



QUARTERLY REPORT TO THE SBWMA
FOR 4th Quarter 2018

Submitted January 30, 2019



January 30, 2019

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 2018 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 horizontal line.

Michael Kelly
General Manager
Recology San Mateo County

cc: John Mangini



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
4th Quarter 2018**

**Submitted
JANUARY 30, 2019**



4th QUARTER 2018 REPORT

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4th QUARTER 2018 REPORT

DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

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

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

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

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

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

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

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

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

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

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

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

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

Tonnage Allocations – During Quarter 4, system tonnage allocations were updated as follows: effective October 8 for usual and customary service changes and effective November 1 for changes in commercial recycling routes.

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



4th QUARTER 2018 QUARTERLY REPORT SUMMARY

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2018 Year End
Commercial Tonnage Collected					
Solid Waste	21,396.04	21,931.29	21,959.30	22,073.98	87,360.61
Recyclables	6,940.54	7,109.54	6,834.59	7,116.89	28,001.56
Organics	7,327.09	7,200.28	7,228.12	8,060.43	29,815.92
Multi-Family Tonnage Collected					
Solid Waste	8,267.22	8,470.57	8,335.96	8,556.76	33,630.51
Recyclables	2,378.32	2,421.42	2,356.98	2,473.58	9,630.30
Organics	272.36	266.49	252.34	276.21	1,067.40
Residential Tonnage Collected					
Solid Waste	14,596.40	14,985.61	15,098.72	15,516.34	60,197.07
Recyclables	10,289.27	10,285.68	9,897.12	10,740.42	41,212.49
Organics	17,953.95	19,972.40	18,463.33	21,107.51	77,497.19
Diversion Rates					
Commercial	36.32%	35.86%	35.50%	36.92%	36.15%
Multi-Family	24.28%	24.09%	23.84%	24.32%	24.13%
Residential	65.93%	66.88%	65.26%	67.24%	66.35%
Overall	50.50%	51.01%	49.80%	51.89%	50.82%
Inquiries, Service Requests & Complaints					
Inquiries, Service Requests & Complaints	21,436	24,506	26,854	27,845	100,641
Calls Received	39,459	44,009	47,162	51,081	181,711
Avg. Hold Time	13.28	18.01	20.33	36.81	22.82
Assessments	143	103	128	109	483
Quality Assurance	666	647	646	634	2,593

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 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	33.16	31.91	31.88	101.30	96.89	102.16	96.95	397.30
Commercial Recycling	24.38	15.07	15.54	60.55	49.10	49.95	54.99	214.59
Commercial Organics	35.22	37.37	39.30	117.97	101.23	221.39	111.89	552.48
Subtotal - Disposed	33.16	31.91	31.88	101.30	96.89	102.16	96.95	397.30
Subtotal - Diverted	59.60	52.44	54.84	178.52	150.33	271.34	166.88	767.07
Diversion Rate	64.25%	62.17%	63.24%	63.80%	60.81%	72.65%	63.25%	65.88%
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	3.42	0.00	3.42
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	3.42	0.00	3.42
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	152.48	148.31	154.72	426.65	441.87	462.41	455.51	1,786.44
Residential Curbside Recycling	134.60	134.82	125.59	350.51	357.12	336.55	395.01	1,439.19
Residential Curbside Organics	661.88	631.60	863.72	1,898.87	1,813.59	1,701.17	2,157.20	7,570.83
Subtotal - Disposed	152.48	148.31	154.72	426.65	441.87	462.41	455.51	1,786.44
Subtotal - Diverted	796.48	766.42	989.31	2,249.38	2,170.71	2,037.72	2,552.21	9,010.02
Diversion Rate	83.93%	83.79%	86.48%	84.06%	83.09%	81.50%	84.86%	83.45%
Total Disposed	185.64	180.22	186.60	527.95	538.76	567.99	552.46	2,187.16
Total Diverted	856.08	818.86	1,044.15	2,427.90	2,321.04	2,309.06	2,719.09	9,777.09
Total Diversion Rate	82.18%	81.96%	84.84%	82.14%	81.16%	80.26%	83.11%	81.72%
Single-Family Measured Diversion Rate	83.93%	83.79%	86.48%	84.06%	83.09%	81.50%	84.86%	83.45%
Commercial Measured Diversion Rate	64.25%	62.17%	63.24%	63.80%	60.81%	71.99%	63.25%	65.69%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	82.18%	81.96%	84.84%	82.14%	81.16%	80.26%	83.11%	81.72%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u>	<u>2017 - 2018</u>	<u>2017 - 2018</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>2018 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</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	397.30	(28.25)	-6.64%
MFD Solid Waste	0.00	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	3.42	3.42	0.00%
Commercial Recycling	200.36	154.17	165.50	166.16	178.19	188.20	205.31	214.59	9.28	4.52%
MFD Recycling	0.00	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	0.00	0.00	0.00%
Commercial Organics	426.87	393.80	501.50	508.81	658.18	604.75	527.71	552.48	24.77	4.69%
MFD Organics	0.00	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	0.00	(2.32)	-100.00%
SUBTOTAL - Disposed Tons	591.22	532.17	447.88	457.85	467.96	414.28	425.55	400.72	(24.83)	-5.83%
SUBTOTAL - Diverted Tons	637.37	574.54	667.24	674.97	838.33	794.94	735.34	767.07	31.73	4.32%
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	1,786.44	28.08	1.60%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	1,427.46	1,407.94	1,444.17	1,419.11	1,439.19	20.08	1.41%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	7,519.55	7,178.41	7,488.82	7,750.96	7,570.83	(180.13)	-2.32%
SUBTOTAL - Disposed Tons	1,989.71	1,775.72	1,702.77	1,693.36	1,703.05	1,750.02	1,758.36	1,786.44	28.08	1.60%
SUBTOTAL - Diverted Tons	9,186.54	9,573.18	9,090.65	8,947.01	8,586.35	8,932.99	9,170.07	9,010.02	(160.05)	-1.75%
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	2,187.16		
TOTAL TONS DIVERTED	9,823.91	10,147.72	9,757.89	9,621.98	9,424.68	9,727.93	9,905.41	9,777.09		
COMMERCIAL DIVERSION RATE	51.88%	51.91%	59.84%	59.58%	64.18%	65.74%	63.34%	65.69%		
MFD DIVERSION RATE	0.00%	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%	83.45%		
TOTAL DIVERSION RATE	79.19%	81.47%	81.94%	81.73%	81.28%	81.80%	81.94%	81.72%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	201.83	202.18	188.17	560.32	569.77	567.21	592.18	2,289.48
Commercial Recycling	84.13	79.12	83.63	236.83	242.28	236.80	246.88	962.79
Commercial Organics	90.93	80.80	79.43	261.17	217.64	208.60	251.16	938.57
Subtotal - Disposed	201.83	202.18	188.17	560.32	569.77	567.21	592.18	2,289.48
Subtotal - Diverted	175.06	159.92	163.06	498.00	459.92	445.40	498.04	1,901.36
Diversion Rate	46.45%	44.16%	46.43%	47.06%	44.67%	43.99%	45.68%	45.37%
MFD								
MFD Solid Waste	172.01	165.75	169.72	473.77	503.35	496.27	507.48	1,980.87
MFD Recycling	48.46	48.95	50.96	155.71	162.41	150.70	148.37	617.19
MFD Organics	6.59	6.37	7.33	16.01	18.50	18.65	20.29	73.45
Subtotal - Disposed	172.01	165.75	169.72	473.77	503.35	496.27	507.48	1,980.87
Subtotal - Diverted	55.05	55.32	58.29	171.72	180.91	169.35	168.66	690.64
Diversion Rate	24.24%	25.02%	25.56%	26.60%	26.44%	25.44%	24.94%	25.85%
Roll-Off								
Roll-Off Solid Waste	21.85	10.59	7.56	99.16	115.85	49.13	40.00	304.14
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	21.85	10.59	7.56	99.16	115.85	49.13	40.00	304.14
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	270.17	279.76	275.51	792.81	807.98	812.50	825.44	3,238.73
Residential Curbside Recycling	225.33	237.45	230.19	693.63	668.10	657.74	692.97	2,712.44
Residential Curbside Organics	342.64	331.15	361.55	927.15	1,105.29	1,003.35	1,035.34	4,071.13
Subtotal - Disposed	270.17	279.76	275.51	792.81	807.98	812.50	825.44	3,238.73
Subtotal - Diverted	567.97	568.60	591.74	1,620.78	1,773.39	1,661.09	1,728.31	6,783.57
Diversion Rate	67.77%	67.02%	68.23%	67.15%	68.70%	67.15%	67.68%	67.68%
Total Disposed	665.86	658.28	640.96	1,926.06	1,996.95	1,925.11	1,965.10	7,813.22
Total Diverted	798.08	783.84	813.09	2,290.50	2,414.22	2,275.84	2,395.01	9,375.57
Total Diversion Rate	54.52%	54.35%	55.92%	54.32%	54.73%	54.17%	54.93%	54.54%
Single-Family Measured Diversion Rate	67.77%	67.02%	68.23%	67.15%	68.70%	67.15%	67.68%	67.68%
Commercial Measured Diversion Rate	36.77%	36.25%	37.72%	37.15%	35.02%	35.59%	36.91%	36.17%
MFD Measured Diversion Rate	24.24%	25.02%	25.56%	26.60%	26.44%	25.44%	24.94%	25.85%
Overall Measured Diversion Rate	54.52%	54.35%	55.92%	54.32%	54.73%	54.17%	54.93%	54.54%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2017 - 2018	2017 - 2018
	<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>2018 Tons</u>	<u>Tons</u> <u>Incr/(Decr)</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	2,289.48	64.89	2.92%	
MFD Solid Waste	2,018.99	2,134.47	2,223.99	2,179.40	2,046.70	2,044.07	1,959.03	1,980.87	21.84	1.11%	
Roll-Off Solid Waste	469.16	491.80	486.60	498.21	482.93	470.10	421.26	304.14	(117.12)	-27.80%	
Commercial Recycling	536.32	614.13	656.10	755.46	855.81	890.23	933.71	962.79	29.08	3.11%	
MFD Recycling	467.47	479.43	516.04	530.82	577.26	587.37	593.73	617.19	23.46	3.95%	
Roll-Off Recycling	0.41	1.65	2.62	0.46	0.00	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	938.57	20.18	2.20%	
MFD Organics	25.68	41.96	61.11	64.76	70.53	80.05	73.85	73.45	(0.40)	-0.54%	
Roll-Off Organics	1.14	8.74	9.74	0.00	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	4,574.49	(30.39)	-0.66%	
SUBTOTAL - Diverted Tons	1,443.90	1,586.00	1,758.02	1,974.52	2,238.95	2,391.97	2,519.68	2,592.00	72.32	2.87%	
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	3,238.73	(101.28)	-3.03%	
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	2,848.96	2,812.16	2,886.75	2,802.03	2,712.44	(89.59)	-3.20%	
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	3,899.39	3,815.90	4,005.68	4,357.32	4,071.13	(286.19)	-6.57%	
SUBTOTAL - Disposed Tons	3,281.73	3,391.24	3,305.72	3,262.51	3,313.48	3,336.13	3,340.01	3,238.73	(101.28)	-3.03%	
SUBTOTAL - Diverted Tons	7,051.63	7,002.57	7,010.71	6,748.35	6,628.06	6,892.43	7,159.35	6,783.57	(375.78)	-5.25%	
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	7,813.22			
TOTAL TONS DIVERTED	8,495.53	8,588.57	8,768.73	8,722.87	8,867.01	9,284.40	9,679.03	9,375.57			
COMMERCIAL DIVERSION RATE	23.26%	23.52%	25.74%	28.22%	32.34%	34.13%	35.37%	36.17%			
MFD DIVERSION RATE	19.63%	19.63%	20.60%	21.46%	24.04%	24.61%	25.42%	25.85%			
RESIDENTIAL DIVERSION RATE	68.24%	67.37%	67.96%	67.41%	66.67%	67.38%	68.19%	67.68%			
TOTAL DIVERSION RATE	51.36%	50.12%	51.14%	51.29%	52.58%	53.87%	54.92%	54.54%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME								
Commercial								
Commercial Solid Waste	704.72	661.36	693.54	2,054.03	2,072.09	2,062.73	2,059.62	8,248.47
Commercial Recycling	310.89	304.84	326.37	899.52	914.63	889.12	942.10	3,645.37
Commercial Organics	316.07	236.51	388.98	834.86	743.22	782.19	941.56	3,301.83
Subtotal - Disposed	704.72	661.36	693.54	2,054.03	2,072.09	2,062.73	2,059.62	8,248.47
Subtotal - Diverted	626.96	541.35	715.35	1,734.38	1,657.85	1,671.31	1,883.66	6,947.20
Diversion Rate	47.08%	45.01%	50.77%	45.78%	44.45%	44.76%	47.77%	45.72%
MFD								
MFD Solid Waste	247.19	242.30	239.64	723.89	727.49	709.24	729.13	2,889.75
MFD Recycling	88.51	89.66	94.49	241.34	247.55	257.00	272.66	1,018.55
MFD Organics	9.72	8.56	10.34	19.01	23.85	24.47	28.62	95.95
Subtotal - Disposed	247.19	242.30	239.64	723.89	727.49	709.24	729.13	2,889.75
Subtotal - Diverted	98.23	98.22	104.83	260.35	271.40	281.47	301.28	1,114.50
Diversion Rate	28.44%	28.84%	30.43%	26.45%	27.17%	28.41%	29.24%	27.83%
Roll-Off								
Roll-Off Solid Waste	881.11	831.12	870.59	2,392.20	2,577.82	2,526.05	2,582.82	10,078.89
Roll-Off Recycling	35.69	45.09	44.09	140.93	149.40	107.13	124.87	522.33
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	881.11	831.12	870.59	2,392.20	2,577.82	2,526.05	2,582.82	10,078.89
Subtotal - Diverted	35.69	45.09	44.09	140.93	149.40	107.13	124.87	522.33
Diversion Rate	3.89%	5.15%	4.82%	5.56%	5.48%	4.07%	4.61%	4.93%
Residential								
Residential Solid Waste	319.61	320.84	333.91	913.01	946.19	939.03	974.36	3,772.59
Residential Curbside Recycling	269.79	267.16	294.47	759.60	766.44	740.98	831.42	3,098.44
Residential Curbside Organics	449.58	435.35	547.71	1,177.56	1,339.30	1,247.87	1,432.64	5,197.37
Subtotal - Disposed	319.61	320.84	333.91	913.01	946.19	939.03	974.36	3,772.59
Subtotal - Diverted	719.37	702.51	842.18	1,937.16	2,105.74	1,988.85	2,264.06	8,295.81
Diversion Rate	69.24%	68.65%	71.61%	67.97%	69.00%	67.93%	69.91%	68.74%
Total Disposed	2,152.63	2,055.62	2,137.68	6,083.13	6,323.59	6,237.05	6,345.93	24,989.70
Total Diverted	1,480.25	1,387.17	1,706.45	4,072.82	4,184.39	4,048.76	4,573.87	16,879.84
Total Diversion Rate	40.75%	40.29%	44.39%	40.10%	39.82%	39.36%	41.89%	40.32%
Single-Family Measured Diversion Rate	69.24%	68.65%	71.61%	67.97%	69.00%	67.93%	69.91%	68.74%
Commercial Measured Diversion Rate	29.33%	28.30%	32.39%	29.23%	27.88%	28.00%	30.07%	28.80%
MFD Measured Diversion Rate	28.44%	28.84%	30.43%	26.45%	27.17%	28.41%	29.24%	27.83%
Overall Measured Diversion Rate	40.75%	40.29%	44.39%	40.10%	39.82%	39.36%	41.89%	40.32%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u>	<u>Year to Date</u>	<u>2017 - 2018</u>	<u>2017 - 2018</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>2018 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
Burlingame											
Commercial¹ and MFD											
Commercial Solid Waste	8,222.96	8,600.41	8,268.37	8,254.24	8,227.59	8,509.98	8,582.22	8,248.47	(333.75)	-3.89%	
MFD Solid Waste	3,146.03	2,990.25	2,941.97	2,917.26	2,885.41	3,013.48	3,083.73	2,889.75	(193.98)	-6.29%	
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	10,078.89	9.69	0.10%	
Commercial Recycling	2,613.82	2,785.59	3,181.80	3,832.64	3,867.82	3,938.28	3,576.15	3,645.37	69.22	1.94%	
MFD Recycling	732.09	776.45	870.68	930.43	952.75	959.74	995.89	1,018.55	22.66	2.28%	
Roll-Off Recycling	125.71	224.48	141.32	154.16	148.17	167.89	357.32	522.33	165.01	46.18%	
Commercial Organics	2,329.15	2,466.36	2,981.65	2,797.15	3,327.15	3,227.07	3,334.69	3,301.83	(32.86)	-0.99%	
MFD Organics	77.69	63.48	60.39	51.78	57.95	70.67	78.69	95.95	17.26	21.93%	
Roll-Off Organics	1,141.95	238.87	0.00	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	21,217.11	(518.04)	-2.38%	
SUBTOTAL - Diverted Tons	7,020.41	6,555.23	7,235.84	7,766.16	8,353.84	8,363.65	8,342.74	8,584.03	241.29	2.89%	
Residential											
Residential Solid Waste	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	3,843.93	3,772.59	(71.34)	-1.86%	
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	3,003.18	3,007.76	3,037.84	3,053.95	3,098.44	44.49	1.46%	
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	4,994.50	4,718.96	4,984.28	5,217.80	5,197.37	(20.43)	-0.39%	
SUBTOTAL - Disposed Tons	3,913.73	3,764.78	3,709.81	3,688.84	3,723.13	3,776.03	3,843.93	3,772.59	(71.34)	-1.86%	
SUBTOTAL - Diverted Tons	8,111.04	8,316.13	8,206.57	7,997.68	7,726.72	8,022.12	8,271.75	8,295.81	24.06	0.29%	
Commercial/MFD and Residential											
TOTAL TONS DISPOSED	22,921.67	24,126.50	22,163.87	22,314.82	22,754.81	24,725.64	25,579.08	24,989.70			
TOTAL TONS DIVERTED	15,131.45	14,871.36	15,442.41	15,763.84	16,080.56	16,385.77	16,614.49	16,879.84			
COMMERCIAL DIVERSION RATE	26.97%	24.35%	28.17%	29.43%	30.50%	28.53%	27.74%	28.80%			
MFD DIVERSION RATE	20.47%	21.93%	24.04%	25.19%	25.94%	25.48%	25.84%	27.83%			
RESIDENTIAL DIVERSION RATE	67.45%	68.84%	68.87%	68.44%	67.48%	67.99%	68.27%	68.74%			
TOTAL DIVERSION RATE	39.76%	38.13%	41.06%	41.40%	41.41%	39.86%	39.38%	40.32%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO								
Commercial								
Commercial Solid Waste	124.13	112.38	116.39	352.31	348.59	348.45	352.90	1,402.25
Commercial Recycling	60.98	52.10	52.89	162.02	180.64	165.22	165.97	673.85
Commercial Organics	146.79	68.67	46.84	152.07	153.41	149.49	262.30	717.27
Subtotal - Disposed	124.13	112.38	116.39	352.31	348.59	348.45	352.90	1,402.25
Subtotal - Diverted	207.77	120.77	99.73	314.09	334.05	314.71	428.27	1,391.12
Diversion Rate	62.60%	51.80%	46.15%	47.13%	48.94%	47.46%	54.82%	49.80%
MFD								
MFD Solid Waste	223.88	208.83	214.80	635.52	665.63	646.84	647.51	2,595.50
MFD Recycling	34.49	30.91	33.32	91.93	99.85	96.05	98.72	386.55
MFD Organics	7.07	6.28	8.21	22.58	22.93	19.92	21.56	86.99
Subtotal - Disposed	223.88	208.83	214.80	635.52	665.63	646.84	647.51	2,595.50
Subtotal - Diverted	41.56	37.19	41.53	114.51	122.78	115.97	120.28	473.54
Diversion Rate	15.66%	15.12%	16.20%	15.27%	15.57%	15.20%	15.67%	15.43%
Roll-Off								
Roll-Off Solid Waste	58.21	58.89	55.79	204.71	237.90	279.32	172.89	894.82
Roll-Off Recycling	1.18	6.35	1.02	8.96	5.78	9.24	8.55	32.53
Roll-Off Organics	0.00	0.00	0.00	115.01	57.76	0.00	0.00	172.77
Subtotal - Disposed	58.21	58.89	55.79	204.71	237.90	279.32	172.89	894.82
Subtotal - Diverted	1.18	6.35	1.02	123.97	63.54	9.24	8.55	205.30
Diversion Rate	1.99%	9.73%	1.80%	37.72%	21.08%	3.20%	4.71%	18.66%
Residential								
Residential Solid Waste	589.54	568.06	581.45	1,633.00	1,729.71	1,730.16	1,739.05	6,831.92
Residential Curbside Recycling	138.74	135.45	138.21	414.20	421.08	408.57	412.40	1,656.25
Residential Curbside Organics	295.21	273.19	315.50	827.18	988.61	879.91	883.90	3,579.60
Subtotal - Disposed	589.54	568.06	581.45	1,633.00	1,729.71	1,730.16	1,739.05	6,831.92
Subtotal - Diverted	433.95	408.64	453.71	1,241.38	1,409.69	1,288.48	1,296.30	5,235.85
Diversion Rate	42.40%	41.84%	43.83%	43.19%	44.90%	42.68%	42.71%	43.39%
Total Disposed	995.76	948.16	968.43	2,825.54	2,981.83	3,004.77	2,912.35	11,724.49
Total Diverted	684.46	572.95	595.99	1,793.95	1,930.06	1,728.40	1,853.40	7,305.81
Total Diversion Rate	40.74%	37.67%	38.10%	38.83%	39.29%	36.52%	38.89%	38.39%
Single-Family Measured Diversion Rate	42.40%	41.84%	43.83%	43.19%	44.90%	42.68%	42.71%	43.39%
Commercial Measured Diversion Rate	38.15%	30.18%	26.88%	31.66%	29.36%	25.66%	32.19%	29.73%
MFD Measured Diversion Rate	15.66%	15.12%	16.20%	15.27%	15.57%	15.20%	15.67%	15.43%
Overall Measured Diversion Rate	40.74%	37.67%	38.10%	38.83%	39.29%	36.52%	38.89%	38.39%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u> <u>2018 Tons</u>	<u>2017 - 2018</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2017 - 2018</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	1,402.25	(48.31)	-3.33%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	2,756.76	2,515.93	2,643.16	2,681.31	2,595.50	(85.81)	-3.20%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	1,163.30	907.39	768.72	743.24	894.82	151.58	20.39%
Commercial Recycling	564.07	1,038.49	485.98	502.28	525.75	552.91	590.28	673.85	83.57	14.16%
MFD Recycling	28.13	203.81	227.06	281.50	350.45	365.05	383.02	386.55	3.53	0.92%
Roll-Off Recycling	37.53	18.71	11.92	29.20	24.14	24.51	22.01	32.53	10.52	47.80%
Commercial Organics	313.21	303.45	413.02	474.19	502.61	598.51	540.73	717.27	176.54	32.65%
MFD Organics	54.96	71.19	80.94	79.48	76.01	71.96	84.68	86.99	2.31	2.73%
Roll-Off Organics	0.00	9.94	2.79	0.00	105.86	349.95	400.04	172.77	(227.27)	-56.81%
SUBTOTAL - Disposed Tons	4,964.52	5,358.03	5,308.01	5,324.81	4,960.82	4,945.32	4,875.11	4,892.57	17.46	0.36%
SUBTOTAL - Diverted Tons	997.90	1,645.59	1,221.71	1,366.65	1,584.82	1,962.89	2,020.76	2,069.96	49.20	2.43%
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	6,831.92	(54.29)	-0.79%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	1,484.52	1,544.00	1,649.99	1,709.46	1,656.25	(53.21)	-3.11%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	3,528.22	3,543.54	3,724.43	3,715.72	3,579.60	(136.12)	-3.66%
SUBTOTAL - Disposed Tons	6,288.92	6,430.77	6,327.14	6,612.52	6,830.99	6,925.74	6,886.21	6,831.92	(54.29)	-0.79%
SUBTOTAL - Diverted Tons	4,750.31	4,807.16	4,984.12	5,012.74	5,087.54	5,374.42	5,425.18	5,235.85	(189.33)	-3.49%
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	11,724.49		
TOTAL TONS DIVERTED	5,748.21	6,452.75	6,205.83	6,379.39	6,672.36	7,337.31	7,445.94	7,305.81		
COMMERCIAL DIVERSION RATE	16.74%	23.50%	18.71%	20.42%	24.21%	28.41%	29.30%	29.73%		
MFD DIVERSION RATE	3.04%	9.50%	10.25%	11.58%	14.49%	14.19%	14.85%	15.43%		
RESIDENTIAL DIVERSION RATE	43.03%	42.78%	44.06%	43.12%	42.69%	43.69%	44.07%	43.39%		
TOTAL DIVERSION RATE	33.81%	35.37%	34.78%	34.83%	36.14%	38.20%	38.77%	38.39%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY								
Commercial								
Commercial Solid Waste	247.55	239.89	248.14	690.53	719.22	782.43	735.58	2,927.76
Commercial Recycling	101.59	125.34	105.13	326.81	315.64	317.95	332.06	1,292.46
Commercial Organics	232.12	194.94	202.59	580.14	628.16	645.64	629.65	2,483.59
Subtotal - Disposed	247.55	239.89	248.14	690.53	719.22	782.43	735.58	2,927.76
Subtotal - Diverted	333.71	320.28	307.72	906.95	943.80	963.59	961.71	3,776.05
Diversion Rate	57.41%	57.18%	55.36%	56.77%	56.75%	55.19%	56.66%	56.33%
MFD								
MFD Solid Waste	234.79	249.11	236.54	719.82	741.85	699.14	720.44	2,881.25
MFD Recycling	89.48	89.38	101.87	286.32	278.23	273.15	280.73	1,118.43
MFD Organics	8.80	7.33	8.63	29.51	29.71	28.37	24.76	112.35
Subtotal - Disposed	234.79	249.11	236.54	719.82	741.85	699.14	720.44	2,881.25
Subtotal - Diverted	98.28	96.71	110.50	315.83	307.94	301.52	305.49	1,230.78
Diversion Rate	29.51%	27.97%	31.84%	30.50%	29.33%	30.13%	29.78%	29.93%
Roll-Off								
Roll-Off Solid Waste	99.15	103.80	97.60	260.95	300.20	285.87	300.55	1,147.57
Roll-Off Recycling	9.05	7.16	9.60	8.84	9.70	15.96	25.81	60.31
Roll-Off Organics	24.02	35.35	40.90	128.44	112.92	72.79	100.27	414.42
Subtotal - Disposed	99.15	103.80	97.60	260.95	300.20	285.87	300.55	1,147.57
Subtotal - Diverted	33.07	42.51	50.50	137.28	122.62	88.75	126.08	474.73
Diversion Rate	25.01%	29.05%	34.10%	34.47%	29.00%	23.69%	29.55%	29.26%
Residential								
Residential Solid Waste	268.86	283.03	269.87	778.91	802.31	817.19	821.76	3,220.17
Residential Curbside Recycling	192.12	205.31	196.04	585.21	564.62	553.37	593.47	2,296.67
Residential Curbside Organics	242.83	238.64	238.33	615.31	809.90	743.29	719.80	2,888.30
Subtotal - Disposed	268.86	283.03	269.87	778.91	802.31	817.19	821.76	3,220.17
Subtotal - Diverted	434.95	443.95	434.37	1,200.52	1,374.52	1,296.66	1,313.27	5,184.97
Diversion Rate	61.80%	61.07%	61.68%	60.65%	63.14%	61.34%	61.51%	61.69%
Total Disposed	850.35	875.83	852.15	2,450.21	2,563.58	2,584.63	2,578.33	10,176.75
Total Diverted	900.01	903.45	903.09	2,560.58	2,748.88	2,650.52	2,706.55	10,666.53
Total Diversion Rate	51.42%	50.78%	51.45%	51.10%	51.74%	50.63%	51.21%	51.17%
Single-Family Measured Diversion Rate	61.80%	61.07%	61.68%	60.65%	63.14%	61.34%	61.51%	61.69%
Commercial Measured Diversion Rate	44.44%	43.67%	44.60%	44.87%	43.83%	43.37%	44.23%	44.07%
MFD Measured Diversion Rate	29.51%	27.97%	31.84%	30.50%	29.33%	30.13%	29.78%	29.93%
Overall Measured Diversion Rate	51.42%	50.78%	51.45%	51.10%	51.74%	50.63%	51.21%	51.17%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u> <u>2018 Tons</u>	<u>2017 - 2018</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2017 - 2018</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	2,927.76	(11.94)	-0.41%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	3,201.16	3,114.74	2,933.30	2,931.99	2,881.25	(50.74)	-1.73%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	1,153.30	1,119.33	984.37	1,051.64	1,147.57	95.93	9.12%
Commercial Recycling	688.67	941.33	998.73	1,032.09	1,075.44	1,233.22	1,321.81	1,292.46	(29.35)	-2.22%
MFD Recycling	601.97	657.90	828.40	918.77	972.79	1,080.58	1,150.11	1,118.43	(31.68)	-2.75%
Roll-Off Recycling	46.60	22.90	17.36	8.55	12.46	17.63	18.55	60.31	41.76	225.12%
Commercial Organics	1,469.88	1,587.85	1,872.59	1,970.96	1,991.68	2,192.68	2,287.05	2,483.59	196.54	8.59%
MFD Organics	35.51	34.96	48.24	39.47	37.00	56.97	109.17	112.35	3.18	2.91%
Roll-Off Organics	348.55	578.91	523.15	544.56	566.69	649.60	631.73	414.42	(217.31)	-34.40%
SUBTOTAL - Disposed Tons	8,935.59	7,808.56	7,476.63	7,086.85	6,814.63	6,635.69	6,923.33	6,956.58	33.25	0.48%
SUBTOTAL - Diverted Tons	3,191.18	3,823.85	4,288.47	4,514.40	4,656.06	5,230.68	5,518.42	5,481.56	(36.86)	-0.67%
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	3,220.17	(70.93)	-2.16%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	2,404.14	2,432.17	2,455.86	2,343.50	2,296.67	(46.83)	-2.00%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	2,628.83	2,489.48	2,653.75	2,760.62	2,888.30	127.68	4.63%
SUBTOTAL - Disposed Tons	3,159.32	3,299.56	3,281.84	3,186.31	3,195.01	3,310.65	3,291.10	3,220.17	(70.93)	-2.16%
SUBTOTAL - Diverted Tons	5,211.92	5,243.08	5,164.17	5,032.97	4,921.65	5,109.61	5,104.12	5,184.97	80.85	1.58%
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	10,176.75		
TOTAL TONS DIVERTED	8,403.10	9,066.93	9,452.64	9,547.37	9,577.71	10,340.29	10,622.54	10,666.53		
COMMERCIAL DIVERSION RATE	26.32%	32.87%	36.45%	38.91%	40.59%	44.08%	44.35%	44.07%		
MFD DIVERSION RATE	13.86%	17.78%	20.72%	23.04%	24.48%	27.94%	30.05%	29.93%		
RESIDENTIAL DIVERSION RATE	62.26%	61.38%	61.14%	61.23%	60.64%	60.68%	60.80%	61.69%		
TOTAL DIVERSION RATE	40.99%	44.94%	46.77%	48.17%	48.90%	50.97%	50.98%	51.17%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	21.73	16.75	24.94	69.12	59.43	66.86	63.42	258.83
Commercial Recycling	5.78	6.13	5.80	76.02	110.87	83.13	17.71	287.73
Commercial Organics	32.20	14.19	33.67	99.82	83.69	59.18	80.06	322.75
Subtotal - Disposed	21.73	16.75	24.94	69.12	59.43	66.86	63.42	258.83
Subtotal - Diverted	37.98	20.32	39.47	175.84	194.56	142.31	97.77	610.48
Diversion Rate	63.61%	54.82%	61.28%	71.78%	76.60%	68.04%	60.66%	70.23%
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	208.60	200.77	217.78	563.59	563.55	580.85	627.15	2,335.14
Residential Curbside Recycling	165.10	164.07	185.00	480.90	476.12	451.12	514.17	1,922.31
Residential Curbside Organics	434.20	403.57	525.17	1,165.87	1,208.73	1,161.09	1,362.94	4,898.63
Subtotal - Disposed	208.60	200.77	217.78	563.59	563.55	580.85	627.15	2,335.14
Subtotal - Diverted	599.30	567.64	710.17	1,646.77	1,684.85	1,612.21	1,877.11	6,820.94
Diversion Rate	74.18%	73.87%	76.53%	74.50%	74.94%	73.51%	74.96%	74.50%
Total Disposed	230.33	217.52	242.72	632.71	622.98	647.71	690.57	2,593.97
Total Diverted	637.28	587.96	749.64	1,822.61	1,879.41	1,754.52	1,974.88	7,431.42
Total Diversion Rate	73.45%	72.99%	75.54%	74.23%	75.10%	73.04%	74.09%	74.13%
Single-Family Measured Diversion Rate	74.18%	73.87%	76.53%	74.50%	74.94%	73.51%	74.96%	74.50%
Commercial Measured Diversion Rate	63.61%	54.82%	61.28%	71.78%	76.60%	68.04%	60.66%	70.23%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.45%	72.99%	75.54%	74.23%	75.10%	73.04%	74.09%	74.13%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u>	<u>Year to Date</u>	<u>2017 - 2018</u>	<u>2017 - 2018</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>2018 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
Hillsborough											
Commercial¹ and MFD											
Commercial Solid Waste	506.78	379.52	385.31	272.78	310.97	303.00	291.60	258.83	(32.77)	-11.24%	
MFD Solid Waste	0.00	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	0.00%	
Commercial Recycling	590.06	229.44	492.63	345.35	532.53	291.80	185.03	287.73	102.70	55.50%	
MFD Recycling	0.00	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	0.00%	
Commercial Organics	275.02	323.48	354.35	331.05	481.97	408.69	504.87	322.75	(182.12)	-36.07%	
MFD Organics	0.00	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	0.00%	
SUBTOTAL - Disposed Tons	512.02	381.32	385.31	272.78	310.97	303.00	291.60	258.83	(32.77)	-11.24%	
SUBTOTAL - Diverted Tons	872.62	568.76	846.98	676.40	1,014.50	700.49	689.90	610.48	(79.42)	-11.51%	
Residential											
Residential Solid Waste	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	2,353.20	2,335.14	(18.06)	-0.77%	
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	1,950.19	1,942.23	1,988.23	1,939.20	1,922.31	(16.89)	-0.87%	
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	4,386.85	4,194.58	4,516.15	4,891.36	4,898.63	7.27	0.15%	
SUBTOTAL - Disposed Tons	2,767.86	2,359.06	2,273.18	2,241.90	2,297.69	2,329.03	2,353.20	2,335.14	(18.06)	-0.77%	
SUBTOTAL - Diverted Tons	6,090.50	6,483.14	6,317.89	6,337.04	6,136.81	6,504.38	6,830.56	6,820.94	(9.62)	-0.14%	
Commercial/MFD and Residential											
TOTAL TONS DISPOSED	3,279.88	2,740.38	2,658.49	2,514.68	2,608.66	2,632.03	2,644.80	2,593.97			
TOTAL TONS DIVERTED	6,963.12	7,051.90	7,164.87	7,013.44	7,151.31	7,204.87	7,520.46	7,431.42			
COMMERCIAL DIVERSION RATE	63.02%	59.86%	68.73%	71.26%	76.54%	69.81%	70.29%	70.23%			
MFD DIVERSION RATE	0.00%	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%	74.50%			
TOTAL DIVERSION RATE	67.98%	72.01%	72.94%	73.61%	73.27%	73.24%	73.98%	74.13%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 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	868.73	827.05	829.65	2,444.19	2,505.75	2,519.18	2,525.43	9,994.55
Commercial Recycling	351.77	321.42	308.82	988.37	1,031.92	991.80	982.01	3,994.10
Commercial Organics	838.53	764.82	793.49	1,886.35	2,045.54	2,084.60	2,396.84	8,413.33
Subtotal - Disposed	868.73	827.05	829.65	2,444.19	2,505.75	2,519.18	2,525.43	9,994.55
Subtotal - Diverted	1,190.30	1,086.24	1,102.31	2,874.72	3,077.46	3,076.40	3,378.85	12,407.43
Diversion Rate	57.81%	56.77%	57.06%	54.05%	55.12%	54.98%	57.23%	55.39%
MFD								
MFD Solid Waste	191.96	180.26	187.77	563.05	574.06	564.39	559.99	2,261.49
MFD Recycling	71.05	69.84	69.36	204.92	219.56	206.15	210.25	840.88
MFD Organics	12.98	13.08	16.24	38.20	34.27	33.78	42.30	148.55
Subtotal - Disposed	191.96	180.26	187.77	563.05	574.06	564.39	559.99	2,261.49
Subtotal - Diverted	84.03	82.92	85.60	243.12	253.83	239.93	252.55	989.43
Diversion Rate	30.45%	31.51%	31.31%	30.16%	30.66%	29.83%	31.08%	30.44%
Roll-Off								
Roll-Off Solid Waste	63.13	56.91	38.48	203.51	161.32	234.63	158.52	757.98
Roll-Off Recycling	133.71	105.59	111.01	294.67	273.40	306.71	350.31	1,225.09
Roll-Off Organics	105.61	80.34	84.15	144.24	74.65	125.66	270.10	614.65
Subtotal - Disposed	63.13	56.91	38.48	203.51	161.32	234.63	158.52	757.98
Subtotal - Diverted	239.32	185.93	195.16	438.91	348.05	432.37	620.41	1,839.74
Diversion Rate	79.13%	76.56%	83.53%	68.32%	68.33%	64.82%	79.65%	70.82%
Residential								
Residential Solid Waste	376.77	378.71	372.51	1,074.19	1,105.19	1,092.60	1,127.99	4,399.97
Residential Curbside Recycling	304.78	320.85	296.59	881.83	915.66	853.34	922.22	3,573.05
Residential Curbside Organics	668.29	732.35	963.75	1,863.64	1,970.27	1,829.09	2,364.39	8,027.39
Subtotal - Disposed	376.77	378.71	372.51	1,074.19	1,105.19	1,092.60	1,127.99	4,399.97
Subtotal - Diverted	973.07	1,053.20	1,260.34	2,745.47	2,885.93	2,682.43	3,286.61	11,600.44
Diversion Rate	72.09%	73.55%	77.19%	71.88%	72.31%	71.06%	74.45%	72.50%
Total Disposed	1,500.59	1,442.93	1,428.41	4,284.94	4,346.32	4,410.80	4,371.93	17,413.99
Total Diverted	2,486.72	2,408.29	2,643.41	6,302.22	6,565.27	6,431.13	7,538.42	26,837.04
Total Diversion Rate	62.37%	62.53%	64.92%	59.53%	60.17%	59.32%	63.29%	60.65%
Single-Family Measured Diversion Rate	72.09%	73.55%	77.19%	71.88%	72.31%	71.06%	74.45%	72.50%
Commercial Measured Diversion Rate	57.39%	56.01%	56.71%	52.56%	53.17%	53.05%	56.72%	53.93%
MFD Measured Diversion Rate	30.45%	31.51%	31.31%	30.16%	30.66%	29.83%	31.08%	30.44%
Overall Measured Diversion Rate	62.37%	62.53%	64.92%	59.53%	60.17%	59.32%	63.29%	60.65%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u>	<u>Year to Date</u>	<u>2017 - 2018</u>	<u>2017 - 2018</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>2018 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</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	9,994.55	6.62	0.07%	
MFD Solid Waste	2,511.65	2,175.92	2,153.06	2,189.51	2,224.59	2,176.50	2,237.46	2,261.49	24.03	1.07%	
Roll-Off Solid Waste	630.67	532.98	410.34	470.77	503.40	499.85	586.96	757.98	171.02	29.14%	
Commercial Recycling	2,013.95	2,566.57	2,687.81	2,855.38	3,255.21	3,407.16	3,884.39	3,994.10	109.71	2.82%	
MFD Recycling	527.40	663.85	745.63	765.17	799.00	820.53	834.99	840.88	5.89	0.71%	
Roll-Off Recycling	481.46	268.82	560.53	772.60	799.27	817.20	934.46	1,225.09	290.63	31.10%	
Commercial Organics	3,707.57	4,094.45	4,345.37	4,265.33	4,898.19	5,923.40	7,275.07	8,413.33	1,138.26	15.65%	
MFD Organics	129.37	114.25	124.09	123.61	119.26	119.79	143.07	148.55	5.48	3.83%	
Roll-Off Organics	103.10	356.99	270.73	217.75	255.50	381.58	416.82	614.65	197.83	47.46%	
SUBTOTAL - Disposed Tons	13,550.10	12,660.58	11,814.71	12,094.72	12,216.71	12,088.00	12,812.35	13,014.02	201.67	1.57%	
SUBTOTAL - Diverted Tons	6,962.85	8,064.93	8,734.16	8,999.84	10,126.43	11,469.66	13,488.80	15,236.60	1,747.80	12.96%	
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	4,399.97	(64.88)	-1.45%	
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	3,621.01	3,645.83	3,591.71	3,577.90	3,573.05	(4.85)	-0.14%	
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	7,830.59	7,524.42	7,876.42	8,016.11	8,027.39	11.28	0.14%	
SUBTOTAL - Disposed Tons	4,366.97	4,459.31	4,375.85	4,380.30	4,389.93	4,488.90	4,464.85	4,399.97	(64.88)	-1.45%	
SUBTOTAL - Diverted Tons	11,785.12	11,884.41	11,726.94	11,451.60	11,170.25	11,468.13	11,594.01	11,600.44	6.43	0.06%	
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	17,413.99			
TOTAL TONS DIVERTED	18,747.97	19,949.34	20,461.10	20,451.44	21,296.68	22,937.79	25,082.81	26,837.04			
COMMERCIAL DIVERSION RATE	33.94%	38.91%	42.50%	42.66%	45.32%	48.69%	51.29%	53.93%			
MFD DIVERSION RATE	20.73%	26.34%	28.77%	28.87%	29.22%	30.17%	30.42%	30.44%			
RESIDENTIAL DIVERSION RATE	72.96%	72.72%	72.83%	72.33%	71.79%	71.87%	72.20%	72.50%			
TOTAL DIVERSION RATE	51.13%	53.82%	55.83%	55.38%	56.19%	58.05%	59.21%	60.65%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	176.72	168.48	161.81	499.10	500.87	513.82	507.01	2,020.80
Commercial Recycling	65.50	64.60	61.99	191.30	210.70	202.12	192.09	796.21
Commercial Organics	35.23	32.55	31.20	98.53	102.41	96.63	98.98	396.55
Subtotal - Disposed	176.72	168.48	161.81	499.10	500.87	513.82	507.01	2,020.80
Subtotal - Diverted	100.73	97.15	93.19	289.83	313.11	298.75	291.07	1,192.76
Diversion Rate	36.31%	36.57%	36.55%	36.74%	38.47%	36.77%	36.47%	37.12%
MFD								
MFD Solid Waste	84.99	79.01	80.57	226.58	238.25	246.77	244.57	956.17
MFD Recycling	14.51	13.71	13.96	39.22	40.82	40.41	42.18	162.63
MFD Organics	1.28	1.34	1.25	3.61	4.10	3.95	3.87	15.53
Subtotal - Disposed	84.99	79.01	80.57	226.58	238.25	246.77	244.57	956.17
Subtotal - Diverted	15.79	15.05	15.21	42.83	44.92	44.36	46.05	178.16
Diversion Rate	15.67%	16.00%	15.88%	15.90%	15.86%	15.24%	15.85%	15.71%
Roll-Off								
Roll-Off Solid Waste	2.32	0.00	0.00	2.47	1.05	0.00	2.32	5.84
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	2.32	0.00	0.00	2.47	1.05	0.00	2.32	5.84
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	268.43	237.03	248.64	737.90	755.96	739.35	754.10	2,987.31
Residential Curbside Recycling	108.96	97.50	105.41	291.58	292.33	288.31	311.87	1,184.09
Residential Curbside Organics	185.38	170.89	212.06	473.41	562.50	508.73	568.33	2,112.97
Subtotal - Disposed	268.43	237.03	248.64	737.90	755.96	739.35	754.10	2,987.31
Subtotal - Diverted	294.34	268.39	317.47	764.99	854.83	797.04	880.20	3,297.06
Diversion Rate	52.30%	53.10%	56.08%	50.90%	53.07%	51.88%	53.86%	52.46%
Total Disposed	532.46	484.52	491.02	1,466.05	1,496.13	1,499.94	1,508.00	5,970.12
Total Diverted	410.86	380.59	425.87	1,097.65	1,212.86	1,140.15	1,217.32	4,667.98
Total Diversion Rate	43.55%	43.99%	46.45%	42.82%	44.77%	43.19%	44.67%	43.88%
Single-Family Measured Diversion Rate	52.30%	53.10%	56.08%	50.90%	53.07%	51.88%	53.86%	52.46%
Commercial Measured Diversion Rate	30.62%	31.19%	30.90%	31.36%	32.60%	31.09%	30.90%	31.49%
MFD Measured Diversion Rate	15.67%	16.00%	15.88%	15.90%	15.86%	15.24%	15.85%	15.71%
Overall Measured Diversion Rate	43.55%	43.99%	46.45%	42.82%	44.77%	43.19%	44.67%	43.88%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u>	<u>Year to Date</u>	<u>2017 - 2018</u>	<u>2017 - 2018</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>2018 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</u>	<u>% Change</u>
North Fair Oaks											
Commercial¹ and MFD											
Commercial Solid Waste	1,729.60	2,033.91	1,942.78	2,016.00	2,100.63	2,073.54	2,028.18	2,020.80	(7.38)	-0.36%	
MFD Solid Waste	785.27	822.70	967.90	975.96	993.25	989.15	962.62	956.17	(6.45)	-0.67%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.32	2.09	5.84	3.75	179.43%	
Commercial Recycling	418.58	477.20	489.79	564.86	671.61	722.79	754.68	796.21	41.53	5.50%	
MFD Recycling	100.23	110.41	118.40	120.80	142.02	150.94	156.13	162.63	6.50	4.16%	
Roll-Off Recycling	0.00	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	396.55	(4.32)	-1.08%	
MFD Organics	3.02	2.18	1.58	2.11	4.24	13.77	14.37	15.53	1.16	8.07%	
Roll-Off Organics	0.00	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	2,982.81	(10.08)	-0.34%	
SUBTOTAL - Diverted Tons	888.23	971.34	1,001.82	1,160.12	1,313.89	1,365.64	1,326.05	1,370.92	44.87	3.38%	
Residential											
Residential Solid Waste	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	3,023.31	2,987.31	(36.00)	-1.19%	
Residential Curbside Recycling	989.25	1,154.24	1,170.12	1,164.56	1,163.10	1,193.88	1,193.80	1,184.09	(9.71)	-0.81%	
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	1,991.06	1,944.71	2,045.74	2,068.73	2,112.97	44.24	2.14%	
SUBTOTAL - Disposed Tons	2,493.76	2,768.53	2,832.43	2,791.12	2,821.68	2,982.87	3,023.31	2,987.31	(36.00)	-1.19%	
SUBTOTAL - Diverted Tons	3,040.48	3,278.61	3,258.61	3,155.62	3,107.81	3,239.62	3,262.53	3,297.06	34.53	1.06%	
Commercial/MFD and Residential											
TOTAL TONS DISPOSED	5,008.63	5,625.14	5,743.11	5,783.08	5,915.56	6,045.88	6,016.20	5,970.12			
TOTAL TONS DIVERTED	3,928.71	4,249.95	4,260.43	4,315.74	4,421.70	4,605.26	4,588.58	4,667.98			
COMMERCIAL DIVERSION RATE	26.10%	25.37%	25.61%	27.94%	29.81%	30.84%	30.70%	31.49%			
MFD DIVERSION RATE	11.62%	12.04%	11.03%	11.19%	12.84%	14.27%	15.05%	15.71%			
RESIDENTIAL DIVERSION RATE	54.94%	54.22%	53.50%	53.06%	52.41%	52.06%	51.90%	52.46%			
TOTAL DIVERSION RATE	43.96%	43.04%	42.59%	42.74%	42.77%	43.24%	43.27%	43.88%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,399.06	1,319.43	1,417.73	4,101.45	4,035.87	4,056.79	4,136.22	16,330.33
Commercial Recycling	481.25	414.43	433.10	1,310.35	1,316.88	1,246.76	1,328.78	5,202.77
Commercial Organics	348.45	313.26	368.10	1,016.42	1,014.09	1,028.92	1,029.81	4,089.24
Subtotal - Disposed	1,399.06	1,319.43	1,417.73	4,101.45	4,035.87	4,056.79	4,136.22	16,330.33
Subtotal - Diverted	829.70	727.69	801.20	2,326.77	2,330.97	2,275.68	2,358.59	9,292.01
Diversion Rate	37.23%	35.55%	36.11%	36.20%	36.61%	35.94%	36.31%	36.27%
MFD								
MFD Solid Waste	626.69	606.04	605.12	1,822.59	1,870.02	1,845.02	1,837.85	7,375.48
MFD Recycling	167.49	155.87	166.96	456.35	459.94	437.35	490.32	1,843.96
MFD Organics	10.67	10.30	11.69	35.73	30.63	27.73	32.66	126.75
Subtotal - Disposed	626.69	606.04	605.12	1,822.59	1,870.02	1,845.02	1,837.85	7,375.48
Subtotal - Diverted	178.16	166.17	178.65	492.08	490.57	465.08	522.98	1,970.71
Diversion Rate	22.14%	21.52%	22.79%	21.26%	20.78%	20.13%	22.15%	21.09%
Roll-Off								
Roll-Off Solid Waste	355.14	312.44	317.59	949.63	1,016.48	980.04	985.17	3,931.32
Roll-Off Recycling	31.49	29.73	39.24	98.39	107.26	104.23	100.46	410.34
Roll-Off Organics	81.79	71.17	81.41	213.81	210.50	224.44	234.37	883.12
Subtotal - Disposed	355.14	312.44	317.59	949.63	1,016.48	980.04	985.17	3,931.32
Subtotal - Diverted	113.28	100.90	120.65	312.20	317.76	328.67	334.83	1,293.46
Diversion Rate	24.18%	24.41%	27.53%	24.74%	23.82%	25.11%	25.37%	24.76%
Residential								
Residential Solid Waste	909.30	857.17	885.24	2,509.10	2,537.42	2,556.05	2,651.71	10,254.28
Residential Curbside Recycling	671.80	657.12	660.51	1,906.65	1,902.02	1,834.44	1,989.43	7,632.54
Residential Curbside Organics	1,074.85	1,060.52	1,309.66	2,847.77	3,228.51	2,956.23	3,445.03	12,477.54
Subtotal - Disposed	909.30	857.17	885.24	2,509.10	2,537.42	2,556.05	2,651.71	10,254.28
Subtotal - Diverted	1,746.65	1,717.64	1,970.17	4,754.42	5,130.53	4,790.67	5,434.46	20,110.08
Diversion Rate	65.76%	66.71%	69.00%	65.46%	66.91%	65.21%	67.21%	66.23%
Total Disposed	3,290.19	3,095.08	3,225.68	9,382.77	9,459.79	9,437.90	9,610.95	37,891.41
Total Diverted	2,867.79	2,712.40	3,070.67	7,885.47	8,269.83	7,860.10	8,650.86	32,666.26
Total Diversion Rate	46.57%	46.71%	48.77%	45.66%	46.64%	45.44%	47.37%	46.30%
Single-Family Measured Diversion Rate	65.76%	66.71%	69.00%	65.46%	66.91%	65.21%	67.21%	66.23%
Commercial Measured Diversion Rate	32.01%	30.77%	31.98%	31.30%	31.20%	30.84%	31.61%	31.24%
MFD Measured Diversion Rate	22.14%	21.52%	22.79%	21.26%	20.78%	20.13%	22.15%	21.09%
Overall Measured Diversion Rate	46.57%	46.71%	48.77%	45.66%	46.64%	45.44%	47.37%	46.30%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2017 - 2018	2017 - 2018
	<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>2018 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</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	16,330.33	(368.58)	-2.21%	
MFD Solid Waste	7,963.02	7,687.77	7,466.53	7,130.61	7,114.06	7,596.31	7,400.06	7,375.48	(24.58)	-0.33%	
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	3,931.32	(38.91)	-0.98%	
Commercial Recycling	2,984.86	3,477.58	3,492.67	4,054.47	4,511.05	4,857.50	5,167.30	5,202.77	35.47	0.69%	
MFD Recycling	1,147.28	1,211.15	1,301.58	1,304.54	1,391.55	1,627.74	1,775.34	1,843.96	68.62	3.87%	
Roll-Off Recycling	122.07	114.38	158.71	194.51	336.19	414.33	407.78	410.34	2.56	0.63%	
Commercial Organics	2,656.97	3,229.20	3,442.53	3,710.01	4,426.37	4,543.51	4,221.52	4,089.24	(132.28)	-3.13%	
MFD Organics	136.97	129.08	123.64	114.41	105.44	133.95	148.20	126.75	(21.45)	-14.47%	
Roll-Off Organics	616.13	747.42	651.78	632.59	633.50	743.91	849.68	883.12	33.44	3.94%	
SUBTOTAL - Disposed Tons	26,752.49	27,765.08	26,798.52	27,125.16	27,404.68	28,083.88	28,069.20	27,637.13	(432.07)	-1.54%	
SUBTOTAL - Diverted Tons	7,664.28	8,908.81	9,170.91	10,010.53	11,404.10	12,320.94	12,569.82	12,556.18	(13.64)	-0.11%	
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	10,254.28	(43.40)	-0.42%	
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	7,568.52	7,446.55	7,614.52	7,592.15	7,632.54	40.39	0.53%	
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	12,177.01	11,637.32	12,290.75	12,527.70	12,477.54	(50.16)	-0.40%	
SUBTOTAL - Disposed Tons	10,544.13	10,381.14	10,200.24	10,014.51	10,101.66	10,251.51	10,297.68	10,254.28	(43.40)	-0.42%	
SUBTOTAL - Diverted Tons	18,660.37	19,804.59	20,203.88	19,745.53	19,083.87	19,905.27	20,119.85	20,110.08	(9.77)	-0.05%	
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	37,891.41			
TOTAL TONS DIVERTED	26,324.65	28,713.40	29,374.79	29,756.06	30,487.97	32,226.21	32,689.67	32,666.26			
COMMERCIAL DIVERSION RATE	22.27%	24.29%	25.50%	26.96%	29.39%	30.49%	30.93%	31.24%			
MFD DIVERSION RATE	13.89%	14.85%	16.03%	16.60%	17.38%	18.83%	20.63%	21.09%			
RESIDENTIAL DIVERSION RATE	63.90%	65.61%	66.45%	66.35%	65.39%	66.01%	66.15%	66.23%			
TOTAL DIVERSION RATE	41.38%	42.95%	44.26%	44.48%	44.84%	45.67%	46.01%	46.30%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 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	512.39	486.46	486.16	1,448.33	1,464.11	1,460.23	1,485.01	5,857.68
Commercial Recycling	199.14	178.68	185.70	523.56	548.12	517.77	563.52	2,152.97
Commercial Organics	157.44	141.89	161.38	446.91	434.21	433.59	460.71	1,775.42
Subtotal - Disposed	512.39	486.46	486.16	1,448.33	1,464.11	1,460.23	1,485.01	5,857.68
Subtotal - Diverted	356.58	320.57	347.08	970.47	982.33	951.36	1,024.23	3,928.39
Diversion Rate	41.03%	39.72%	41.65%	40.12%	40.15%	39.45%	40.82%	40.14%
MFD								
MFD Solid Waste	134.20	138.33	137.60	411.57	408.31	406.99	410.13	1,637.00
MFD Recycling	41.13	41.29	41.37	122.43	119.80	112.53	123.79	478.55
MFD Organics	9.80	9.44	11.00	28.04	25.90	26.23	30.24	110.41
Subtotal - Disposed	134.20	138.33	137.60	411.57	408.31	406.99	410.13	1,637.00
Subtotal - Diverted	50.93	50.73	52.37	150.47	145.70	138.76	154.03	588.96
Diversion Rate	27.51%	26.83%	27.57%	26.77%	26.30%	25.43%	27.30%	26.46%
Roll-Off								
Roll-Off Solid Waste	60.04	66.05	53.49	181.31	187.51	190.71	179.58	739.11
Roll-Off Recycling	16.15	20.82	20.47	49.79	46.97	75.54	57.44	229.74
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	60.04	66.05	53.49	181.31	187.51	190.71	179.58	739.11
Subtotal - Diverted	16.15	20.82	20.47	49.79	46.97	75.54	57.44	229.74
Diversion Rate	21.20%	23.97%	27.68%	21.54%	20.03%	28.37%	0.00%	23.71%
Residential								
Residential Solid Waste	366.91	405.85	383.03	1,085.73	1,119.78	1,115.66	1,155.79	4,476.96
Residential Curbside Recycling	297.56	348.90	324.89	889.53	942.48	888.93	971.35	3,692.29
Residential Curbside Organics	466.67	527.99	578.41	1,356.64	1,552.12	1,459.85	1,573.07	5,941.68
Subtotal - Disposed	366.91	405.85	383.03	1,085.73	1,119.78	1,115.66	1,155.79	4,476.96
Subtotal - Diverted	764.23	876.89	903.30	2,246.17	2,494.60	2,348.78	2,544.42	9,633.97
Diversion Rate	67.56%	68.36%	70.22%	67.41%	69.02%	67.80%	68.76%	68.27%
Total Disposed	1,073.54	1,096.69	1,060.28	3,126.94	3,179.71	3,173.59	3,230.51	12,710.75
Total Diverted	1,187.89	1,269.01	1,323.22	3,416.90	3,669.60	3,514.44	3,780.12	14,381.06
Total Diversion Rate	52.53%	53.64%	55.52%	52.22%	53.58%	52.55%	53.92%	53.08%
Single-Family Measured Diversion Rate	67.56%	68.36%	70.22%	67.41%	69.02%	67.80%	68.76%	68.27%
Commercial Measured Diversion Rate	37.48%	36.21%	38.27%	36.45%	36.32%	36.16%	37.33%	36.57%
MFD Measured Diversion Rate	27.51%	26.83%	27.57%	26.77%	26.30%	25.43%	27.30%	26.46%
Overall Measured Diversion Rate	52.53%	53.64%	55.52%	52.22%	53.58%	52.55%	53.92%	53.08%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u>	<u>Year to Date</u>	<u>2017 - 2018</u>	<u>2017 - 2018</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>2018 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</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	5,857.68	(256.02)	-4.19%	
MFD Solid Waste	1,756.00	1,556.17	1,593.44	1,579.36	1,550.13	1,616.10	1,659.35	1,637.00	(22.35)	-1.35%	
Roll-Off Solid Waste	1,336.01	976.84	823.76	808.18	862.02	875.88	803.88	739.11	(64.77)	-8.06%	
Commercial Recycling	1,583.21	1,757.09	1,895.15	2,023.91	2,129.98	2,144.29	2,084.36	2,152.97	68.61	3.29%	
MFD Recycling	407.67	375.77	444.50	467.01	480.21	485.86	490.53	478.55	(11.98)	-2.44%	
Roll-Off Recycling	345.23	186.22	174.06	139.80	185.01	161.78	258.58	229.74	(28.84)	-11.15%	
Commercial Organics	687.65	838.14	863.47	1,015.48	1,298.55	1,634.87	1,762.74	1,775.42	12.68	0.72%	
MFD Organics	86.80	73.08	78.57	122.38	119.24	113.02	105.67	110.41	4.74	4.49%	
Roll-Off Organics	64.78	2.13	9.28	2.29	0.00	4.84	5.88	0.00	(5.88)	-100.00%	
SUBTOTAL - Disposed Tons	9,172.75	8,591.05	8,568.87	8,662.46	8,545.90	8,500.63	8,576.93	8,233.79	(343.14)	-4.00%	
SUBTOTAL - Diverted Tons	3,175.34	3,232.43	3,465.03	3,770.87	4,212.99	4,544.66	4,707.76	4,747.09	39.33	0.84%	
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	4,476.96	(59.66)	-1.32%	
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	3,872.17	3,775.35	3,814.03	3,754.90	3,692.29	(62.61)	-1.67%	
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	5,812.59	5,659.48	5,893.64	6,155.10	5,941.68	(213.42)	-3.47%	
SUBTOTAL - Disposed Tons	4,498.48	4,489.04	4,405.15	4,331.09	4,319.95	4,436.20	4,536.62	4,476.96	(59.66)	-1.32%	
SUBTOTAL - Diverted Tons	10,010.71	10,260.86	10,117.83	9,684.76	9,434.83	9,707.67	9,910.00	9,633.97	(276.03)	-2.79%	
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	12,710.75			
TOTAL TONS DIVERTED	13,186.05	13,493.29	13,582.86	13,455.63	13,647.82	14,252.33	14,617.76	14,381.06			
COMMERCIAL DIVERSION RATE	25.72%	27.34%	28.79%	30.33%	33.02%	34.84%	35.44%	36.57%			
MFD DIVERSION RATE	21.97%	22.39%	24.71%	27.18%	27.89%	27.04%	26.43%	26.46%			
RESIDENTIAL DIVERSION RATE	69.00%	69.57%	69.67%	69.10%	68.59%	68.64%	68.60%	68.27%			
TOTAL DIVERSION RATE	49.10%	50.78%	51.15%	50.87%	51.47%	52.42%	52.71%	53.08%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 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	1,370.52	1,268.09	1,240.16	3,616.46	3,709.45	3,734.45	3,878.77	14,939.13
Commercial Recycling	471.80	416.20	469.78	1,337.76	1,378.13	1,299.22	1,357.78	5,372.89
Commercial Organics	339.94	323.81	320.92	1,018.26	1,015.01	909.84	984.67	3,927.78
Subtotal - Disposed	1,370.52	1,268.09	1,240.16	3,616.46	3,709.45	3,734.45	3,878.77	14,939.13
Subtotal - Diverted	811.74	740.01	790.70	2,356.02	2,393.14	2,209.06	2,342.45	9,300.67
Diversion Rate	37.20%	36.85%	38.93%	39.45%	39.22%	37.17%	37.65%	38.37%
MFD								
MFD Solid Waste	948.36	902.95	933.40	2,583.09	2,624.97	2,603.06	2,784.71	10,595.83
MFD Recycling	260.10	255.04	269.76	761.79	775.00	763.21	784.90	3,084.90
MFD Organics	24.77	23.47	22.77	77.84	75.49	68.52	71.01	292.86
Subtotal - Disposed	948.36	902.95	933.40	2,583.09	2,624.97	2,603.06	2,784.71	10,595.83
Subtotal - Diverted	284.87	278.51	292.53	839.63	850.49	831.73	855.91	3,377.76
Diversion Rate	23.10%	23.57%	23.86%	24.53%	24.47%	24.21%	23.51%	24.17%
Roll-Off								
Roll-Off Solid Waste	302.68	290.09	327.21	858.85	955.80	900.38	919.98	3,635.01
Roll-Off Recycling	44.95	42.55	44.10	88.06	84.83	88.53	131.60	393.02
Roll-Off Organics	32.25	44.15	34.36	111.59	102.67	90.66	110.76	415.68
Subtotal - Disposed	302.68	290.09	327.21	858.85	955.80	900.38	919.98	3,635.01
Subtotal - Diverted	77.20	86.70	78.46	199.65	187.50	179.19	242.36	808.70
Diversion Rate	20.32%	23.01%	19.34%	18.86%	16.40%	16.60%	20.85%	18.20%
Residential								
Residential Solid Waste	1,107.19	1,135.79	1,097.51	3,136.39	3,196.68	3,263.78	3,340.49	12,937.34
Residential Curbside Recycling	699.25	768.27	748.93	2,190.42	2,119.01	2,062.89	2,216.45	8,588.77
Residential Curbside Organics	1,138.55	1,227.45	1,308.58	3,244.66	3,785.67	3,432.21	3,674.58	14,137.12
Subtotal - Disposed	1,107.19	1,135.79	1,097.51	3,136.39	3,196.68	3,263.78	3,340.49	12,937.34
Subtotal - Diverted	1,837.80	1,995.72	2,057.51	5,435.08	5,904.68	5,495.10	5,891.03	22,725.89
Diversion Rate	62.40%	63.73%	65.21%	63.41%	64.88%	62.74%	63.81%	63.72%
Total Disposed	3,728.75	3,596.92	3,598.28	10,194.79	10,486.90	10,501.67	10,923.95	42,107.31
Total Diverted	3,011.61	3,100.94	3,219.20	8,830.38	9,335.81	8,715.08	9,331.75	36,213.02
Total Diversion Rate	44.68%	46.30%	47.22%	46.41%	47.10%	45.35%	46.07%	46.24%
Single-Family Measured Diversion Rate	62.40%	63.73%	65.21%	63.41%	64.88%	62.74%	63.81%	63.72%
Commercial Measured Diversion Rate	30.93%	30.99%	31.72%	32.48%	32.00%	30.79%	31.21%	31.62%
MFD Measured Diversion Rate	23.10%	23.57%	23.86%	24.53%	24.47%	24.21%	23.51%	24.17%
Overall Measured Diversion Rate	44.68%	46.30%	47.22%	46.41%	47.10%	45.35%	46.07%	46.24%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u>	<u>Year to Date</u>	<u>2017 - 2018</u>	<u>2017 - 2018</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>2018 Tons</u>	<u>Tons</u>	<u>Incr/(Decr)</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	14,939.13	384.41	2.64%	
MFD Solid Waste	11,703.20	10,580.12	10,663.03	10,499.72	10,653.67	10,542.59	10,533.84	10,595.83	61.99	0.59%	
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	3,635.01	(12.51)	-0.34%	
Commercial Recycling	3,608.08	4,286.18	4,599.20	4,994.51	5,082.44	5,497.70	5,219.94	5,372.89	152.95	2.93%	
MFD Recycling	2,365.38	2,278.04	2,498.87	2,609.95	2,759.57	2,930.33	3,003.97	3,084.90	80.93	2.69%	
Roll-Off Recycling	438.38	498.93	422.51	403.03	396.65	405.92	403.39	393.02	(10.37)	-2.57%	
Commercial Organics	2,646.99	3,006.65	3,033.41	3,169.17	3,468.84	3,738.75	4,092.40	3,927.78	(164.62)	-4.02%	
MFD Organics	382.22	357.70	342.73	291.12	311.59	279.52	265.59	292.86	27.27	10.27%	
Roll-Off Organics	0.47	18.50	0.00	0.00	2.44	301.39	469.89	415.68	(54.21)	-11.54%	
SUBTOTAL - Disposed Tons	29,970.77	29,965.91	29,153.23	29,134.27	29,234.91	29,283.10	28,736.08	29,169.97	433.89	1.51%	
SUBTOTAL - Diverted Tons	9,441.52	10,446.00	10,896.72	11,467.78	12,021.53	13,153.61	13,455.18	13,487.13	31.95	0.24%	
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	12,937.34	7.09	0.05%	
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	8,542.51	8,569.35	8,847.75	8,775.63	8,588.77	(186.86)	-2.13%	
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	13,676.71	12,814.53	13,764.55	14,367.61	14,137.12	(230.49)	-1.60%	
SUBTOTAL - Disposed Tons	12,310.20	12,733.82	12,520.79	12,502.09	12,636.49	12,792.46	12,930.25	12,937.34	7.09	0.05%	
SUBTOTAL - Diverted Tons	22,323.72	22,704.82	22,462.77	22,219.22	21,383.88	22,612.30	23,143.24	22,725.89	(417.35)	-1.80%	
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	42,107.31			
TOTAL TONS DIVERTED	31,765.24	33,150.82	33,359.49	33,687.00	33,405.41	35,765.91	36,598.42	36,213.02			
COMMERCIAL DIVERSION RATE	23.96%	25.85%	27.21%	28.24%	29.14%	31.00%	31.89%	31.62%			
MFD DIVERSION RATE	19.01%	19.94%	21.04%	21.65%	22.38%	23.34%	23.69%	24.17%			
RESIDENTIAL DIVERSION RATE	64.46%	64.07%	64.21%	63.99%	62.86%	63.87%	64.16%	63.72%			
TOTAL DIVERSION RATE	42.90%	43.71%	44.46%	44.72%	44.38%	45.95%	46.76%	46.24%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

MEMBER AGENCY	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 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	71.22	67.90	66.75	218.45	209.65	204.56	205.87	838.53
Commercial Recycling	31.35	27.18	30.02	89.61	86.60	82.33	88.55	347.09
Commercial Organics	17.84	17.38	17.12	58.11	55.51	50.05	52.34	216.01
Subtotal - Disposed	71.22	67.90	66.75	218.45	209.65	204.56	205.87	838.53
Subtotal - Diverted	49.19	44.56	47.14	147.72	142.11	132.38	140.89	563.10
Diversion Rate	40.85%	39.62%	41.39%	40.34%	40.40%	39.29%	40.63%	40.17%
MFD								
MFD Solid Waste	37.90	36.38	35.49	101.57	110.84	112.87	109.77	435.05
MFD Recycling	6.32	6.20	6.61	15.77	15.69	18.04	19.13	68.63
MFD Organics	0.11	0.12	0.12	0.77	0.29	0.28	0.35	1.69
Subtotal - Disposed	37.90	36.38	35.49	101.57	110.84	112.87	109.77	435.05
Subtotal - Diverted	6.43	6.32	6.73	16.54	15.98	18.32	19.48	70.32
Diversion Rate	14.50%	14.80%	15.94%	14.00%	12.60%	13.96%	15.07%	13.91%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	3.79	0.00	0.00	0.00	3.79	3.79
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	3.79	0.00	0.00	0.00	3.79	3.79
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	246.52	238.08	242.14	662.98	684.59	692.13	726.74	2,766.44
Residential Curbside Recycling	197.44	207.26	204.94	582.32	595.62	570.35	609.64	2,357.93
Residential Curbside Organics	368.67	351.24	438.90	966.20	1,034.97	1,005.11	1,158.81	4,165.09
Subtotal - Disposed	246.52	238.08	242.14	662.98	684.59	692.13	726.74	2,766.44
Subtotal - Diverted	566.11	558.50	643.84	1,548.52	1,630.59	1,575.46	1,768.45	6,523.02
Diversion Rate	69.66%	70.11%	72.67%	70.02%	70.43%	69.48%	70.87%	70.22%
Total Disposed	355.64	342.36	348.17	983.00	1,005.08	1,009.56	1,046.17	4,043.81
Total Diverted	621.73	609.38	697.71	1,712.78	1,788.68	1,726.16	1,928.82	7,156.44
Total Diversion Rate	63.61%	64.03%	66.71%	63.54%	64.02%	63.10%	64.83%	63.90%
Single-Family Measured Diversion Rate	69.66%	70.11%	72.67%	70.02%	70.43%	69.48%	70.87%	70.22%
Commercial Measured Diversion Rate	33.76%	32.79%	33.69%	33.92%	33.03%	32.19%	33.42%	33.15%
MFD Measured Diversion Rate	14.50%	14.80%	15.94%	14.00%	12.60%	13.96%	15.07%	13.91%
Overall Measured Diversion Rate	63.61%	64.03%	66.71%	63.54%	64.02%	63.10%	64.83%	63.90%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<u>MEMBER AGENCY</u>	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	Year to Date	2017 - 2018	2017 - 2018
	<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>2018 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	838.53	(76.44)	-8.35%	
MFD Solid Waste	419.41	397.14	411.31	419.04	426.93	442.75	434.75	435.05	0.30	0.07%	
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	5.45	3.63	3.79	0.16	4.41%	
Commercial Recycling	199.65	243.73	264.07	283.65	296.74	333.63	359.31	347.09	(12.22)	-3.40%	
MFD Recycling	60.39	49.96	48.18	50.51	55.87	57.25	62.58	68.63	6.05	9.67%	
Roll-Off Recycling	0.00	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	216.01	(13.65)	-5.94%	
MFD Organics	8.13	4.84	4.48	3.52	3.77	3.55	3.03	1.69	(1.34)	-44.22%	
Roll-Off Organics	0.10	0.00	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	1,277.37	(75.98)	-5.61%	
SUBTOTAL - Diverted Tons	414.21	517.98	540.19	658.36	702.36	669.58	654.58	633.42	(21.16)	-3.23%	
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	2,766.44	(4.15)	-0.15%	
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	2,371.48	2,384.26	2,379.82	2,369.06	2,357.93	(11.13)	-0.47%	
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	3,935.51	3,884.85	4,023.44	4,208.40	4,165.09	(43.31)	-1.03%	
SUBTOTAL - Disposed Tons	2,596.84	2,706.08	2,675.81	2,691.69	2,686.05	2,732.22	2,770.59	2,766.44	(4.15)	-0.15%	
SUBTOTAL - Diverted Tons	6,281.18	6,675.02	6,676.77	6,306.99	6,269.11	6,403.26	6,577.46	6,523.02	(54.44)	-0.83%	
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	4,043.81			
TOTAL TONS DIVERTED	6,695.39	7,193.00	7,216.96	6,965.35	6,971.47	7,072.84	7,232.04	7,156.44			
COMMERCIAL DIVERSION RATE	22.60%	26.35%	27.75%	33.35%	35.94%	34.03%	32.60%	33.15%			
MFD DIVERSION RATE	14.04%	12.13%	11.35%	11.42%	12.26%	12.07%	13.11%	13.91%			
RESIDENTIAL DIVERSION RATE	70.75%	71.15%	71.39%	70.09%	70.01%	70.09%	70.36%	70.22%			
TOTAL DIVERSION RATE	62.51%	63.39%	63.87%	63.48%	63.90%	63.70%	63.68%	63.90%			

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY								
Commercial								
Commercial Solid Waste	31.74	28.10	29.56	87.66	85.67	90.88	89.40	353.61
Commercial Recycling	16.22	14.22	14.97	48.20	46.69	45.08	45.41	185.38
Commercial Organics	16.82	13.90	14.24	43.39	47.66	44.45	44.96	180.46
Subtotal - Disposed	31.74	28.10	29.56	87.66	85.67	90.88	89.40	353.61
Subtotal - Diverted	33.04	28.12	29.21	91.59	94.35	89.53	90.37	365.84
Diversion Rate	51.00%	50.02%	49.70%	51.10%	52.41%	49.63%	50.27%	50.85%
MFD								
MFD Solid Waste	1.51	1.90	1.77	5.77	5.80	5.37	5.18	22.12
MFD Recycling	0.88	0.83	0.82	2.54	2.57	2.39	2.53	10.03
MFD Organics	0.21	0.14	0.20	1.06	0.82	0.44	0.55	2.87
Subtotal - Disposed	1.51	1.90	1.77	5.77	5.80	5.37	5.18	22.12
Subtotal - Diverted	1.09	0.97	1.02	3.60	3.39	2.83	3.08	12.90
Diversion Rate	41.92%	33.80%	36.56%	38.42%	36.89%	34.51%	37.29%	36.84%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	107.43	106.45	102.37	282.14	294.38	297.01	316.25	1,189.78
Residential Curbside Recycling	92.21	95.89	91.92	262.89	265.08	250.53	280.02	1,058.52
Residential Curbside Organics	225.76	215.15	290.57	589.69	572.94	535.43	731.48	2,429.54
Subtotal - Disposed	107.43	106.45	102.37	282.14	294.38	297.01	316.25	1,189.78
Subtotal - Diverted	317.97	311.04	382.49	852.58	838.02	785.96	1,011.50	3,488.06
Diversion Rate	74.75%	74.50%	78.89%	75.14%	74.00%	72.57%	76.18%	74.57%
Total Disposed	140.68	136.45	133.70	375.57	385.85	393.26	410.83	1,565.51
Total Diverted	352.10	340.13	412.72	947.77	935.76	878.32	1,104.95	3,866.80
Total Diversion Rate	71.45%	71.37%	75.53%	71.62%	70.80%	69.07%	72.90%	71.18%
Single-Family Measured Diversion Rate	74.75%	74.50%	78.89%	75.14%	74.00%	72.57%	76.18%	74.57%
Commercial Measured Diversion Rate	50.65%	49.23%	49.11%	50.47%	51.66%	48.97%	49.70%	50.20%
MFD Measured Diversion Rate	41.92%	33.80%	36.56%	38.42%	36.89%	34.51%	37.29%	36.84%
Overall Measured Diversion Rate	71.45%	71.37%	75.53%	71.62%	70.80%	69.07%	72.90%	71.18%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u> <u>2018 Tons</u>	<u>2017 - 2018</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2017 - 2018</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	353.61	(0.99)	-0.28%
MFD Solid Waste	72.55	61.63	47.95	27.81	27.49	27.08	25.31	22.12	(3.19)	-12.60%
Roll-Off Solid Waste	0.00	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	185.38	(9.41)	-4.83%
MFD Recycling	16.80	18.33	16.56	13.10	13.50	12.84	12.04	10.03	(2.01)	-16.69%
Roll-Off Recycling	0.00	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	180.46	(0.65)	-0.36%
MFD Organics	0.00	0.00	0.82	1.66	1.75	3.11	4.48	2.87	(1.61)	-35.94%
Roll-Off Organics	0.00	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	375.73	(4.18)	-1.10%
SUBTOTAL - Diverted Tons	166.51	249.03	292.93	309.98	316.59	345.49	392.42	378.74	(13.68)	-3.49%
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	1,189.78	31.85	2.75%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	1,121.17	1,093.36	1,105.88	1,089.75	1,058.52	(31.23)	-2.87%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	2,391.92	2,321.20	2,407.12	2,490.17	2,429.54	(60.63)	-2.43%
SUBTOTAL - Disposed Tons	1,094.48	1,204.69	1,172.16	1,156.83	1,127.46	1,144.46	1,157.93	1,189.78	31.85	2.75%
SUBTOTAL - Diverted Tons	3,462.82	3,659.22	3,589.47	3,513.09	3,414.56	3,513.00	3,579.92	3,488.06	(91.86)	-2.57%
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	1,565.51		
TOTAL TONS DIVERTED	3,629.33	3,908.25	3,882.40	3,823.07	3,731.15	3,858.49	3,972.34	3,866.80		
COMMERCIAL DIVERSION RATE	26.37%	36.06%	40.93%	41.46%	42.65%	45.26%	50.81%	50.20%		
MFD DIVERSION RATE	18.80%	22.92%	26.60%	34.67%	35.68%	37.07%	39.49%	36.84%		
RESIDENTIAL DIVERSION RATE	75.98%	75.23%	75.38%	75.23%	75.18%	75.43%	75.56%	74.57%		
TOTAL DIVERSION RATE	69.95%	70.36%	70.88%	70.57%	70.61%	71.18%	72.09%	71.18%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2018

	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018 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	5,763.50	5,429.98	5,534.88	16,243.25	16,377.36	16,509.75	16,728.36	65,858.72
Commercial Recycling	2,204.78	2,019.33	2,093.74	6,250.90	6,432.20	6,127.25	6,317.85	25,128.20
Commercial Organics	2,607.58	2,240.09	2,497.26	6,614.00	6,641.78	6,714.57	7,344.93	27,315.28
Subtotal - Disposed	5,763.50	5,429.98	5,534.88	16,243.25	16,377.36	16,509.75	16,728.36	65,858.72
Subtotal - Diverted	4,812.36	4,259.42	4,591.00	12,864.90	13,073.98	12,841.82	13,662.78	52,443.48
Diversion Rate	45.50%	43.96%	45.34%	44.20%	44.39%	43.75%	44.96%	44.33%
MFD								
MFD Solid Waste	2,903.48	2,810.86	2,842.42	8,267.22	8,470.57	8,335.96	8,556.76	33,630.51
MFD Recycling	822.42	801.68	849.48	2,378.32	2,421.42	2,356.98	2,473.58	9,630.30
MFD Organics	92.00	86.43	97.78	272.36	266.49	252.34	276.21	1,067.40
Subtotal - Disposed	2,903.48	2,810.86	2,842.42	8,267.22	8,470.57	8,335.96	8,556.76	33,630.51
Subtotal - Diverted	914.42	888.11	947.26	2,650.68	2,687.91	2,609.32	2,749.79	10,697.70
Diversion Rate	23.95%	24.01%	25.00%	24.28%	24.09%	23.84%	24.32%	24.13%
Roll-Off								
Roll-Off Solid Waste	1,843.63	1,729.89	1,772.10	5,152.79	5,553.93	5,449.55	5,345.62	21,501.89
Roll-Off Recycling	272.22	257.29	269.53	689.64	677.34	707.34	799.04	2,873.36
Roll-Off Organics	243.67	231.01	240.82	713.09	558.50	513.55	715.50	2,500.64
Subtotal - Disposed	1,843.63	1,729.89	1,772.10	5,152.79	5,553.93	5,449.55	5,345.62	21,501.89
Subtotal - Diverted	515.89	488.30	510.35	1,402.73	1,235.84	1,220.89	1,514.54	5,374.00
Diversion Rate	21.86%	22.01%	22.36%	21.40%	18.20%	18.30%	22.08%	20.00%
Residential								
Residential Solid Waste	5,191.81	5,159.85	5,164.68	14,596.40	14,985.61	15,098.72	15,516.34	60,197.07
Residential Curbside Recycling	3,497.68	3,640.05	3,602.69	10,289.27	10,285.68	9,897.12	10,740.42	41,212.49
Residential Curbside Organics	6,554.51	6,599.09	7,953.91	17,953.95	19,972.40	18,463.33	21,107.51	77,497.19
Subtotal - Disposed	5,191.81	5,159.85	5,164.68	14,596.40	14,985.61	15,098.72	15,516.34	60,197.07
Subtotal - Diverted	10,052.19	10,239.14	11,556.60	28,243.22	30,258.08	28,360.45	31,847.93	118,709.68
Diversion Rate	65.94%	66.49%	69.11%	65.93%	66.88%	65.26%	67.24%	66.35%
Total Disposed	15,702.42	15,130.58	15,314.08	44,259.66	45,387.47	45,393.98	46,147.08	181,188.19
Total Diverted	16,294.86	15,874.97	17,605.21	45,161.53	47,255.81	45,032.48	49,775.04	187,224.86
Total Diversion Rate	50.93%	51.20%	53.48%	50.50%	51.01%	49.80%	51.89%	50.82%
Single-Family Measured Diversion Rate	65.94%	66.49%	69.11%	65.93%	66.88%	65.26%	67.24%	66.35%
Commercial Measured Diversion Rate	37.26%	36.11%	37.34%	36.32%	35.86%	35.50%	36.92%	36.15%
MFD Measured Diversion Rate	23.95%	24.01%	25.00%	24.28%	24.09%	23.84%	24.32%	24.13%
Overall Measured Diversion Rate	50.93%	51.20%	53.48%	50.50%	51.01%	49.80%	51.89%	50.82%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2018

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 2018

<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>Year to Date</u> <u>2018 Tons</u>	<u>2017 - 2018</u> <u>Tons</u> <u>Incr/(Decr)</u>	<u>2017 - 2018</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	65,858.72	(708.51)	-1.06%
MFD Solid Waste	36,991.66	34,230.33	34,521.20	33,876.59	33,552.90	34,024.49	33,909.45	33,630.51	(278.94)	-0.82%
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	21,501.89	202.24	0.95%
Commercial Recycling	16,105.16	18,699.81	19,545.59	21,559.03	23,143.64	24,218.27	24,477.06	25,128.20	651.14	2.66%
MFD Recycling	6,454.81	6,825.10	7,615.90	7,992.60	8,494.97	9,078.23	9,458.33	9,630.30	171.97	1.82%
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	1,702.31	1,903.85	2,011.25	2,402.09	2,873.36	471.27	19.62%
Commercial Organics	15,484.71	17,386.86	19,075.20	19,805.15	22,771.16	24,628.82	26,276.81	27,315.28	1,038.47	3.95%
MFD Organics	940.35	892.72	926.59	894.30	906.78	946.36	1,030.80	1,067.40	36.60	3.55%
Roll-Off Organics	2,287.29	1,993.59	1,467.47	1,397.19	1,563.99	2,431.27	2,776.36	2,500.64	(275.72)	-9.93%
SUBTOTAL - Disposed Tons	122,619.74	123,327.16	118,218.62	118,553.02	118,444.44	120,598.12	121,776.33	120,991.12	(785.21)	-0.64%
SUBTOTAL - Diverted Tons	42,876.32	47,144.49	50,120.02	53,350.58	58,784.39	63,314.20	66,421.45	68,515.18	2,093.73	3.15%
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	60,197.07	(456.97)	-0.75%
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	41,379.87	41,224.06	42,010.43	41,620.44	41,212.49	(407.95)	-0.98%
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	74,772.73	71,727.38	75,674.77	78,527.60	77,497.19	(1,030.41)	-1.31%
SUBTOTAL - Disposed Tons	59,306.13	59,763.74	58,782.89	58,553.07	59,146.57	60,256.22	60,654.04	60,197.07	(456.97)	-0.75%
SUBTOTAL - Diverted Tons	115,966.34	119,692.79	118,810.38	116,152.60	112,951.44	117,685.20	120,148.04	118,709.68	(1,438.36)	-1.20%
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	181,188.19		
TOTAL TONS DIVERTED	158,842.66	166,837.28	168,930.40	169,503.18	171,735.83	180,999.40	186,569.49	187,224.86		
COMMERCIAL DIVERSION RATE	25.91%	27.66%	29.77%	31.04%	33.17%	34.43%	35.29%	36.15%		
MFD DIVERSION RATE	16.66%	18.40%	19.84%	20.78%	21.89%	22.76%	23.62%	24.13%		
RESIDENTIAL DIVERSION RATE	66.16%	66.70%	66.90%	66.48%	65.63%	66.14%	66.45%	66.35%		
TOTAL DIVERSION RATE	46.61%	47.68%	48.83%	48.90%	49.16%	50.02%	50.56%	50.82%		

¹ Includes Agency facilities tonnage

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2018

	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	57	55	60	172	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Belmont	89	68	66	223	1	0	0	1	0	0	0	0	0	0	0	1	1	0	2	0	3	0	3	4
Burlingame	75	88	59	222	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	2	1	1	4	4
East Palo Alto	48	30	35	113	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	1	2	2
Foster City	60	56	50	166	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2	1	3	3
Hillsborough	60	92	69	221	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	63	109	84	256	1	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	3	3	3
North Fair Oaks	31	13	19	63	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Redwood City	177	210	178	565	0	0	1	1	0	0	0	0	1	0	0	1	0	0	1	1	10	5	5	20
San Carlos	94	142	116	352	0	0	2	2	0	0	0	0	0	0	0	0	0	1	1	3	3	0	6	6
San Mateo	246	282	270	798	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	8	11	11
County Franchised Area	53	66	54	173	0	1	0	1	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	1
West Bay	44	69	35	148	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	2
Totals	1,097	1,280	1,095	3,472	3	4	4	11	0	0	0	0	1	0	0	1	3	1	4	8	19	17	20	56

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns				
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	
Atherton	40	68	64	172	7	13	21	41	0	0	0	0	75	88	123	286	10	20	14	44	44
Belmont	195	269	243	707	15	12	17	44	0	0	1	1	272	252	408	932	34	33	61	128	128
Burlingame	213	320	218	751	24	14	36	74	1	0	0	1	296	303	389	988	40	93	52	185	185
East Palo Alto	118	127	111	356	7	5	8	20	0	0	0	0	134	107	169	410	12	14	14	40	40
Foster City	212	262	205	679	9	13	26	48	0	1	0	1	209	242	316	767	56	34	66	156	156
Hillsborough	108	146	115	369	13	6	23	42	0	0	0	0	128	162	197	487	16	13	32	61	61
Menlo Park	236	206	185	627	34	23	29	86	0	0	2	2	280	263	363	906	107	56	49	212	212
North Fair Oaks	63	73	57	193	13	6	16	35	0	0	0	0	96	69	112	277	12	8	5	25	25
Redwood City	558	681	464	1703	51	55	72	178	2	0	0	2	655	632	793	2080	27	13	15	55	55
San Carlos	280	342	243	865	49	27	59	135	0	0	0	0	516	586	656	1758	52	84	49	185	185
San Mateo	700	799	654	2153	52	62	97	211	1	0	0	1	829	757	1177	2763	237	125	116	478	478
County Franchised Area	148	160	157	465	8	12	12	32	0	1	0	1	146	156	197	499	32	19	42	93	93
West Bay	58	69	48	175	5	8	3	16	0	0	0	0	78	88	99	265	24	14	4	42	42
Totals	2,929	3,522	2,764	9,215	287	256	419	962	4	2	3	9	3,714	3,705	4,999	12,418	659	526	519	1,704	1,704

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2018

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	16,895	16,512	383	2.27%	28.75	78.92%	208
November	16,224	15,697	527	3.25%	40.96	73.37%	221
December	17,962	17,377	585	3.26%	40.72	72.58%	205
Quarter 4	51,081	49,586	1,495	2.93%	36.81	74.94%	634

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2018

	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	3	5	0	8	0	0	2	2	0	25	0	25
Burlingame	7	2	2	11	0	12	0	12	100	0	0	100
East Palo Alto	0	0	1	1	0	0	1	1	0	0	0	0
Foster City	2	1	8	11	0	0	2	2	100	0	55	155
Hillsborough	0	1	0	1	0	0	0	0	0	0	0	0
Menlo Park	0	7	1	8	0	0	2	2	0	0	26	26
North Fair Oaks	3	0	3	6	0	1	0	1	12	0	108	120
Redwood City	0	0	1	1	10	6	4	20	123	132	151	406
San Carlos	0	8	0	8	0	0	0	0	0	84	0	84
San Mateo	0	0	2	2	0	6	2	8	97	130	29	256
County Franchised Area	0	0	0	0	0	0	0	0	0	0	0	0
West Bay	0	4	0	4	0	0	0	0	0	0	0	0
Totals	15	28	18	61	10	25	13	48	432	371	369	1,172

2018 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			2018 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	2	0	0	1	0	0	-	0	0	3	0	-	-	2	\$ 150
Burlingame	1	0	0	1	0	0	-	0	0	2	0	-	150	2	\$ 150
East Palo Alto	1	0	0	-	0	0	-	0	0	1	0	-	150	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	150	2	\$ 150
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Menlo Park	1	0	0	-	0	0	1	0	0	2	0	-	150	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	150	1	\$ 150
Redwood City	-	0	0	-	0	0	2	0	0	2	0	-	-	6	\$ 150
San Carlos	-	0	0	-	0	0	1	0	0	1	0	-	150	3	\$ 150
San Mateo	2	0	0	1	0	0	2	0	0	5	0	-	-	6	\$ 150
County Franchised Area	-	0	0	-	0	0	1	0	0	1	0	-	-	2	\$ 150
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
Total	8	0	0	3	0	0	7	0	0	18	0	-	900	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			2018 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			2018 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	12	\$ 50
Belmont	2	0	0	1	0	0	-	0	0	3	0	-	-	36	\$ 50
Burlingame	6	0	0	5	0	0	3	0	0	14	0	-	-	35	\$ 50
East Palo Alto	4	0	0	3	0	0	1	0	0	8	0	-	-	23	\$ 50
Foster City	2	0	0	1	0	0	7	0	0	10	0	-	-	35	\$ 50
Hillsborough	-	0	0	1	0	0	1	0	0	2	0	-	-	20	\$ 50
Menlo Park	4	0	0	11	0	0	5	0	0	20	0	-	-	42	\$ 50
North Fair Oaks	2	0	0	1	0	0	1	0	0	4	0	-	-	14	\$ 50
Redwood City	18	0	0	11	0	0	11	0	0	40	0	-	-	94	\$ 50
San Carlos	5	0	0	12	0	0	2	0	0	19	0	-	-	46	\$ 50
San Mateo	14	0	0	13	0	0	14	0	0	41	0	-	-	105	\$ 50
County Franchised Area	2	0	0	4	0	0	1	0	0	7	0	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
Total	59	0	0	63	0	0	46	0	0	168	0	-	-	500	

2018 LIQUIDATED DAMAGES

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

	October			November			December			Q4			2018 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			2018 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 50
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	-	0	0	-	0	0	0	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	October			November			December			Q4			2018 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	500	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	1	1	250	-	-	0	-	-	0	1	1	250	1,250	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	750	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
County Franchised Area	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	1	1	250	-	0	0	-	0	0	1	1	250	3,500	-	

2018 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			2018 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 50
Belmont	-	0	0	3	0	0	-	0	0	3	0	-	-	9	\$ 50
Burlingame	1	0	0	1	0	0	1	0	0	3	0	-	-	8	\$ 50
East Palo Alto	1	0	0	-	0	0	1	0	0	2	0	-	-	5	\$ 50
Foster City	-	0	0	1	0	0	1	0	0	2	0	-	-	9	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
Menlo Park	-	0	0	-	0	0	3	0	0	3	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Redwood City	8	0	0	5	0	0	5	0	0	18	0	-	-	22	\$ 50
San Carlos	1	0	0	2	0	0	-	0	0	3	0	-	-	11	\$ 50
San Mateo	-	0	0	2	0	0	8	0	0	10	0	-	-	25	\$ 50
County Franchised Area	1	0	0	-	0	0	-	0	0	1	0	-	-	6	\$ 50
West Bay	2	0	0	-	0	0	-	0	0	2	0	-	-	3	\$ 50
	14	0	0	14	0	0	20	0	0	48	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.1

	October			November			December			Q4			2018 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Burlingame	1	1	500	-	0	0	-	0	0	1	1	500	1,000	0	\$ 500
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Foster City	-	0	0	1	1	500	-	0	0	1	1	500	2,500	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Redwood City	2	2	1,000	-	0	0	-	0	0	2	2	1,000	3,000	0	\$ 500
San Carlos	2	2	1,000	1	1	500	-	0	0	3	3	1,500	3,000	0	\$ 500
San Mateo	-	0	0	1	1	500	-	0	0	1	1	500	5,000	0	\$ 500
County Franchised Area	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
	5	5	2,500	3	3	1,500	-	0	0	8	8	4,000	15,000	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			2018 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	-	-	-	

2018 LIQUIDATED DAMAGES

REPORTING

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

	October			November			December			Q4			2018 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			2018 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			2018 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	

2018 LIQUIDATED DAMAGES

OTHER

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

	October			November			December			Q4			2018 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			2018 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			2018 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	-	-	-	

2018 LIQUIDATED DAMAGES

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

6.01

	October			November			December			Q4			2018 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics		
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount					
	Atherton	-	0	0	-	0	0	-	0	0	0	0				0	-
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
Redwood City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0 \$	100	
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	-	-	-	-	4,250 19,400

Quarterly Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2018

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Quarter 4	Oct	Nov			Dec	Oct	Nov	Dec
Atherton	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Belmont	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Burlingame	0	0	0	N/A	0	\$0	\$0	\$0	\$0
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
Hillsborough	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Menlo Park	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
North Fair Oaks	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Redwood City	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
San Carlos	0	0	2	N/A	0	\$0	\$0	(\$100)	(\$100)
San Mateo	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
County Franchised Area	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	3	4	4			(\$150)	(\$200)	(\$200)	(\$550)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2018

Aggregate SBWMA

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

Quarter 4
Month

October	27	15	30	0	0	\$0	\$0	\$0
November	39	15	30	0	9	\$0	(\$4,650)	(\$4,650)
December	39	15	30	0	9	\$0	(\$4,560)	(\$4,560)
Totals						\$0	(\$9,210)	(\$9,210)
		Year 2017						
	Agency	Solid Waste Tons						
	Atherton	2,184				\$0	(\$110)	(\$110)
	Belmont	7,945				\$0	(\$401)	(\$401)
	Burlingame	25,579				\$0	(\$1,291)	(\$1,291)
	East Palo Alto	11,761				\$0	(\$594)	(\$594)
	Foster City	10,214				\$0	(\$516)	(\$516)
	Hillsborough	2,645				\$0	(\$134)	(\$134)
	Menlo Park	17,277				\$0	(\$872)	(\$872)
	North Fair Oaks	6,016				\$0	(\$304)	(\$304)
	Redwood City	38,367				\$0	(\$1,937)	(\$1,937)
	San Carlos	13,114				\$0	(\$662)	(\$662)
	San Mateo	41,666				\$0	(\$2,104)	(\$2,104)
	County Franchised Area	4,124				\$0	(\$208)	(\$208)
	West Bay	1,538				\$0	(\$78)	(\$78)
		182,430				\$0	(\$9,210)	(\$9,210)

Recology San Mateo County

Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2018

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

\$5

October	1,508		N/A	1,508	N/A	(\$7,540)
November	2,160		N/A	2,160	N/A	(\$10,800)
December	2,471		N/A	2,471	N/A	(\$12,355)
Totals	6,139	51,081	2,554	6,139		(\$30,695)

Year 2017

Tons of Solid Waste Collected

Agency	Tons of Solid Waste Collected		
Atherton	2,184	N/A	(\$367)
Belmont	7,945	N/A	(\$1,337)
Burlingame	25,579	N/A	(\$4,304)
East Palo Alto	11,761	N/A	(\$1,979)
Foster City	10,214	N/A	(\$1,719)
Hillsborough	2,645	N/A	(\$445)
Menlo Park	17,277	N/A	(\$2,907)
North Fair Oaks	6,016	N/A	(\$1,012)
Redwood City	38,367	N/A	(\$6,455)
San Carlos	13,114	N/A	(\$2,206)
San Mateo	41,666	N/A	(\$7,011)
County Franchised Area	4,124	N/A	(\$694)
West Bay	1,538	N/A	(\$259)
	182,430	N/A	(\$30,695)

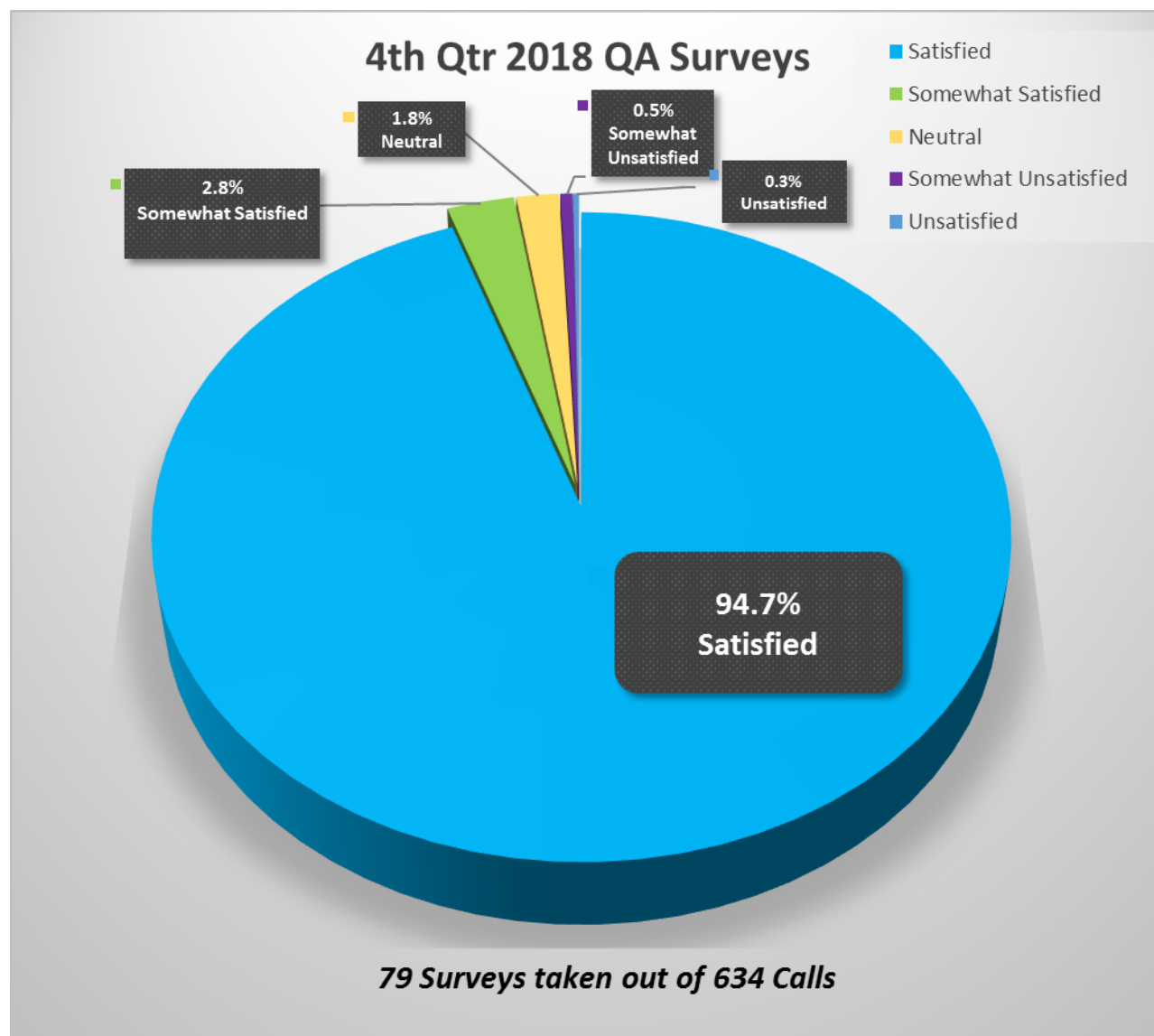
I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Customer Service Quality Assurance Surveys

Customer Service Representatives contact customers from the previous service day to survey them on their experience with the Call Center. Customers have the option of taking the survey over the phone or accessing the survey from a website provided to them. Of the 634 calls placed to customers during the 4th Quarter, 79 surveys were completed (Any surveys with unanswered questions were eliminated from the results).

The results of the surveys continue to be positive with **97.5%** of the customers gave 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. Below are activities in Q4 2018 that represent Recology's commitment to the community:

Sheriff's Activity League (SAL)

On October 16th and October 23rd, SAL hosted their annual Wellness Fairs in North Fair Oaks and San Mateo. Recology San Mateo County's (RSMC) Commercial Recycling Promotion Team (CRPT) participated in the events by educating students and their families on the CartSmart programs.

Coats for Kids

As part of RSMC's annual Coats for Kids Program, nearly 1,000 new and gently used men's, women's, and children's coats were collected from residents and businesses in the SBWMA service area. This was the most successful coats drive program to date.

On Wednesday, December 12th, RSMC's CRPT volunteered their time hanging and distributing coats to families in need, at the St. Anthony's Clothing Distribution Center in North Fair Oaks.



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) 2018 training and professional development activities for the Recology San Mateo County (RSMC) Commercial Recycling Promotion Team (CRPT):

On October 30, 2018, Waste Zero Specialist (WZS), Hannah Towne attended the Connect18 Event hosted at Facebook. The event's theme this year was "Transforming Communities through Technology". She learned useful tips to improve community involvement on Recology San Mateo County's Facebook page.

On November 8, 2018, WZS Alex Porter and Amanda Gomez attended a viewing of *An Inconvenient Sequel: Truth to Power* at Burlingame High School. The documentary highlighted the 2015 Paris Agreement to create global environmental policy. It provided insight to current environmental issues and how local efforts can make a global difference.

On November 14, 2018, WZS Alex Porter and Amanda Gomez attended the Countywide Recycling Committee Meeting. San Mateo County's Office of Sustainability and San Francisco International Airport representatives spoke of their sustainability plans for the future. Each presented programs to help businesses divert more material out of the landfill. The meeting concluded with a tour of the airport displaying the setup of their internal containers that utilize a three stream option (recycle, compost, and garbage).

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 can 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 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 2018.

New and/or Increased Recycling or Compost Customers

RSMC is pleased to report that the CRPT exceeded the Q4 2018 goal of recruiting or increasing new compost and/or recycling services in the commercial and Multi-Family Dwelling (MFD) sectors as noted below:

Q4 2018 Goal New and/or Increased Recycling or Compost Customers	Q4 2018 Actual New and/or Increased Recycling or Compost Customers
85	103

Target Account Site Assessments

The CRPT exceeded the goal set for conducting Targeted Account Site Assessments‡ in Q4 2018, as outlined below:

Q4 2018 Goal Target Account Site Assessments	Q4 2018 Actual Target Account Site Assessments
45	61

The number of Site Assessments performed during Q4 2018 in each Member Agency is summarized below:

Member Agency	Q4 2018 Target Account Site Assessments	Year to Date Target Account Site Assessments	Q4 2018 Additional Waste Audits	Year to Date Additional Waste Audits
Atherton	0	7	0	0
Belmont	8	32	2	8
Burlingame	11	39	12	26
East Palo Alto	1	28	1	2
Foster City	11	34	2	10
Hillsborough	1	5	0	0
Menlo Park	8	25	2	26
North Fair Oaks	6	12	1	3
Redwood City	1	31	20	33

Member Agency	Q4 2018 Target Account Site Assessments	Year to Date Target Account Site Assessments	Q4 2018 Additional Waste Audits	Year to Date Additional Waste Audits
San Carlos	8	38	0	18
San Mateo	2	24	8	48
County Franchised Area	0	14	0	11
West Bay Sanitary District	4	7	0	2
Total	61	296	48	187

A detailed account of the Site Assessments and Waste Audits noted above is included in the 4th Quarter 2018 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) 2019 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 targeted outreach and education and Site Assessments to monitor diversion opportunities and assist the Member Agencies in meeting AB 341 and AB 1826 requirements. 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 composting services at Commercial and MFD accounts, that potentially fall under the mandate of AB 1826
- Contact MFDs to ensure their yard waste materials are recycled and that they are AB 1826 compliant
- Conduct Site Assessments for 2019 Target Accounts

The Q1 2019 goals for the CRPT will be achieved through the metrics outlined below:

- Contact 65 MFDs to inform customers of AB 1826 and ensure the customer is in compliance with the State mandate by recycling yard waste materials
- Conduct 60 Target Account Site Assessments for Commercial and/or MFD accounts
- Recruit a minimum of 40 new compost accounts

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 identified Focus Accounts in each jurisdiction that would be contacted in order to provide educational outreach and/or technical assistance, such as on-site trainings or presentations, delivery of internal recycling containers, 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 and contacted in 2018 for each Member Agency is summarized below:

Member Agency	2018 Focus Accounts	2018 Focus Accounts *Contacted in Q4	Year to date Focus Accounts *Contacted
Atherton	0	0	0
Belmont *	23	3	20
Burlingame	21	2	21
East Palo Alto	17	1	17
Foster City*	16	3	9
Hillsborough	0	0	0
Menlo Park*	26	7	25
North Fair Oaks*	14	5	12
Redwood City*	25	9	17
San Carlos*	14	6	13
San Mateo	25	7	25
County Franchised Area	13	3	13
West Bay Sanitary District	8	0	8
Total	202	46	180

* Although a phone call or site visit was made to all of the 2018 Focus Accounts, if Recology was unable to connect with the customer, these customers were not counted as being contacted and will be carried over into 2019.

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 Municipal Solid Waste (MSW). The second phase went into effect on January 1, 2017, and requires business that generate four or more cubic yards of organic waste per week to implement an organics recycling program.

During Q4 2018, the CRPT targeted organic-rich accounts that were not subscribed to compost service, with the goal of implementing an organics program. The CRPT contacted over 70 accounts that may have fallen under the then current phase of AB 1826. During that time, the CRPT audited 37 accounts and implemented 28 new compost accounts. The technical assistance for these specific customers included 9 trainings and/or 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, accounts that subscribe to four or more cubic yards of garbage 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 comply and that their diversion programs are successful.

Presentations, Trainings, and Outreach Materials

The CRPT utilizes presentations, trainings and various outreach materials to educate customers about the programs and services 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 2019 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 2018:

Q4 2018 Public Education and Outreach Materials					
	Commercial Brochures	Posters	Dock Signs	Stickers	Recycle Buddy Bags
October	14	76	64	44	432
November	10	125	16	99	371
December	25	155	37	102	369
Total	49	356	117	245	1,172

During Q4, 2018, the CRPT conducted **6 presentations** and **17 trainings** to Commercial and/or MFD customers, which are listed on the following pages:

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Description
10/03/2018	MAT	LESLEY TOWERS	700 LAUREL AVE	SENIOR RESIDENTS & STAFF	PRESENTATION
10/04/2018	MPK	STIC	2700 SAND HILL RD	EMPLOYEES	PRESENTATION
10/08/2018	RWC	WINGSTOP	1918 EL CAMINO REAL	EMPLOYEES & MANAGER	TRAINING
10/12/2018	BUR	SALTYARD	322 LORTON AVE	CHEF & EMPLOYEES	TRAINING
10/26/2018	BUR	HIGHWAY 29 BISTRO	1300 HOWARD AVE	SERVERS & DISHWASHERS	TRAINING
10/30/2018	RWC	AVENUE TWO APARTMENT	1107 2ND AVE	RESIDENTS & MANAGERS	PRESENTATION
11/01/2018	BUR	HL PENINSULA PEARL	1590 BAYSHORE HWY	SERVERS & KITCHEN STAFF AND MANAGERS	TRAINING
11/05/2018	SNC	PACIFIC SASH AND DESIGN	934 WASHINGTON ST	EMPLOYEES	TRAINING
11/13/2018	FOC	MOTIV POWER SYSTEM	330 HATCH DR	EMPLOYEES	PRESENTATION
11/27/2018	MAT	LA PINATA RESTAURANT	120 N B ST	SERVERS & KITCHEN STAFF	TRAINING
11/28/2018	NFO	SEVEN MARES	2809 MIDDLEFIELD RD	KITCHEN STAFF, SERVERS, & MANAGER	TRAINING

12/05/2018	SNC	1001 LAUREL RESIDENTIAL ASSOC.	1001 LAUREL ST	HOA BOARD & RESIDENTS	PRESENTATION
12/07/2018	BUR	ENTERPRISE RENT A CAR	820 MALCOLM RD	GENERAL MANAGER & EMPLOYEES	TRAINING
12/07/2018	BUR	ATRIA BURLINGAME	250 MYRTLE RD	CHEF	TRAINING
12/12/2018	MAT	JERSEY MIKES SUBS	2925 S EL CAMINO REAL	MANAGER & EMPLOYEES	TRAINING
12/12/2018	MAT	MIDICI	60 E HILLSDALE BLVD	MANAGER & OWNER	TRAINING
12/13/2018	MPK	ETAGEN	3601 HAVEN AVE	EMPLOYEES	PRESENTATION
12/14/2018	MAT	FALAFEL INC.	251 E 3RD AVE	MANAGERS	TRAINING
12/17/2018	EPA	SABOR MICHOCANO	2398 UNIVERSITY AVE #D	KITCHEN STAFF	TRAINING
12/18/2018	BEL	IHOP	510 EL CAMINO REAL	MANAGER & KITCHEN STAFF	SPANISH TRAINING
12/18/2018	MAT	ROUND TABLE PIZZA	1304 W HILLSDALE BLVD	MANAGER & KITCHEN STAFF	TRAINING
12/27/2018	MAT	SAN MATEO ELKS CLUB	229 W 20TH AVE	MAINTANENCE	TRAINING
12/27/2018	MPK	BACK-A-YARD	1189 WILLOW RD	KITCHEN STAFF & MANAGER	TRAINING

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 2018 4th Quarter Report under the tab labeled "M1d. Diversion Level".