.07	69.29	297.34	280.80	302.00	318.64	1,198.78
Diversion Rate	78.67%	75.93%	55.52%	70.65%	68.88%	71.58%	71.09%	70.57%
<b>Residential</b>								
Residential Solid Waste	346.30	378.33	386.80	1,116.50	1,119.76	1,141.21	1,111.43	4,488.90
Residential Curbside Recycling	290.26	319.85	321.20	899.91	880.89	879.60	931.31	3,591.71
Residential Curbside Organics	674.33	776.84	756.77	1,999.13	1,923.16	1,746.19	2,207.94	7,876.42
Subtotal - Disposed	346.30	378.33	386.80	1,116.50	1,119.76	1,141.21	1,111.43	4,488.90
Subtotal - Diverted	964.59	1,096.69	1,077.97	2,899.04	2,804.05	2,625.79	3,139.25	11,468.13
Diversion Rate	73.58%	74.35%	73.59%	72.20%	71.46%	69.71%	73.85%	71.87%
<b>Total Disposed</b>	<b>1,359.46</b>	<b>1,379.54</b>	<b>1,416.43</b>	<b>4,204.85</b>	<b>4,053.46</b>	<b>4,163.16</b>	<b>4,155.43</b>	<b>16,576.90</b>
<b>Total Diverted</b>	<b>1,998.50</b>	<b>2,157.99</b>	<b>2,100.12</b>	<b>5,728.44</b>	<b>5,457.46</b>	<b>5,495.28</b>	<b>6,256.61</b>	<b>22,937.79</b>
<b>Total Diversion Rate</b>	<b>59.52%</b>	<b>61.00%</b>	<b>59.72%</b>	<b>57.67%</b>	<b>57.38%</b>	<b>56.90%</b>	<b>60.09%</b>	<b>58.05%</b>
Single-Family Measured Diversion Rate	73.58%	74.35%	73.59%	72.20%	71.46%	69.71%	73.85%	71.87%
Commercial Measured Diversion Rate	50.51%	51.46%	49.82%	47.81%	47.49%	48.71%	50.60%	48.69%
MFD Measured Diversion Rate	30.15%	31.18%	31.26%	29.67%	30.27%	29.89%	30.87%	30.17%
Overall Measured Diversion Rate	59.52%	61.00%	59.72%	57.67%	57.38%	56.90%	60.09%	58.05%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>Menlo Park</b>								
<b><u>Commercial<sup>1</sup> and MFD</u></b>								
Commercial Solid Waste	10,407.78	9,951.68	9,251.31	9,434.44	9,488.72	9,411.65	(77.07)	-0.81%
MFD Solid Waste	2,511.65	2,175.92	2,153.06	2,189.51	2,224.59	2,176.50	(48.09)	-2.16%
Roll-Off Solid Waste	630.67	532.98	410.34	470.77	503.40	499.85	(3.55)	-0.71%
Commercial Recycling	2,013.95	2,566.57	2,687.81	2,855.38	3,255.21	3,407.16	151.95	4.67%
MFD Recycling	527.40	663.85	745.63	765.17	799.00	820.53	21.53	2.69%
Roll-Off Recycling	481.46	268.82	560.53	772.60	799.27	817.20	17.93	2.24%
Commercial Organics	3,707.57	4,094.45	4,345.37	4,265.33	4,898.19	5,923.40	1,025.21	20.93%
MFD Organics	129.37	114.25	124.09	123.61	119.26	119.79	0.53	0.44%
Roll-Off Organics	103.10	356.99	270.73	217.75	255.50	381.58	126.08	49.35%
<b>SUBTOTAL - Disposed Tons</b>	<b>13,550.10</b>	<b>12,660.58</b>	<b>11,814.71</b>	<b>12,094.72</b>	<b>12,216.71</b>	<b>12,088.00</b>	<b>(128.71)</b>	<b>-1.05%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>6,962.85</b>	<b>8,064.93</b>	<b>8,734.16</b>	<b>8,999.84</b>	<b>10,126.43</b>	<b>11,469.66</b>	<b>1,343.23</b>	<b>13.26%</b>
<b><u>Residential</u></b>								
Residential Solid Waste	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	98.97	2.25%
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	3,621.01	3,645.83	3,591.71	(54.12)	-1.48%
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	7,830.59	7,524.42	7,876.42	352.00	4.68%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,366.97</b>	<b>4,459.31</b>	<b>4,375.85</b>	<b>4,380.30</b>	<b>4,389.93</b>	<b>4,488.90</b>	<b>98.97</b>	<b>2.25%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>11,785.12</b>	<b>11,884.41</b>	<b>11,726.94</b>	<b>11,451.60</b>	<b>11,170.25</b>	<b>11,468.13</b>	<b>297.88</b>	<b>2.67%</b>
<b><u>Commercial/MFD and Residential</u></b>								
<b>TOTAL TONS DISPOSED</b>	<b>17,917.07</b>	<b>17,119.89</b>	<b>16,190.56</b>	<b>16,475.02</b>	<b>16,606.64</b>	<b>16,576.90</b>		
<b>TOTAL TONS DIVERTED</b>	<b>18,747.97</b>	<b>19,949.34</b>	<b>20,461.10</b>	<b>20,451.44</b>	<b>21,296.68</b>	<b>22,937.79</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>33.94%</b>	<b>38.91%</b>	<b>42.50%</b>	<b>42.66%</b>	<b>45.32%</b>	<b>48.69%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.73%</b>	<b>26.34%</b>	<b>28.77%</b>	<b>28.87%</b>	<b>29.22%</b>	<b>30.17%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>72.96%</b>	<b>72.72%</b>	<b>72.83%</b>	<b>72.33%</b>	<b>71.79%</b>	<b>71.87%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>51.13%</b>	<b>53.82%</b>	<b>55.83%</b>	<b>55.38%</b>	<b>56.19%</b>	<b>58.05%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>NORTH FAIR OAKS</b>								
<b>Commercial</b>								
Commercial Solid Waste	168.77	167.39	174.79	530.68	514.44	517.47	510.95	2,073.54
Commercial Recycling	58.90	62.60	64.68	174.07	177.76	184.78	186.18	722.79
Commercial Organics	38.15	36.60	37.26	125.35	122.51	118.27	112.01	478.14
Subtotal - Disposed	168.77	167.39	174.79	530.68	514.44	517.47	510.95	2,073.54
Subtotal - Diverted	97.05	99.20	101.94	299.42	300.27	303.05	298.19	1,200.93
Diversion Rate	36.51%	37.21%	36.84%	36.07%	36.86%	36.93%	36.85%	36.68%
<b>MFD</b>								
MFD Solid Waste	83.49	77.19	83.48	249.16	246.14	249.69	244.16	989.15
MFD Recycling	12.25	12.42	13.78	37.30	38.14	37.05	38.45	150.94
MFD Organics	1.66	1.44	1.50	1.92	2.41	4.84	4.60	13.77
Subtotal - Disposed	83.49	77.19	83.48	249.16	246.14	249.69	244.16	989.15
Subtotal - Diverted	13.91	13.86	15.28	39.22	40.55	41.89	43.05	164.71
Diversion Rate	14.28%	15.22%	15.47%	13.60%	14.14%	14.37%	14.99%	14.27%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.32	0.00	0.32
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.32	0.00	0.32
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	251.36	255.25	235.13	760.19	736.05	744.89	741.74	2,982.87
Residential Curbside Recycling	99.70	99.37	99.45	298.98	306.09	290.29	298.52	1,193.88
Residential Curbside Organics	169.32	182.72	162.17	524.85	526.28	480.40	514.21	2,045.74
Subtotal - Disposed	251.36	255.25	235.13	760.19	736.05	744.89	741.74	2,982.87
Subtotal - Diverted	269.02	282.09	261.62	823.83	832.37	770.69	812.73	3,239.62
Diversion Rate	51.70%	52.50%	52.67%	52.01%	53.07%	50.85%	52.28%	52.06%
<b>Total Disposed</b>	<b>503.62</b>	<b>499.83</b>	<b>493.40</b>	<b>1,540.03</b>	<b>1,496.63</b>	<b>1,512.37</b>	<b>1,496.85</b>	<b>6,045.88</b>
<b>Total Diverted</b>	<b>379.98</b>	<b>395.15</b>	<b>378.84</b>	<b>1,162.47</b>	<b>1,173.19</b>	<b>1,115.63</b>	<b>1,153.97</b>	<b>4,605.26</b>
<b>Total Diversion Rate</b>	<b>43.00%</b>	<b>44.15%</b>	<b>43.43%</b>	<b>43.01%</b>	<b>43.94%</b>	<b>42.45%</b>	<b>43.53%</b>	<b>43.24%</b>
Single-Family Measured Diversion Rate	51.70%	52.50%	52.67%	52.01%	53.07%	50.85%	52.28%	52.06%
Commercial Measured Diversion Rate	30.55%	31.61%	31.22%	30.28%	30.94%	31.01%	31.13%	30.84%
MFD Measured Diversion Rate	14.28%	15.22%	15.47%	13.60%	14.14%	14.37%	14.99%	14.27%
Overall Measured Diversion Rate	43.00%	44.15%	43.43%	43.01%	43.94%	42.45%	43.53%	43.24%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2015 - 2016</u>	<u>2015 - 2016</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
<b>North Fair Oaks</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	1,729.60	2,033.91	1,942.78	2,016.00	2,100.63	2,073.54	(27.09)	-1.29%
MFD Solid Waste	785.27	822.70	967.90	975.96	993.25	989.15	(4.10)	-0.41%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.32	0.32	100.00%
Commercial Recycling	418.58	477.20	489.79	564.86	671.61	722.79	51.18	7.62%
MFD Recycling	100.23	110.41	118.40	120.80	142.02	150.94	8.92	6.28%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	366.40	381.55	392.05	472.35	496.02	478.14	(17.88)	-3.60%
MFD Organics	3.02	2.18	1.58	2.11	4.24	13.77	9.53	224.76%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,514.87</b>	<b>2,856.61</b>	<b>2,910.68</b>	<b>2,991.96</b>	<b>3,093.88</b>	<b>3,063.01</b>	<b>(30.87)</b>	<b>-1.00%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>888.23</b>	<b>971.34</b>	<b>1,001.82</b>	<b>1,160.12</b>	<b>1,313.89</b>	<b>1,365.64</b>	<b>51.75</b>	<b>3.94%</b>
<b>Residential</b>								
Residential Solid Waste	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	161.19	5.71%
Residential Curbside Recycling	989.25	1,154.24	1,170.12	1,164.56	1,163.10	1,193.88	30.78	2.65%
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	1,991.06	1,944.71	2,045.74	101.03	5.20%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,493.76</b>	<b>2,768.53</b>	<b>2,832.43</b>	<b>2,791.12</b>	<b>2,821.68</b>	<b>2,982.87</b>	<b>161.19</b>	<b>5.71%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,040.48</b>	<b>3,278.61</b>	<b>3,258.61</b>	<b>3,155.62</b>	<b>3,107.81</b>	<b>3,239.62</b>	<b>131.81</b>	<b>4.24%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>5,008.63</b>	<b>5,625.14</b>	<b>5,743.11</b>	<b>5,783.08</b>	<b>5,915.56</b>	<b>6,045.88</b>		
<b>TOTAL TONS DIVERTED</b>	<b>3,928.71</b>	<b>4,249.95</b>	<b>4,260.43</b>	<b>4,315.74</b>	<b>4,421.70</b>	<b>4,605.26</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>26.10%</b>	<b>25.37%</b>	<b>25.61%</b>	<b>27.94%</b>	<b>29.81%</b>	<b>30.84%</b>		
<b>MFD DIVERSION RATE</b>	<b>11.62%</b>	<b>12.04%</b>	<b>11.03%</b>	<b>11.19%</b>	<b>12.84%</b>	<b>14.27%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>54.94%</b>	<b>54.22%</b>	<b>53.50%</b>	<b>53.06%</b>	<b>52.41%</b>	<b>52.06%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>43.96%</b>	<b>43.04%</b>	<b>42.59%</b>	<b>42.74%</b>	<b>42.77%</b>	<b>43.24%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>REDWOOD CITY</b>								
<b>Commercial</b>								
<b>Commercial Solid Waste</b>	1,393.28	1,405.28	1,467.92	4,202.21	4,049.95	4,082.31	4,266.48	16,600.95
<b>Commercial Recycling</b>	417.14	412.48	434.91	1,255.96	1,154.77	1,182.24	1,264.53	4,857.50
<b>Commercial Organics</b>	369.11	352.77	411.08	1,203.89	1,134.67	1,071.99	1,132.96	4,543.51
<b>Subtotal - Disposed</b>	1,393.28	1,405.28	1,467.92	4,202.21	4,049.95	4,082.31	4,266.48	16,600.95
<b>Subtotal - Diverted</b>	786.25	765.25	845.99	2,459.85	2,289.44	2,254.23	2,397.49	9,401.01
<b>Diversion Rate</b>	36.07%	35.26%	36.56%	36.92%	36.11%	35.58%	35.98%	36.15%
<b>MFD</b>								
<b>MFD Solid Waste</b>	623.62	634.52	640.31	1,910.42	1,895.90	1,891.54	1,898.45	7,596.31
<b>MFD Recycling</b>	137.07	140.59	149.65	413.84	391.10	395.49	427.31	1,627.74
<b>MFD Organics</b>	12.14	13.63	12.22	28.68	30.73	36.55	37.99	133.95
<b>Subtotal - Disposed</b>	623.62	634.52	640.31	1,910.42	1,895.90	1,891.54	1,898.45	7,596.31
<b>Subtotal - Diverted</b>	149.21	154.22	161.87	442.52	421.83	432.04	465.30	1,761.69
<b>Diversion Rate</b>	19.31%	19.55%	20.18%	18.81%	18.20%	18.59%	19.68%	18.83%
<b>Roll-Off</b>								
<b>Roll-Off Solid Waste</b>	319.29	324.63	356.28	959.63	951.48	975.31	1,000.20	3,886.62
<b>Roll-Off Recycling</b>	43.82	35.92	34.21	86.64	106.26	107.48	113.95	414.33
<b>Roll-Off Organics</b>	61.61	74.51	75.84	162.83	179.75	189.37	211.96	743.91
<b>Subtotal - Disposed</b>	319.29	324.63	356.28	959.63	951.48	975.31	1,000.20	3,886.62
<b>Subtotal - Diverted</b>	105.43	110.43	110.05	249.47	286.01	296.85	325.91	1,158.24
<b>Diversion Rate</b>	24.82%	25.38%	23.60%	20.63%	23.11%	23.33%	24.58%	22.96%
<b>Residential</b>								
<b>Residential Solid Waste</b>	801.41	892.57	869.06	2,545.94	2,562.80	2,579.73	2,563.04	10,251.51
<b>Residential Curbside Recycling</b>	610.23	683.92	675.27	1,922.81	1,862.95	1,859.34	1,969.42	7,614.52
<b>Residential Curbside Organics</b>	1,011.68	1,115.39	1,061.61	3,100.41	3,171.72	2,829.94	3,188.68	12,290.75
<b>Subtotal - Disposed</b>	801.41	892.57	869.06	2,545.94	2,562.80	2,579.73	2,563.04	10,251.51
<b>Subtotal - Diverted</b>	1,621.91	1,799.31	1,736.88	5,023.22	5,034.67	4,689.28	5,158.10	19,905.27
<b>Diversion Rate</b>	66.93%	66.84%	66.65%	66.36%	66.27%	64.51%	66.80%	66.01%
<b>Total Disposed</b>	3,137.60	3,257.00	3,333.57	9,618.20	9,460.13	9,528.89	9,728.17	38,335.39
<b>Total Diverted</b>	2,662.80	2,829.21	2,854.79	8,175.06	8,031.95	7,672.40	8,346.80	32,226.21
<b>Total Diversion Rate</b>	45.91%	46.49%	46.13%	45.94%	45.92%	44.60%	46.18%	45.67%
<b>Single-Family Measured Diversion Rate</b>	66.93%	66.84%	66.65%	66.36%	66.27%	64.51%	66.80%	66.01%
<b>Commercial Measured Diversion Rate</b>	30.82%	30.34%	31.21%	30.83%	30.29%	30.03%	30.80%	30.49%
<b>MFD Measured Diversion Rate</b>	19.31%	19.55%	20.18%	18.81%	18.20%	18.59%	19.68%	18.83%
<b>Overall Measured Diversion Rate</b>	45.91%	46.49%	46.13%	45.94%	45.92%	44.60%	46.18%	45.67%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>Redwood City</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	14,650.61	15,913.47	15,321.40	15,896.35	16,346.28	16,600.95	254.67	1.56%
MFD Solid Waste	7,963.02	7,687.77	7,466.53	7,130.61	7,114.06	7,596.31	482.25	6.78%
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	4,098.20	3,944.34	3,886.62	(57.72)	-1.46%
Commercial Recycling	2,984.86	3,477.58	3,492.67	4,054.47	4,511.05	4,857.50	346.45	7.68%
MFD Recycling	1,147.28	1,211.15	1,301.58	1,304.54	1,391.55	1,627.74	236.19	16.97%
Roll-Off Recycling	122.07	114.38	158.71	194.51	336.19	414.33	78.14	23.24%
Commercial Organics	2,656.97	3,229.20	3,442.53	3,710.01	4,426.37	4,543.51	117.14	2.65%
MFD Organics	136.97	129.08	123.64	114.41	105.44	133.95	28.51	27.04%
Roll-Off Organics	616.13	747.42	651.78	632.59	633.50	743.91	110.41	17.43%
<b>SUBTOTAL - Disposed Tons</b>	<b>26,752.49</b>	<b>27,765.08</b>	<b>26,798.52</b>	<b>27,125.16</b>	<b>27,404.68</b>	<b>28,083.88</b>	<b>679.20</b>	<b>2.48%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>7,664.28</b>	<b>8,908.81</b>	<b>9,170.91</b>	<b>10,010.53</b>	<b>11,404.10</b>	<b>12,320.94</b>	<b>916.84</b>	<b>8.04%</b>
<b>Residential</b>								
Residential Solid Waste	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	149.85	1.48%
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	7,568.52	7,446.55	7,614.52	167.97	2.26%
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	12,177.01	11,637.32	12,290.75	653.43	5.61%
<b>SUBTOTAL - Disposed Tons</b>	<b>10,544.13</b>	<b>10,381.14</b>	<b>10,200.24</b>	<b>10,014.51</b>	<b>10,101.66</b>	<b>10,251.51</b>	<b>149.85</b>	<b>1.48%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>18,660.37</b>	<b>19,804.59</b>	<b>20,203.88</b>	<b>19,745.53</b>	<b>19,083.87</b>	<b>19,905.27</b>	<b>821.40</b>	<b>4.30%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>37,296.62</b>	<b>38,146.22</b>	<b>36,998.76</b>	<b>37,139.67</b>	<b>37,506.34</b>	<b>38,335.39</b>		
<b>TOTAL TONS DIVERTED</b>	<b>26,324.65</b>	<b>28,713.40</b>	<b>29,374.79</b>	<b>29,756.06</b>	<b>30,487.97</b>	<b>32,226.21</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>22.27%</b>	<b>24.29%</b>	<b>25.50%</b>	<b>26.96%</b>	<b>29.39%</b>	<b>30.49%</b>		
<b>MFD DIVERSION RATE</b>	<b>13.89%</b>	<b>14.85%</b>	<b>16.03%</b>	<b>16.60%</b>	<b>17.38%</b>	<b>18.83%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>63.90%</b>	<b>65.61%</b>	<b>66.45%</b>	<b>66.35%</b>	<b>65.39%</b>	<b>66.01%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>41.38%</b>	<b>42.95%</b>	<b>44.26%</b>	<b>44.48%</b>	<b>44.84%</b>	<b>45.67%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN CARLOS</b>								
<b>Commercial</b>								
Commercial Solid Waste	513.16	495.84	491.09	1,535.16	1,469.38	1,504.02	1,500.09	6,008.65
Commercial Recycling	176.05	171.99	180.42	558.99	543.78	513.06	528.46	2,144.29
Commercial Organics	148.10	142.34	149.46	366.84	405.11	423.02	439.90	1,634.87
Subtotal - Disposed	513.16	495.84	491.09	1,535.16	1,469.38	1,504.02	1,500.09	6,008.65
Subtotal - Diverted	324.15	314.33	329.88	925.83	948.89	936.08	968.36	3,779.16
Diversion Rate	38.71%	38.80%	40.18%	37.62%	39.24%	38.36%	39.23%	38.61%
<b>MFD</b>								
MFD Solid Waste	132.73	136.23	146.55	395.31	390.71	414.57	415.51	1,616.10
MFD Recycling	38.96	41.43	46.02	124.11	118.07	117.27	126.41	485.86
MFD Organics	9.31	8.49	8.53	30.30	28.20	28.19	26.33	113.02
Subtotal - Disposed	132.73	136.23	146.55	395.31	390.71	414.57	415.51	1,616.10
Subtotal - Diverted	48.27	49.92	54.55	154.41	146.27	145.46	152.74	598.88
Diversion Rate	26.67%	26.82%	27.13%	28.09%	27.24%	25.97%	26.88%	27.04%
<b>Roll-Off</b>								
Roll-Off Solid Waste	56.30	52.06	57.29	232.26	243.68	234.29	165.65	875.88
Roll-Off Recycling	18.53	22.34	25.01	29.89	33.61	32.40	65.88	161.78
Roll-Off Organics	2.53	0.00	2.31	0.00	0.00	0.00	4.84	4.84
Subtotal - Disposed	56.30	52.06	57.29	232.26	243.68	234.29	165.65	875.88
Subtotal - Diverted	21.06	22.34	27.32	29.89	33.61	32.40	70.72	166.62
Diversion Rate	27.22%	30.03%	32.29%	11.40%	12.12%	12.15%	0.00%	15.98%
<b>Residential</b>								
Residential Solid Waste	342.45	368.92	403.60	1,088.69	1,106.16	1,126.38	1,114.97	4,436.20
Residential Curbside Recycling	300.73	324.28	366.94	973.76	918.89	929.43	991.95	3,814.03
Residential Curbside Organics	460.33	501.69	518.85	1,476.05	1,529.63	1,407.09	1,480.87	5,893.64
Subtotal - Disposed	342.45	368.92	403.60	1,088.69	1,106.16	1,126.38	1,114.97	4,436.20
Subtotal - Diverted	761.06	825.97	885.79	2,449.81	2,448.52	2,336.52	2,472.82	9,707.67
Diversion Rate	68.97%	69.13%	68.70%	69.23%	68.88%	67.47%	68.92%	68.64%
<b>Total Disposed</b>	<b>1,044.64</b>	<b>1,053.05</b>	<b>1,098.53</b>	<b>3,251.42</b>	<b>3,209.93</b>	<b>3,279.26</b>	<b>3,196.22</b>	<b>12,936.83</b>
<b>Total Diverted</b>	<b>1,154.54</b>	<b>1,212.56</b>	<b>1,297.54</b>	<b>3,559.94</b>	<b>3,577.29</b>	<b>3,450.46</b>	<b>3,664.64</b>	<b>14,252.33</b>
<b>Total Diversion Rate</b>	<b>52.50%</b>	<b>53.52%</b>	<b>54.15%</b>	<b>52.26%</b>	<b>52.71%</b>	<b>51.27%</b>	<b>53.41%</b>	<b>52.42%</b>
Single-Family Measured Diversion Rate	68.97%	69.13%	68.70%	69.23%	68.88%	67.47%	68.92%	68.64%
Commercial Measured Diversion Rate	35.91%	36.11%	37.21%	33.92%	34.92%	34.10%	36.41%	34.84%
MFD Measured Diversion Rate	26.67%	26.82%	27.13%	28.09%	27.24%	25.97%	26.88%	27.04%
Overall Measured Diversion Rate	52.50%	53.52%	54.15%	52.26%	52.71%	51.27%	53.41%	52.42%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

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

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO</b>								
<b>Commercial</b>								
Commercial Solid Waste	1,279.58	1,202.42	1,244.13	3,745.43	3,550.83	3,677.79	3,726.13	14,700.18
Commercial Recycling	494.38	436.92	465.00	1,467.66	1,261.82	1,371.92	1,396.30	5,497.70
Commercial Organics	314.21	310.03	338.54	899.82	926.21	949.94	962.78	3,738.75
Subtotal - Disposed	1,279.58	1,202.42	1,244.13	3,745.43	3,550.83	3,677.79	3,726.13	14,700.18
Subtotal - Diverted	808.59	746.95	803.54	2,367.48	2,188.03	2,321.86	2,359.08	9,236.45
Diversion Rate	38.72%	38.32%	39.24%	38.73%	38.13%	38.70%	38.77%	38.59%
<b>MFD</b>								
MFD Solid Waste	857.60	860.29	889.65	2,674.76	2,607.15	2,653.14	2,607.54	10,542.59
MFD Recycling	246.66	254.54	271.33	734.53	706.25	717.02	772.53	2,930.33
MFD Organics	20.21	20.31	21.18	79.21	77.88	60.73	61.70	279.52
Subtotal - Disposed	857.60	860.29	889.65	2,674.76	2,607.15	2,653.14	2,607.54	10,542.59
Subtotal - Diverted	266.87	274.85	292.51	813.74	784.13	777.75	834.23	3,209.85
Diversion Rate	23.73%	24.21%	24.74%	23.33%	23.12%	22.67%	24.24%	23.34%
<b>Roll-Off</b>								
Roll-Off Solid Waste	278.99	357.91	318.32	1,102.64	1,016.60	965.87	955.22	4,040.33
Roll-Off Recycling	35.63	51.89	49.86	103.14	77.63	87.77	137.38	405.92
Roll-Off Organics	44.38	41.47	41.86	0.00	55.85	117.83	127.71	301.39
Subtotal - Disposed	278.99	357.91	318.32	1,102.64	1,016.60	965.87	955.22	4,040.33
Subtotal - Diverted	80.01	93.36	91.72	103.14	133.48	205.60	265.09	707.31
Diversion Rate	22.29%	20.69%	22.37%	8.55%	11.61%	17.55%	21.72%	14.90%
<b>Residential</b>								
Residential Solid Waste	995.74	1,076.19	1,144.40	3,174.25	3,185.92	3,215.96	3,216.33	12,792.46
Residential Curbside Recycling	682.14	767.35	853.99	2,218.82	2,168.03	2,157.42	2,303.48	8,847.75
Residential Curbside Organics	1,054.74	1,148.34	1,164.69	3,471.66	3,693.03	3,232.09	3,367.77	13,764.55
Subtotal - Disposed	995.74	1,076.19	1,144.40	3,174.25	3,185.92	3,215.96	3,216.33	12,792.46
Subtotal - Diverted	1,736.88	1,915.69	2,018.68	5,690.48	5,861.06	5,389.51	5,671.25	22,612.30
Diversion Rate	63.56%	64.03%	63.82%	64.19%	64.78%	62.63%	63.81%	63.87%
<b>Total Disposed</b>	<b>3,411.91</b>	<b>3,496.81</b>	<b>3,596.50</b>	<b>10,697.08</b>	<b>10,360.50</b>	<b>10,512.76</b>	<b>10,505.22</b>	<b>42,075.56</b>
<b>Total Diverted</b>	<b>2,892.35</b>	<b>3,030.85</b>	<b>3,206.45</b>	<b>8,974.84</b>	<b>8,966.70</b>	<b>8,694.72</b>	<b>9,129.65</b>	<b>35,765.91</b>
<b>Total Diversion Rate</b>	<b>45.88%</b>	<b>46.43%</b>	<b>47.13%</b>	<b>45.62%</b>	<b>46.39%</b>	<b>45.27%</b>	<b>46.50%</b>	<b>45.95%</b>
Single-Family Measured Diversion Rate	63.56%	64.03%	63.82%	64.19%	64.78%	62.63%	63.81%	63.87%
Commercial Measured Diversion Rate	32.35%	31.54%	32.63%	30.39%	30.21%	31.18%	32.18%	31.00%
MFD Measured Diversion Rate	23.73%	24.21%	24.74%	23.33%	23.12%	22.67%	24.24%	23.34%
Overall Measured Diversion Rate	45.88%	46.43%	47.13%	45.62%	46.39%	45.27%	46.50%	45.95%

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<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>San Mateo</b>								
<b><u>Commercial<sup>1</sup> and MFD</u></b>								
Commercial Solid Waste	13,943.82	14,785.48	14,034.95	14,458.76	14,363.59	14,700.18	336.59	2.34%
MFD Solid Waste	11,703.20	10,580.12	10,663.03	10,499.72	10,653.67	10,542.59	(111.08)	-1.04%
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	4,175.79	4,217.65	4,040.33	(177.32)	-4.20%
Commercial Recycling	3,608.08	4,286.18	4,599.20	4,994.51	5,082.44	5,497.70	415.26	8.17%
MFD Recycling	2,365.38	2,278.04	2,498.87	2,609.95	2,759.57	2,930.33	170.76	6.19%
Roll-Off Recycling	438.38	498.93	422.51	403.03	396.65	405.92	9.27	2.34%
Commercial Organics	2,646.99	3,006.65	3,033.41	3,169.17	3,468.84	3,738.75	269.91	7.78%
MFD Organics	382.22	357.70	342.73	291.12	311.59	279.52	(32.07)	-10.29%
Roll-Off Organics	0.47	18.50	0.00	0.00	2.44	301.39	298.95	12252.05%
<b>SUBTOTAL - Disposed Tons</b>	<b>29,970.77</b>	<b>29,965.91</b>	<b>29,153.23</b>	<b>29,134.27</b>	<b>29,234.91</b>	<b>29,283.10</b>	<b>48.19</b>	<b>0.16%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>9,441.52</b>	<b>10,446.00</b>	<b>10,896.72</b>	<b>11,467.78</b>	<b>12,021.53</b>	<b>13,153.61</b>	<b>1,132.08</b>	<b>9.42%</b>
<b><u>Residential</u></b>								
Residential Solid Waste	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	155.97	1.23%
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	8,542.51	8,569.35	8,847.75	278.40	3.25%
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	13,676.71	12,814.53	13,764.55	950.02	7.41%
<b>SUBTOTAL - Disposed Tons</b>	<b>12,310.20</b>	<b>12,733.82</b>	<b>12,520.79</b>	<b>12,502.09</b>	<b>12,636.49</b>	<b>12,792.46</b>	<b>155.97</b>	<b>1.23%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>22,323.72</b>	<b>22,704.82</b>	<b>22,462.77</b>	<b>22,219.22</b>	<b>21,383.88</b>	<b>22,612.30</b>	<b>1,228.42</b>	<b>5.74%</b>
<b><u>Commercial/MFD and Residential</u></b>								
<b>TOTAL TONS DISPOSED</b>	<b>42,280.97</b>	<b>42,699.73</b>	<b>41,674.02</b>	<b>41,636.36</b>	<b>41,871.40</b>	<b>42,075.56</b>		
<b>TOTAL TONS DIVERTED</b>	<b>31,765.24</b>	<b>33,150.82</b>	<b>33,359.49</b>	<b>33,687.00</b>	<b>33,405.41</b>	<b>35,765.91</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.96%</b>	<b>25.85%</b>	<b>27.21%</b>	<b>28.24%</b>	<b>29.14%</b>	<b>31.00%</b>		
<b>MFD DIVERSION RATE</b>	<b>19.01%</b>	<b>19.94%</b>	<b>21.04%</b>	<b>21.65%</b>	<b>22.38%</b>	<b>23.34%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>64.46%</b>	<b>64.07%</b>	<b>64.21%</b>	<b>63.99%</b>	<b>62.86%</b>	<b>63.87%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>42.90%</b>	<b>43.71%</b>	<b>44.46%</b>	<b>44.72%</b>	<b>44.38%</b>	<b>45.95%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO COUNTY</b>								
<b>Commercial</b>								
Commercial Solid Waste	74.53	77.12	77.10	208.74	202.50	209.75	228.75	849.74
Commercial Recycling	29.80	31.32	30.67	83.19	77.33	81.32	91.79	333.63
Commercial Organics	20.09	19.32	21.12	85.75	66.41	62.46	60.53	275.15
Subtotal - Disposed	74.53	77.12	77.10	208.74	202.50	209.75	228.75	849.74
Subtotal - Diverted	49.89	50.64	51.79	168.94	143.74	143.78	152.32	608.78
Diversion Rate	40.10%	39.64%	40.18%	44.73%	41.51%	40.67%	39.97%	41.74%
<b>MFD</b>								
MFD Solid Waste	37.25	34.59	37.99	112.46	109.99	110.47	109.83	442.75
MFD Recycling	4.39	4.42	5.09	15.00	14.25	14.10	13.90	57.25
MFD Organics	0.27	0.27	0.26	0.97	0.91	0.87	0.80	3.55
Subtotal - Disposed	37.25	34.59	37.99	112.46	109.99	110.47	109.83	442.75
Subtotal - Diverted	4.66	4.69	5.35	15.97	15.16	14.97	14.70	60.80
Diversion Rate	11.12%	11.94%	12.34%	12.43%	12.11%	11.93%	11.80%	12.07%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	5.45	0.00	0.00	0.00	0.00	5.45	5.45
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	5.45	0.00	0.00	0.00	0.00	5.45	5.45
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	214.75	233.66	244.19	680.69	669.45	689.48	692.60	2,732.22
Residential Curbside Recycling	187.45	213.49	227.33	599.46	580.27	571.82	628.27	2,379.82
Residential Curbside Organics	339.86	347.29	342.26	1,019.79	1,029.65	944.59	1,029.41	4,023.44
Subtotal - Disposed	214.75	233.66	244.19	680.69	669.45	689.48	692.60	2,732.22
Subtotal - Diverted	527.31	560.78	569.59	1,619.25	1,609.92	1,516.41	1,657.68	6,403.26
Diversion Rate	71.06%	70.59%	69.99%	70.40%	70.63%	68.74%	70.53%	70.09%
<b>Total Disposed</b>	<b>326.53</b>	<b>350.82</b>	<b>359.28</b>	<b>1,001.89</b>	<b>981.94</b>	<b>1,009.70</b>	<b>1,036.63</b>	<b>4,030.16</b>
<b>Total Diverted</b>	<b>581.86</b>	<b>616.11</b>	<b>626.73</b>	<b>1,804.16</b>	<b>1,768.82</b>	<b>1,675.16</b>	<b>1,824.70</b>	<b>7,072.84</b>
<b>Total Diversion Rate</b>	<b>64.05%</b>	<b>63.72%</b>	<b>63.56%</b>	<b>64.30%</b>	<b>64.30%</b>	<b>62.39%</b>	<b>63.77%</b>	<b>63.70%</b>
Single-Family Measured Diversion Rate	71.06%	70.59%	69.99%	70.40%	70.63%	68.74%	70.53%	70.09%
Commercial Measured Diversion Rate	32.80%	32.08%	33.18%	36.54%	33.71%	33.14%	32.68%	34.03%
MFD Measured Diversion Rate	11.12%	11.94%	12.34%	12.43%	12.11%	11.93%	11.80%	12.07%
Overall Measured Diversion Rate	64.05%	63.72%	63.56%	64.30%	64.30%	62.39%	63.77%	63.70%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>San Mateo County</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	998.90	1,050.52	995.20	896.77	825.15	849.74	24.59	2.98%
MFD Solid Waste	419.41	397.14	411.31	419.04	426.93	442.75	15.82	3.71%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	5.45	5.45	100.00%
Commercial Recycling	199.65	243.73	264.07	283.65	296.74	333.63	36.89	12.43%
MFD Recycling	60.39	49.96	48.18	50.51	55.87	57.25	1.38	2.47%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	145.94	219.45	223.46	320.68	345.98	275.15	(70.83)	-20.47%
MFD Organics	8.13	4.84	4.48	3.52	3.77	3.55	(0.22)	-5.84%
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,418.31</b>	<b>1,447.66</b>	<b>1,406.51</b>	<b>1,315.81</b>	<b>1,252.08</b>	<b>1,297.94</b>	<b>45.86</b>	<b>3.66%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>414.21</b>	<b>517.98</b>	<b>540.19</b>	<b>658.36</b>	<b>702.36</b>	<b>669.58</b>	<b>(32.78)</b>	<b>-4.67%</b>
<b>Residential</b>								
Residential Solid Waste	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	46.17	1.72%
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	2,371.48	2,384.26	2,379.82	(4.44)	-0.19%
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	3,935.51	3,884.85	4,023.44	138.59	3.57%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,596.84</b>	<b>2,706.08</b>	<b>2,675.81</b>	<b>2,691.69</b>	<b>2,686.05</b>	<b>2,732.22</b>	<b>46.17</b>	<b>1.72%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>6,281.18</b>	<b>6,675.02</b>	<b>6,676.77</b>	<b>6,306.99</b>	<b>6,269.11</b>	<b>6,403.26</b>	<b>134.15</b>	<b>2.14%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>4,015.15</b>	<b>4,153.74</b>	<b>4,082.32</b>	<b>4,007.50</b>	<b>3,938.13</b>	<b>4,030.16</b>		
<b>TOTAL TONS DIVERTED</b>	<b>6,695.39</b>	<b>7,193.00</b>	<b>7,216.96</b>	<b>6,965.35</b>	<b>6,971.47</b>	<b>7,072.84</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>22.60%</b>	<b>26.35%</b>	<b>27.75%</b>	<b>33.35%</b>	<b>35.94%</b>	<b>34.03%</b>		
<b>MFD DIVERSION RATE</b>	<b>14.04%</b>	<b>12.13%</b>	<b>11.35%</b>	<b>11.42%</b>	<b>12.26%</b>	<b>12.07%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>70.75%</b>	<b>71.15%</b>	<b>71.39%</b>	<b>70.09%</b>	<b>70.01%</b>	<b>70.09%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>62.51%</b>	<b>63.39%</b>	<b>63.87%</b>	<b>63.48%</b>	<b>63.90%</b>	<b>63.70%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>WEST BAY</b>								
<b>Commercial</b>								
Commercial Solid Waste	31.75	31.32	30.69	100.64	96.03	100.38	93.76	390.81
Commercial Recycling	13.72	13.87	14.77	41.86	39.00	37.34	42.36	160.56
Commercial Organics	15.31	13.52	13.42	38.61	43.05	45.07	42.25	168.98
Subtotal - Disposed	31.75	31.32	30.69	100.64	96.03	100.38	93.76	390.81
Subtotal - Diverted	29.03	27.39	28.19	80.47	82.05	82.41	84.61	329.54
Diversion Rate	47.76%	46.65%	47.88%	44.43%	46.07%	45.08%	47.44%	45.75%
<b>MFD</b>								
MFD Solid Waste	2.08	2.32	2.34	6.99	6.43	6.92	6.74	27.08
MFD Recycling	0.98	1.10	1.14	3.29	3.18	3.15	3.22	12.84
MFD Organics	0.36	0.48	0.36	0.42	0.40	1.09	1.20	3.11
Subtotal - Disposed	2.08	2.32	2.34	6.99	6.43	6.92	6.74	27.08
Subtotal - Diverted	1.34	1.58	1.50	3.71	3.58	4.24	4.42	15.95
Diversion Rate	39.18%	40.51%	39.06%	34.67%	35.76%	37.99%	39.61%	37.07%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Residential</b>								
Residential Solid Waste	89.43	104.60	99.16	279.03	289.60	282.64	293.19	1,144.46
Residential Curbside Recycling	89.54	110.38	97.97	277.68	268.25	262.06	297.89	1,105.88
Residential Curbside Organics	212.89	255.52	225.29	601.22	571.28	540.92	693.70	2,407.12
Subtotal - Disposed	89.43	104.60	99.16	279.03	289.60	282.64	293.19	1,144.46
Subtotal - Diverted	302.43	365.90	323.26	878.90	839.53	802.98	991.59	3,513.00
Diversion Rate	77.18%	77.77%	76.53%	75.90%	74.35%	73.97%	77.18%	75.43%
<b>Total Disposed</b>	<b>123.26</b>	<b>138.24</b>	<b>132.19</b>	<b>386.66</b>	<b>392.06</b>	<b>389.94</b>	<b>393.69</b>	<b>1,562.35</b>
<b>Total Diverted</b>	<b>332.80</b>	<b>394.87</b>	<b>352.95</b>	<b>963.08</b>	<b>925.16</b>	<b>889.63</b>	<b>1,080.62</b>	<b>3,858.49</b>
<b>Total Diversion Rate</b>	<b>72.97%</b>	<b>74.07%</b>	<b>72.75%</b>	<b>71.35%</b>	<b>70.24%</b>	<b>69.53%</b>	<b>73.30%</b>	<b>71.18%</b>
Single-Family Measured Diversion Rate	77.18%	77.77%	76.53%	75.90%	74.35%	73.97%	77.18%	75.43%
Commercial Measured Diversion Rate	47.31%	46.27%	47.34%	43.89%	45.53%	44.68%	46.97%	45.26%
MFD Measured Diversion Rate	39.18%	40.51%	39.06%	34.67%	35.76%	37.99%	39.61%	37.07%
Overall Measured Diversion Rate	72.97%	74.07%	72.75%	71.35%	70.24%	69.53%	73.30%	71.18%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>2015 - 2016</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2015 - 2016</u> <u>% Change</u>
<b>West Bay Sanitary</b>								
<b>Commercial<sup>1</sup> and MFD</b>								
Commercial Solid Waste	392.32	379.90	374.80	409.91	398.25	390.81	(7.44)	-1.87%
MFD Solid Waste	72.55	61.63	47.95	27.81	27.49	27.08	(0.41)	-1.49%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	103.53	128.31	136.16	148.27	161.07	160.56	(0.51)	-0.32%
MFD Recycling	16.80	18.33	16.56	13.10	13.50	12.84	(0.66)	-4.89%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	46.18	102.39	139.39	146.95	140.27	168.98	28.71	20.47%
MFD Organics	0.00	0.00	0.82	1.66	1.75	3.11	1.36	77.71%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>464.87</b>	<b>441.53</b>	<b>422.75</b>	<b>437.72</b>	<b>425.74</b>	<b>417.89</b>	<b>(7.85)</b>	<b>-1.84%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>166.51</b>	<b>249.03</b>	<b>292.93</b>	<b>309.98</b>	<b>316.59</b>	<b>345.49</b>	<b>28.90</b>	<b>9.13%</b>
<b>Residential</b>								
Residential Solid Waste	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	17.00	1.51%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	1,121.17	1,093.36	1,105.88	12.52	1.15%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	2,391.92	2,321.20	2,407.12	85.92	3.70%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,094.48</b>	<b>1,204.69</b>	<b>1,172.16</b>	<b>1,156.83</b>	<b>1,127.46</b>	<b>1,144.46</b>	<b>17.00</b>	<b>1.51%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,462.82</b>	<b>3,659.22</b>	<b>3,589.47</b>	<b>3,513.09</b>	<b>3,414.56</b>	<b>3,513.00</b>	<b>98.44</b>	<b>2.88%</b>
<b>Commercial/MFD and Residential</b>								
<b>TOTAL TONS DISPOSED</b>	<b>1,559.35</b>	<b>1,646.22</b>	<b>1,594.91</b>	<b>1,594.55</b>	<b>1,553.20</b>	<b>1,562.35</b>		
<b>TOTAL TONS DIVERTED</b>	<b>3,629.33</b>	<b>3,908.25</b>	<b>3,882.40</b>	<b>3,823.07</b>	<b>3,731.15</b>	<b>3,858.49</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>26.37%</b>	<b>36.06%</b>	<b>40.93%</b>	<b>41.46%</b>	<b>42.65%</b>	<b>45.26%</b>		
<b>MFD DIVERSION RATE</b>	<b>18.80%</b>	<b>22.92%</b>	<b>26.60%</b>	<b>34.67%</b>	<b>35.68%</b>	<b>37.07%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>75.98%</b>	<b>75.23%</b>	<b>75.38%</b>	<b>75.23%</b>	<b>75.18%</b>	<b>75.43%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>69.95%</b>	<b>70.36%</b>	<b>70.88%</b>	<b>70.57%</b>	<b>70.61%</b>	<b>71.18%</b>		

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

**RECOLOGY QUARTERLY REPORT 2016**

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2016 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>TOTAL SBWMA</b>								
<b>Commercial</b>								
Commercial Solid Waste	5,545.81	5,434.74	5,605.61	16,742.51	15,997.46	16,286.21	16,586.16	65,612.34
Commercial Recycling	2,051.79	1,993.00	2,064.52	6,351.81	5,857.81	5,899.34	6,109.31	24,218.27
Commercial Organics	2,128.65	2,114.20	2,215.80	6,078.95	6,014.82	6,076.40	6,458.65	24,628.82
Subtotal - Disposed	5,545.81	5,434.74	5,605.61	16,742.51	15,997.46	16,286.21	16,586.16	65,612.34
Subtotal - Diverted	4,180.44	4,107.20	4,280.32	12,430.76	11,872.63	11,975.74	12,567.96	48,847.09
Diversion Rate	42.98%	43.04%	43.30%	42.61%	42.60%	42.37%	43.11%	42.68%
<b>MFD</b>								
MFD Solid Waste	2,786.30	2,783.04	2,899.53	8,628.62	8,412.17	8,514.83	8,468.87	34,024.49
MFD Recycling	758.92	779.76	834.79	2,293.77	2,196.91	2,214.08	2,373.47	9,078.23
MFD Organics	79.93	81.03	79.29	236.71	235.87	233.53	240.25	946.36
Subtotal - Disposed	2,786.30	2,783.04	2,899.53	8,628.62	8,412.17	8,514.83	8,468.87	34,024.49
Subtotal - Diverted	838.85	860.79	914.08	2,530.48	2,432.78	2,447.61	2,613.72	10,024.59
Diversion Rate	23.14%	23.62%	23.97%	22.68%	22.43%	22.33%	23.58%	22.76%
<b>Roll-Off</b>								
Roll-Off Solid Waste	1,678.33	1,735.68	1,734.10	5,156.04	5,253.26	5,403.88	5,148.11	20,961.29
Roll-Off Recycling	182.23	207.24	185.27	461.41	476.45	498.65	574.74	2,011.25
Roll-Off Organics	219.39	273.01	229.56	512.32	568.71	628.28	721.96	2,431.27
Subtotal - Disposed	1,678.33	1,735.68	1,734.10	5,156.04	5,253.26	5,403.88	5,148.11	20,961.29
Subtotal - Diverted	401.62	480.25	414.83	973.73	1,045.16	1,126.93	1,296.70	4,442.52
Diversion Rate	19.31%	21.67%	19.30%	15.89%	16.59%	17.26%	20.12%	17.49%
<b>Residential</b>								
Residential Solid Waste	4,737.65	5,181.36	5,240.92	14,890.62	15,026.05	15,179.62	15,159.93	60,256.22
Residential Curbside Recycling	3,342.88	3,741.01	3,872.10	10,598.46	10,251.18	10,204.80	10,955.99	42,010.43
Residential Curbside Organics	6,194.24	6,805.53	6,574.74	19,119.56	19,426.83	17,553.87	19,574.51	75,674.77
Subtotal - Disposed	4,737.65	5,181.36	5,240.92	14,890.62	15,026.05	15,179.62	15,159.93	60,256.22
Subtotal - Diverted	9,537.12	10,546.54	10,446.84	29,718.02	29,678.01	27,758.67	30,530.50	117,685.20
Diversion Rate	66.81%	67.06%	66.59%	66.62%	66.39%	64.65%	66.82%	66.14%
<b>Total Disposed</b>	<b>14,748.09</b>	<b>15,134.82</b>	<b>15,480.16</b>	<b>45,417.79</b>	<b>44,688.94</b>	<b>45,384.54</b>	<b>45,363.07</b>	<b>180,854.34</b>
<b>Total Diverted</b>	<b>14,958.03</b>	<b>15,994.78</b>	<b>16,056.07</b>	<b>45,652.99</b>	<b>45,028.58</b>	<b>43,308.95</b>	<b>47,008.88</b>	<b>180,999.40</b>
<b>Total Diversion Rate</b>	<b>50.35%</b>	<b>51.38%</b>	<b>50.91%</b>	<b>50.13%</b>	<b>50.19%</b>	<b>48.83%</b>	<b>50.89%</b>	<b>50.02%</b>
Single-Family Measured Diversion Rate	66.81%	67.06%	66.59%	66.62%	66.39%	64.65%	66.82%	66.14%
Commercial Measured Diversion Rate	35.13%	35.37%	35.39%	34.30%	34.10%	33.99%	35.30%	34.43%
MFD Measured Diversion Rate	23.14%	23.62%	23.97%	22.68%	22.43%	22.33%	23.58%	22.76%
Overall Measured Diversion Rate	50.35%	51.38%	50.91%	50.13%	50.19%	48.83%	50.89%	50.02%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2016

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - DECEMBER 2016

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

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

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

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	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	30	30	32	92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Belmont	70	53	84	207	0	0	0	0	2	0	0	2	0	0	0	0	1	0	0	1	2	0	2	4
Burlingame	56	50	130	236	0	0	0	0	0	0	0	0	0	0	0	1	1	1	3	1	0	2	3	
East Palo Alto	36	16	53	105	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	
Foster City	43	39	32	114	0	2	0	2	0	0	0	0	0	0	0	0	1	0	1	1	0	1	2	
Hillsborough	57	49	60	166	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	
Menlo Park	94	87	150	331	2	0	0	2	0	0	0	0	1	0	0	1	1	0	0	1	1	2	0	3
North Fair Oaks	20	13	53	86	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	1	2	
Redwood City	150	156	274	580	0	1	0	1	0	1	0	1	0	0	0	0	0	0	0	5	2	3	10	
San Carlos	80	87	144	311	0	1	2	3	0	0	0	0	0	0	0	0	0	2	2	2	0	0	2	
San Mateo	148	145	235	528	0	0	2	2	0	1	0	1	0	0	0	1	0	1	2	3	3	3	9	
San Mateo County	53	35	65	153	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
West Bay	26	20	31	77	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals	863	780	1,343	2,986	2	6	4	12	2	2	0	4	1	0	0	1	5	2	4	11	16	11	14	41

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	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	52	53	88	193	7	11	10	28	0	0	0	0	42	87	83	212	17	42	20	79
Belmont	240	327	338	905	16	21	29	66	3	0	0	3	135	203	265	603	48	48	121	217
Burlingame	209	312	258	779	29	36	33	98	0	0	0	0	154	256	270	680	59	130	58	247
East Palo Alto	104	132	121	357	9	6	9	24	1	0	0	1	71	94	123	288	13	11	16	40
Foster City	211	251	294	756	9	18	17	44	1	0	1	2	119	163	234	516	44	42	103	189
Hillsborough	119	166	155	440	9	10	25	44	0	0	0	0	90	89	123	302	13	11	68	92
Menlo Park	211	265	229	705	40	33	30	103	0	0	1	1	166	241	254	661	118	69	48	235
North Fair Oaks	87	85	74	246	10	10	7	27	0	0	0	0	61	53	76	190	9	16	12	37
Redwood City	481	663	607	1751	63	66	78	207	1	1	0	2	326	442	540	1308	29	20	20	69
San Carlos	250	385	324	959	52	42	46	140	0	1	0	1	722	790	666	2178	77	142	65	284
San Mateo	740	950	900	2590	70	66	113	249	2	2	1	5	519	644	750	1913	319	192	156	667
San Mateo County	143	193	209	545	12	4	6	22	0	0	0	0	82	118	171	371	26	36	86	148
West Bay	59	84	75	218	2	0	10	12	0	0	0	0	31	51	57	139	34	14	7	55
Totals	2,906	3,866	3,672	10,444	328	323	413	1,064	8	4	3	15	2,518	3,231	3,612	9,361	806	773	780	2,359

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

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
October	12,893	12,729	164	1.27%	15.91	90.39%	216
November	13,845	13,621	224	1.62%	19.77	86.88%	207
December	15,805	14,507	1,298	8.21%	52.00	66.87%	171
Quarter 4	42,543	40,857	1,686	3.96%	30.01	80.87%	594

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

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	0	0	0	<b>0</b>	3	2	0	<b>5</b>	35	0	20	<b>55</b>
Burlingame	4	3	5	<b>12</b>	1	2	0	<b>3</b>	24	0	20	<b>44</b>
East Palo Alto	1	1	0	<b>2</b>	0	1	0	<b>1</b>	6	0	0	<b>6</b>
Foster City	0	2	0	<b>2</b>	0	0	0	<b>0</b>	1	0	0	<b>1</b>
Hillsborough	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	3	1	0	<b>4</b>	1	6	0	<b>7</b>	64	0	24	<b>88</b>
North Fair Oaks	8	0	0	<b>8</b>	0	0	0	<b>0</b>	24	0	0	<b>24</b>
Redwood City	5	8	3	<b>16</b>	2	0	2	<b>4</b>	50	0	315	<b>365</b>
San Carlos	0	4	1	<b>5</b>	2	3	1	<b>6</b>	0	26	0	<b>26</b>
San Mateo	4	11	4	<b>19</b>	1	10	2	<b>13</b>	257	91	303	<b>651</b>
San Mateo County	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	34	0	<b>34</b>
West Bay	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Totals	25	30	13	<b>68</b>	10	24	5	<b>39</b>	461	151	682	<b>1,294</b>

2016 LIQUIDATED DAMAGES

COLLECTION  
QUALITY

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

8.01.A, 8.02.H,

	October			November			December			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Belmont	1	0	0	-	0	0	-	0	0	1	0	-	-	2	\$ 150
Burlingame	1	0	0	1	0	0	1	0	0	3	0	-	-	2	\$ 150
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Foster City	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Menlo Park	1	0	0	-	0	0	-	0	0	1	0	-	-	3	\$ 150
North Fair Oaks	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
Redwood City	1	0	0	-	0	0	-	0	0	1	0	-	-	6	\$ 150
San Carlos	-	0	0	-	0	0	2	0	0	2	0	-	-	3	\$ 150
San Mateo	2	0	0	-	0	0	1	0	0	3	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
	7	0	0	2	0	0	4	0	0	13	0	-	-	31	

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

8.02.C

	October			November			December			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
	-	0	0	-	0	0	-	0	0	-	0	-	-	59	

3. **Complaints regarding improper container placement**

8.02.B.1

	October			November			December			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	12	\$ 50
Belmont	3	0	0	2	0	0	1	0	0	6	0	-	-	36	\$ 50
Burlingame	6	0	0	3	0	0	2	0	0	11	0	-	-	35	\$ 50
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	23	\$ 50
Foster City	-	0	0	1	0	0	1	0	0	2	0	-	-	35	\$ 50
Hillsborough	-	0	0	1	0	0	2	0	0	3	0	-	-	20	\$ 50
Menlo Park	2	0	0	1	0	0	1	0	0	4	0	-	-	42	\$ 50
North Fair Oaks	1	0	0	1	0	0	1	0	0	3	0	-	-	14	\$ 50
Redwood City	2	0	0	1	0	0	8	0	0	11	0	-	-	94	\$ 50
San Carlos	1	0	0	3	0	0	3	0	0	7	0	-	-	46	\$ 50
San Mateo	10	0	0	6	0	0	7	0	0	23	0	-	-	105	\$ 50
San Mateo Cnty	2	0	0	-	0	0	2	0	0	4	0	-	-	27	\$ 50
West Bay	-	0	0	1	0	0	1	0	0	2	0	-	-	11	\$ 50
	27	0	0	21	0	0	29	0	0	77	0	-	-	500	

## 2016 LIQUIDATED DAMAGES

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

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

**5. Excessive noise complaints**

**8.02.J**

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

**6. Complaints regarding unacceptable employee behavior**

**8.06.J**

	October			November			December			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 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	-	250	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	1	1	250	-	-	0	-	-	0	1	1	250	500	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	500	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	500	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	1	1	250	-	0	0	-	0	0	1	1	250	1,750	-	



## 2016 LIQUIDATED DAMAGES

7.A, 7.B,

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

8.02.I

	October			November			December			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	1	0	0	-	0	0	1	0	-	-	3	\$ 50
Belmont	2	0	0	-	0	0	2	0	0	4	0	-	-	9	\$ 50
Burlingame	1	0	0	-	0	0	2	0	0	3	0	-	-	8	\$ 50
East Palo Alto	1	0	0	1	0	0	-	0	0	2	0	-	-	5	\$ 50
Foster City	1	0	0	-	0	0	1	0	0	2	0	-	-	9	\$ 50
Hillsborough	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 50
Menlo Park	1	0	0	1	0	0	-	0	0	2	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 50
Redwood City	5	0	0	1	0	0	3	0	0	9	0	-	-	22	\$ 50
San Carlos	2	0	0	-	0	0	-	0	0	2	0	-	-	11	\$ 50
San Mateo	3	0	0	3	0	0	3	0	0	9	0	-	-	25	\$ 50
San Mateo Cnty	-	0	0	-	0	0	1	0	0	1	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	16	0	0	8	0	0	13	0	0	37	0	-	-	119	

8.

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

8.02.I

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

**CUSTOMER SERVICE QUALITY**

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

7.02.D

	October			November			December			Q4			2016 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2016 LIQUIDATED DAMAGES

REPORTING

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

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

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

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

2016 LIQUIDATED DAMAGES

OTHER

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

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

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

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

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

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

## 2016 LIQUIDATED DAMAGES

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

6.01

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

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

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Oct	Nov	Dec			Oct	Nov	Dec	Total
Quarter 4	Oct	Nov	Dec			Oct	Nov	Dec	Total
Atherton	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Belmont	0	0	0	N/A	0	\$0	\$0	\$0	\$0
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	0	N/A	0	\$0	(\$100)	\$0	(\$100)
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	2	0	0	N/A	0	(\$100)	\$0	\$0	(\$100)
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
San Carlos	0	1	2	N/A	0	\$0	(\$50)	(\$100)	(\$150)
San Mateo	0	0	2	N/A	0	\$0	\$0	(\$100)	(\$100)
San Mateo County	0	0	0	N/A	0	\$0	\$0	\$0	\$0
West Bay	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
<b>Totals</b>	<b>2</b>	<b>6</b>	<b>4</b>			<b>(\$100)</b>	<b>(\$300)</b>	<b>(\$200)</b>	<b>(\$600)</b>

Recology San Mateo County

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

Aggregate SBWMA

Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	\$500 Incentive Payment due \$500 per Second	\$500 Disincentive Payment due \$500 per Second	Quarterly Net Amount
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Quarter 4  
Month

October	15	15	30	0	0	\$140	\$0	\$140
November	19	15	30	0	0	\$0	\$0	\$0
December	51	15	30	0	21	\$0	(\$10,475)	(\$10,475)
Totals						\$140	(\$10,475)	(\$10,335)
			Year 2015					
		Agency	Solid Waste Tons					
		Atherton	2,171			\$2	(\$128)	(\$126)
		Belmont	7,998			\$6	(\$472)	(\$465)
		Burlingame	22,755			\$18	(\$1,342)	(\$1,324)
		East Palo Alto	11,792			\$9	(\$696)	(\$686)
		Foster City	10,010			\$8	(\$590)	(\$583)
		Hillsborough	2,609			\$2	(\$154)	(\$152)
		Menlo Park	16,607			\$13	(\$980)	(\$966)
		North Fair Oaks	5,916			\$5	(\$349)	(\$344)
		Redwood City	37,506			\$30	(\$2,212)	(\$2,183)
		San Carlos	12,866			\$10	(\$759)	(\$749)
		San Mateo	41,871			\$33	(\$2,470)	(\$2,437)
		San Mateo County	3,938			\$3	(\$232)	(\$229)
		West Bay	1,553			\$1	(\$92)	(\$90)
			177,591			\$140	(\$10,475)	(\$10,335)

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

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

**Quarter 4      Month** **\$5**

October	331			N/A	331	N/A	(\$1,655)
November	607			N/A	607	N/A	(\$3,035)
December	2,709			N/A	2,709	N/A	(\$13,545)
<b>Totals</b>	<b>3,647</b>	<b>42,543</b>	<b>2,127</b>		<b>3,647</b>		<b>(\$18,235)</b>

		Year 2015 Tons of Solid Waste Collected			
	Agency				
	Atherton	2,171		N/A	(\$223)
	Belmont	7,998		N/A	(\$821)
	Burlingame	22,755		N/A	(\$2,336)
	East Palo Alto	11,792		N/A	(\$1,211)
	Foster City	10,010		N/A	(\$1,028)
	Hillsborough	2,609		N/A	(\$268)
	Menlo Park	16,607		N/A	(\$1,705)
	North Fair Oaks	5,916		N/A	(\$607)
	Redwood City	37,506		N/A	(\$3,851)
	San Carlos	12,866		N/A	(\$1,321)
	San Mateo	41,871		N/A	(\$4,299)
	San Mateo County	3,938		N/A	(\$404)
	West Bay	1,553		N/A	(\$159)
		<u>177,591</u>		<u>N/A</u>	<u>(\$18,235)</u>

Recology San Mateo County  
 Quarterly Contamination  
 Disincentive Calculation  
 Rate Year 2016

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	10,796.03	8.50%	8.70%	0.20%	22	\$175	\$3,779
Commercial Targeted Recyclable Materials	8,718.72	10.00%	8.40%	-1.60%	N/A	\$70	N/A
Residential Organic Materials	19,574.51	5.00%	1.70%	-3.30%	N/A	\$70	N/A
Commercial Organic Materials	5,969.99	10.00%	6.20%	-3.80%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	1,450.87	5.00%	1.00%	-4.00%	N/A	\$70	N/A
						Total	\$3,779



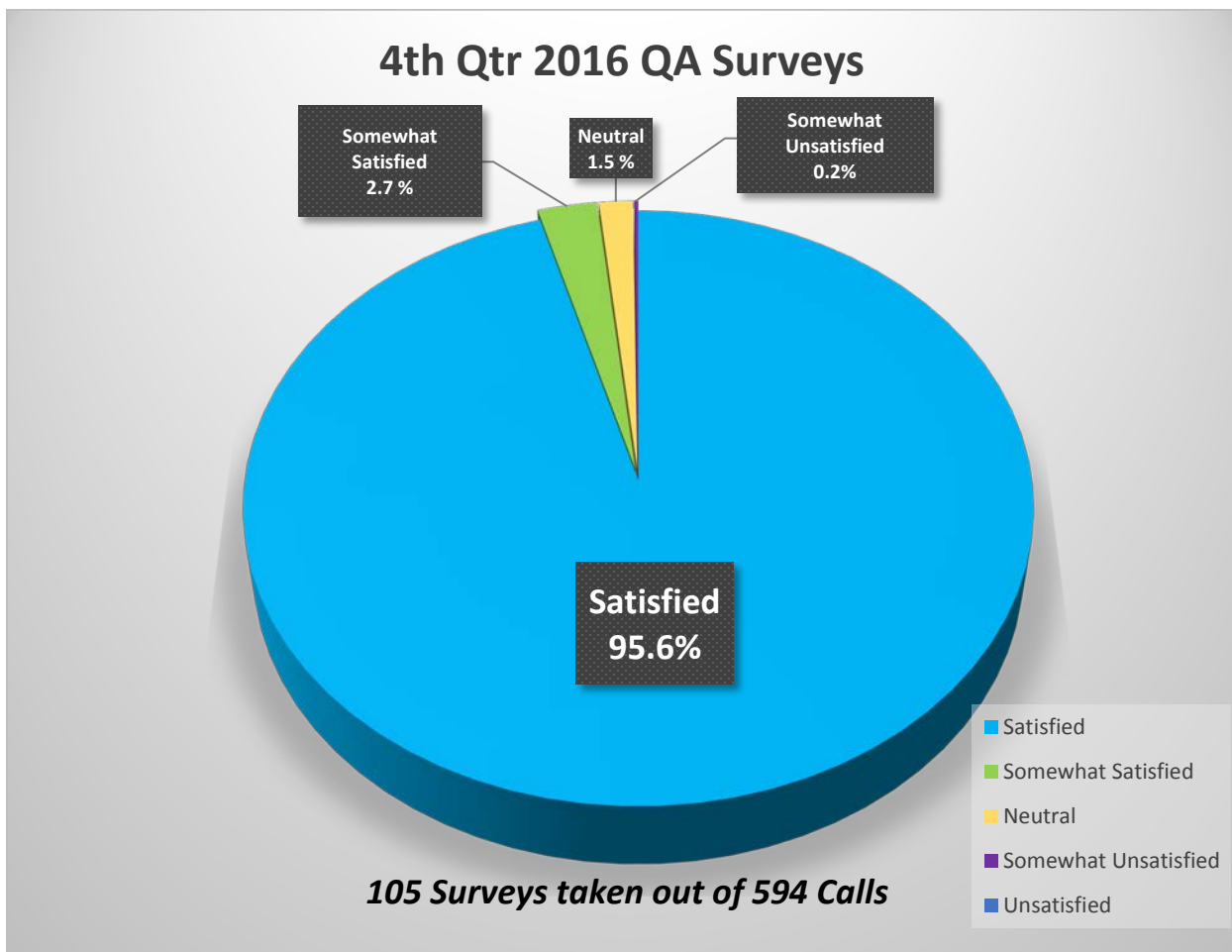
## I. SUMMARY ASSESSMENT

### SIGNIFICANT ACCOMPLISHMENTS

#### Customer Service Quality Assurance Surveys

Customer Service Representatives contact customers from the previous service day to survey them on their experience with the Call Center. Customers have the option of taking the survey over the phone or accessing the survey from a website provided to them. Of the 594 calls placed to customers during the 4th Quarter, 105 surveys were completed (Any surveys with unanswered questions were eliminated from the results).

The results of the surveys continue to be positive with an overall satisfactory rating of **98.3%**. The top three reasons cited for the satisfactory rating included Friendliness, Responsiveness, and Listening Carefully.



## Community Involvement

Recology believes in giving back to the communities we serve and as such, participates in community events, parades and educational outreach activities. Below is a list of events, which Recology San Mateo County (RSMC) participated in during Q4 2016:

### 2<sup>nd</sup> Harvest Food Bank

Second Harvest Food Bank of Santa Clara and San Mateo County 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 2<sup>nd</sup> Harvest Food Bank, sorting food in preparation for distribution to families throughout San Mateo County.



### Sheriff's Activities League (SAL) Annual 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.

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

On October 19, 2016, Waste Zero Specialists, Gina Tretten and Sarah Prescott attended the Countywide Recycling Committee Meeting. Along with the tours of Zanker Recycling and GreenWaste Transfer Station, the meeting focused on construction and demolition for the new California Green Building Standard (CALGreen) requirements, carpet recycling, and carpet grants.

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

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

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

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

Our goals are to continue to recruit new recycling and compost customers and enhance the existing diversion programs in order to increase the volume of recyclable and compostable materials collected and delivered to the Shoreway Environmental Center. The following is an update on the goals and objectives achieved in Q4 2016.

#### **New and/or increased Customers**

RSMC is pleased to report that the CRPT exceeded the Q4 2016 goal of recruiting or increasing new compost and/or recycling services in the commercial and Multi-Family Dwelling (MFD) sectors as noted on the following page:

Q4 2016 Goal New and/or Increased Recycling or Compost Customers	Q4 2016 Actual New and/or Increased Recycling or Compost Customers
50	153

### Target Account Site Assessments

The CRPT surpassed the goal set for conducting Targeted Account Site Assessments‡ in Q4 2016, as outlined below:

Q4 2016 Goal Target Account Site Assessments	Q4 2016 Actual Target Account Site Assessments
65	68

The number of Site Assessments performed during Q4 2016 in each Member Agency is summarized below:

Member Agency	Q4 2016 Target Account Site Assessments	Year to Date Target Account Site Assessments	Q4 2016 Additional Waste Audits	Year to Date Additional Waste Audits
Atherton	-0-	8	-0-	1
Belmont	-0-	45	5	13
Burlingame	12	56	3	23
East Palo Alto	2	28	1	20
Foster City	2	49	-0-	4
Hillsborough	-0-	5	-0-	-0-
Menlo Park	4	49	7	15
North Fair Oaks	8	42	-0-	-0-
Redwood City	16	50	4	38
San Carlos	5	45	6	22
San Mateo	19	52	13	62
Unincorporated San Mateo County	-0-	27	-0-	-0-
West Bay Sanitary District	-0-	17	-0-	3
<b>Total</b>	<b>68</b>	<b>473</b>	<b>39</b>	<b>201</b>

A detailed account of the Site Assessments and Waste Audits noted above is included in the 4th Quarter 2016 Report detail file in the tab labeled ' ' M10a. Top MSW Generators.' '

‡Site Assessments are waste audits that are performed for the Top MSW Generators in each Member Agency. Per Franchise Agreement Section 7.04, RSMC is required to conduct these Site Assessments annually.

## Site Checks

RSMC is pleased to report that the CRPT exceeded the Q4 2016 goal of conducting 1000 Site Checks, as outlined below:

Q4 2016 Goal Site Checks	Q4 2016 Actual Site Checks
1000	1370

†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) 2017 Goals

RSMC's goal is to continue to increase diversion by implementing new recycling and composting programs and to work directly with customers to maximize their existing programs. To support this goal, RSMC will perform Site Assessments and waste audits to monitor diversion opportunities and assist the Member Agencies in meeting the requirements AB341 and AB1826. In addition, RSMC will provide the necessary technical assistance to customers on a requested or as needed basis.

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

- Implement recycling and composting services at Commercial and MFD accounts, with a focus on customers that potentially fall under the mandate of AB1826.
- Conduct Site Assessments for 2017 Target Accounts

**The Q1 2017 goals for the CRPT will be achieved through the metrics outlined below:**

- Conduct 50 Target Account Site Assessments for Commercial and/or MFD accounts
- Recruit or increase a minimum of 50 recycling and/or compost accounts, which may include the accounts that were targeted for AB1826

## Compensation Incentive Plan

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

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

To support our goal of increasing diversion and minimizing contamination, our strategy will be to focus on low diversion, compost-rich accounts, to ensure their needs are being met and that maximum diversion is being achieved. The CRPT will continue to perform Site Checks and Waste Audits to identify the needs of customers and areas in which we can improve existing diversion

programs and/or implement new diversion services. An outline of these strategies and accomplishments from Q4 2016 are noted below:

**Target Compost Rich Accounts for AB1826**

AB1826 went into effect on April 1<sup>st</sup>, 2016, and requires businesses that generate eight or more cubic yards of organic waste per week to arrange for organic recycling services. The volume requirements of AB1826 will gradually decrease each year until 2020, when the minimum requirement is businesses generating two or more cubic yards of MSW. The next phase went into effect January 1<sup>st</sup> 2017, and requires business that generate four or more cubic yards of organic waste per week to implement an organic recycling program.

In Q4 2016, the CRPT targeted organic-rich accounts that were not subscribed to compost service, with the goal of implementing an organics program. The CRPT implemented **47 new compost accounts**, 11 of which were initiated through the CRPT’s AB1826 outreach efforts. In addition, **18 MFD accounts** were contacted by the CRPT and confirmed to be in compliance with AB1826.

These outreach strategies have proven to be effective and therefore, the CRPT will continue to target accounts that are not compliant with AB1826. With the new phase in effect, all accounts that generate six or more cubic yards of MSW, and do not currently subscribe to compost collection services, will be targeted. For this next step, the CRPT will target accounts based on business classification, specifically focusing on food service businesses, which are typically higher generators of organic materials. The CRPT will inform these customers about AB1826, and assist with the implementation of compost collection to ensure customers are in compliance and their diversion programs are proven successful.

Commercial and MFD customers who RSMC identifies as backhauling their organic material, using non-franchised haulers, or landscape companies for the removal/recycling of food waste or yard waste material will be documented in Recology’s AS400 system.

**Presentations, Trainings and Outreach Materials**

The CRPT utilizes presentations, trainings and various outreach materials to educate customers about the programs and services that RSMC offers. These tools teach customers how to properly separate items into the recycling, compost and garbage. The CRPT will continue to promote these services and outreach materials in Q1 2017 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 2016:

<b>Q4 2016 Public Education and Outreach Materials</b>						
	<b>Commercial Brochures</b>	<b>Posters</b>	<b>Dock Signs</b>	<b>Stickers</b>	<b>Recycle Buddy Bags</b>	<b>HHW Brochures</b>
October	3	43	21	68	461	109
November	-0-	162	9	139	151	75
December	-0-	116	52	69	682	141
<b>Total</b>	<b>3</b>	<b>321</b>	<b>82</b>	<b>276</b>	<b>1294</b>	<b>325</b>

During Q4 2016, the CRPT conducted **9 presentations** and **27 trainings** to Commercial and/or MFD customers, which are outlined below:

<b>Date</b>	<b>Franchise</b>	<b>Customer Name</b>	<b>Location</b>	<b>Attendees (staff, custodians, students, etc.)</b>	<b>Description</b>
10/03/2016	SNC	BMR-201 INDUSTRIAL RD LP	201 INDUSTRIAL RD	JANITORIAL STAFF	TRAINING
10/04/2016	MAT	EDEN SILK ROAD	231 S ELLSWORTH	CHEF	TRAINING
10/05/2016	SNC	THE WINE PROJECT	633 LAUREL ST	EMPLOYEES	TRAINING
10/06/2016	MAT	SMART AND FINAL	1840 S NORFOLK ST	EMPLOYEES MANAGER	TRAINING
10/07/2016	FOC	YUM! TACO BELL #30788	1131 TRITON DR	MANAGERS	TRAINING
10/14/2016	ATH	OAKWOOD INFIRMARY	140 VALPARAISO AVE	CRN'S, KITCHEN STAFF & MANAGERS	TRAINING
10/14/2016	RWC	REDWOOD GRILL	356 WOODSIDE PLZ	OWNER & MANAGER	TRAINING
10/17/2016	RWC	HUDSON TOWERS AT SHORE CENTER	201 REDWOOD SHORES PKWY, 5TH FLOOR	STAFF	PRESENTATION
10/20/2016	BEL	THE WILLIAM-THOMAS GROUP	1010 ALAMEDA DE LAS PULGAS	CHEF, MAINTANENCE CREW & KITCHEN STAFF	TRAINING
10/20/2016	MAT	BOILING POINT SAN MATEO	111 E 4TH AVE	ROY- MANAGER	TRAINING
10/25/2016	SNC	WHITE OAKS SCHOOL	1901 WHITE OAK WAY	KINDER-GARDEN CLASS AND TEACHER	PRESENTATION
11/01/2016	SNC	BIANCHINI'S MARKET	810 LAUREL ST	DELI DEPARTMENT	TRAINING
11/01/2016	SNC	BIANCHINI'S MARKET	810 LAUREL ST	BAKERY DEPARTMENT	TRAINING
11/01/2016	SNC	BIANCHINI'S MARKET	810 LAUREL ST	BUTCHER DEPARTMENT	TRAINING
11/02/2016	MAT	F45 TRAINING	24 42ND AVE	OWNERS & TRAINERS	TRAINING
11/08/2016	BEL	NOTRE DAME DE NAMUR UNIVERSITY	1500 RALSTON AVE	JANITORIAL	SPANISH TRAINING
11/08/2016	BEL	NOTRE DAME DE NAMUR UNIVERSITY	1500 RALSTON AVE	JANITORIAL	TRAINING

11/08/2016	SNC	RECOLOGY SAN MATEO COUNTY	600 ALAMEDA DE LAS PULGAS	BOY SCOUTS AND SCOUT LEADERS	PRESENTATION
11/09/2016	MAT	WINDY CITY PIZZA	35 BOVET RD	OWNER & KITCHEN STAFF	SPANISH TRAINING
11/09/2016	MAT	WINDY CITY PIZZA	35 BOVET RD	OWNER & KITCHEN STAFF	TRAINING
11/10/2016	FOC	YUM! TACO BELL #30788	1131 TRITON DR	EMPLOYEES	TRAINING
11/11/2016	MAT	THAI SATAY RESTAURANT	173 E 4TH	MANAGER AND STAFF	TRAINING
11/16/2016	MAT	TOMATINA	401 S B ST	MANAGERS & STAFF	TRAINING
11/17/2016	MAT	LESLIE TOWER PROPERTIES	700 LAUREL ST	STAFF & MGRS OF LESLIE TOWER PROPERTIES	PRESENTATION
11/18/2016	MAT	LA MORENITA MARKET	1519 S CLAREMONT ST	MANAGER BUTCHER STAFF	TRAINING
11/18/2016	MAT	LA MORENITA MARKET	1519 S CLAREMONT ST	MANAGER & KITCHEN STAFF	TRAINING
11/21/2016	MAT	FONTAINE EAST CONDOS	3037 LOS PRADOS ST	RESIDENTS	PRESENTATION
11/21/2016	MAT	WINDY CITY PIZZA	35 BOVET	MANAGER AND COOK	TRAINING
11/29/2016	SNC	HUDSON SKYWAY LANDING, LLC	999 SKYWAY	OFFICE STAFF	PRESENTATION
11/30/2016	FOC	PENINSULA SINAI CONGREGATION	499 BOOTHBAY	STUDENTS AND STAFF	PRESENTATION
12/08/2016	EPA	CUMMINGS PARK HOA	1765 E BAYSHORE RD	WING STOP EMPLOYEES AND CITY STAFF	TRAINING
12/09/2016	EPA	WINGSTOP	1765 E BAYSHORE RD #A1	OWNER, MGR, STAFF AND EPA CODE ENFORCEMENT	TRAINING
12/14/2016	MPK	AMERICAN PRINTING AND COPY	1100 OBRIEN DR	STAFF	TRAINING
12/19/2016	BUR	RISE PIZZERIA	1451 BURLINGAME AVE	MANAGER & CHEF	TRAINING
12/21/2016	FOC	HUDSON METRO CENTER, LLC	950 TOWER LN, #1800	MANAGERS	PRESENTATION

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



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

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

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

A detailed account of the diversion statistics is included in RSMC's 2016 4<sup>th</sup> Quarter Report under the tab labeled "M1d. Diversion Level".