



QUARTERLY REPORT TO THE SBWMA
FOR 4th Quarter 2017

Submitted January 30, 2018



January 30, 2018

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

Dear Mr. La Mariana:

Enclosed is a copy of the Recology 4th Quarter 2017 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

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

Michael Kelly
General Manager
Recology San Mateo County

cc: Farouk Fakira



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
4th Quarter 2017**

**Submitted
JANUARY 30, 2018**



4th QUARTER 2017 REPORT

TABLE OF CONTENTS

	Page
A. Definitions	ii - iii
B. Summary	iv
C. Tonnage Summary and Cumulative Comparison	1 - 28
D. Inquiry, Service Request and Complaint Data	29
E. Call Center Data and Quality Assurance Calls Made	30
F. On-Site Customer Assessments, Visual Audits, and Recycling Tote-Bag Delivery Information	31
G. Liquidated Damages Summary	32 - 37
H. Performance Incentives and Disincentives	38 - 41
I. Summary Assessment	42 - 43
J. Commercial Recycling Promotion Program Status Report	44 - 51



4th QUARTER 2017 REPORT

DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

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

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

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

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

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

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

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

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

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

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

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

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

Tonnage Allocations – During Quarter 4, system tonnage allocations were updated as follows: effective October 6 for usual and customary service changes.

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



4th QUARTER 2017 QUARTERLY REPORT SUMMARY

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

RECOLOGY QUARTERLY REPORT 2017

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
ATHERTON								
Commercial								
Commercial Solid Waste	36.24	43.09	35.71	100.33	102.24	107.94	115.04	425.55
Commercial Recycling	16.45	17.27	16.04	49.76	48.80	56.99	49.76	205.31
Commercial Organics	42.44	46.32	34.76	132.61	164.43	107.15	123.52	527.71
Subtotal - Disposed	36.24	43.09	35.71	100.33	102.24	107.94	115.04	425.55
Subtotal - Diverted	58.89	63.59	50.80	182.37	213.23	164.14	173.28	733.02
Diversion Rate	61.90%	59.61%	58.72%	64.51%	67.59%	60.33%	60.10%	63.27%
MFD								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	2.32	0.00	0.00	0.00	0.00	0.00	2.32	2.32
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	2.32	0.00	0.00	0.00	0.00	0.00	2.32	2.32
Diversion Rate	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%
Residential								
Residential Solid Waste	149.80	155.31	148.27	430.74	436.63	437.61	453.38	1,758.36
Residential Curbside Recycling	114.36	130.61	122.62	361.15	357.35	333.02	367.59	1,419.11
Residential Curbside Organics	624.77	786.01	714.56	2,000.79	1,901.57	1,723.26	2,125.34	7,750.96
Subtotal - Disposed	149.80	155.31	148.27	430.74	436.63	437.61	453.38	1,758.36
Subtotal - Diverted	739.13	916.62	837.18	2,361.94	2,258.92	2,056.28	2,492.93	9,170.07
Diversion Rate	83.15%	85.51%	84.95%	84.58%	83.80%	82.45%	84.61%	83.91%
Total Disposed	186.04	198.40	183.98	531.07	538.87	545.55	568.42	2,183.91
Total Diverted	800.34	980.21	887.98	2,544.31	2,472.15	2,220.42	2,668.53	9,905.41
Total Diversion Rate	81.14%	83.17%	82.84%	82.73%	82.10%	80.28%	82.44%	81.94%
Single-Family Measured Diversion Rate	83.15%	85.51%	84.95%	84.58%	83.80%	82.45%	84.61%	83.91%
Commercial Measured Diversion Rate	62.81%	59.61%	58.72%	64.51%	67.59%	60.33%	60.42%	63.34%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	81.14%	83.17%	82.84%	82.73%	82.10%	80.28%	82.44%	81.94%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
Atherton									
Commercial¹ and MFD									
Commercial Solid Waste	591.22	532.17	447.45	451.08	463.51	410.78	425.55	14.77	3.60%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	6.77	4.45	3.50	0.00	(3.50)	-100.00%
Commercial Recycling	200.36	154.17	165.50	166.16	178.19	188.20	205.31	17.11	9.09%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.00	1.96	1.99	0.00	(1.99)	-100.00%
Commercial Organics	426.87	393.80	501.50	508.81	658.18	604.75	527.71	(77.04)	-12.74%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	0.00	0.00	0.00	2.32	2.32	100.00%
SUBTOTAL - Disposed Tons	591.22	532.17	447.88	457.85	467.96	414.28	425.55	11.27	2.72%
SUBTOTAL - Diverted Tons	637.37	574.54	667.24	674.97	838.33	794.94	735.34	(59.60)	-7.50%
Residential									
Residential Solid Waste	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	1,758.36	8.34	0.48%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	1,427.46	1,407.94	1,444.17	1,419.11	(25.06)	-1.74%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	7,519.55	7,178.41	7,488.82	7,750.96	262.14	3.50%
SUBTOTAL - Disposed Tons	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	1,758.36	8.34	0.48%
SUBTOTAL - Diverted Tons	9,186.54	9,573.18	9,090.65	8,947.01	8,586.35	8,932.99	9,170.07	237.08	2.65%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	2,580.93	2,307.89	2,150.65	2,151.21	2,171.01	2,164.30	2,183.91		
TOTAL TONS DIVERTED	9,823.91	10,147.72	9,757.89	9,621.98	9,424.68	9,727.93	9,905.41		
COMMERCIAL DIVERSION RATE	51.88%	51.91%	59.84%	59.58%	64.18%	65.74%	63.34%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	82.20%	84.35%	84.22%	84.09%	83.45%	83.62%	83.91%		
TOTAL DIVERSION RATE	79.19%	81.47%	81.94%	81.73%	81.28%	81.80%	81.94%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

MEMBER AGENCY	2017							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	193.61	189.64	187.93	577.33	555.79	520.29	571.18	2,224.59
Commercial Recycling	78.69	78.52	78.61	249.58	227.27	221.04	235.82	933.71
Commercial Organics	87.95	79.46	87.33	228.05	217.73	217.87	254.74	918.39
Subtotal - Disposed	193.61	189.64	187.93	577.33	555.79	520.29	571.18	2,224.59
Subtotal - Diverted	166.64	157.98	165.94	477.63	445.00	438.91	490.56	1,852.10
Diversion Rate	46.26%	45.45%	46.89%	45.27%	44.46%	45.76%	46.20%	45.43%
MFD								
MFD Solid Waste	163.07	160.06	161.93	499.06	476.37	498.54	485.06	1,959.03
MFD Recycling	51.11	51.25	53.03	150.56	141.99	145.79	155.39	593.73
MFD Organics	6.15	5.96	6.01	19.38	18.33	18.02	18.12	73.85
Subtotal - Disposed	163.07	160.06	161.93	499.06	476.37	498.54	485.06	1,959.03
Subtotal - Diverted	57.26	57.21	59.04	169.94	160.32	163.81	173.51	667.58
Diversion Rate	25.99%	26.33%	26.72%	25.40%	25.18%	24.73%	26.35%	25.42%
Roll-Off								
Roll-Off Solid Waste	38.66	36.17	37.00	90.54	109.28	109.61	111.83	421.26
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	38.66	36.17	37.00	90.54	109.28	109.61	111.83	421.26
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	263.64	290.55	277.77	838.73	832.81	836.51	831.96	3,340.01
Residential Curbside Recycling	216.95	255.76	241.76	720.62	701.02	665.92	714.47	2,802.03
Residential Curbside Organics	318.33	380.32	327.13	1,044.51	1,241.47	1,045.56	1,025.78	4,357.32
Subtotal - Disposed	263.64	290.55	277.77	838.73	832.81	836.51	831.96	3,340.01
Subtotal - Diverted	535.28	636.08	568.89	1,765.13	1,942.49	1,711.48	1,740.25	7,159.35
Diversion Rate	67.00%	68.64%	67.19%	67.79%	69.99%	67.17%	0.00%	68.19%
Total Disposed	658.98	676.42	664.63	2,005.66	1,974.25	1,964.95	2,000.03	7,944.89
Total Diverted	759.18	851.27	793.87	2,412.70	2,547.81	2,314.20	2,404.32	9,679.03
Total Diversion Rate	53.53%	55.72%	54.43%	54.61%	56.34%	54.08%	54.59%	54.92%
Single-Family Measured Diversion Rate	67.00%	68.64%	67.19%	67.79%	69.99%	67.17%	67.66%	68.19%
Commercial Measured Diversion Rate	36.16%	35.80%	36.77%	35.69%	34.65%	34.82%	36.25%	35.37%
MFD Measured Diversion Rate	25.99%	26.33%	26.72%	25.40%	25.18%	24.73%	26.35%	25.42%
Overall Measured Diversion Rate	53.53%	55.72%	54.43%	54.61%	56.34%	54.08%	54.59%	54.92%

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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>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
Belmont									
Commercial¹ and MFD									
Commercial Solid Waste	2,276.14	2,530.67	2,360.87	2,345.04	2,154.85	2,101.60	2,224.59	122.99	5.85%
MFD Solid Waste	2,018.99	2,134.47	2,223.99	2,179.40	2,046.70	2,044.07	1,959.03	(85.04)	-4.16%
Roll-Off Solid Waste	469.16	491.80	486.60	498.21	482.93	470.10	421.26	(48.84)	-10.39%
Commercial Recycling	536.32	614.13	656.10	755.46	855.81	890.23	933.71	43.48	4.88%
MFD Recycling	467.47	479.43	516.04	530.82	577.26	587.37	593.73	6.36	1.08%
Roll-Off Recycling	0.41	1.65	2.62	0.46	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	412.88	440.09	512.41	623.02	735.35	834.32	918.39	84.07	10.08%
MFD Organics	25.68	41.96	61.11	64.76	70.53	80.05	73.85	(6.20)	-7.75%
Roll-Off Organics	1.14	8.74	9.74	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	4,764.29	5,156.94	5,071.46	5,022.65	4,684.48	4,615.77	4,604.88	(10.89)	-0.24%
SUBTOTAL - Diverted Tons	1,443.90	1,586.00	1,758.02	1,974.52	2,238.95	2,391.97	2,519.68	127.71	5.34%
Residential									
Residential Solid Waste	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	3,340.01	3.88	0.12%
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	2,848.96	2,812.16	2,886.75	2,802.03	(84.72)	-2.93%
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	3,899.39	3,815.90	4,005.68	4,357.32	351.64	8.78%
SUBTOTAL - Disposed Tons	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	3,340.01	3.88	0.12%
SUBTOTAL - Diverted Tons	7,051.63	7,002.57	7,010.71	6,748.35	6,628.06	6,892.43	7,159.35	266.92	3.87%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	8,046.02	8,548.18	8,377.18	8,285.16	7,997.96	7,951.90	7,944.89		
TOTAL TONS DIVERTED	8,495.53	8,588.57	8,768.73	8,722.87	8,867.01	9,284.40	9,679.03		
COMMERCIAL DIVERSION RATE	23.26%	23.52%	25.74%	28.22%	32.34%	34.13%	35.37%		
MFD DIVERSION RATE	19.63%	19.63%	20.60%	21.46%	24.04%	24.61%	25.42%		
RESIDENTIAL DIVERSION RATE	68.24%	67.37%	67.96%	67.41%	66.67%	67.38%	68.19%		
TOTAL DIVERSION RATE	51.36%	50.12%	51.14%	51.29%	52.58%	53.87%	54.92%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

MEMBER AGENCY	2017							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME								
Commercial								
Commercial Solid Waste	718.42	714.78	678.15	2,209.90	2,127.87	2,133.10	2,111.35	8,582.22
Commercial Recycling	289.35	270.64	313.37	962.20	925.12	815.47	873.36	3,576.15
Commercial Organics	266.15	330.99	304.05	863.47	806.19	763.84	901.19	3,334.69
Subtotal - Disposed	718.42	714.78	678.15	2,209.90	2,127.87	2,133.10	2,111.35	8,582.22
Subtotal - Diverted	555.50	601.63	617.42	1,825.67	1,731.31	1,579.31	1,774.55	6,910.84
Diversion Rate	43.61%	45.70%	47.66%	45.24%	44.86%	42.54%	45.67%	44.61%
MFD								
MFD Solid Waste	256.51	265.11	254.89	777.14	763.57	766.51	776.51	3,083.73
MFD Recycling	81.88	83.12	86.19	260.28	245.84	238.58	251.19	995.89
MFD Organics	6.73	7.47	5.80	19.69	19.22	19.78	20.00	78.69
Subtotal - Disposed	256.51	265.11	254.89	777.14	763.57	766.51	776.51	3,083.73
Subtotal - Diverted	88.61	90.59	91.99	279.97	265.06	258.36	271.19	1,074.58
Diversion Rate	25.68%	25.47%	26.52%	26.48%	25.77%	25.21%	25.88%	25.84%
Roll-Off								
Roll-Off Solid Waste	882.47	860.05	890.11	2,269.73	2,423.10	2,743.74	2,632.63	10,069.20
Roll-Off Recycling	37.37	44.26	38.46	43.91	84.22	109.10	120.09	357.32
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	882.47	860.05	890.11	2,269.73	2,423.10	2,743.74	2,632.63	10,069.20
Subtotal - Diverted	37.37	44.26	38.46	43.91	84.22	109.10	120.09	357.32
Diversion Rate	4.06%	4.89%	4.14%	1.90%	3.36%	3.82%	4.36%	3.43%
Residential								
Residential Solid Waste	316.32	337.38	317.86	963.11	963.45	945.81	971.56	3,843.93
Residential Curbside Recycling	257.15	292.73	265.08	796.81	735.88	706.30	814.96	3,053.95
Residential Curbside Organics	408.23	528.76	416.32	1,278.29	1,359.71	1,226.49	1,353.31	5,217.80
Subtotal - Disposed	316.32	337.38	317.86	963.11	963.45	945.81	971.56	3,843.93
Subtotal - Diverted	665.38	821.49	681.40	2,075.10	2,095.59	1,932.79	2,168.27	8,271.75
Diversion Rate	67.78%	70.89%	68.19%	68.30%	68.50%	67.14%	0.00%	68.27%
Total Disposed	2,173.72	2,177.32	2,141.01	6,219.88	6,277.99	6,589.16	6,492.05	25,579.08
Total Diverted	1,346.86	1,557.97	1,429.27	4,224.65	4,176.18	3,879.56	4,334.10	16,614.49
Total Diversion Rate	38.26%	41.71%	40.03%	40.45%	39.95%	37.06%	40.03%	39.38%
Single-Family Measured Diversion Rate	67.78%	70.89%	68.19%	68.30%	68.50%	67.14%	69.06%	68.27%
Commercial Measured Diversion Rate	26.84%	28.59%	29.09%	29.02%	28.13%	25.65%	28.18%	27.74%
MFD Measured Diversion Rate	25.68%	25.47%	26.52%	26.48%	25.77%	25.21%	25.88%	25.84%
Overall Measured Diversion Rate	38.26%	41.71%	40.03%	40.45%	39.95%	37.06%	40.03%	39.38%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
Burlingame									
<u>Commercial¹ and MFD</u>									
Commercial Solid Waste	8,222.96	8,600.41	8,268.37	8,254.24	8,227.59	8,509.98	8,582.22	72.24	0.85%
MFD Solid Waste	3,146.03	2,990.25	2,941.97	2,917.26	2,885.41	3,013.48	3,083.73	70.25	2.33%
Roll-Off Solid Waste	7,638.95	8,771.06	7,243.72	7,454.48	7,918.68	9,426.15	10,069.20	643.05	6.82%
Commercial Recycling	2,613.82	2,785.59	3,181.80	3,832.64	3,867.82	3,938.28	3,576.15	(362.13)	-9.20%
MFD Recycling	732.09	776.45	870.68	930.43	952.75	959.74	995.89	36.15	3.77%
Roll-Off Recycling	125.71	224.48	141.32	154.16	148.17	167.89	357.32	189.43	112.83%
Commercial Organics	2,329.15	2,466.36	2,981.65	2,797.15	3,327.15	3,227.07	3,334.69	107.62	3.33%
MFD Organics	77.69	63.48	60.39	51.78	57.95	70.67	78.69	8.02	11.35%
Roll-Off Organics	1,141.95	238.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	19,007.94	20,361.72	18,454.06	18,625.98	19,031.68	20,949.61	21,735.15	785.54	3.75%
SUBTOTAL - Diverted Tons	7,020.41	6,555.23	7,235.84	7,766.16	8,353.84	8,363.65	8,342.74	(20.91)	-0.25%
<u>Residential</u>									
Residential Solid Waste	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	3,843.93	67.90	1.80%
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	3,003.18	3,007.76	3,037.84	3,053.95	16.11	0.53%
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	4,994.50	4,718.96	4,984.28	5,217.80	233.52	4.69%
SUBTOTAL - Disposed Tons	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	3,843.93	67.90	1.80%
SUBTOTAL - Diverted Tons	8,111.04	8,316.13	8,206.57	7,997.68	7,726.72	8,022.12	8,271.75	249.63	3.11%
<u>Commercial/MFD and Residential</u>									
TOTAL TONS DISPOSED	22,921.67	24,126.50	22,163.87	22,314.82	22,754.81	24,725.64	25,579.08		
TOTAL TONS DIVERTED	15,131.45	14,871.36	15,442.41	15,763.84	16,080.56	16,385.77	16,614.49		
COMMERCIAL DIVERSION RATE	26.97%	24.35%	28.17%	29.43%	30.50%	28.53%	27.74%		
MFD DIVERSION RATE	20.47%	21.93%	24.04%	25.19%	25.94%	25.48%	25.84%		
RESIDENTIAL DIVERSION RATE	67.45%	68.84%	68.87%	68.44%	67.48%	67.99%	68.27%		
TOTAL DIVERSION RATE	39.76%	38.13%	41.06%	41.40%	41.41%	39.86%	39.38%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

MEMBER AGENCY	2017							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO								
Commercial								
Commercial Solid Waste	116.45	123.47	108.31	384.21	372.93	345.19	348.23	1,450.56
Commercial Recycling	52.41	45.58	51.16	139.47	155.12	146.54	149.15	590.28
Commercial Organics	55.10	37.87	39.32	138.01	128.25	142.18	132.29	540.73
Subtotal - Disposed	116.45	123.47	108.31	384.21	372.93	345.19	348.23	1,450.56
Subtotal - Diverted	107.51	83.45	90.48	277.48	283.37	288.72	281.44	1,131.01
Diversion Rate	48.00%	40.33%	45.52%	41.94%	43.18%	45.55%	44.70%	43.81%
MFD								
MFD Solid Waste	211.29	220.34	209.76	690.54	691.62	657.76	641.39	2,681.31
MFD Recycling	33.55	31.67	30.73	96.12	97.34	93.61	95.95	383.02
MFD Organics	6.83	6.66	6.62	20.73	22.99	20.85	20.11	84.68
Subtotal - Disposed	211.29	220.34	209.76	690.54	691.62	657.76	641.39	2,681.31
Subtotal - Diverted	40.38	38.33	37.35	116.85	120.33	114.46	116.06	467.70
Diversion Rate	16.04%	14.82%	15.11%	14.47%	14.82%	14.82%	15.32%	14.85%
Roll-Off								
Roll-Off Solid Waste	68.25	71.32	58.81	155.70	166.22	222.94	198.38	743.24
Roll-Off Recycling	0.00	4.49	0.00	8.80	0.45	8.27	4.49	22.01
Roll-Off Organics	33.35	15.79	47.22	88.48	100.71	114.49	96.36	400.04
Subtotal - Disposed	68.25	71.32	58.81	155.70	166.22	222.94	198.38	743.24
Subtotal - Diverted	33.35	20.28	47.22	97.28	101.16	122.76	100.85	422.05
Diversion Rate	32.82%	22.14%	44.53%	38.45%	37.83%	35.51%	33.70%	36.22%
Residential								
Residential Solid Waste	554.92	563.22	544.49	1,755.02	1,759.27	1,709.29	1,662.63	6,886.21
Residential Curbside Recycling	135.95	141.16	136.92	437.73	435.10	422.60	414.03	1,709.46
Residential Curbside Organics	282.79	284.62	293.40	919.27	1,016.35	919.29	860.81	3,715.72
Subtotal - Disposed	554.92	563.22	544.49	1,755.02	1,759.27	1,709.29	1,662.63	6,886.21
Subtotal - Diverted	418.74	425.78	430.32	1,357.00	1,451.45	1,341.89	1,274.84	5,425.18
Diversion Rate	43.01%	43.05%	44.14%	43.61%	45.21%	43.98%	43.40%	44.07%
Total Disposed	950.91	978.35	921.37	2,985.47	2,990.04	2,935.18	2,850.63	11,761.32
Total Diverted	599.98	567.84	605.37	1,848.61	1,956.31	1,867.83	1,773.19	7,445.94
Total Diversion Rate	38.69%	36.73%	39.65%	38.24%	39.55%	38.89%	38.35%	38.77%
Single-Family Measured Diversion Rate	43.01%	43.05%	44.14%	43.61%	45.21%	43.98%	43.40%	44.07%
Commercial Measured Diversion Rate	31.40%	25.50%	31.72%	28.55%	29.09%	30.02%	29.55%	29.30%
MFD Measured Diversion Rate	16.04%	14.82%	15.11%	14.47%	14.82%	14.82%	15.32%	14.85%
Overall Measured Diversion Rate	38.69%	36.73%	39.65%	38.24%	39.55%	38.89%	38.35%	38.77%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
East Palo Alto									
Commercial¹ and MFD									
Commercial Solid Waste	1,419.75	1,415.09	1,310.22	1,404.75	1,537.50	1,533.44	1,450.56	(82.88)	-5.40%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	2,756.76	2,515.93	2,643.16	2,681.31	38.15	1.44%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	1,163.30	907.39	768.72	743.24	(25.48)	-3.31%
Commercial Recycling	564.07	1,038.49	485.98	502.28	525.75	552.91	590.28	37.37	6.76%
MFD Recycling	28.13	203.81	227.06	281.50	350.45	365.05	383.02	17.97	4.92%
Roll-Off Recycling	37.53	18.71	11.92	29.20	24.14	24.51	22.01	(2.50)	-10.20%
Commercial Organics	313.21	303.45	413.02	474.19	502.61	598.51	540.73	(57.78)	-9.65%
MFD Organics	54.96	71.19	80.94	79.48	76.01	71.96	84.68	12.72	17.68%
Roll-Off Organics	0.00	9.94	2.79	0.00	105.86	349.95	400.04	50.09	14.31%
SUBTOTAL - Disposed Tons	4,964.52	5,358.03	5,308.01	5,324.81	4,960.82	4,945.32	4,875.11	(70.21)	-1.42%
SUBTOTAL - Diverted Tons	997.90	1,645.59	1,221.71	1,366.65	1,584.82	1,962.89	2,020.76	57.87	2.95%
Residential									
Residential Solid Waste	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	6,886.21	(39.53)	-0.57%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	1,484.52	1,544.00	1,649.99	1,709.46	59.47	3.60%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	3,528.22	3,543.54	3,724.43	3,715.72	(8.71)	-0.23%
SUBTOTAL - Disposed Tons	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	6,886.21	(39.53)	-0.57%
SUBTOTAL - Diverted Tons	4,750.31	4,807.16	4,984.12	5,012.74	5,087.54	5,374.42	5,425.18	50.76	0.94%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	11,253.44	11,788.80	11,635.15	11,937.33	11,791.81	11,871.06	11,761.32		
TOTAL TONS DIVERTED	5,748.21	6,452.75	6,205.83	6,379.39	6,672.36	7,337.31	7,445.94		
COMMERCIAL DIVERSION RATE	16.74%	23.50%	18.71%	20.42%	24.21%	28.41%	29.30%		
MFD DIVERSION RATE	3.04%	9.50%	10.25%	11.58%	14.49%	14.19%	14.85%		
RESIDENTIAL DIVERSION RATE	43.03%	42.78%	44.06%	43.12%	42.69%	43.69%	44.07%		
TOTAL DIVERSION RATE	33.81%	35.37%	34.78%	34.83%	36.14%	38.20%	38.77%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY								
Commercial								
Commercial Solid Waste	239.20	245.26	227.05	748.26	737.62	742.31	711.51	2,939.70
Commercial Recycling	105.12	107.39	100.71	351.04	321.99	335.56	313.22	1,321.81
Commercial Organics	196.15	192.46	186.25	567.53	558.81	585.85	574.86	2,287.05
Subtotal - Disposed	239.20	245.26	227.05	748.26	737.62	742.31	711.51	2,939.70
Subtotal - Diverted	301.27	299.85	286.96	918.57	880.80	921.41	888.08	3,608.86
Diversion Rate	55.74%	55.01%	55.83%	55.11%	54.42%	55.38%	55.52%	55.11%
MFD								
MFD Solid Waste	235.15	245.76	217.07	767.77	726.97	739.27	697.98	2,931.99
MFD Recycling	91.71	100.63	95.33	294.49	278.09	289.86	287.67	1,150.11
MFD Organics	10.15	9.45	8.99	26.89	26.63	27.06	28.59	109.17
Subtotal - Disposed	235.15	245.76	217.07	767.77	726.97	739.27	697.98	2,931.99
Subtotal - Diverted	101.86	110.08	104.32	321.38	304.72	316.92	316.26	1,259.28
Diversion Rate	30.22%	30.94%	32.46%	29.51%	29.54%	30.01%	31.18%	30.05%
Roll-Off								
Roll-Off Solid Waste	98.55	83.58	97.36	232.04	279.32	260.79	279.49	1,051.64
Roll-Off Recycling	2.06	0.99	2.04	1.75	5.72	5.99	5.09	18.55
Roll-Off Organics	43.85	51.12	40.20	170.79	162.40	163.37	135.17	631.73
Subtotal - Disposed	98.55	83.58	97.36	232.04	279.32	260.79	279.49	1,051.64
Subtotal - Diverted	45.91	52.11	42.24	172.54	168.12	169.36	140.26	650.28
Diversion Rate	31.78%	38.40%	30.26%	42.65%	37.57%	39.37%	33.42%	38.21%
Residential								
Residential Solid Waste	257.09	276.64	286.31	831.35	817.72	821.99	820.04	3,291.10
Residential Curbside Recycling	186.40	204.96	206.57	602.33	585.83	557.41	597.93	2,343.50
Residential Curbside Organics	210.13	235.41	208.02	661.81	782.49	662.76	653.56	2,760.62
Subtotal - Disposed	257.09	276.64	286.31	831.35	817.72	821.99	820.04	3,291.10
Subtotal - Diverted	396.53	440.37	414.59	1,264.14	1,368.32	1,220.17	1,251.49	5,104.12
Diversion Rate	60.67%	61.42%	59.15%	60.33%	62.59%	59.75%	60.41%	60.80%
Total Disposed	829.99	851.24	827.79	2,579.42	2,561.63	2,564.36	2,509.02	10,214.43
Total Diverted	845.57	902.41	848.11	2,676.63	2,721.96	2,627.86	2,596.09	10,622.54
Total Diversion Rate	50.46%	51.46%	50.61%	50.92%	51.52%	50.61%	50.85%	50.98%
Single-Family Measured Diversion Rate	60.67%	61.42%	59.15%	60.33%	62.59%	59.75%	60.41%	60.80%
Commercial Measured Diversion Rate	43.94%	44.57%	44.46%	44.69%	43.70%	44.69%	44.32%	44.35%
MFD Measured Diversion Rate	30.22%	30.94%	32.46%	29.51%	29.54%	30.01%	31.18%	30.05%
Overall Measured Diversion Rate	50.46%	51.46%	50.61%	50.92%	51.52%	50.61%	50.85%	50.98%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
Foster City									
Commercial¹ and MFD									
Commercial Solid Waste	3,200.66	3,160.55	2,812.08	2,732.39	2,580.56	2,718.02	2,939.70	221.68	8.16%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	3,201.16	3,114.74	2,933.30	2,931.99	(1.31)	-0.04%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	1,153.30	1,119.33	984.37	1,051.64	67.27	6.83%
Commercial Recycling	688.67	941.33	998.73	1,032.09	1,075.44	1,233.22	1,321.81	88.59	7.18%
MFD Recycling	601.97	657.90	828.40	918.77	972.79	1,080.58	1,150.11	69.53	6.43%
Roll-Off Recycling	46.60	22.90	17.36	8.55	12.46	17.63	18.55	0.92	5.22%
Commercial Organics	1,469.88	1,587.85	1,872.59	1,970.96	1,991.68	2,192.68	2,287.05	94.37	4.30%
MFD Organics	35.51	34.96	48.24	39.47	37.00	56.97	109.17	52.20	91.63%
Roll-Off Organics	348.55	578.91	523.15	544.56	566.69	649.60	631.73	(17.87)	-2.75%
SUBTOTAL - Disposed Tons	8,935.59	7,808.56	7,476.63	7,086.85	6,814.63	6,635.69	6,923.33	287.64	4.33%
SUBTOTAL - Diverted Tons	3,191.18	3,823.85	4,288.47	4,514.40	4,656.06	5,230.68	5,518.42	287.74	5.50%
Residential									
Residential Solid Waste	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	3,291.10	(19.55)	-0.59%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	2,404.14	2,432.17	2,455.86	2,343.50	(112.36)	-4.58%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	2,628.83	2,489.48	2,653.75	2,760.62	106.87	4.03%
SUBTOTAL - Disposed Tons	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	3,291.10	(19.55)	-0.59%
SUBTOTAL - Diverted Tons	5,211.92	5,243.08	5,164.17	5,032.97	4,921.65	5,109.61	5,104.12	(5.49)	-0.11%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	12,094.91	11,108.12	10,758.47	10,273.16	10,009.64	9,946.34	10,214.43		
TOTAL TONS DIVERTED	8,403.10	9,066.93	9,452.64	9,547.37	9,577.71	10,340.29	10,622.54		
COMMERCIAL DIVERSION RATE	26.32%	32.87%	36.45%	38.91%	40.59%	44.08%	44.35%		
MFD DIVERSION RATE	13.86%	17.78%	20.72%	23.04%	24.48%	27.94%	30.05%		
RESIDENTIAL DIVERSION RATE	62.26%	61.38%	61.14%	61.23%	60.64%	60.68%	60.80%		
TOTAL DIVERSION RATE	40.99%	44.94%	46.77%	48.17%	48.90%	50.97%	50.98%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
	HILLSBOROUGH							
Commercial								
Commercial Solid Waste	21.40	22.66	20.53	91.61	71.50	63.90	64.59	291.60
Commercial Recycling	21.57	4.64	4.94	63.97	44.11	45.80	31.15	185.03
Commercial Organics	28.74	48.85	41.43	146.39	121.25	118.21	119.02	504.87
Subtotal - Disposed	21.40	22.66	20.53	91.61	71.50	63.90	64.59	291.60
Subtotal - Diverted	50.31	53.49	46.37	210.36	165.36	164.01	150.17	689.90
Diversion Rate	70.16%	70.24%	69.31%	69.66%	69.81%	71.96%	69.92%	70.29%
MFD								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	183.44	210.84	205.45	593.99	581.48	578.00	599.73	2,353.20
Residential Curbside Recycling	164.36	181.25	170.19	485.82	479.07	458.51	515.80	1,939.20
Residential Curbside Organics	396.22	501.06	424.06	1,221.79	1,208.56	1,139.67	1,321.34	4,891.36
Subtotal - Disposed	183.44	210.84	205.45	593.99	581.48	578.00	599.73	2,353.20
Subtotal - Diverted	560.58	682.31	594.25	1,707.61	1,687.63	1,598.18	1,837.14	6,830.56
Diversion Rate	75.34%	76.39%	74.31%	74.19%	74.37%	0.00%	75.39%	74.38%
Total Disposed	204.84	233.50	225.98	685.60	652.98	641.90	664.32	2,644.80
Total Diverted	610.89	735.80	640.62	1,917.97	1,852.99	1,762.19	1,987.31	7,520.46
Total Diversion Rate	74.89%	75.91%	73.92%	73.67%	73.94%	73.30%	74.95%	73.98%
Single-Family Measured Diversion Rate	75.34%	76.39%	74.31%	74.19%	74.37%	73.44%	75.39%	74.38%
Commercial Measured Diversion Rate	70.16%	70.24%	69.31%	69.66%	69.81%	71.96%	69.92%	70.29%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	74.89%	75.91%	73.92%	73.67%	73.94%	73.30%	74.95%	73.98%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2016 - 2017</u>	<u>2016 - 2017</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
Hillsborough									
<u>Commercial¹ and MFD</u>									
Commercial Solid Waste	506.78	379.52	385.31	272.78	310.97	303.00	291.60	(11.40)	-3.76%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	590.06	229.44	492.63	345.35	532.53	291.80	185.03	(106.77)	-36.59%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	275.02	323.48	354.35	331.05	481.97	408.69	504.87	96.18	23.53%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	512.02	381.32	385.31	272.78	310.97	303.00	291.60	(11.40)	-3.76%
SUBTOTAL - Diverted Tons	872.62	568.76	846.98	676.40	1,014.50	700.49	689.90	(10.59)	-1.51%
<u>Residential</u>									
Residential Solid Waste	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	2,353.20	24.17	1.04%
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	1,950.19	1,942.23	1,988.23	1,939.20	(49.03)	-2.47%
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	4,386.85	4,194.58	4,516.15	4,891.36	375.21	8.31%
SUBTOTAL - Disposed Tons	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	2,353.20	24.17	1.04%
SUBTOTAL - Diverted Tons	6,090.50	6,483.14	6,317.89	6,337.04	6,136.81	6,504.38	6,830.56	326.18	5.01%
<u>Commercial/MFD and Residential</u>									
TOTAL TONS DISPOSED	3,279.88	2,740.38	2,658.49	2,514.68	2,608.66	2,632.03	2,644.80		
TOTAL TONS DIVERTED	6,963.12	7,051.90	7,164.87	7,013.44	7,151.31	7,204.87	7,520.46		
COMMERCIAL DIVERSION RATE	63.02%	59.86%	68.73%	71.26%	76.54%	69.81%	70.29%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	68.75%	73.32%	73.54%	73.87%	72.76%	73.63%	74.38%		
TOTAL DIVERSION RATE	67.98%	72.01%	72.94%	73.61%	73.27%	73.24%	73.98%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK								
Commercial								
Commercial Solid Waste	849.35	833.78	812.99	2,480.26	2,488.06	2,523.49	2,496.12	9,987.93
Commercial Recycling	338.84	324.95	290.77	920.04	965.96	1,043.83	954.56	3,884.39
Commercial Organics	669.69	683.97	657.58	1,771.94	1,721.19	1,770.70	2,011.24	7,275.07
Subtotal - Disposed	849.35	833.78	812.99	2,480.26	2,488.06	2,523.49	2,496.12	9,987.93
Subtotal - Diverted	1,008.53	1,008.92	948.35	2,691.98	2,687.15	2,814.53	2,965.80	11,159.46
Diversion Rate	54.28%	54.75%	53.84%	52.05%	51.92%	52.73%	54.30%	52.77%
MFD								
MFD Solid Waste	189.53	191.54	187.03	554.41	556.19	558.76	568.10	2,237.46
MFD Recycling	71.89	72.65	70.38	210.82	206.66	202.59	214.92	834.99
MFD Organics	12.56	15.14	12.74	32.48	34.45	35.70	40.44	143.07
Subtotal - Disposed	189.53	191.54	187.03	554.41	556.19	558.76	568.10	2,237.46
Subtotal - Diverted	84.45	87.79	83.12	243.30	241.11	238.29	255.36	978.06
Diversion Rate	30.82%	31.43%	30.77%	30.50%	30.24%	29.90%	31.01%	30.42%
Roll-Off								
Roll-Off Solid Waste	54.41	40.18	49.46	136.20	139.49	167.22	144.05	586.96
Roll-Off Recycling	93.48	80.97	69.08	214.26	239.85	236.82	243.53	934.46
Roll-Off Organics	66.24	53.92	46.62	53.16	90.78	106.10	166.78	416.82
Subtotal - Disposed	54.41	40.18	49.46	136.20	139.49	167.22	144.05	586.96
Subtotal - Diverted	159.72	134.89	115.70	267.42	330.63	342.92	410.31	1,351.28
Diversion Rate	74.59%	77.05%	70.05%	66.26%	70.33%	67.22%	74.02%	69.72%
Residential								
Residential Solid Waste	354.73	367.83	382.79	1,126.60	1,130.64	1,102.26	1,105.35	4,464.85
Residential Curbside Recycling	296.55	311.05	318.86	906.80	887.87	856.77	926.46	3,577.90
Residential Curbside Organics	610.74	795.98	740.33	2,032.33	2,066.79	1,769.94	2,147.05	8,016.11
Subtotal - Disposed	354.73	367.83	382.79	1,126.60	1,130.64	1,102.26	1,105.35	4,464.85
Subtotal - Diverted	907.29	1,107.03	1,059.19	2,939.13	2,954.66	2,626.71	3,073.51	11,594.01
Diversion Rate	71.89%	75.06%	73.45%	72.29%	72.32%	70.44%	73.55%	72.20%
Total Disposed	1,448.02	1,433.33	1,432.27	4,297.47	4,314.38	4,351.73	4,313.62	17,277.20
Total Diverted	2,159.99	2,338.63	2,206.36	6,141.83	6,213.55	6,022.45	6,704.98	25,082.81
Total Diversion Rate	59.87%	62.00%	60.64%	58.83%	59.02%	58.05%	60.85%	59.21%
Single-Family Measured Diversion Rate	71.89%	75.06%	73.45%	72.29%	72.32%	70.44%	73.55%	72.20%
Commercial Measured Diversion Rate	53.40%	53.62%	52.22%	50.25%	50.58%	51.10%	53.09%	51.29%
MFD Measured Diversion Rate	30.82%	31.43%	30.77%	30.50%	30.24%	29.90%	31.01%	30.42%
Overall Measured Diversion Rate	59.87%	62.00%	60.64%	58.83%	59.02%	58.05%	60.85%	59.21%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
Menlo Park									
Commercial¹ and MFD									
Commercial Solid Waste	10,407.78	9,951.68	9,251.31	9,434.44	9,488.72	9,411.65	9,987.93	576.28	6.12%
MFD Solid Waste	2,511.65	2,175.92	2,153.06	2,189.51	2,224.59	2,176.50	2,237.46	60.96	2.80%
Roll-Off Solid Waste	630.67	532.98	410.34	470.77	503.40	499.85	586.96	87.11	17.43%
Commercial Recycling	2,013.95	2,566.57	2,687.81	2,855.38	3,255.21	3,407.16	3,884.39	477.23	14.01%
MFD Recycling	527.40	663.85	745.63	765.17	799.00	820.53	834.99	14.46	1.76%
Roll-Off Recycling	481.46	268.82	560.53	772.60	799.27	817.20	934.46	117.26	14.35%
Commercial Organics	3,707.57	4,094.45	4,345.37	4,265.33	4,898.19	5,923.40	7,275.07	1,351.67	22.82%
MFD Organics	129.37	114.25	124.09	123.61	119.26	119.79	143.07	23.28	19.43%
Roll-Off Organics	103.10	356.99	270.73	217.75	255.50	381.58	416.82	35.24	9.24%
SUBTOTAL - Disposed Tons	13,550.10	12,660.58	11,814.71	12,094.72	12,216.71	12,088.00	12,812.35	724.35	5.99%
SUBTOTAL - Diverted Tons	6,962.85	8,064.93	8,734.16	8,999.84	10,126.43	11,469.66	13,488.80	2,019.14	17.60%
Residential									
Residential Solid Waste	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	4,464.85	(24.05)	-0.54%
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	3,621.01	3,645.83	3,591.71	3,577.90	(13.81)	-0.38%
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	7,830.59	7,524.42	7,876.42	8,016.11	139.69	1.77%
SUBTOTAL - Disposed Tons	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	4,464.85	(24.05)	-0.54%
SUBTOTAL - Diverted Tons	11,785.12	11,884.41	11,726.94	11,451.60	11,170.25	11,468.13	11,594.01	125.88	1.10%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	17,917.07	17,119.89	16,190.56	16,475.02	16,606.64	16,576.90	17,277.20		
TOTAL TONS DIVERTED	18,747.97	19,949.34	20,461.10	20,451.44	21,296.68	22,937.79	25,082.81		
COMMERCIAL DIVERSION RATE	33.94%	38.91%	42.50%	42.66%	45.32%	48.69%	51.29%		
MFD DIVERSION RATE	20.73%	26.34%	28.77%	28.87%	29.22%	30.17%	30.42%		
RESIDENTIAL DIVERSION RATE	72.96%	72.72%	72.83%	72.33%	71.79%	71.87%	72.20%		
TOTAL DIVERSION RATE	51.13%	53.82%	55.83%	55.38%	56.19%	58.05%	59.21%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

MEMBER AGENCY	2017							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	164.30	162.97	154.38	533.53	513.15	499.85	481.65	2,028.18
Commercial Recycling	64.27	61.31	56.06	197.49	188.74	186.81	181.64	754.68
Commercial Organics	31.76	31.14	28.66	110.19	105.16	93.96	91.56	400.87
Subtotal - Disposed	164.30	162.97	154.38	533.53	513.15	499.85	481.65	2,028.18
Subtotal - Diverted	96.03	92.45	84.72	307.68	293.90	280.77	273.20	1,155.55
Diversion Rate	36.89%	36.20%	35.43%	36.58%	36.42%	35.97%	36.19%	36.30%
MFD								
MFD Solid Waste	78.88	83.35	79.39	247.17	235.80	238.03	241.62	962.62
MFD Recycling	13.20	12.99	12.64	39.80	38.23	39.27	38.83	156.13
MFD Organics	1.07	1.17	1.05	4.14	3.67	3.27	3.29	14.37
Subtotal - Disposed	78.88	83.35	79.39	247.17	235.80	238.03	241.62	962.62
Subtotal - Diverted	14.27	14.16	13.69	43.94	41.90	42.54	42.12	170.50
Diversion Rate	15.32%	14.52%	14.71%	15.09%	15.09%	15.16%	14.84%	15.05%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	2.09	0.00	0.00	2.09
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	2.09	0.00	0.00	2.09
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	254.10	252.81	252.56	752.50	755.87	755.47	759.47	3,023.31
Residential Curbside Recycling	98.24	103.48	100.15	308.34	282.82	300.77	301.87	1,193.80
Residential Curbside Organics	157.88	180.45	160.27	515.40	554.79	499.94	498.60	2,068.73
Subtotal - Disposed	254.10	252.81	252.56	752.50	755.87	755.47	759.47	3,023.31
Subtotal - Diverted	256.12	283.93	260.42	823.74	837.61	800.71	800.47	3,262.53
Diversion Rate	50.20%	52.90%	50.77%	52.26%	52.56%	51.45%	51.31%	51.90%
Total Disposed	497.28	499.13	486.33	1,533.20	1,506.91	1,493.35	1,482.74	6,016.20
Total Diverted	366.42	390.54	358.83	1,175.36	1,173.41	1,124.02	1,115.79	4,588.58
Total Diversion Rate	42.42%	43.90%	42.46%	43.39%	43.78%	42.94%	42.94%	43.27%
Single-Family Measured Diversion Rate	50.20%	52.90%	50.77%	52.26%	52.56%	51.45%	51.31%	51.90%
Commercial Measured Diversion Rate	31.20%	30.21%	29.63%	31.05%	30.90%	30.47%	30.36%	30.70%
MFD Measured Diversion Rate	15.32%	14.52%	14.71%	15.09%	15.09%	15.16%	14.84%	15.05%
Overall Measured Diversion Rate	42.42%	43.90%	42.46%	43.39%	43.78%	42.94%	42.94%	43.27%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>Year to Date</u>	<u>2016 - 2017</u>	<u>2016 - 2017</u>
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
North Fair Oaks									
<u>Commercial¹ and MFD</u>									
Commercial Solid Waste	1,729.60	2,033.91	1,942.78	2,016.00	2,100.63	2,073.54	2,028.18	(45.36)	-2.19%
MFD Solid Waste	785.27	822.70	967.90	975.96	993.25	989.15	962.62	(26.53)	-2.68%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.32	2.09	1.77	553.13%
Commercial Recycling	418.58	477.20	489.79	564.86	671.61	722.79	754.68	31.89	4.41%
MFD Recycling	100.23	110.41	118.40	120.80	142.02	150.94	156.13	5.19	3.44%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	366.40	381.55	392.05	472.35	496.02	478.14	400.87	(77.27)	-16.16%
MFD Organics	3.02	2.18	1.58	2.11	4.24	13.77	14.37	0.60	4.36%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	2,514.87	2,856.61	2,910.68	2,991.96	3,093.88	3,063.01	2,992.89	(70.12)	-2.29%
SUBTOTAL - Diverted Tons	888.23	971.34	1,001.82	1,160.12	1,313.89	1,365.64	1,326.05	(39.59)	-2.90%
<u>Residential</u>									
Residential Solid Waste	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	3,023.31	40.44	1.36%
Residential Curbside Recycling	989.25	1,154.24	1,170.12	1,164.56	1,163.10	1,193.88	1,193.80	(0.08)	-0.01%
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	1,991.06	1,944.71	2,045.74	2,068.73	22.99	1.12%
SUBTOTAL - Disposed Tons	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	3,023.31	40.44	1.36%
SUBTOTAL - Diverted Tons	3,040.48	3,278.61	3,258.61	3,155.62	3,107.81	3,239.62	3,262.53	22.91	0.71%
<u>Commercial/MFD and Residential</u>									
TOTAL TONS DISPOSED	5,008.63	5,625.14	5,743.11	5,783.08	5,915.56	6,045.88	6,016.20		
TOTAL TONS DIVERTED	3,928.71	4,249.95	4,260.43	4,315.74	4,421.70	4,605.26	4,588.58		
COMMERCIAL DIVERSION RATE	26.10%	25.37%	25.61%	27.94%	29.81%	30.84%	30.70%		
MFD DIVERSION RATE	11.62%	12.04%	11.03%	11.19%	12.84%	14.27%	15.05%		
RESIDENTIAL DIVERSION RATE	54.94%	54.22%	53.50%	53.06%	52.41%	52.06%	51.90%		
TOTAL DIVERSION RATE	43.96%	43.04%	42.59%	42.74%	42.77%	43.24%	43.27%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

	2017							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,383.12	1,380.26	1,412.49	4,305.50	4,067.26	4,150.28	4,175.87	16,698.91
Commercial Recycling	421.77	440.25	427.77	1,366.64	1,263.95	1,246.92	1,289.79	5,167.30
Commercial Organics	354.92	339.30	308.44	1,124.76	1,019.60	1,074.50	1,002.66	4,221.52
Subtotal - Disposed	1,383.12	1,380.26	1,412.49	4,305.50	4,067.26	4,150.28	4,175.87	16,698.91
Subtotal - Diverted	776.69	779.55	736.21	2,491.40	2,283.55	2,321.42	2,292.45	9,388.82
Diversion Rate	35.96%	36.09%	34.26%	36.65%	35.96%	35.87%	35.44%	35.99%
MFD								
MFD Solid Waste	598.50	606.78	578.26	1,950.00	1,855.41	1,811.11	1,783.54	7,400.06
MFD Recycling	146.47	152.83	148.10	460.18	433.44	434.32	447.40	1,775.34
MFD Organics	12.12	13.14	12.26	37.83	36.97	35.88	37.52	148.20
Subtotal - Disposed	598.50	606.78	578.26	1,950.00	1,855.41	1,811.11	1,783.54	7,400.06
Subtotal - Diverted	158.59	165.97	160.36	498.01	470.41	470.20	484.92	1,923.54
Diversion Rate	20.95%	21.48%	21.71%	20.34%	20.23%	20.61%	21.38%	20.63%
Roll-Off								
Roll-Off Solid Waste	317.42	369.32	363.29	952.53	993.44	974.23	1,050.03	3,970.23
Roll-Off Recycling	32.76	34.86	33.31	102.87	101.68	102.30	100.93	407.78
Roll-Off Organics	71.05	75.33	73.04	201.31	216.14	212.81	219.42	849.68
Subtotal - Disposed	317.42	369.32	363.29	952.53	993.44	974.23	1,050.03	3,970.23
Subtotal - Diverted	103.81	110.19	106.35	304.18	317.82	315.11	320.35	1,257.46
Diversion Rate	24.64%	22.98%	22.65%	24.20%	24.24%	24.44%	23.38%	24.05%
Residential								
Residential Solid Waste	836.05	872.22	836.49	2,589.68	2,600.84	2,562.40	2,544.76	10,297.68
Residential Curbside Recycling	621.70	663.61	635.52	1,975.93	1,876.21	1,819.18	1,920.83	7,592.15
Residential Curbside Organics	966.36	1,141.88	1,035.44	3,109.91	3,338.85	2,935.26	3,143.68	12,527.70
Subtotal - Disposed	836.05	872.22	836.49	2,589.68	2,600.84	2,562.40	2,544.76	10,297.68
Subtotal - Diverted	1,588.06	1,805.49	1,670.96	5,085.84	5,215.06	4,754.44	5,064.51	20,119.85
Diversion Rate	65.51%	67.43%	66.64%	66.26%	66.72%	64.98%	66.56%	66.15%
Total Disposed	3,135.09	3,228.58	3,190.53	9,797.71	9,516.95	9,498.02	9,554.20	38,366.88
Total Diverted	2,627.15	2,861.20	2,673.88	8,379.43	8,286.84	7,861.17	8,162.23	32,689.67
Total Diversion Rate	45.59%	46.98%	45.60%	46.10%	46.55%	45.29%	46.07%	46.01%
Single-Family Measured Diversion Rate	65.51%	67.43%	66.64%	66.26%	66.72%	64.98%	66.56%	66.15%
Commercial Measured Diversion Rate	31.13%	30.94%	29.88%	31.36%	30.76%	30.94%	30.65%	30.93%
MFD Measured Diversion Rate	20.95%	21.48%	21.71%	20.34%	20.23%	20.61%	21.38%	20.63%
Overall Measured Diversion Rate	45.59%	46.98%	45.60%	46.10%	46.55%	45.29%	46.07%	46.01%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
Redwood City									
Commercial¹ and MFD									
Commercial Solid Waste	14,650.61	15,913.47	15,321.40	15,896.35	16,346.28	16,600.95	16,698.91	97.96	0.59%
MFD Solid Waste	7,963.02	7,687.77	7,466.53	7,130.61	7,114.06	7,596.31	7,400.06	(196.25)	-2.58%
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	4,098.20	3,944.34	3,886.62	3,970.23	83.61	2.15%
Commercial Recycling	2,984.86	3,477.58	3,492.67	4,054.47	4,511.05	4,857.50	5,167.30	309.80	6.38%
MFD Recycling	1,147.28	1,211.15	1,301.58	1,304.54	1,391.55	1,627.74	1,775.34	147.60	9.07%
Roll-Off Recycling	122.07	114.38	158.71	194.51	336.19	414.33	407.78	(6.55)	-1.58%
Commercial Organics	2,656.97	3,229.20	3,442.53	3,710.01	4,426.37	4,543.51	4,221.52	(321.99)	-7.09%
MFD Organics	136.97	129.08	123.64	114.41	105.44	133.95	148.20	14.25	10.64%
Roll-Off Organics	616.13	747.42	651.78	632.59	633.50	743.91	849.68	105.77	14.22%
SUBTOTAL - Disposed Tons	26,752.49	27,765.08	26,798.52	27,125.16	27,404.68	28,083.88	28,069.20	(14.68)	-0.05%
SUBTOTAL - Diverted Tons	7,664.28	8,908.81	9,170.91	10,010.53	11,404.10	12,320.94	12,569.82	248.88	2.02%
Residential									
Residential Solid Waste	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	10,297.68	46.17	0.45%
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	7,568.52	7,446.55	7,614.52	7,592.15	(22.37)	-0.29%
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	12,177.01	11,637.32	12,290.75	12,527.70	236.95	1.93%
SUBTOTAL - Disposed Tons	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	10,297.68	46.17	0.45%
SUBTOTAL - Diverted Tons	18,660.37	19,804.59	20,203.88	19,745.53	19,083.87	19,905.27	20,119.85	214.58	1.08%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	37,296.62	38,146.22	36,998.76	37,139.67	37,506.34	38,335.39	38,366.88		
TOTAL TONS DIVERTED	26,324.65	28,713.40	29,374.79	29,756.06	30,487.97	32,226.21	32,689.67		
COMMERCIAL DIVERSION RATE	22.27%	24.29%	25.50%	26.96%	29.39%	30.49%	30.93%		
MFD DIVERSION RATE	13.89%	14.85%	16.03%	16.60%	17.38%	18.83%	20.63%		
RESIDENTIAL DIVERSION RATE	63.90%	65.61%	66.45%	66.35%	65.39%	66.01%	66.15%		
TOTAL DIVERSION RATE	41.38%	42.95%	44.26%	44.48%	44.84%	45.67%	46.01%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

	2017							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS								
Commercial								
Commercial Solid Waste	510.46	514.55	475.80	1,617.22	1,508.36	1,487.31	1,500.81	6,113.70
Commercial Recycling	180.14	173.93	172.48	546.93	519.15	491.73	526.55	2,084.36
Commercial Organics	155.40	151.95	150.80	448.22	433.59	422.78	458.15	1,762.74
Subtotal - Disposed	510.46	514.55	475.80	1,617.22	1,508.36	1,487.31	1,500.81	6,113.70
Subtotal - Diverted	335.54	325.88	323.28	995.15	952.74	914.51	984.70	3,847.10
Diversion Rate	39.66%	38.78%	40.46%	38.09%	38.71%	38.08%	39.62%	38.62%
MFD								
MFD Solid Waste	134.82	138.54	134.45	432.19	416.96	402.39	407.81	1,659.35
MFD Recycling	39.78	42.93	43.00	128.37	122.15	114.30	125.71	490.53
MFD Organics	9.15	8.84	8.57	27.63	26.08	25.40	26.56	105.67
Subtotal - Disposed	134.82	138.54	134.45	432.19	416.96	402.39	407.81	1,659.35
Subtotal - Diverted	48.93	51.77	51.57	156.00	148.23	139.70	152.27	596.20
Diversion Rate	26.63%	27.20%	27.72%	26.52%	26.23%	25.77%	27.19%	26.43%
Roll-Off								
Roll-Off Solid Waste	52.45	67.77	45.30	209.34	204.58	224.44	165.52	803.88
Roll-Off Recycling	12.29	19.16	15.50	58.91	51.40	101.32	46.95	258.58
Roll-Off Organics	0.00	0.00	0.00	0.00	5.88	0.00	0.00	5.88
Subtotal - Disposed	52.45	67.77	45.30	209.34	204.58	224.44	165.52	803.88
Subtotal - Diverted	12.29	19.16	15.50	58.91	57.28	101.32	46.95	264.46
Diversion Rate	18.98%	22.04%	25.49%	21.96%	21.87%	31.10%	0.00%	24.75%
Residential								
Residential Solid Waste	357.82	396.99	393.15	1,130.25	1,135.19	1,123.22	1,147.96	4,536.62
Residential Curbside Recycling	294.69	339.53	345.31	975.00	915.74	884.63	979.53	3,754.90
Residential Curbside Organics	440.75	552.39	522.32	1,546.19	1,649.64	1,443.81	1,515.46	6,155.10
Subtotal - Disposed	357.82	396.99	393.15	1,130.25	1,135.19	1,123.22	1,147.96	4,536.62
Subtotal - Diverted	735.44	891.92	867.63	2,521.19	2,565.38	2,328.44	2,494.99	9,910.00
Diversion Rate	67.27%	69.20%	68.82%	69.05%	69.32%	67.46%	0.00%	68.60%
Total Disposed	1,055.55	1,117.85	1,048.70	3,389.00	3,265.09	3,237.36	3,222.10	13,113.55
Total Diverted	1,132.20	1,288.73	1,257.98	3,731.25	3,723.63	3,483.97	3,678.91	14,617.76
Total Diversion Rate	51.75%	53.55%	54.54%	52.40%	53.28%	51.83%	53.31%	52.71%
Single-Family Measured Diversion Rate	67.27%	69.20%	68.82%	69.05%	69.32%	67.46%	68.49%	68.60%
Commercial Measured Diversion Rate	36.25%	35.50%	37.32%	34.88%	35.22%	35.34%	36.34%	35.44%
MFD Measured Diversion Rate	26.63%	27.20%	27.72%	26.52%	26.23%	25.77%	27.19%	26.43%
Overall Measured Diversion Rate	51.75%	53.55%	54.54%	52.40%	53.28%	51.83%	53.31%	52.71%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
San Carlos									
Commercial¹ and MFD									
Commercial Solid Waste	6,080.74	6,058.04	6,151.67	6,274.92	6,133.75	6,008.65	6,113.70	105.05	1.75%
MFD Solid Waste	1,756.00	1,556.17	1,593.44	1,579.36	1,550.13	1,616.10	1,659.35	43.25	2.68%
Roll-Off Solid Waste	1,336.01	976.84	823.76	808.18	862.02	875.88	803.88	(72.00)	-8.22%
Commercial Recycling	1,583.21	1,757.09	1,895.15	2,023.91	2,129.98	2,144.29	2,084.36	(59.93)	-2.79%
MFD Recycling	407.67	375.77	444.50	467.01	480.21	485.86	490.53	4.67	0.96%
Roll-Off Recycling	345.23	186.22	174.06	139.80	185.01	161.78	258.58	96.80	59.83%
Commercial Organics	687.65	838.14	863.47	1,015.48	1,298.55	1,634.87	1,762.74	127.87	7.82%
MFD Organics	86.80	73.08	78.57	122.38	119.24	113.02	105.67	(7.35)	-6.50%
Roll-Off Organics	64.78	2.13	9.28	2.29	0.00	4.84	5.88	1.04	21.49%
SUBTOTAL - Disposed Tons	9,172.75	8,591.05	8,568.87	8,662.46	8,545.90	8,500.63	8,576.93	76.30	0.90%
SUBTOTAL - Diverted Tons	3,175.34	3,232.43	3,465.03	3,770.87	4,212.99	4,544.66	4,707.76	163.10	3.59%
Residential									
Residential Solid Waste	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	4,436.20	4,536.62	100.42	2.26%
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	3,872.17	3,775.35	3,814.03	3,754.90	(59.13)	-1.55%
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	5,812.59	5,659.48	5,893.64	6,155.10	261.46	4.44%
SUBTOTAL - Disposed Tons	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	4,436.20	4,536.62	100.42	2.26%
SUBTOTAL - Diverted Tons	10,010.71	10,260.86	10,117.83	9,684.76	9,434.83	9,707.67	9,910.00	202.33	2.08%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	13,671.23	13,080.09	12,974.02	12,993.55	12,865.85	12,936.83	13,113.55		
TOTAL TONS DIVERTED	13,186.05	13,493.29	13,582.86	13,455.63	13,647.82	14,252.33	14,617.76		
COMMERCIAL DIVERSION RATE	25.72%	27.34%	28.79%	30.33%	33.02%	34.84%	35.44%		
MFD DIVERSION RATE	21.97%	22.39%	24.71%	27.18%	27.89%	27.04%	26.43%		
RESIDENTIAL DIVERSION RATE	69.00%	69.57%	69.67%	69.10%	68.59%	68.64%	68.60%		
TOTAL DIVERSION RATE	49.10%	50.78%	51.15%	50.87%	51.47%	52.42%	52.71%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

	2017							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO								
Commercial								
Commercial Solid Waste	1,295.74	1,238.46	1,175.54	3,687.19	3,619.35	3,538.44	3,709.74	14,554.72
Commercial Recycling	425.92	429.04	423.70	1,421.43	1,243.97	1,275.88	1,278.66	5,219.94
Commercial Organics	344.80	339.46	323.47	1,049.07	1,029.99	1,005.61	1,007.73	4,092.40
Subtotal - Disposed	1,295.74	1,238.46	1,175.54	3,687.19	3,619.35	3,538.44	3,709.74	14,554.72
Subtotal - Diverted	770.72	768.50	747.17	2,470.50	2,273.96	2,281.49	2,286.39	9,312.34
Diversion Rate	37.30%	38.29%	38.86%	40.12%	38.59%	39.20%	38.13%	39.02%
MFD								
MFD Solid Waste	885.90	874.09	841.43	2,670.68	2,618.86	2,642.88	2,601.42	10,533.84
MFD Recycling	249.57	256.05	256.50	777.39	726.61	737.85	762.12	3,003.97
MFD Organics	22.74	24.07	24.06	63.23	65.50	65.99	70.87	265.59
Subtotal - Disposed	885.90	874.09	841.43	2,670.68	2,618.86	2,642.88	2,601.42	10,533.84
Subtotal - Diverted	272.31	280.12	280.56	840.62	792.11	803.84	832.99	3,269.56
Diversion Rate	23.51%	24.27%	25.01%	23.94%	23.22%	23.32%	0.00%	23.69%
Roll-Off								
Roll-Off Solid Waste	296.16	306.95	309.65	944.47	911.96	878.33	912.76	3,647.52
Roll-Off Recycling	34.93	49.54	42.91	91.49	91.46	93.06	127.38	403.39
Roll-Off Organics	32.53	34.91	45.70	129.34	113.36	114.05	113.14	469.89
Subtotal - Disposed	296.16	306.95	309.65	944.47	911.96	878.33	912.76	3,647.52
Subtotal - Diverted	67.46	84.45	88.61	220.83	204.82	207.11	240.52	873.28
Diversion Rate	18.55%	21.58%	22.25%	18.95%	18.34%	19.08%	20.86%	19.32%
Residential								
Residential Solid Waste	1,006.01	1,113.69	1,103.01	3,248.97	3,231.46	3,227.11	3,222.71	12,930.25
Residential Curbside Recycling	690.79	775.17	792.14	2,289.17	2,143.69	2,084.67	2,258.10	8,775.63
Residential Curbside Organics	1,037.55	1,274.73	1,170.14	3,546.74	3,905.95	3,432.50	3,482.42	14,367.61
Subtotal - Disposed	1,006.01	1,113.69	1,103.01	3,248.97	3,231.46	3,227.11	3,222.71	12,930.25
Subtotal - Diverted	1,728.34	2,049.90	1,962.28	5,835.91	6,049.64	5,517.17	5,740.52	23,143.24
Diversion Rate	63.21%	64.80%	64.02%	64.24%	65.18%	63.09%	64.05%	64.16%
Total Disposed	3,483.81	3,533.19	3,429.63	10,551.31	10,381.63	10,286.76	10,446.63	41,666.33
Total Diverted	2,838.83	3,182.97	3,078.62	9,367.86	9,320.53	8,809.61	9,100.42	36,598.42
Total Diversion Rate	44.90%	47.39%	47.30%	47.03%	47.31%	46.13%	46.56%	46.76%
Single-Family Measured Diversion Rate	63.21%	64.80%	64.02%	64.24%	65.18%	63.09%	64.05%	64.16%
Commercial Measured Diversion Rate	30.95%	31.89%	32.42%	32.60%	31.39%	31.80%	31.75%	31.89%
MFD Measured Diversion Rate	23.51%	24.27%	25.01%	23.94%	23.22%	23.32%	0.00%	23.69%
Overall Measured Diversion Rate	44.90%	47.39%	47.30%	47.03%	47.31%	46.13%	46.56%	46.76%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
San Mateo									
Commercial¹ and MFD									
Commercial Solid Waste	13,943.82	14,785.48	14,034.95	14,458.76	14,363.59	14,700.18	14,554.72	(145.46)	-0.99%
MFD Solid Waste	11,703.20	10,580.12	10,663.03	10,499.72	10,653.67	10,542.59	10,533.84	(8.75)	-0.08%
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	4,175.79	4,217.65	4,040.33	3,647.52	(392.81)	-9.72%
Commercial Recycling	3,608.08	4,286.18	4,599.20	4,994.51	5,082.44	5,497.70	5,219.94	(277.76)	-5.05%
MFD Recycling	2,365.38	2,278.04	2,498.87	2,609.95	2,759.57	2,930.33	3,003.97	73.64	2.51%
Roll-Off Recycling	438.38	498.93	422.51	403.03	396.65	405.92	403.39	(2.53)	-0.62%
Commercial Organics	2,646.99	3,006.65	3,033.41	3,169.17	3,468.84	3,738.75	4,092.40	353.65	9.46%
MFD Organics	382.22	357.70	342.73	291.12	311.59	279.52	265.59	(13.93)	-4.98%
Roll-Off Organics	0.47	18.50	0.00	0.00	2.44	301.39	469.89	168.50	55.91%
SUBTOTAL - Disposed Tons	29,970.77	29,965.91	29,153.23	29,134.27	29,234.91	29,283.10	28,736.08	(547.02)	-1.87%
SUBTOTAL - Diverted Tons	9,441.52	10,446.00	10,896.72	11,467.78	12,021.53	13,153.61	13,455.18	301.57	2.29%
Residential									
Residential Solid Waste	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	12,930.25	137.79	1.08%
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	8,542.51	8,569.35	8,847.75	8,775.63	(72.12)	-0.82%
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	13,676.71	12,814.53	13,764.55	14,367.61	603.06	4.38%
SUBTOTAL - Disposed Tons	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	12,930.25	137.79	1.08%
SUBTOTAL - Diverted Tons	22,323.72	22,704.82	22,462.77	22,219.22	21,383.88	22,612.30	23,143.24	530.94	2.35%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	42,280.97	42,699.73	41,674.02	41,636.36	41,871.40	42,075.56	41,666.33		
TOTAL TONS DIVERTED	31,765.24	33,150.82	33,359.49	33,687.00	33,405.41	35,765.91	36,598.42		
COMMERCIAL DIVERSION RATE	23.96%	25.85%	27.21%	28.24%	29.14%	31.00%	31.89%		
MFD DIVERSION RATE	19.01%	19.94%	21.04%	21.65%	22.38%	23.34%	23.69%		
RESIDENTIAL DIVERSION RATE	64.46%	64.07%	64.21%	63.99%	62.86%	63.87%	64.16%		
TOTAL DIVERSION RATE	42.90%	43.71%	44.46%	44.72%	44.38%	45.95%	46.76%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

MEMBER AGENCY	2017							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
COUNTY FRANCHISED AREA								
Commercial								
Commercial Solid Waste	74.64	76.76	70.66	237.02	229.88	226.01	222.06	914.97
Commercial Recycling	30.99	30.29	30.34	94.95	87.16	85.58	91.62	359.31
Commercial Organics	19.27	19.49	18.88	58.52	56.89	56.61	57.64	229.66
Subtotal - Disposed	74.64	76.76	70.66	237.02	229.88	226.01	222.06	914.97
Subtotal - Diverted	50.26	49.78	49.22	153.47	144.05	142.19	149.26	588.97
Diversion Rate	40.24%	39.34%	41.06%	39.30%	38.52%	38.62%	40.20%	39.16%
MFD								
MFD Solid Waste	34.30	35.25	33.02	112.81	110.71	108.66	102.57	434.75
MFD Recycling	5.41	5.43	4.83	15.52	15.70	15.69	15.67	62.58
MFD Organics	0.25	0.24	0.27	0.84	0.72	0.71	0.76	3.03
Subtotal - Disposed	34.30	35.25	33.02	112.81	110.71	108.66	102.57	434.75
Subtotal - Diverted	5.66	5.67	5.10	16.36	16.42	16.40	16.43	65.61
Diversion Rate	14.16%	13.86%	13.38%	12.67%	12.92%	13.11%	13.81%	13.11%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	3.63	0.00	0.00	0.00	3.63	3.63
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	3.63	0.00	0.00	0.00	3.63	3.63
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	216.38	244.38	240.95	688.48	692.38	688.02	701.71	2,770.59
Residential Curbside Recycling	188.87	219.16	215.49	612.92	567.37	565.25	623.52	2,369.06
Residential Curbside Organics	309.04	369.32	379.26	1,080.28	1,115.13	955.37	1,057.62	4,208.40
Subtotal - Disposed	216.38	244.38	240.95	688.48	692.38	688.02	701.71	2,770.59
Subtotal - Diverted	497.91	588.48	594.75	1,693.20	1,682.50	1,520.62	1,681.14	6,577.46
Diversion Rate	69.71%	70.66%	71.17%	71.09%	70.85%	68.85%	70.55%	70.36%
Total Disposed	325.32	356.39	348.26	1,038.31	1,032.97	1,022.69	1,029.97	4,123.94
Total Diverted	553.83	643.93	649.07	1,863.03	1,842.97	1,679.21	1,846.83	7,232.04
Total Diversion Rate	63.00%	64.37%	65.08%	64.21%	64.08%	62.15%	64.20%	63.68%
Single-Family Measured Diversion Rate	69.71%	70.66%	71.17%	71.09%	70.85%	68.85%	70.55%	70.36%
Commercial Measured Diversion Rate	33.92%	33.11%	33.61%	32.68%	32.03%	32.15%	33.54%	32.60%
MFD Measured Diversion Rate	14.16%	13.86%	13.38%	12.67%	12.92%	13.11%	13.81%	13.11%
Overall Measured Diversion Rate	63.00%	64.37%	65.08%	64.21%	64.08%	62.15%	64.20%	63.68%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

MEMBER AGENCY	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2016 - 2017	2016 - 2017
	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</u>	<u>% Change</u>
County Franchised Area									
Commercial¹ and MFD									
Commercial Solid Waste	998.90	1,050.52	995.20	896.77	825.15	849.74	914.97	65.23	7.68%
MFD Solid Waste	419.41	397.14	411.31	419.04	426.93	442.75	434.75	(8.00)	-1.81%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	5.45	3.63	(1.82)	-33.39%
Commercial Recycling	199.65	243.73	264.07	283.65	296.74	333.63	359.31	25.68	7.70%
MFD Recycling	60.39	49.96	48.18	50.51	55.87	57.25	62.58	5.33	9.31%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	145.94	219.45	223.46	320.68	345.98	275.15	229.66	(45.49)	-16.53%
MFD Organics	8.13	4.84	4.48	3.52	3.77	3.55	3.03	(0.52)	-14.65%
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,418.31	1,447.66	1,406.51	1,315.81	1,252.08	1,297.94	1,353.35	55.41	4.27%
SUBTOTAL - Diverted Tons	414.21	517.98	540.19	658.36	702.36	669.58	654.58	(15.00)	-2.24%
Residential									
Residential Solid Waste	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	2,770.59	38.37	1.40%
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	2,371.48	2,384.26	2,379.82	2,369.06	(10.76)	-0.45%
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	3,935.51	3,884.85	4,023.44	4,208.40	184.96	4.60%
SUBTOTAL - Disposed Tons	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	2,770.59	38.37	1.40%
SUBTOTAL - Diverted Tons	6,281.18	6,675.02	6,676.77	6,306.99	6,269.11	6,403.26	6,577.46	174.20	2.72%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	4,015.15	4,153.74	4,082.32	4,007.50	3,938.13	4,030.16	4,123.94		
TOTAL TONS DIVERTED	6,695.39	7,193.00	7,216.96	6,965.35	6,971.47	7,072.84	7,232.04		
COMMERCIAL DIVERSION RATE	22.60%	26.35%	27.75%	33.35%	35.94%	34.03%	32.60%		
MFD DIVERSION RATE	14.04%	12.13%	11.35%	11.42%	12.26%	12.07%	13.11%		
RESIDENTIAL DIVERSION RATE	70.75%	71.15%	71.39%	70.09%	70.01%	70.09%	70.36%		
TOTAL DIVERSION RATE	62.51%	63.39%	63.87%	63.48%	63.90%	63.70%	63.68%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

MEMBER AGENCY	2017							
	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY								
Commercial								
Commercial Solid Waste	30.77	30.09	29.90	86.64	84.76	92.44	90.76	354.60
Commercial Recycling	16.30	15.65	15.36	49.01	49.96	48.51	47.31	194.79
Commercial Organics	15.03	14.30	13.97	48.79	45.64	43.38	43.30	181.11
Subtotal - Disposed	30.77	30.09	29.90	86.64	84.76	92.44	90.76	354.60
Subtotal - Diverted	31.33	29.95	29.33	97.80	95.60	91.89	90.61	375.90
Diversion Rate	50.45%	49.88%	49.52%	53.03%	53.01%	49.85%	49.96%	51.46%
MFD								
MFD Solid Waste	1.94	2.09	2.00	7.53	6.07	5.68	6.03	25.31
MFD Recycling	0.88	0.91	0.82	3.43	3.07	2.93	2.61	12.04
MFD Organics	0.33	0.45	0.32	1.25	1.11	1.02	1.10	4.48
Subtotal - Disposed	1.94	2.09	2.00	7.53	6.07	5.68	6.03	25.31
Subtotal - Diverted	1.21	1.36	1.14	4.68	4.18	3.95	3.71	16.52
Diversion Rate	38.41%	39.42%	36.31%	38.33%	40.78%	41.02%	38.09%	39.49%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	85.52	105.41	92.74	279.83	295.25	299.18	283.67	1,157.93
Residential Curbside Recycling	91.89	104.15	84.94	279.10	266.89	262.78	280.98	1,089.75
Residential Curbside Organics	190.54	277.97	219.08	635.59	611.19	555.80	687.59	2,490.17
Subtotal - Disposed	85.52	105.41	92.74	279.83	295.25	299.18	283.67	1,157.93
Subtotal - Diverted	282.43	382.12	304.02	914.69	878.08	818.58	968.57	3,579.92
Diversion Rate	76.76%	78.38%	76.63%	76.57%	74.84%	73.23%	77.35%	75.56%
Total Disposed	118.23	137.59	124.64	374.00	386.08	397.30	380.46	1,537.84
Total Diverted	314.97	413.43	334.49	1,017.17	977.86	914.42	1,062.89	3,972.34
Total Diversion Rate	72.71%	75.03%	72.85%	73.12%	71.69%	69.71%	73.64%	72.09%
Single-Family Measured Diversion Rate	76.76%	78.38%	76.63%	76.57%	74.84%	73.23%	77.35%	75.56%
Commercial Measured Diversion Rate	49.87%	49.31%	48.85%	52.11%	52.35%	49.41%	49.35%	50.81%
MFD Measured Diversion Rate	38.41%	39.42%	36.31%	38.33%	40.78%	41.02%	38.09%	39.49%
Overall Measured Diversion Rate	72.71%	75.03%	72.85%	73.12%	71.69%	69.71%	73.64%	72.09%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>Year to Date</u> <u>2015 Tons</u>	<u>Year to Date</u> <u>2016 Tons</u>	<u>Year to Date</u> <u>2017 Tons</u>	<u>2016 - 2017</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2016 - 2017</u> <u>% Change</u>
West Bay Sanitary									
Commercial¹ and MFD									
Commercial Solid Waste	392.32	379.90	374.80	409.91	398.25	390.81	354.60	(36.21)	-9.27%
MFD Solid Waste	72.55	61.63	47.95	27.81	27.49	27.08	25.31	(1.77)	-6.54%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	103.53	128.31	136.16	148.27	161.07	160.56	194.79	34.23	21.32%
MFD Recycling	16.80	18.33	16.56	13.10	13.50	12.84	12.04	(0.80)	-6.23%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	46.18	102.39	139.39	146.95	140.27	168.98	181.11	12.13	7.18%
MFD Organics	0.00	0.00	0.82	1.66	1.75	3.11	4.48	1.37	44.05%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	464.87	441.53	422.75	437.72	425.74	417.89	379.91	(37.98)	-9.09%
SUBTOTAL - Diverted Tons	166.51	249.03	292.93	309.98	316.59	345.49	392.42	46.93	13.58%
Residential									
Residential Solid Waste	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	1,157.93	13.47	1.18%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	1,121.17	1,093.36	1,105.88	1,089.75	(16.13)	-1.46%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	2,391.92	2,321.20	2,407.12	2,490.17	83.05	3.45%
SUBTOTAL - Disposed Tons	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	1,157.93	13.47	1.18%
SUBTOTAL - Diverted Tons	3,462.82	3,659.22	3,589.47	3,513.09	3,414.56	3,513.00	3,579.92	66.92	1.90%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	1,559.35	1,646.22	1,594.91	1,594.55	1,553.20	1,562.35	1,537.84		
TOTAL TONS DIVERTED	3,629.33	3,908.25	3,882.40	3,823.07	3,731.15	3,858.49	3,972.34		
COMMERCIAL DIVERSION RATE	26.37%	36.06%	40.93%	41.46%	42.65%	45.26%	50.81%		
MFD DIVERSION RATE	18.80%	22.92%	26.60%	34.67%	35.68%	37.07%	39.49%		
RESIDENTIAL DIVERSION RATE	75.98%	75.23%	75.38%	75.23%	75.18%	75.43%	75.56%		
TOTAL DIVERSION RATE	69.95%	70.36%	70.88%	70.57%	70.61%	71.18%	72.09%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2017

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	5,633.70	5,575.77	5,389.44	17,059.00	16,478.77	16,430.55	16,598.91	66,567.23
Commercial Recycling	2,041.82	1,999.46	1,981.31	6,412.51	6,041.30	6,000.66	6,022.59	24,477.06
Commercial Organics	2,267.40	2,315.56	2,194.94	6,687.55	6,408.72	6,402.64	6,777.90	26,276.81
Subtotal - Disposed	5,633.70	5,575.77	5,389.44	17,059.00	16,478.77	16,430.55	16,598.91	66,567.23
Subtotal - Diverted	4,309.22	4,315.02	4,176.25	13,100.06	12,450.02	12,403.30	12,800.49	50,753.87
Diversion Rate	43.34%	43.63%	43.66%	43.44%	43.04%	43.02%	43.54%	43.26%
MFD								
MFD Solid Waste	2,789.89	2,822.91	2,699.23	8,709.30	8,458.53	8,429.59	8,312.03	33,909.45
MFD Recycling	785.45	810.46	801.55	2,436.96	2,309.12	2,314.79	2,397.46	9,458.33
MFD Organics	88.08	92.59	86.69	254.09	255.67	253.68	267.36	1,030.80
Subtotal - Disposed	2,789.89	2,822.91	2,699.23	8,709.30	8,458.53	8,429.59	8,312.03	33,909.45
Subtotal - Diverted	873.53	903.05	888.24	2,691.05	2,564.79	2,568.47	2,664.82	10,489.13
Diversion Rate	23.84%	24.24%	24.76%	23.60%	23.27%	23.35%	24.28%	23.62%
Roll-Off								
Roll-Off Solid Waste	1,808.37	1,835.34	1,854.61	4,990.55	5,229.48	5,581.30	5,498.32	21,299.65
Roll-Off Recycling	212.89	234.27	201.30	521.99	574.78	656.86	648.46	2,402.09
Roll-Off Organics	249.34	231.07	252.78	643.08	689.27	710.82	733.19	2,776.36
Subtotal - Disposed	1,808.37	1,835.34	1,854.61	4,990.55	5,229.48	5,581.30	5,498.32	21,299.65
Subtotal - Diverted	462.23	465.34	454.08	1,165.07	1,264.05	1,367.68	1,381.65	5,178.45
Diversion Rate	20.36%	20.23%	19.67%	18.93%	19.47%	19.68%	20.08%	19.56%
Residential								
Residential Solid Waste	4,835.82	5,187.27	5,081.84	15,229.25	15,232.99	15,086.87	15,104.93	60,654.04
Residential Curbside Recycling	3,357.90	3,722.62	3,635.55	10,751.72	10,234.84	9,917.81	10,716.07	41,620.44
Residential Curbside Organics	5,953.33	7,308.90	6,610.33	19,592.90	20,752.49	18,309.65	19,872.56	78,527.60
Subtotal - Disposed	4,835.82	5,187.27	5,081.84	15,229.25	15,232.99	15,086.87	15,104.93	60,654.04
Subtotal - Diverted	9,311.23	11,031.52	10,245.88	30,344.62	30,987.33	28,227.46	30,588.63	120,148.04
Diversion Rate	65.82%	68.02%	66.85%	66.58%	67.04%	65.17%	66.94%	66.45%
Total Disposed	15,067.78	15,421.29	15,025.12	45,988.10	45,399.77	45,528.31	45,514.19	182,430.37
Total Diverted	14,956.21	16,714.93	15,764.45	47,300.80	47,266.19	44,566.91	47,435.59	186,569.49
Total Diversion Rate	49.81%	52.01%	51.20%	50.70%	51.01%	49.47%	51.03%	50.56%
Single-Family Measured Diversion Rate	65.82%	68.02%	66.85%	66.58%	67.04%	65.17%	66.94%	66.45%
Commercial Measured Diversion Rate	35.55%	35.71%	35.69%	35.54%	35.05%	34.93%	35.65%	35.29%
MFD Measured Diversion Rate	23.84%	24.24%	24.76%	23.60%	23.27%	23.35%	24.28%	23.62%
Overall Measured Diversion Rate	49.81%	52.01%	51.20%	50.70%	51.01%	49.47%	51.03%	50.56%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2017

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2017

	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2016 - 2017	2016 - 2017
<u>MEMBER AGENCY</u>	<u>2011 Tons</u>	<u>2012 Tons</u>	<u>2013 Tons</u>	<u>2014 Tons</u>	<u>2015 Tons</u>	<u>2016 Tons</u>	<u>2017 Tons</u>	<u>Tons</u>	<u>% Change</u>
TOTAL SBWMA									
Commercial¹ and MFD									
Commercial Solid Waste	64,421.28	66,791.41	63,656.41	64,847.43	64,931.35	65,612.34	66,567.23	954.89	1.46%
MFD Solid Waste	36,991.66	34,230.33	34,521.20	33,876.59	33,552.90	34,024.49	33,909.45	(115.04)	-0.34%
Roll-Off Solid Waste	21,206.80	22,305.42	20,041.01	19,829.00	19,960.19	20,961.29	21,299.65	338.36	1.61%
Commercial Recycling	16,105.16	18,699.81	19,545.59	21,559.03	23,143.64	24,218.27	24,477.06	258.79	1.07%
MFD Recycling	6,454.81	6,825.10	7,615.90	7,992.60	8,494.97	9,078.23	9,458.33	380.10	4.19%
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	1,702.31	1,903.85	2,011.25	2,402.09	390.84	19.43%
Commercial Organics	15,484.71	17,386.86	19,075.20	19,805.15	22,771.16	24,628.82	26,276.81	1,647.99	6.69%
MFD Organics	940.35	892.72	926.59	894.30	906.78	946.36	1,030.80	84.44	8.92%
Roll-Off Organics	2,287.29	1,993.59	1,467.47	1,397.19	1,563.99	2,431.27	2,776.36	345.09	14.19%
SUBTOTAL - Disposed Tons	122,619.74	123,327.16	118,218.62	118,553.02	118,444.44	120,598.12	121,776.33	1,178.21	0.98%
SUBTOTAL - Diverted Tons	42,876.32	47,144.49	50,120.02	53,350.58	58,784.39	63,314.20	66,421.45	3,107.25	4.91%
Residential									
Residential Solid Waste	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	60,256.22	60,654.04	397.82	0.66%
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	41,379.87	41,224.06	42,010.43	41,620.44	(389.99)	-0.93%
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	74,772.73	71,727.38	75,674.77	78,527.60	2,852.83	3.77%
SUBTOTAL - Disposed Tons	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	60,256.22	60,654.04	397.82	0.66%
SUBTOTAL - Diverted Tons	115,966.34	119,692.79	118,810.38	116,152.60	112,951.44	117,685.20	120,148.04	2,462.84	2.09%
Commercial/MFD and Residential									
TOTAL TONS DISPOSED	181,925.87	183,090.90	177,001.51	177,106.09	177,591.01	180,854.34	182,430.37		
TOTAL TONS DIVERTED	158,842.66	166,837.28	168,930.40	169,503.18	171,735.83	180,999.40	186,569.49		
COMMERCIAL DIVERSION RATE	25.91%	27.66%	29.77%	31.04%	33.17%	34.43%	35.29%		
MFD DIVERSION RATE	16.66%	18.40%	19.84%	20.78%	21.89%	22.76%	23.62%		
RESIDENTIAL DIVERSION RATE	66.16%	66.70%	66.90%	66.48%	65.63%	66.14%	66.45%		
TOTAL DIVERSION RATE	46.61%	47.68%	48.83%	48.90%	49.16%	50.02%	50.56%		

¹ Includes Agency facilities tonnage

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

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	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	49	30	93	172	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	
Belmont	84	124	172	380	1	2	0	3	0	0	0	0	0	0	0	0	2	0	2	1	2	2	5	
Burlingame	94	90	99	283	0	2	0	2	0	0	0	0	0	2	0	2	2	0	2	2	2	0	4	
East Palo Alto	45	41	71	157	0	0	0	0	0	0	0	0	0	0	2	0	2	0	2	0	1	0	1	
Foster City	75	68	55	198	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	
Hillsborough	68	127	64	259	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1	2	
Menlo Park	114	112	174	400	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	1	
North Fair Oaks	31	17	42	90	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	
Redwood City	191	189	365	745	1	0	0	1	0	0	0	0	0	0	0	2	2	0	4	3	6	5	14	
San Carlos	97	108	264	469	1	2	0	3	0	0	0	0	0	0	2	2	2	4	2	2	4	8		
San Mateo	225	272	273	770	1	7	0	8	0	1	0	1	0	0	0	0	2	2	4	3	4	1	8	
County Franchised Area	57	72	80	209	0	0	0	0	0	0	0	0	0	0	1	3	4	1	0	0	1	2		
West Bay	26	26	32	84	0	3	0	3	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1	
Totals	1,156	1,276	1,784	4,216	5	17	0	22	0	1	0	1	0	2	0	4	13	7	24	15	19	17	51	

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Inquiries			
	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	34	60	62	156	15	16	9	40	0	0	0	0	68	90	97	255	17	57	14	88
Belmont	221	330	258	809	27	27	18	72	0	0	0	0	243	297	285	825	73	41	92	206
Burlingame	214	310	221	745	35	35	33	103	4	0	1	5	302	319	253	874	84	132	35	251
East Palo Alto	106	111	101	318	9	90	17	116	0	1	0	1	108	142	131	381	9	6	11	26
Foster City	231	293	228	752	10	21	14	45	0	1	0	1	200	255	222	677	59	65	91	215
Hillsborough	100	194	150	444	14	10	19	43	0	0	0	0	141	161	150	452	24	24	49	97
Menlo Park	184	278	215	677	37	39	22	98	0	0	0	0	273	287	254	814	176	79	40	295
North Fair Oaks	69	74	55	198	10	26	9	45	0	0	0	0	98	92	112	302	20	11	15	46
Redwood City	468	616	482	1566	102	69	70	241	0	0	1	1	622	594	596	1812	25	17	19	61
San Carlos	252	382	267	901	72	40	32	144	1	0	1	2	522	550	511	1583	72	155	56	283
San Mateo	649	980	699	2328	69	75	67	211	0	0	0	0	755	920	776	2451	459	184	154	797
County Franchised Area	149	194	147	490	17	14	16	47	0	2	0	2	141	181	196	518	57	37	67	161
West Bay	61	87	50	198	7	7	5	19	0	0	0	0	64	87	62	213	42	14	13	69
Totals	2,738	3,909	2,935	9,582	424	469	331	1,224	5	4	3	12	3,537	3,975	3,645	11,157	1,117	822	656	2,595

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

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
October	15,845	15,610	235	1.48%	21.23	86.31%	212
November	16,325	15,510	815	4.99%	40.06	76.85%	226
December	18,217	14,808	3,409	18.71%	48.45*	65.60%*	140
Quarter 4	50,387	45,928	4,459	8.85%	34.61	78.02%	578

*Note: the Recology San Mateo County call center was impacted by a malfunctioning AT&T router on 12/1, 12/4, 12/6, 12/11, 12/26, 12/27, 12/28, 12/29 and for one hour on 12/19. The time and calls for those days plus for the one hour on 12/19 are not included in these calculations.

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

	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	0	0	0	0	0	0	0	0	0
Belmont	2	0	2	4	0	0	0	0	121	0	40	161
Burlingame	2	7	2	11	0	1	0	1	22	17	11	50
East Palo Alto	0	0	0	0	1	3	0	4	0	104	0	104
Foster City	0	0	5	5	1	0	1	2	220	129	80	429
Hillsborough	3	0	1	4	0	0	0	0	0	0	0	0
Menlo Park	0	1	1	2	4	4	1	9	4	0	0	4
North Fair Oaks	0	5	1	6	0	0	0	0	0	0	18	18
Redwood City	1	8	3	12	0	2	0	2	54	16	38	108
San Carlos	0	3	2	5	0	1	0	1	42	42	14	98
San Mateo	0	2	4	6	5	2	0	7	69	58	95	222
County Franchised Area	0	0	0	0	0	0	0	0	0	0	0	0
West Bay	1	0	0	1	0	1	0	1	0	0	0	0
Totals	9	26	21	56	11	14	2	27	532	366	296	1,194

2017 LIQUIDATED DAMAGES

COLLECTION QUALITY

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

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Belmont	-	0	0	2	0	0	-	0	0	2	0	-	-	2	\$ 150
Burlingame	-	0	0	2	0	0	-	0	0	2	0	-	150	2	\$ 150
East Palo Alto	-	0	0	2	1	150	-	0	0	2	1	150	150	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Menlo Park	1	0	0	-	0	0	-	0	0	1	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Redwood City	3	0	0	2	0	0	-	0	0	5	0	-	-	6	\$ 150
San Carlos	-	0	0	2	0	0	3	0	0	5	0	-	-	3	\$ 150
San Mateo	1	0	0	3	0	0	4	0	0	8	0	-	-	6	\$ 150
County Franchised Area	-	0	0	1	0	0	5	3	450	6	3	450	450	2	\$ 150
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
Total	6	0	0	14	1	150	12	3	450	32	4	600	750	31	

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

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 100
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Total	-	0	0	-	0	0	-	0	0	-	0	-	-	59	

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

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	1	0	0	1	0	-	-	12	\$ 50
Belmont	-	0	0	1	0	0	2	0	0	3	0	-	-	36	\$ 50
Burlingame	5	0	0	2	0	0	1	0	0	8	0	-	-	35	\$ 50
East Palo Alto	1	0	0	-	0	0	-	0	0	1	0	-	-	23	\$ 50
Foster City	1	0	0	3	0	0	1	0	0	5	0	-	-	35	\$ 50
Hillsborough	1	0	0	-	0	0	2	0	0	3	0	-	-	20	\$ 50
Menlo Park	-	0	0	2	0	0	3	0	0	5	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50
Redwood City	6	0	0	6	0	0	8	0	0	20	0	-	-	94	\$ 50
San Carlos	4	0	0	2	0	0	4	0	0	10	0	-	-	46	\$ 50
San Mateo	10	0	0	3	0	0	3	0	0	16	0	-	-	105	\$ 50
County Franchised Area	6	0	0	1	0	0	-	0	0	7	0	-	-	27	\$ 50
West Bay	1	0	0	1	0	0	-	0	0	2	0	-	-	11	\$ 50
Total	35	0	0	21	0	0	25	0	0	81	0	-	-	500	

2017 LIQUIDATED DAMAGES

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

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	-	0	0	1	0	0	-	0	0	1	0	-	-	13	\$ 50
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	-	0	0	1	0	0	-	0	0	1	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	250	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	1	1	250	-	-	0	1	1	250	250	250	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	1	1	250	-	-	0	1	1	250	250	250	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	500	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	1,500	0	\$ 250
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	0	0	2	2	500	-	0	0	2	2	500	3,000	-	

2017 LIQUIDATED DAMAGES

7.A, 7.B,

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

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	1	0	0	-	0	0	1	0	-	-	3	\$ 50
Belmont	1	0	0	2	0	0	2	0	0	5	0	-	-	9	\$ 50
Burlingame	1	0	0	2	0	0	-	0	0	3	0	-	-	8	\$ 50
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 50
Foster City	2	0	0	-	0	0	-	0	0	2	0	-	-	9	\$ 50
Hillsborough	-	0	0	1	0	0	1	0	0	2	0	-	-	5	\$ 50
Menlo Park	-	0	0	-	0	0	1	0	0	1	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 50
Redwood City	3	0	0	6	0	0	5	0	0	14	0	-	-	22	\$ 50
San Carlos	2	0	0	2	0	0	-	0	0	4	0	-	-	11	\$ 50
San Mateo	2	0	0	4	0	0	1	0	0	7	0	-	-	25	\$ 50
County Franchised Area	1	0	0	-	0	0	1	0	0	2	0	-	-	6	\$ 50
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	3	\$ 50
	13	0	0	19	0	0	12	0	0	44	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.1

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	0	-	0	0	1	1	500	1	1	500	1,500	0	\$ 500
Belmont	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Burlingame	1	1	500	-	0	0	-	0	0	1	1	500	2,500	0	\$ 500
East Palo Alto	0	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
Foster City	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Hillsborough	0	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
Menlo Park	0	0	0	-	0	0	-	0	0	0	0	-	1,000	0	\$ 500
North Fair Oaks	0	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
Redwood City	0	0	0	-	0	0	-	0	0	0	0	-	2,000	0	\$ 500
San Carlos	0	0	0	-	0	0	4	4	2,000	4	4	2,000	3,500	0	\$ 500
San Mateo	1	1	500	-	0	0	-	0	0	1	1	500	2,000	0	\$ 500
County Franchised Area	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
West Bay	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
	2	2	1,000	-	0	0	5	5	2,500	7	7	3,500	14,000	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			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2017 LIQUIDATED DAMAGES

REPORTING

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

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 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
County Franchised Area	-	-	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			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

3. Late submittal of billing review report 7.01.E

	October			November			December			Q4			2017 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

2017 LIQUIDATED DAMAGES

OTHER

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

	October			November			December			Q4			2017 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

Disposal of organic materials without written approval
8.02.D

	October			November			December			Q4			2017 LD Amount	Tonnage Allowance	LD per Ton Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

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

	October			November			December			Q4			2017 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2017 LIQUIDATED DAMAGES

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

6.01

	October			November			December			Q4			2017	Tonnage	LD per Ton Solid Waste/ Organics	
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount				LD Amount
Atherton	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Total Liquidated Damages	-	0	0	-	0	0	-	0	0	0	0	0	4,600	17,750	-	

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

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	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	1	2	0	N/A	0	(\$50)	(\$100)	\$0	(\$150)
Burlingame	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
San Carlos	1	2	0	N/A	0	(\$50)	(\$100)	\$0	(\$150)
San Mateo	1	7	0	N/A	0	(\$50)	(\$350)	\$0	(\$400)
County Franchised Area	0	0	0	N/A	0	\$0	\$0	\$0	\$0
West Bay	0	3	0	N/A	0	\$0	(\$150)	\$0	(\$150)
Totals	5	17	0			(\$250)	(\$850)	\$0	(\$1,100)

Recology San Mateo County

Annual Average Speed of Answer Incentive/Disincentive Rate Year 2017

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	Rate Year 2017		Net Amount
					\$500 Incentive Payment due \$500 per Second	\$500 Disincentive Payment due \$500 per Second	

Quarter 4
Month

October	20	15	30	0	0	\$0	\$0	\$0
November	39	15	30	0	9	\$0	(\$4,370)	(\$4,370)
December *	47	15	30	0	17	\$0	(\$8,495)	(\$8,495)
Totals						\$0	(\$12,865)	(\$12,865)

Year 2016

Agency	Solid Waste Tons	Incentive	Disincentive	Net Amount
Atherton	2,164	\$0	(\$154)	(\$154)
Belmont	7,952	\$0	(\$566)	(\$566)
Burlingame	24,726	\$0	(\$1,759)	(\$1,759)
East Palo Alto	11,871	\$0	(\$844)	(\$844)
Foster City	9,946	\$0	(\$708)	(\$708)
Hillsborough	2,632	\$0	(\$187)	(\$187)
Menlo Park	16,577	\$0	(\$1,179)	(\$1,179)
North Fair Oaks	6,046	\$0	(\$430)	(\$430)
Redwood City	38,335	\$0	(\$2,727)	(\$2,727)
San Carlos	12,937	\$0	(\$920)	(\$920)
San Mateo	42,076	\$0	(\$2,993)	(\$2,993)
County Franchised Area	4,030	\$0	(\$287)	(\$287)
West Bay	1,562	\$0	(\$111)	(\$111)
	<u>180,854</u>	\$0	(\$12,865)	(\$12,865)

*Note: the Recology San Mateo County call center was impacted by a malfunctioning AT&T router on 12/1, 12/4, 12/6, 12/11, 12/26, 12/27, 12/28, 12/29 and for one hour on 12/19. The time and calls for those days plus for the one hour on 12/19 are not included in these calculations.

Recology San Mateo County

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

Aggregate SBWMA

\$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Quarterly Number of Calls Received SBWMA Service Area	5% of Quarterly Number of Calls Received SBWMA Service Area	Incentive Number of Calls	Ninety Second Hold Time Calls in Excess of 5% of Quarterly Calls Received	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Quarter 4
Month

October	765		N/A	765	N/A	(\$3,825)
November	1,888		N/A	1,888	N/A	(\$9,440)
December *	1,581		N/A	1,581	N/A	(\$7,905)
Quarterly Totals	4,234	50,387	2,519	4,234		(\$21,170)

Year 2016
Tons of Solid
Waste Collected

Agency	Tons of Solid Waste Collected	Incentive Payment Due	Disincentive Payment due
Atherton	2,164	\$0	(\$253)
Belmont	7,952	\$0	(\$931)
Burlingame	24,726	\$0	(\$2,894)
East Palo Alto	11,871	\$0	(\$1,390)
Foster City	9,946	\$0	(\$1,164)
Hillsborough	2,632	\$0	(\$308)
Menlo Park	16,577	\$0	(\$1,940)
North Fair Oaks	6,046	\$0	(\$708)
Redwood City	38,335	\$0	(\$4,488)
San Carlos	12,937	\$0	(\$1,514)
San Mateo	42,076	\$0	(\$4,925)
County Franchised Area	4,030	\$0	(\$472)
West Bay	1,562	\$0	(\$183)
	180,854	N/A	(\$21,170)

*Note: the Recology San Mateo County call center was impacted by a malfunctioning AT&T router on 12/1, 12/4, 12/6, 12/11, 12/26, 12/27, 12/28, 12/29 and for one hour on 12/19. The time and calls for those days plus for the one hour on 12/19 are not included in these calculations.

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2017

Quarter 4

Aggregate SBWMA

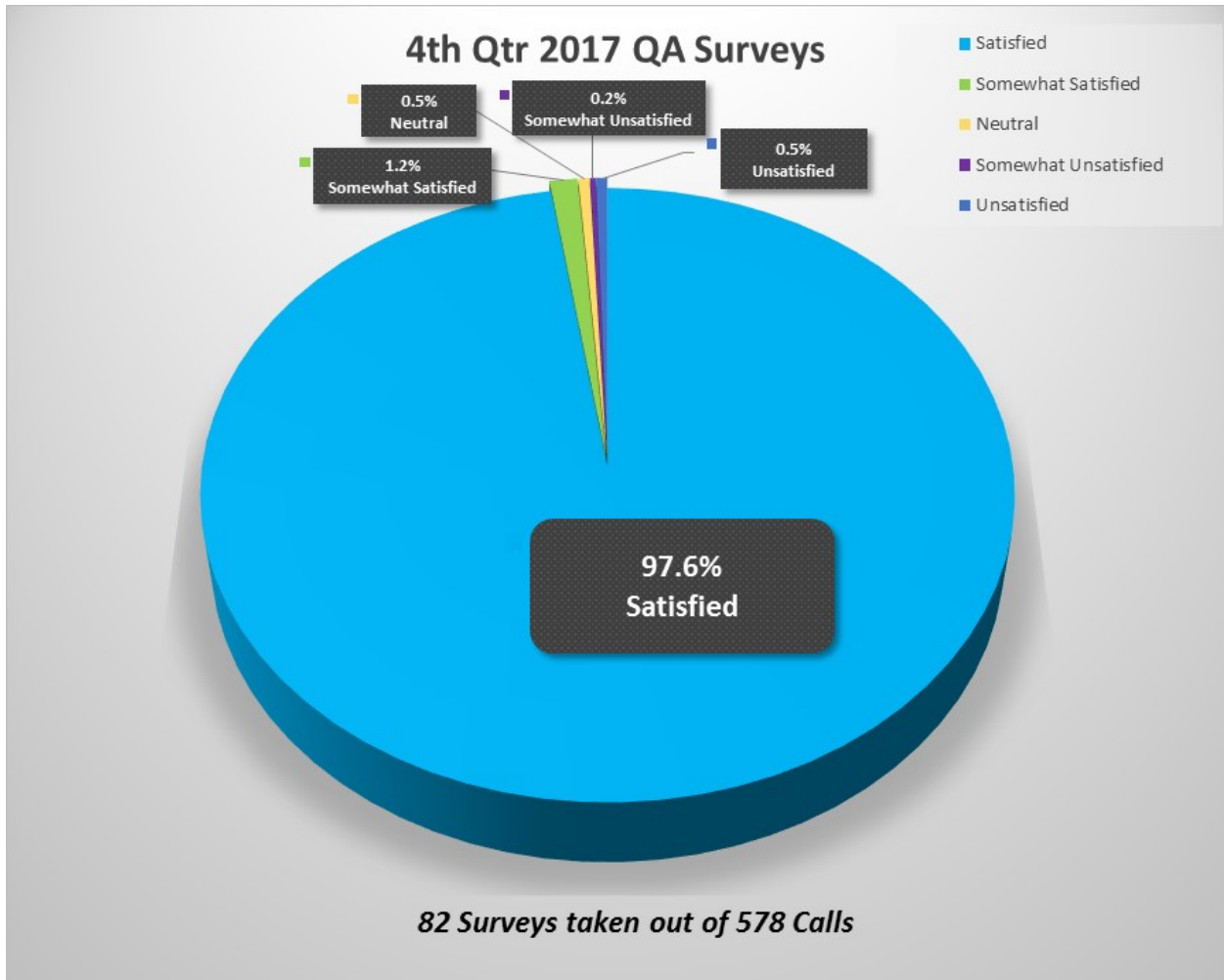
Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,605.99	8.50%		-8.50%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	8,858.51	10.00%		-10.00%	N/A	\$70	N/A
Residential Organic Materials	19,872.56	5.00%		-5.00%	N/A	\$70	N/A
Commercial Organic Materials	6,240.85	10.00%		-10.00%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	1,537.60	5.00%		-5.00%	N/A	\$70	N/A
Total						\$0	

I. SUMMARY ASSESSMENT

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 578 calls placed to customers during the 4th Quarter, 82 surveys were completed (any surveys with unanswered questions were eliminated from the results).

The results of the surveys continue to be positive with **98.8%** of the customers giving an overall Satisfactory rating. The top 3 reasons cited for the Satisfactory rating included Friendliness, Responsiveness, and Listening Carefully.



Community Involvement

As the largest 100% employee-owned company in the resource recovery industry, Recology is proud to have employee-owners who are committed to the success of our company, and who also give back to the communities we serve.

On Wednesday, December 6th, the Recology San Mateo County (RSMC) Commercial Recycling Promotion Team (CRPT) volunteered their time hanging and distributing coats at the St. Anthony's Clothing Distribution Center in North Fair Oaks. As part of RSMC's annual Coats for Kids Program, nearly 700 new and gently used men's, women's, and children's coats were collected from residents and businesses in San Mateo County.

On Monday, December 11th, employee-owners and families volunteered their time wrapping gifts at the Redwood City/San Mateo County Toy & Book Drive Wrapping Party, which was held at the Red Morton Community Center in Redwood City. The gifts were then distributed to local families in need.

On Tuesday, December 19th, RSMC employee-owners and families volunteered their time at the Second Harvest Food Bank in San Carlos. RSMC employee-owners helped sort food donations into appropriate containers, which are provided to families in need throughout San Mateo County.



RSMC Employee-Owners and family help wrap gifts for the Annual Toy & Book Drive



RSMC Waste Zero Specialists help Pat Ferrando, St. Anthony's Clothing Center Coordinator, hang and distribute donated coats.



RSMC Employee-Owners and friends help out at our Annual Second Harvest Food Bank Volunteer Night

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) 2017 training and professional development activities for the Recology San Mateo County (RSMC) Commercial Recycling Promotion Team (CRPT):

On October 17, 2017, Waste Zero Specialist (WZS) Camilla Visconti participated in EPA the webinar: “Toxic Chemicals in Disposable Food Service Ware.” The webinar addressed recyclable and compostable foodware products that are bio accumulative (persistent in our bodies and/or the environment) and the importance of sustainable product sourcing.

On October 19, 2017, WZS’s Gina Tretten, Camilla Visconti, and Hannah Towne attended a leadership and communication seminar held by Michael Whatmore at the San Carlos Library. They learned about DISC communication styles (Dominance, Influence, Steadiness, and Conscientiousness) and why it is important to keep these styles in mind when communicating with others.

On November 8, 2017, WZS’s Rachael Lacey, Camilla Visconti, and Sarah Prescott attended the Countywide Recycling Committee Meeting in Redwood City. They learned about the San Mateo County Office of Sustainability semiannual updates, CalRecycle legislative updates, and new methods of tracking our waste streams.

On November 16, 2017, WZS Camilla Visconti participated in the EPA’s Sustainable Materials Management Web Academy Webinar: “Preventing Food Waste Upstream: A Source Reduction Approach.” Webinar speakers discussed food recovery networks in different U.S. cities, and what methods have proven successful.

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 2017.

New and/or Increased Recycling or Compost Customers

RSMC is pleased to report that the CRPT exceeded the Q4 2017 goal of recruiting or increasing new compost and/or recycling services in the commercial and Multi-Family Dwelling (MFD) sectors as noted below:

Q4 2017 Goal New and/or Increased Recycling or Compost Customers	Q4 2017 Actual New and/or Increased Recycling or Compost Customers
85	113

Target Account Site Assessments

The CRPT met the goal set for conducting Targeted Account Site Assessments‡ in Q4 2017, as outlined below:

Q4 2017 Goal Target Account Site Assessments	Q4 2017 Actual Target Account Site Assessments
56	56

The number of Site Assessments performed during Q4 2017 in each Member Agency is summarized below:

Member Agency	Q4 2017 Target Account Site Assessments	Year to Date Target Account Site Assessments	Q4 2017 Additional Waste Audits	Year to Date Additional Waste Audits
Atherton	0	0	0	2
Belmont	4	18	0	5
Burlingame	11	38	1	11
East Palo Alto	0	27	4	9
Foster City	5	22	2	5
Hillsborough	4	5	0	0
Menlo Park	2	43	9	23
North Fair Oaks	6	16	0	0
Redwood City	12	34	2	14
San Carlos	5	31	1	20

Member Agency	Q4 2017 Target Account Site Assessments	Year to Date Target Account Site Assessments	Q4 2017 Additional Waste Audits	Year to Date Additional Waste Audits
San Mateo	6	36	7	20
County Franchised Area	0	13	0	11
West Bay Sanitary District	1	6	1	3
Total	56	289	27	123

A detailed account of the Site Assessments and Waste Audits noted above is included in the 4th Quarter 2017 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.

Quarter 1 (Q1) 2018 Goals

RSMC’s goal is to continue increasing diversion by implementing new recycling and composting programs and 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 AB 341 and AB 1826. 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 AB 1826
- Conduct Site Assessments for 2018 Target Accounts
- Contact predetermined Focus Accounts to work on increasing recycling and compost services, in an effort to support the Member Agencies’ diversion goals

The Q1 2018 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 45 Target Account Site Assessments for Commercial and/or MFD accounts
- Contact 60 of the predetermined Focus Accounts to provide educational outreach and/or technical assistance, such as on-site trainings or presentations, with the focus of increasing diversion.
- Recruit or increase a minimum of 100 recycling and/or compost accounts, which may include the accounts that were targeted for AB 1826

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 and/or compost-rich accounts, to ensure that their needs are being met, they are properly informed about correct diversion practices, and that the maximum diversion is being achieved. The CRPT will continue to contact customers and perform 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 is noted below:

Focus Accounts

The CRPT has identified Focus Accounts in each jurisdiction who will be contacted by the CRPT to provide educational outreach and/or technical assistance, such as on-site trainings or presentations, delivery of internal recycling containers, new posters, or other signage. Focus Accounts were chosen based upon previously conducted Waste Audits and historical knowledge of the customer base. The number of Focus Accounts chosen in 2017 for each Member Agency is summarized below:

Member Agency	2017 Focus Accounts	2017 Focus Accounts Contacted in Q4	Year to date Focus Accounts Contacted
Atherton	7	1	7
Belmont *	31	20	30
Burlingame *	12	3	11
East Palo Alto	19	8	19
Foster City	24	7	24
Hillsborough	0	0	0
Menlo Park	24	8	24
North Fair Oaks	17	5	17
Redwood City	36	10	36
San Carlos	16	4	16
San Mateo	23	4	23
Unincorporated San Mateo County	16	1	16
West Bay Sanitary District	11	5	11
Total	236	76	234

*Burlingame and Belmont each had Focus Accounts that had stopped service and closed their accounts.

Target Compost Rich Accounts for AB 1826

AB 1826 went into effect on April 1st, 2016, and required businesses that generate eight or more cubic yards of organic waste per week to arrange for organic composting services. The volume requirements of AB 1826 gradually decrease each year until 2020, with the minimum requirement being two or more cubic yards of MSW. The second phase went into effect January 1st 2017, and requires business that generate four or more cubic yards of organic waste per week to implement an organics recycling program.

During Q4 2017, the CRPT targeted organic-rich accounts that were not subscribed to compost service, with the goal of implementing an organics program. The CRPT contacted 103 accounts that may fall under the current phase of AB 1826. During this time, the CRPT implemented **25 new compost accounts**. The technical assistance for these specific customers included **14 trainings and 2 presentations**.

RSMC's outreach strategies have proven to be effective, and therefore the CRPT will continue to target accounts that are not compliant with AB 1826. 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 establishments, which are typically higher generators of organic materials. The CRPT will inform these customers about AB 1826 and assist with the implementation of compost collection to ensure that customers are in compliance and that their diversion programs are successful.

In addition to the Commercial AB 1826 outreach, the CRPT contacted 130 MFDs to identify if they are backhauling their organic material (using non-franchised haulers, or landscape companies or self-hauling the removal/recycling of yard waste). Of those 130 MFDs contacted, the CRPT confirmed that 97 of those accounts utilize a landscape company to recycle the yard waste and 3 of the accounts initiated compost service with RSMC. These findings were 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 offered. These tools help teach customers how to properly separate items into recycling, compost, and garbage containers. The CRPT will continue to promote these services and outreach materials in Q1 2018 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 2017:

Q4 2017 Public Education and Outreach Materials					
	Commercial Brochures	Posters	Dock Signs	Stickers	Recycle Buddy Bags
October	61	81	23	41	532
November	0	248	14	267	366
December	0	230	24	110	296
Total	61	559	61	418	1,194

During Q4, 2017, the CRPT conducted **10 presentations** and **42 trainings** to Commercial and/or MFD customers, which are outlined below:

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Description
10/12/2017	FOC	GILEAD SCIENCES	301 VELOCITY WAY	PRESCHOOL STUDENTS & TEACHERS	SCHOOL PRESENTATION
10/12/2017	MPK	ROSEWOOD SAND HILL	2825 SAND HILL RD	FACILITIES, KITCHEN STAFF, CULINARY MGR	TRAINING
10/12/2017	MPK	ROSEWOOD SAND HILL	2825 SAND HILL RD	CULINARY MGR & STAFF, FACILITIES STAFF	TRAINING
10/17/2017	MAT	MOLLIE STONE'S MARKET	49 42ND AVE	BAKERY EMPLOYEES & MANAGERS	TRAINING
10/17/2017	MAT	MOLLIE STONE'S MARKET	49 42ND AVE	STARBUCKS EMPLOYEES	TRAINING
10/17/2017	MAT	MOLLIE STONE'S MARKET	49 42ND AVE	MEAT DEPT EMPLOYEES & MANAGER	TRAINING
10/19/2017	MAT	LESLEY TOWERS	700 LAUREL AVE	KITCHEN AND OFFICE STAFF	TRAINING
10/20/2017	MAT	WING STOP	842 N DELAWARE ST	WING STOP MANAGER	TRAINING
10/24/2017	BUR	FIRST PRESBYTERIAN CHURCH	1500 EASTON DR	PRESCHOOL STAFF	TRAINING
10/24/2017	BUR	MILLS PENINSULA/ SUTTER SHARED	1501 TROUSDALE DR	KITCHEN STAFF	TRAINING
10/25/2017	ATH	MENLO COLLEGE	1000 EL CAMINO REAL	TEACHERS & GREEN TEAM	PRESENTATION
10/26/2017	MAT	STARBUCKS #5602	844 N DELAWARE ST	MANAGER AND EMPLOYEE	TRAINING
11/01/2017	MAT	LESLEY TOWERS	700 LAUREL AVE	RESIDENTS & STAFF	PRESENTATION
11/01/2017	SNC	PENINSULA CUSTOM HOMES	1401 OLD COUNTY RD	EMPLOYEES	PRESENTATION
11/02/2017	BUR	DUO ENTOURAGE LLC	1199 BROADWAY ST #2	OWNER & EMPLOYEES	TRAINING
11/02/2017	MPK	DONUT DELITE	732 WILLOW RD	OWNER & EMPLOYEE	TRAINING
11/02/2017	RWC	FSDW REDWOOD CITY LLC	2800 EL CAMINO REAL	KITCHEN STAFF AND CHEF	TRAINING

11/02/2017	RWC	FSDW REDWOOD CITY LLC	2800 EL CAMINO REAL	KITCHEN STAFF	TRAINING
11/07/2017	RWC	STANFORD HOSPITAL & CLINICS	440 BROADWAY ST, PAVILION B, 3RD FLOOR	STAFF	PRESENTATION
11/08/2017	MAT	CROSSROADS	1825 S GRANT ST	DAY CREW JANITORIAL STAFF AND MANAGER	TRAINING
11/09/2017	MAT	CROSSROADS	1825 S GRANT ST	NIGHT STAFF JANITORIAL TEAM	TRAINING
11/13/2017	BUR	HILTON GARDEN INN	765 AIRPORT BLVD	DEPARTMENT HEADS	TRAINING
11/13/2017	EPA	MCDONALDS	1721 E BAYSHORE	STORE MANAGER AND EMPLOYEES	TRAINING
11/13/2017	EPA	MCDONALDS	2401 UNIVERSITY AVE	STORE MANAGERS AND EMPLOYEES	TRAINING
11/16/2017	BEL	NOTRE DAME DE NAMUR UNIVERSITY	1500 RALSTON AVE	CAFE EMPLOYEES, COOKS & MANAGERS.	TRAINING
11/17/2017	FOC	MEDGENOME	348 HATCH DR	EMPLOYEES	TRAINING
11/17/2017	MAT	ST MATTHEW EPISCOPAL	16 BALDWIN AVE	PRE SCHOOL - 8TH GRADE	SCHOOL PRESENTATION
11/21/2017	CFA	EL METATE TAQUERIA	120 HARBOR BLVD	KITCHEN STAFF & MANAGER	TRAINING
11/22/2017	MAT	PHILZ COFFEE	113 S B ST	STORE MANAGER	TRAINING
11/28/2017	EPA	FOUR SEASONS HOTEL	2050 UNIVERSITY	KITCHEN STAFF	TRAINING
11/28/2017	MAT	CROSSROADS	1855 S GRANT ST	COUPA SOFTWARE EMPLOYEES	PRESENTATION
11/28/2017	MPK	RESIDENCE INN MENLO PARK	555 GLENWOOD AVE	ALL STAFF & MANAGEMENT	SPANISH TRAINING
11/28/2017	SNC	T W M INDUSTRIES	1800 EL CAMINO REAL	EMPLOYEES	TRAINING
11/30/2017	EPA	EPA SENIOR CENTER, INC	560 BELL ST	DIRECTOR/STAFF	TRAINING
11/30/2017	RWC	MANDALOUN	2021 BROADWAY ST	KITCHEN STAFF	SPANISH TRAINING
12/01/2017	BEL	FRG/MCDONALDS #380	522 EL CAMINO REAL	MANAGEMENT AND STAFF	SPANISH TRAINING
12/01/2017	RWC	MANDALOUN	2021 BROADWAY ST	KITCHEN STAFF	TRAINING

12/04/2017	BUR	ALEXANDRIA REAL ESTATES	863 MITTEN RD	TENANTS & PROP MGR	TRAINING
12/04/2017	SNC	COUNTRY INN SUITES	251 EL CAMINO REAL	HOTEL STAFF	TRAINING
12/05/2017	EPA	FOUR SEASONS HOTEL	2050 UNIVERSITY	BANQUET STAFF, ROOM SVC STAFF	TRAINING
12/05/2017	EPA	FOUR SEASONS HOTEL	2050 UNIVERSITY	KITCHEN STAFF (EVENING SHIFT)	TRAINING
12/06/2017	FOC	HILLSDALE ARCO	880 E HILLSDALE BLVD	SHOP EMPLOYEES & OWNER	TRAINING
12/07/2017	EPA	EPA SENIOR CENTER, INC	560 BELL ST	SENIORS	PRESENTATION
12/07/2017	FOC	FOSTER SQUARE RETAIL OWNER, LLC	780 ALMA LN	EMPLOYEES & MANAGER	TRAINING
12/12/2017	FOC	ATRIA AT FOSTER SQUARE #10681	707 THAYER LN	EMPLOYEES, MAINTENANCE, MANAGEMENT	PRESENTATION
12/14/2017	EPA	AMAZON	2100 UNIVERSITY AVE	CAFETERIA STAFF, DAY PORTERS	TRAINING
12/14/2017	EPA	AMAZAON	2100 UNIVERSITY AVE	CAFÉ STAFF	TRAINING
12/18/2017	SNC	SATELITE HEALTH CARE	1125 INDUSTRIAL RD	NURSES	TRAINING
12/19/2017	BEL	BOLAR CEILINGS	401 OLD COUNTY RD #A	EMPLOYEES & MANAGER	TRAINING
12/19/2017	EPA	AMAZON	2100 UNIVERSITY	MGR FOR NIGHT PORTERS	TRAINING
12/20/2017	CFA	COUNTY OF SAN MATEO C.S.S.	30 TOWER RD	STAFF	TRAINING
12/20/2017	FOC	METRO CENTER SENIOR APTS	101 TOWN GREEN LN	RESIDENTS AND STAFF	PRESENTATION

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

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

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

Services provided by RSMC to Commercial and Agency Facility sectors include Solid Waste, Compost, and Single-Stream Recycling material collection. Support services provided include conducting Site Assessments and Site Checks, determining adequate and 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 2017 4th Quarter Report under the tab labeled "M1d. Diversion Level".