

**OPERATIONAL QUARTERLY RATE REPORT
SAN FRANCISCO**

**3rd Quarter of Rate Year 2024
9 Months Ending June 30, 2024**

Recology Golden Gate
Recology Sunset Scavenger
Recology San Francisco

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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 nine months, October 2023 to June 2024 (Q3 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 - June 2024

	Tonnage Received	Tonnage Recovered	Tonnage Disposed	Tonnage % Recovered
<u>Recycle Central Recyclables</u>				
Collected	89,888	68,701	21,187	76.4%
Buyback	10,014	10,014	-	100.0%
Total Recyclables	99,902	78,715	21,187	78.8%
<u>Tunnel Avenue Organics</u>				
Collected	99,061	71,531	27,530	72.2%
San Francisco Public Works	2,583	2,583	-	100.0%
Other City of San Francisco Departments	824	824	-	100.0%
Account Customers	353	353	-	100.0%
Non-Account Customers	578	578	-	100.0%
Sorted Residuals	-	(18,946)	18,946	-100.0%
Total Organics	103,399	56,923	46,476	55.1%
<u>Tunnel Avenue iMRF</u>				
Collected	6,968	3,939	3,029	56.5%
San Francisco Public Works	8	4	4	50.0%
Other City of San Francisco Departments	33	19	14	57.6%
Account Customers	7,296	4,124	3,172	56.5%
Total iMRF	14,305	8,086	6,219	56.5%
<u>Other Tunnel Avenue</u>				
Collected Other Trash	140,852	-	140,852	0.0%
Collected Roll-off Trash	26,119	-	26,119	0.0%
Abandoned Materials Collection	3,516	349	3,167	9.9%
Bulky Item Recycling	6,464	725	5,739	11.2%
Public Refuse Receptacles	16,275	-	16,275	0.0%
San Francisco Public Works	22,052	525	21,527	2.4%
Other City of San Francisco Departments	1,414	-	1,414	0.0%
Account Customers	5,325	930	4,395	17.5%
Non-Account Customers	22,462	4,393	18,069	19.6%
Collected Inerts	2,399	2,399	-	100.0%
Construction Material Reuse	21	21	-	100.0%
Other Recycling	675	675	-	100.0%
Total Other Tunnel Avenue	247,574	10,017	237,557	4.0%
Adjustments (Inventory, Moisture, etc.)	-	1,857	(1,857)	100.0%
Total Tons	465,180	155,598	309,582	33.4%
<u>Disposal Tonnage Breakdown</u>				
Recology Hay Road Landfill			282,052	
Recology Hay Road Landfill (RBVON residual)			27,530	
Total Disposal Tonnage			309,582	
iMRF Fines - Alternative Daily Cover			7,086	

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

Program	Collection Weight Pounds Handled	Service Standard	
		Number	Unit
HHW Facility Drop Off	273,099	6,038	Customers Served
HHW Home Collection	121,170	1,539	Pickups
HHW Home Collection	n/a	2,708	Equivalent Loads
Very Small Quantity Generator	77,734	337	Business Appointments
Residential Curbside Battery Collection	73,059	n/a	
Apartment Building Battery Collection	9,428	378	Pickups
Commercial Battery Collection	4,527	n/a	
Retail Collection Partners	55,570	559	Pickups
Waste Acceptance Control Program	48,922	n/a	
E-Waste sent to Processor	1,023,563	n/a	

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

Material Type	Tons	Percentage	Recycling Market Location
Cardboard & Paper	54,558	68%	SE Asia (Indonesia, Malaysia, Taiwan, Thailand, Vietnam)
Plastic - Domestic	1,795	2%	USA
Plastic - Export	1,302	2%	Malaysia
Glass	16,191	20%	USA
Tin & Metal	6,293	8%	USA
Aluminum	407	1%	USA
Total	80,546	100%	Tons Shipped

Table 4
Number of Accounts and Compliance Percentage
Recology Sunset Scavenger and Recology Golden Gate
As of June 30, 2024

	Number of Accounts	Trash Compliant		Recycling Compliant		Composting Compliant	
Residential	138,752	138,743	100%	138,669	100%	138,631	100%
Apartment	8,501	8,501	100%	8,426	99%	8,426	99%
Commercial	14,657	14,620	100%	14,612	100%	14,579	100%
City and County of San Francisco	370	366	99%	361	98%	355	96%
School District & University of California San Francisco	152	144	95%	143	94%	148	97%
Contract Customers	90	88	98%	89	99%	90	100%
Total	162,522	162,462	100%	162,300	100%	162,229	100%

Table 5
Residential Single Dwelling Units
Recology Sunset Scavenger and Recology Golden Gate
As of June 30, 2024

16-Gallon and 20-Gallon Trash Bins	70,082
Total Residential Accounts	138,752
Percentage of Residential Accounts with 16-Gallon and 20-Gallon Trash Bins	51%

APPENDIX A

Program Metrics

Combined SF Companies

October 2023 - June 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	94%
Bulky Item Recycling	Scheduled Appointments	62,845
Bulky Item Recycling	Tons Collected	6,464
Disposal of Street Sweeping and Abandoned Waste	Vehicle Dropoffs	32,923
Disposal of Street Sweeping and Abandoned Waste	Tons Received	25,054
Christmas Tree	Tons Collected	274
Public Refuse and Recycling Area	Customer Dropoffs	75,963
Public Refuse and Recycling Area	Tons Received	47,208
Safe Needle Program	Small Containers Delivered	28,020
Perfectly-Good Reuse Program	Outbound Trailers	34
Perfectly-Good Reuse Program	Tons Shipped Out	105
Mattress Recycling	Mattresses Shipped Out	2,495
Mattress Recycling	Tons Shipped Out	62
Tire Recycling	Tons Received	59
Styrofoam Drop Offs	Customer Dropoffs	763
Styrofoam Drop Offs	Tons Received	21
Film Plastic Drop Offs	Customer Dropoffs	4
Litter Collection from CBDs	Customers	13
Litter Collection from CBDs	Total Subscription Service *	\$768,935
Special Event Recycling **	Number of Events	159
Educational Tour Program and Artist In Residence	Number of Tours, and School Presentations	176
Educational Tour Program and Artist In Residence	Number of Visitors, Student Participation, Webinar Attendees, and Exhibition Attendees	92,152
Artist in Residence	Number of Artist Applicants	13
Artist in Residence	Number of Artists	10
Artist in Residence	Square Footage of Studio Spaces, Learning Centers and Classrooms	11,640
Artist in Residence	Staff Hours Spent on Program	4,693
Artist in Residence	Program Costs	\$480,603
Compost Giveaway	Number of Events	6
Compost Giveaway	Number of Recipients	221
Compost Giveaway	Compost Giveaways In Yards	24

*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 - June 2024

Event Number	Event Date	District	Tons Collected	Recovery Rate
1	February 24, 2024	10	5	50%
2	March 2, 2024	4	36	45%
3	March 23, 2024	2	14	37%
4	April 6, 2024	9	11	38%
5	April 27, 2024	1	30	52%
6	June 8, 2024	5	9	37%
7	July 13, 2024	8		
8	July 27, 2024	7		
9	August 3, 2024	6		
10	August 24, 2024	11		
11	September 7, 2024	3		

APPENDIX C

**Abandoned Materials Collection Service Level Agreement and Program Metric
Recology Sunset Scavenger and Recology Golden Gate
October 2023 - June 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;	73,118
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);	113,931
3	Number of days during the applicable period on which the SF Recology Companies responded to more than 329 notices;	107
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;	40,324
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	3,516
6	Total hours spent on Additional Public Works Directed Sweeps and calculated equivalent of 311 system notices.	1,541 Hours 12,330 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>	73,118 3,516 3 hrs. 02 min. 4 hrs. 04 min.
2	Bayview Zone <i>Tons *</i>	394
3	Zone K <i>Tons *</i>	594
4	Abandoned Cardboard <i>Tons *</i>	471

* 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 - June 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;	78,338
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);	104,451
3	Number of days during the applicable period on which the SF Recology Companies responded to more than 241 notices for public receptacle collection;	209
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	28,893
5	Total tons of material collected from public receptacles outside of regular collection route service.	4,028

Number	Program Metric Reporting Requirement	Result
1	<i>Sensor Requests</i>	25,592
	<i>Non-Sensor Requests</i>	8,175
	<i>Total Requests</i>	33,767
	<i>Tons</i>	4,028
	<i>Average Response Time (Mon - Sun) - Sensor</i>	2 hrs. 21 min.
	<i>Average Response Time (Mon - Sun) - Non-Sensor</i>	2 hrs. 36 min.

APPENDIX E

**Public Receptacles Door & Liner Replacements Service Level Agreement
Recology Sunset Scavenger and Recology Golden Gate
October 2023 - June 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 - June 2024

Phone Information on Number of Calls or Minutes	
	Number of Calls or Minutes
Total Number of Answered Calls	157,798 **
Total Number of Unanswered Calls	40,886
Average Call Wait Time	12 min. 19 sec.
Average Call Talk Time	3 min. 49 sec.

Number of Call Tickets By Type, Sector and Reporting Zip Code*				
	Residential	Apartment	Commercial	Total
Service Related Communication	128,172	37,794	92,233	258,199
Billing Inquiry	13,633	1,879	3,958	19,470
Customer Feedback	54,846	6,461	22,478	83,785
Other	1,375	139	656	2,170
Total	198,026	46,273	119,325	363,624 **

Number of Email Tickets By Type, Sector and Reporting Zip Code*				
	Residential	Apartment	Commercial	Total
Service Related Communication	21,113	8,591	19,028	48,732
Billing Inquiry	4,534	614	1,717	6,865
Customer Feedback	10,495	2,316	6,894	19,705
Other	308	44	270	622
Total	36,450	11,565	27,909	75,924

Language Support ***	
	Number of Callers
Cantonese	6,774
Spanish	5,906
Mandarin	86
Chin Hakha	1
Hmong	1
Taishanese	3
Tagalog	1
Japanese	1
Korean	3
Turkish	1
Farsi	1
Other languages	9
Total	12,787
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.