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**Recology San Mateo County Update on Collection Services Roll Out Progress:**  
*Reduced Volumes, Increased Driver Familiarity and Proper Cart Set-out Aiding in Improved Service*

SAN CARLOS, CA—Recology San Mateo County is reporting today that drivers are fully completing their routes and coming in closer to expected completion times as they become more familiar with the new routes, equipment, and as volumes decrease after the holiday season. Assisting this effort is the improvement in proper cart set outs by residents in the RethinkWaste service area.

“While our call volumes remain high, today’s levels are down approximately 20% from yesterday and the call queue is currently open with Customer Service Representatives awaiting calls,” said Mario Puccinelli, General Manager, Recology. “Recology is continuing to allocate extra resources to the call center and in the field, running additional trucks to respond to any service inquiries that arise.”

The company also reports that the characteristics of the calls have changed dramatically and are more focused on program information rather than service related concerns or issues.

“Our customer service representatives have updated the records of more than 3,000 customers to date to ensure that proper service is provided,” said Puccinelli. “This work will greatly reduce future service issues and will allow us to provide quality service to our customers.”

RethinkWaste has reported positive recycling percentages since the roll out of the CartSMART program.

“Recycling percentages remain high, an increase of 31% from the same period last year,” said Kevin McCarthy, Executive Director, RethinkWaste. “This exceeds the expected increases due to the introduction of the new CartSMART program.”

While the company is still improving its performance, it is asking the cooperation from its customers in two very important ways. First, Recology is asking customers to inform them of any issues or special instructions, if they have not already done so, in order for them to update their customer database and ensure that Recology is providing the proper level of service. Secondly, it is asking customers to set the carts out properly, wheels against the curb with 2-foot spacing between them and away from obstructions like vehicles and/or fixed structures.

“We are continuing to address service issues as they occur. However, the second week of service is proving to be better than the first,” said Puccinelli. “We will not be satisfied until our customers are. We are committed to putting the full resources of the Company to bear on solving any outstanding issues.”



Carts Set Out Properly

### **About Recology San Mateo County**

Recology San Mateo County was chosen in 2008 by RethinkWaste to provide Recycle, Compost and Garbage collection services for its 12 Member Agencies. Recology’s roots in recycling go back to 1920 in San Francisco, when garbage men, known then as “scavengers,” actively sought out alternative uses for refuse. Recology is now the largest employee owned company in the solid waste industry, parent to three dozen subsidiaries that provide solid waste services to more than 100 communities, and serves more than 600,000 residential and 80,000 commercial customers. Recology recycling facilities serve as national models, and the company is known as a pioneer in waste reduction, often exploring new technologies to facilitate landfill diversion. For more information, please visit [www.RecologySanMateoCounty.com](http://www.RecologySanMateoCounty.com).

### **About RethinkWaste**

Formed in 1982, RethinkWaste is a joint powers authority comprised of 12 Member Agencies (Atherton, Belmont, Burlingame, East Palo Alto, Foster City, Hillsborough, Menlo Park, Redwood City, San Carlos, San Mateo, the County of San Mateo and the West Bay Sanitary District) in San Mateo County and is a leader in implementing innovative waste reduction and recycling programs. RethinkWaste also owns and manages the Shoreway facility in San Carlos consisting of a permitted solid waste transfer station and a recycling processing facility. The Agency’s legal name is the South Bayside Waste Management Authority (SBWMA.) For more information on RethinkWaste, please visit our website at [www.RethinkWaste.org](http://www.RethinkWaste.org).