

**OPERATIONAL QUARTERLY RATE REPORT
SAN FRANCISCO**

**1st Quarter of Rate Year 2024
3 Months Ending December 31, 2023**

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 three months, October 2023 to December 2023 (Q1 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 - December 2023

	Tonnage Received	Tonnage Recovered	Tonnage Disposed	Tonnage % Recovered
Recycle Central Recyclables				
Collected	30,304	23,392	6,912	77.2%
Buyback	3,455	3,455	-	100.0%
Total Recyclables	33,759	26,847	6,912	79.5%
Tunnel Avenue Organics				
Collected	32,538	19,918	12,620	61.2%
San Francisco Public Works	719	719	-	100.0%
Other City of San Francisco Departments	282	282	-	100.0%
Account Customers	138	138	-	100.0%
Non-Account Customers	152	152	-	100.0%
Sorted Residuals	-	(5,283)	5,283	-100.0%
Total Organics	33,829	15,926	17,903	47.1%
Tunnel Avenue iMRF				
Collected	2,253	1,289	964	57.2%
San Francisco Public Works	8	4	4	50.0%
Other City of San Francisco Departments	11	6	5	54.5%
Account Customers	3,001	1,717	1,284	57.2%
Total iMRF	5,273	3,016	2,257	57.2%
Other Tunnel Avenue				
Collected Other Trash	46,664	-	46,664	0.0%
Collected Roll-off Trash	8,505	-	8,505	0.0%
Abandoned Materials Collection	1,378	114	1,264	8.3%
Bulky Item Recycling	1,874	197	1,677	10.5%
Public Refuse Receptacles	5,040	-	5,040	0.0%
San Francisco Public Works	7,312	253	7,059	3.5%
Other City of San Francisco Departments	609	-	609	0.0%
Account Customers	1,777	447	1,330	25.2%
Non-Account Customers	7,234	1,446	5,788	20.0%
Collected Inerts	852	852	-	100.0%
Construction Material Reuse	2	2	-	100.0%
Other Recycling	223	223	-	100.0%
Total Other Tunnel Avenue	81,470	3,534	77,936	4.3%
Adjustments (Inventory, Moisture, etc.)	-	(125)	125	-100.0%
Total Tons	154,331	49,198	105,133	31.9%

Disposal Tonnage Breakdown	
Recology Hay Road Landfill	92,513
Recology Hay Road Landfill (RBVON residual)	12,620
Total Disposal Tonnage	105,133

iMRF Fines - Alternative Daily Cover	2,702
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Table 2
Toxics Collection and Participation
Recology San Francisco
October 2023 - December 2023

Program	Collection Weight Pounds Handled	Service Standard	
		Number	Unit
HHW Facility Drop Off	89,458	1,844	Customers Served
HHW Home Collection	32,067	430	Pickups
HHW Home Collection	n/a	763	Equivalent Loads
Very Small Quantity Generator	30,087	109	Business Appointments
Residential Curbside Battery Collection	23,900	n/a	
Apartment Building Battery Collection	2,778	98	Pickups
Commercial Battery Collection	1,886	n/a	
Retail Collection Partners	16,226	185	Pickups
Waste Acceptance Control Program	18,119	n/a	
Bulky Item Recycling - E-Waste*	n/a	22,324	Pickups
E-Waste sent to Processor	347,699	n/a	

*Bulky item pickups include non-e-waste customers.

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

Material Type	Tons	Percentage	Recycling Market Location
Cardboard & Paper	16,807	66%	SE Asia (Indonesia, Malaysia, Taiwan, Thailand, Vietnam)
Plastic - Domestic	571	2%	USA
Plastic - Export	405	2%	Malaysia
Glass	5,625	22%	USA
Tin & Metal	1,909	8%	USA
Aluminum	123	0%	USA
Total	25,440	100%	Tons Shipped

Table 4
Number of Accounts and Compliance Percentage
Recology Sunset Scavenger and Recology Golden Gate
As of December 31, 2023

	Number of Accounts	Trash Compliant		Recycling Compliant		Composting Compliant	
Residential	138,900	138,892	100%	138,812	100%	138,770	100%
Apartment	8,516	8,515	100%	8,440	99%	8,439	99%
Commercial	14,717	14,676	100%	14,678	100%	14,636	99%
City and County of San Francisco	373	368	99%	365	98%	356	95%
School District & UCSF	182	174	96%	173	95%	178	98%
Contract Customers	74	72	97%	72	97%	67	91%
Total	162,762	162,697	100%	162,540	100%	162,446	100%

Table 5
Residential Single Dwelling Units
Recology Sunset Scavenger and Recology Golden Gate
As of December 31, 2023

16-Gallon and 20-Gallon Trash Bins	71,041
Total Residential Accounts	138,900
Percentage of Residential Accounts with 16-Gallon and 20-Gallon Trash Bins	51%

APPENDIX A

Program Metrics

Combined SF Companies

October 2023 - December 2023

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	92%
Bulky Item Recycling	Appointments	22,320
Bulky Item Recycling	Tons	1,874
Disposal of Street Sweeping and Abandoned Waste	Vehicle Count	10,197
Disposal of Street Sweeping and Abandoned Waste	Tons Collected	8,338
Christmas Tree	Tons Collected	N/A for Q1 2024
Public Refuse and Recycling Area	Customer Count	22,396
Public Refuse and Recycling Area	Tons Received	10,819
Safe Needle Program	Container Drop-offs	70
Perfectly-Good Reuse Program	Outbound Trailers for Beneficial Use	11
Perfectly-Good Reuse Program	Tons	37
Mattress Recycling	Mattress Count	895
Mattress Recycling	Tons	23
Tire Recycling	Tons Collected	19
Styrofoam Drop Offs	Number of Dropoffs	89
Styrofoam Drop Offs	Tons	2
Film Plastic Drop Offs	Number of Dropoffs	1
Litter Collection from CBDs	Number of Customers	11
Litter Collection from CBDs	Total Subscription Service *	\$231,003
Special Event Recycling **	Number of Events	55
Educational Tour Program and Artist In Residence	Number of Tours, and School Presentations	60
Educational Tour Program and Artist In Residence	Number of Visitors, Student Participation, Webinar Attendees, and Exhibition Attendees	11,328
Artist in Residence	Number of Artist Applicants	-
Artist in Residence	Number of Artists	3
Artist in Residence	Square Footage of Studio Spaces, Learning Centers and Classrooms	11,640
Artist in Residence	Staff Hours Spent on Program	1,560
Artist in Residence	Program Costs	\$144,780
Compost Giveaway	Number of Events	N/A for Q1 2024
Compost Giveaway	Number of Visitors	N/A for Q1 2024
Compost Giveaway	Volume of Compost Giveaways	N/A for Q1 2024

*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 - December 2023

Event Number	Location	Tons Collected	Recovery Rate
1	Bayview District		
2	Sunset District		
3	Marina District		
4	Richmond District		
5	Portola District		
6	Haight District		
7	Castro District		
8	Mission District		
9	South of Market District		
10	Chinatown District		
11	Excelsior District		

*The first three weekend cleanup events were conducted in February and March 2024.

APPENDIX C

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

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;	23,699
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);	111,356
3	Number of days during the applicable period on which the SF Recology Companies responded to more than 329 notices;	37
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;	12,638
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	1,378
6	Total hours spent on Additional Public Works Directed Sweeps and calculated equivalent of 311 system notices.	518 Hours 4,140 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>	23,699 1,378 3 hrs. 9 min. 6 hrs. 4 min.
2	Bayview Zone <i>Tons</i>	140
3	Zone K <i>Tons</i>	234
4	Abandoned Cardboard <i>Tons</i>	202

APPENDIX D

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

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;	32,779
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);	131,116
3	Number of days during the applicable period on which the SF Recology Companies responded to more than 241 notices for public receptacle collection;	88
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	11,288
5	Total tons of material collected from public receptacles outside of regular collection route service.	1,366

Number	Program Metric Reporting Requirement	Result
1	<i>Sensor Requests</i>	11,017
	<i>Non-Sensor Requests</i>	3,142
	<i>Total Requests</i>	14,159
	<i>Tons</i>	1,366
	<i>Average Response Time (Mon - Sun) - Sensor</i>	3 hrs. 25 min.
	<i>Average Response Time (Mon - Sun) - Non-Sensor</i>	4 hrs. 13 min.

APPENDIX E

Public Receptacles Door & Liner Replacements Service Level Agreement

Recology Sunset Scavenger and Recology Golden Gate

October 2023 - December 2023

Number	Service Level Agreement Reporting Requirement	Result
1	Date, location, and type of replacement performed (e.g., door replaced, liner replaced) for each instance of replacement work performed.	See Public Receptacles Door and Liner Replacement spreadsheet for details.

APPENDIX F
Customer Communication Tracking
Recology Sunset Scavenger and Recology Golden Gate
October 2023 - December 2023

Phone Information on Number of Calls or Minutes	
	Number of Calls or Minutes
Total Number of Answered Calls	51,058 **
Total Number of Unanswered Calls	22,556
Average Call Wait Time	23 min. 32 sec.
Average Call Talk Time	3 min. 37 sec.

Number of Calls By Type and Sector and Geographic Information By Reporting Zip Code*				
	Residential	Apartment	Commercial	Total
Service Related Communication	19,027	7,182	14,495	40,704
Billing Inquiry	1,717	266	602	2,585
Customer Feedback	3,961	1,025	2,378	7,364
Other	67	13	54	134
Total	24,772	8,486	17,529	50,787 **

Number of Emails By Type	
	Total
Service Related Communication	27,854
Billing Inquiry	4,201
Customer Feedback	770
Other	2,361
Total	35,186

Language Support ***	
	Number of Callers
Cantonese	1,672
Spanish	1,113
Mandarin	30
Chin Hakha	1
Hmong	1
Taishanese	1
Other languages	4
Total	2,822
Number of callers for whom language needs were not met ****	5

*Refer to the detailed spreadsheet for call types by reporting Zip Code.

** The total number of calls may vary when compared to the total number of answered calls for various reasons. Reasons may include multiple tickets opened for one call, open ticket may not be necessary if there was a resolution during a call.

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

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