

**OPERATIONAL QUARTERLY RATE REPORT
SAN FRANCISCO**

**2nd Quarter of Rate Year 2024
6 Months Ending March 31, 2024**

Recology Golden Gate
Recology Sunset Scavenger
Recology San Francisco

Table of Contents

INTRODUCTION.....	3
TABLE 1: COMBINED SF COMPANIES – RECOVERY AND DISPOSAL TONNAGE	4
TABLE 2: RSF – TOXICS COLLECTION AND PARTICIPATION	5
TABLE 3: RSF – WHERE OUR RECYCLABLES GO	5
TABLE 4: RSS AND RGG – NUMBER OF ACCOUNTS AND COMPLIANCE PERCENTAGE.....	6
TABLE 5: RSS AND RGG – RESIDENTIAL SINGLE DWELLING UNITS	6
APPENDIX A: PROGRAM METRICS	7
APPENDIX B: PROGRAM METRICS – WEEKEND CLEANUP	8
APPENDIX C: ABANDONED MATERIALS COLLECTION SERVICE LEVEL AGREEMENT AND PROGRAM METRIC	9
APPENDIX D: PUBLIC RECEPTACLES COLLECTION SERVICE LEVEL AGREEMENT AND PROGRAM METRIC	10
APPENDIX E: PUBLIC RECEPTACLES DOOR & LINER REPLACEMENTS SERVICE LEVEL AGREEMENT	11
APPENDIX F: CUSTOMER COMMUNICATION TRACKING.....	12

INTRODUCTION

The City and County of San Francisco Refuse Rate Board adopted the Refuse Rate Order for Rate Year 2024 and Rate Year 2025 on August 31, 2023, for Recology Golden Gate, Recology Sunset Scavenger, and Recology San Francisco, which includes quarterly rate reporting requirements. The requirements address several areas, including tonnage, toxics collection, where our recyclables go, number of accounts and compliance, residential single dwelling units, program metrics, service level agreements, and customer call tracking. This report covers the first six months, October 2023 to March 2024 (Q2 YTD RY2024), of the Rate Year 2024 ending September 30, 2024.

WEEKEND CLEAN-UP EVENTS

Weekend clean-up events will be held once in each of the City's eleven Supervisorial Districts annually to allow residents to drop off items too big to fit in the regular collection bins. Acceptable items may include appliances, electronics, furniture, scrap metal, wood, etc.

ABANDONED MATERIALS COLLECTION SERVICE LEVEL AGREEMENT

Recology Golden Gate and Recology Sunset Scavenger shall collect abandoned materials in six dedicated zones within the City and County of San Francisco.

PUBLIC RECEPTACLES COLLECTION SERVICE LEVEL AGREEMENT

Recology Golden Gate and Recology Sunset Scavenger shall collect materials from public receptacles located within the City and County of San Francisco.

PUBLIC RECEPTACLES DOOR AND LINER REPLACEMENT SERVICE LEVEL AGREEMENT

Recology Golden Gate and Recology Sunset Scavenger shall replace doors and liners in certain public receptacles located within the City and County of San Francisco.

Table 1
Recovery and Disposal Tonnage
Combined SF Companies
October 2023 - March 2024

	Tonnage Received	Tonnage Recovered	Tonnage Disposed	Tonnage % Recovered
<u>Recycle Central Recyclables</u>				
Collected	61,140	46,991	14,149	76.9%
Buyback	6,819	6,819	-	100.0%
Total Recyclables	67,959	53,810	14,149	79.2%
<u>Tunnel Avenue Organics</u>				
Collected	64,856	41,794	23,062	64.4%
San Francisco Public Works	1,722	1,722	-	100.0%
Other City of San Francisco Departments	660	660	-	100.0%
Account Customers	277	277	-	100.0%
Non-Account Customers	314	314	-	100.0%
Sorted Residuals	-	(11,706)	11,706	-100.0%
Total Organics	67,829	33,061	34,768	48.7%
<u>Tunnel Avenue iMRF</u>				
Collected	4,581	2,509	2,072	54.8%
San Francisco Public Works	8	4	4	50.0%
Other City of San Francisco Departments	18	10	8	55.6%
Account Customers	5,470	2,996	2,474	54.8%
Total iMRF	10,077	5,519	4,558	54.8%
<u>Other Tunnel Avenue</u>				
Collected Other Trash	94,080	-	94,080	0.0%
Collected Roll-off Trash	17,295	-	17,295	0.0%
Abandoned Materials Collection	2,567	240	2,327	9.3%
Bulky Item Recycling	4,174	400	3,774	9.6%
Public Refuse Receptacles	11,019	-	11,019	0.0%
San Francisco Public Works	14,837	411	14,426	2.8%
Other City of San Francisco Departments	998	-	998	0.0%
Account Customers	3,629	725	2,904	20.0%
Non-Account Customers	14,637	2,909	11,728	19.9%
Collected Inerts	1,680	1,680	-	100.0%
Construction Material Reuse	9	9	-	100.0%
Other Recycling	487	487	-	100.0%
Total Other Tunnel Avenue	165,412	6,861	158,551	4.1%
Adjustments (Inventory, Moisture, etc.)	-	(495)	495	-100.0%
Total Tons	311,277	98,756	212,521	31.7%
<u>Disposal Tonnage Breakdown</u>				
Recology Hay Road Landfill			189,459	
Recology Hay Road Landfill (RBVON residual)			23,062	
Total Disposal Tonnage			212,521	
iMRF Fines - Alternative Daily Cover			4,964	

Table 2
Toxics Collection and Participation
Recology San Francisco
October 2023 - March 2024

Program	Collection Weight Pounds Handled	Service Standard	
		Number	Unit
HHW Facility Drop Off	186,462	3,801	Customers Served
HHW Home Collection	75,324	937	Pickups
HHW Home Collection	n/a	1,677	Equivalent Loads
Very Small Quantity Generator	54,420	230	Business Appointments
Residential Curbside Battery Collection	40,459	n/a	
Apartment Building Battery Collection	6,139	250	Pickups
Commercial Battery Collection	3,395	n/a	
Retail Collection Partners	34,299	381	Pickups
Waste Acceptance Control Program	31,684	n/a	
E-Waste sent to Processor	675,021	n/a	

Table 3
Where Our Recyclables Go
Recology San Francisco
October 2023 - March 2024

Material Type	Tons	Percentage	Recycling Market Location
Cardboard & Paper	37,456	68%	SE Asia (Indonesia, Malaysia, Taiwan, Thailand, Vietnam)
Plastic - Domestic	1,275	2%	USA
Plastic - Export	885	2%	Malaysia
Glass	11,164	20%	USA
Tin & Metal	4,140	8%	USA
Aluminum	265	0%	USA
Total	55,185	100%	Tons Shipped

Table 4
Number of Accounts and Compliance Percentage
Recology Sunset Scavenger and Recology Golden Gate
As of March 31, 2024

	Number of Accounts	Trash Compliant		Recycling Compliant		Composting Compliant	
Residential	138,885	138,875	100%	138,802	100%	138,754	100%
Apartment	8,501	8,501	100%	8,426	99%	8,426	99%
Commercial	14,680	14,637	100%	14,636	100%	14,606	100%
City and County of San Francisco	370	365	99%	361	98%	353	95%
School District & University of California San Francisco	182	174	96%	173	95%	178	98%
Contract Customers	77	74	96%	75	97%	69	90%
Total	162,695	162,626	100%	162,473	100%	162,386	100%

Table 5
Residential Single Dwelling Units
Recology Sunset Scavenger and Recology Golden Gate
As of March 31, 2024

16-Gallon and 20-Gallon Trash Bins	70,592
Total Residential Accounts	138,885
Percentage of Residential Accounts with 16-Gallon and 20-Gallon Trash Bins	51%

APPENDIX A

Program Metrics

Combined SF Companies

October 2023 - March 2024

Notes:

[1] Refer to Appendix B for the Weekend Cleanup Reporting Requirements.

[2] Refer to Appendix C for the Abandoned Materials Collection Reporting Requirements.

[3] Refer to Appendix D for Public Receptacles Collection Reporting Requirements.

[4] Refer to Table 1 for Construction and Demolition Reporting Requirements.

[5] Refer to Table 2 for Battery Recycling, Household Hazardous Waste Drop Off, Door-to-door Household Hazardous Waste Collection, Household Hazardous Waste Retail Take-Back Program, Very Small Quantity Generator Program, and E-Waste Recycling Reporting Requirements.

Program	Reporting Requirement	Result
Bulky Item Recycling	Compliance Percentage with Days to Schedule	91%
Bulky Item Recycling	Scheduled Appointments	41,488
Bulky Item Recycling	Tons Collected	4,174
Disposal of Street Sweeping and Abandoned Waste	Vehicle Dropoffs	21,307
Disposal of Street Sweeping and Abandoned Waste	Tons Received	16,969
Christmas Tree	Tons Collected	274
Public Refuse and Recycling Area	Customer Dropoffs	46,365
Public Refuse and Recycling Area	Tons Received	25,423
Safe Needle Program	Small Containers Delivered	17,880
Perfectly-Good Reuse Program	Outbound Trailers	23
Perfectly-Good Reuse Program	Tons Shipped Out	73
Mattress Recycling	Mattresses Shipped Out	1,814
Mattress Recycling	Tons Shipped Out	47
Tire Recycling	Tons Received	40
Styrofoam Drop Offs	Customer Dropoffs	358
Styrofoam Drop Offs	Tons Received	10
Film Plastic Drop Offs	Customer Dropoffs	3
Litter Collection from CBDs	Customers	12
Litter Collection from CBDs	Total Subscription Service *	\$496,576
Special Event Recycling **	Number of Events	89
Educational Tour Program and Artist In Residence	Number of Tours, and School Presentations	113
Educational Tour Program and Artist In Residence	Number of Visitors, Student Participation, Webinar Attendees, and Exhibition Attendees	23,164
Artist in Residence	Number of Artist Applicants	7
Artist in Residence	Number of Artists	7
Artist in Residence	Square Footage of Studio Spaces, Learning Centers and Classrooms	11,640
Artist in Residence	Staff Hours Spent on Program	3,129
Artist in Residence	Program Costs	\$305,984
Compost Giveaway	Number of Events	3
Compost Giveaway	Number of Recipients	104
Compost Giveaway	Compost Giveaways In Yards	13

*Subscription Service varies by the container size and frequency.

**Refer to the detailed spreadsheet for other Reporting Requirements.

APPENDIX B

Program Metrics - Weekend Cleanup

Recology Sunset Scavenger and Recology Golden Gate

October 2023 - March 2024

Event Number	Event Date	Location	Tons Collected	Recovery Rate
1	February 24, 2024	Bayview District	5	50%
2	March 2, 2024	Sunset District	36	45%
3	March 23, 2024	Marina District	14	37%
4	April 6, 2024	Mission District		
5	April 27, 2024	Richmond District		
6	June 8, 2024	Haight District		
7	July 13, 2024	Castro District		
8	July 27, 2024	Excelsior District		
9	August 3, 2024	South of Market District		
10	August 24, 2024	Portola District		
11	September 7, 2024	Chinatown District		

APPENDIX C

**Abandoned Materials Collection Service Level Agreement and Program Metric
Recology Sunset Scavenger and Recology Golden Gate
October 2023 - March 2024**

Number	Service Level Agreement Reporting Requirement	Result
1	Number of notices of abandoned materials to which the SF Recology Companies have responded in the applicable period;	51,002
2	Total number of notices of abandoned materials to which the SF Recology Companies are projected to respond in the rate year (for the 12 months);	118,474
3	Number of days during the applicable period on which the SF Recology Companies responded to more than 329 notices;	85
4	Number of responses to notices of abandoned materials received during the applicable SLA Measurement Period completed within the time limits described in the SLA;	27,163
5	Total tons of abandoned materials collected during the applicable period with a separate breakout of the total tons of abandoned cardboard collected on the Abandoned Cardboard Collection routes described above; and	2,567
6	Total hours spent on Additional Public Works Directed Sweeps and calculated equivalent of 311 system notices.	1,029 Hours 8,235 Calls

Number	Program Metric Reporting Requirement	Result
1	Dedicated Zone <i>Requests</i> <i>Tons</i> <i>Average Response Time (Mon - Fri)</i> <i>Average Response Time (Sat - Sun)</i>	51,002 2,567 3 hrs. 24 min. 5 hrs. 32. min.
2	Bayview Zone <i>Tons *</i>	274
3	Zone K <i>Tons *</i>	454
4	Abandoned Cardboard <i>Tons *</i>	354

* Bayview, Zone K and Abandoned Cardboard Tons are included in the Dedicated Zone tons.

APPENDIX D

**Public Receptacles Collection Service Level Agreement and Program Metric
 Recology Sunset Scavenger and Recology Golden Gate
 October 2023 - March 2024**

Number	Service Level Agreement Reporting Requirement	Result
1	Number of notices for public receptacle collection to which the SF Recology Companies have responded in the applicable period;	58,460
2	Total number of notices for public receptacle collection to which the SF Recology Companies are projected to respond in the rate year (for the 12 months);	116,920
3	Number of days during the applicable period on which the SF Recology Companies responded to more than 241 notices for public receptacle collection;	162
4	Number of responses to notices for public receptacle collection received during the applicable SLA Measurement Period completed within the time limits described in the SLA; and	21,123
5	Total tons of material collected from public receptacles outside of regular collection route service.	2,762

Number	Program Metric Reporting Requirement	Result
1	<i>Sensor Requests</i>	19,548
	<i>Non-Sensor Requests</i>	6,155
	<i>Total Requests</i>	25,703
	<i>Tons</i>	2,762
	<i>Average Response Time (Mon - Sun) - Sensor</i>	2 hrs. 50 min.
	<i>Average Response Time (Mon - Sun) - Non-Sensor</i>	3 hrs. 18 min.

APPENDIX E

Public Receptacles Door & Liner Replacements Service Level Agreement

Recology Sunset Scavenger and Recology Golden Gate

October 2023 - March 2024

Number	Service Level Agreement Reporting Requirement	Result (Compliance %)
1	Date, location, and type of replacement performed (e.g., door replaced, liner replaced) for each instance of replacement work performed.	96%

* See Public Receptacles Door and Liner Replacement spreadsheet for details.

APPENDIX F

Customer Communication Tracking

Recology Sunset Scavenger and Recology Golden Gate

October 2023 - March 2024

Phone Information on Number of Calls or Minutes	
	Number of Calls or Minutes
Total Number of Answered Calls	106,244 **
Total Number of Unanswered Calls	38,115
Average Call Wait Time	17 min. 40 sec.
Average Call Talk Time	3 min. 43 sec.

Number of Call Tickets By Type, Sector and Reporting Zip Code*				
	Residential	Apartment	Commercial	Total
Service Related Communication	79,544	25,980	60,740	166,264
Billing Inquiry	8,442	1,332	2,504	12,278
Customer Feedback	31,350	4,080	13,965	49,395
Other	330	113	273	716
Total	119,666	31,505	77,482	228,653 **

Number of Email Tickets By Type, Sector and Reporting Zip Code*				
	Residential	Apartment	Commercial	Total
Service Related Communication	14,895	6,029	12,476	33,400
Billing Inquiry	2,979	432	1,176	4,587
Customer Feedback	7,068	1,622	4,569	13,259
Other	148	28	127	303
Total	25,090	8,111	18,348	51,549

Language Support ***	
	Number of Callers
Cantonese	4,629
Spanish	3,662
Mandarin	53
Chin Hakha	1
Hmong	1
Taishanese	3
Tagalog	1
Japanese	1
Korean	1
Other languages	7
Total	8,359
Number of callers for whom language needs were not met ****	5

*Refer to the detailed spreadsheet for call and email tickets by reporting Zip Code.

** Multiple tickets may be opened for a single customer service call, the total number of calls may differ from the total number of tickets.

***In-language support is provided through the call-center only.

****Language needs not met include Cantonese and Mandarin, this is due to staffing availability.