



CONSENT CALENDAR

**SOUTH BAYSIDE WASTE MANAGEMENT AUTHORITY  
MEETING OF THE BOARD OF DIRECTORS  
February 25, 2010 - 1:30 p.m.  
San Carlos Library, Conference Room A  
610 Elm Street, San Carlos, California**

1. **Roll Call:** CTO 1:30 p.m.
2. **Adjourn to Closed Session** pursuant to Government Code Section Govt. Code Sec. 54956.9 Conference with Legal Counsel—anticipated litigation-one case.
3. **Report from Closed Session**  
Executive Director is authorized to execute the Settlement and Release Agreement Concerning the Real Property at 225 and 333 Shoreway Road in San Carlos Between the SBWMA and BFI Waste Systems of North America, LLC and Republic Services, Inc.
4. **Public Comment**  
Daniel Domonoske, South Bay Recycling. Announcement of hiring of General Manager of the Facility at Shoreway Road and introduction of Mr. Duane McDonald.
5. **Approval of Consent Calendar:**  
Consent Calendar item(s) are considered to be routine and will be enacted by one motion. There will be no separate discussion on these items unless members of the Board, staff or public request specific items be removed for separate action. *Items removed from the Consent Calendar will be moved to the end of the agenda for separate discussion.*
  - A. Adopt the November 19, 2009 BOD Meeting Minutes
  - B. Approval of Quarterly Investment Report as of 12/31/09
  - C. Resolution Accepting the Fiscal Year 2008-2009 Annual Financial Statements  
*Item Removed by Member DeBry*
  - D. Resolution Approving Release of Bid Documents for Transfer Station Floor Repair and Authorizing Executive Director to Accept Bids and Enter into Contract

Resolution 2010-06 M/S Moura/Fil

Agency	Yes	No	Abstain	Absent	Agency	Yes	No	Abstain	Absent
Atherton	X			X	Menlo Park	X			
Belmont	X				Redwood City	X			
Burlingame	X				San Carlos	X			
East Palo Alto				X	San Mateo				X
Foster City	X				County of San Mateo	X			
Hillsborough	X				West Bay Sanitary Dist	X			

- E. Receipt of Allied Monthly Metrics

M/S Moura/Fil approve Consent Calendar Items A, B and E  
Motion Passed 9-0-0-3 (Absent: Atherton, EPA, San Mateo)

- C. Resolution Accepting the Fiscal Year 2008-2009 Annual Financial Statements  
Item Removed by Member DeBry – Clarification on receipt of Audit from Staff.

Resolution 2010-05 M/S Moura/Fil

Agency	Yes	No	Abstain	Absent	Agency	Yes	No	Abstain	Absent
Atherton	X			X	Menlo Park	X			
Belmont	X				Redwood City	X			
Burlingame	X				San Carlos	X			
East Palo Alto				X	San Mateo				X
Foster City	X				County of San Mateo	X			
Hillsborough	X				West Bay Sanitary Dist	X			

**6. Old Business**

- A. Resolution Recommending SBWMA Member Agencies Approve Use of Used Commercial Bins by Recology San Mateo County  
Resolution 2010-08

Agency	Yes	No	Abstain	Absent	Agency	Yes	No	Abstain	Absent
Atherton	X			X	Menlo Park	X			
Belmont	X				Redwood City	X			
Burlingame	X				San Carlos	X			
East Palo Alto				X	San Mateo				X
Foster City	X				County of San Mateo	X			
Hillsborough	X				West Bay Sanitary Dist	X			

**Discussion:**

Member Nava: Requested a breakdown for the number being bought and the sales tax

Member DeBry: Requested info on the life span of the commercial bins.

Evan Boyd, Allied: Average 8 years. Most are refurbished. They are depreciated over 10 years. Can be extended based on the extent of the refurbishing.

Chair Porter: Questioned what the refurbishing consisted of.

Evan Boyd, Allied: Responded, repainting, welding, new casters.

Executive Director McCarthy: Commented that the assumed cost is \$150 per bin.

Member DeBry: Questioned how many bins are replaced annually. Questioned the depreciation paid by Allied/SBWMA

Evan Boyd, Allied: Responded approximately 3-5%, ball park. The depreciation is paid by SBWMA at 1/10 of a percent put through the rate application

Member Fil: Questioned if the number of bins are confirmed

Executive Director McCarthy: Responded that the Dollar amount agreed is locked, no additional compensation.

**7. New Business:**

- A. Resolution Approving Mid-Year Budget Adjustments FY09/10  
Resolution 2010-07 M/S DeBry/Moura

Agency	Yes	No	Abstain	Absent	Agency	Yes	No	Abstain	Absent
Atherton	X			X	Menlo Park	X			
Belmont	X				Redwood City	X			
Burlingame	X				San Carlos	X			
East Palo Alto				X	San Mateo				X
Foster City	X				County of San Mateo	X			
Hillsborough	X				West Bay Sanitary Dist	X			

**8. Staff Updates**

- a) Update on Allied Contract Compliance
- b) Recycling and Outreach Programs Update
- c) Facility Operations Update
- d) Summary of Agency Milestones
- e) Preview of Upcoming Board meetings

**9. Board Member Comments**

Member Nava: Raised sales tax issue as to what city does the sales tax accrue to; San Carlos or Burlingame.

**10. Adjourn: 2:30pm**

Video of this meeting can be viewed at [www.rethinkwaste.org](http://www.rethinkwaste.org)



## STAFF REPORT

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**To:** SBWMA Board Members  
**From:** Kevin McCarthy, Executive Director  
**Date:** March 25, 2010 Board of Director's Meeting  
**Subject:** Resolution Approving an Appropriation Transfer for the Floor Resurfacing Project

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### Recommendation

It is recommended that the SBWMA Board of Directors approve Resolution No. 2010-09 attached hereto authorizing the following action:

Approve an appropriations transfer to the Floor Resurfacing project (Capital Budget Number 570300-SF005) in an amount not to exceed \$47,000.

Authorize the Executive Director to transfer funds. Funds for the unbudgeted amount of up to \$47,000 can be covered by dollars available in line item within the Capital Budget for the unspent funds for the Facility Construction Insurance, which was budgeted for \$120,000 for FY 2010.

### Background

At the February 2010 Board of Director's Meeting, Resolution 2010-06 was approved authorizing the issuance of a Request for Bids for repairs to the transfer station floor and authorizing the Executive Director to accept a bid from the low-bidder and enter into contract for the described transfer station floor repair work.

One bid was received from Structural Group in the amount of \$147,000.00.

### Fiscal Impact

This routine repair was anticipated and \$100,000 was budgeted in FY 2010 to cover the cost of transfer station tip floor repairs. Funds for the unbudgeted amount of \$47,000 can be covered by dollars available in line item within the Capital Budget for the unspent funds for the Facility Construction Insurance, which was budgeted for \$120,000 for FY 2010. The policy was bound in December 2009 for \$48,193, leaving a balance of funds remaining at \$71,807.00.

### Attachment

Resolution No. 2010-09



## RESOLUTION NO. 2010-09

### RESOLUTION OF THE SOUTH BAYSIDE WASTE MANAGEMENT AUTHORITY BOARD OF DIRECTORS APPROVING AN APPROPRIATION TRANSFER FOR THE FLOOR RESURFACING PROJECT

**WHEREAS**, a Request for Bids for repairs to the transfer station floor was released March 1, 2010; and

**WHEREAS**, one bid was received on March 18, 2010 from Structural Group in the amount of \$147,000.00; and

**WHEREAS**, the Executive Director was authorized to accept a bid from the low-bidder and enter into contract for the described transfer station floor repair work.

**NOW, THEREFORE BE IT RESOLVED** that the South Bayside Waste Management Authority hereby approves an appropriations transfer to Floor Resurfacing project (Capital Budget Number 570300-SF005) in the amount of \$47,000, and Authorizes the Executive Director to transfer funds from the unspent funds for the Facility Construction Insurance.

**PASSED AND ADOPTED** by the Board of Directors of the South Bayside Waste Management Authority, County of San Mateo, State of California on the this 25th day of March 2010, by the following vote:

Agency	Yes	No	Abstain	Absent	Agency	Yes	No	Abstain	Absent
Atherton					Menlo Park				
Belmont					Redwood City				
Burlingame					San Carlos				
East Palo Alto					San Mateo				
Foster City					County of San Mateo				
Hillsborough					West Bay Sanitary Dist				

I HEREBY CERTIFY that the foregoing Resolution No. 2010-09 was duly and regularly adopted at a regular meeting of the South Bayside Waste Management Authority on March 25, 2010.

ATTEST:

\_\_\_\_\_  
Jim Porter, Chairperson of SBWMA

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Jeannene Minnix, Board Secretary

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## Allied Waste Update

Agenda Item 3C  
Part I - 17 Pages\*

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Part I	Executive Summary	Attached
Part II	Monthly Progress Report By City	Posted on Website-not attached
Part III	Coordinator Call Logs	Posted on Website-not attached



## EXECUTIVE SUMMARY

### **Overtime Hours per Day (Transfer Station/MRF)**

Overtime hours per day for the TS and MRF (T20) dropped to 12 hours per day in February from 30 hours per day in the previous month. This represents a 60% in overtime hours per day. This decrease in overtime can be attributed to inbound volumes being substantially lower in February versus the previous month. Historically, February volumes have yielded lower volumes than any other month and this February appears to be no different. As history has shown, we do anticipate material volumes to increase in March and therefore, we expect to see an increase in the overtime hours per day for the month of March.

### **Overtime Hours per Day (Collection Operations)**

Overtime hours per day for the collection operation (925) in February decreased dramatically from 105 hours per day to 42 hours per day. This represents a 60% decrease month over month in overtime hours per day. As is normal after the holiday season, we see a drastic decline in overtime hours per day in the month of February, as collection schedules and waste stream volumes return to normal. Recording 42 hours per day of overtime is below the average trend for hours of overtime per day prior to the spike in overtime hours per day, which occurs during the holiday season. In addition, 42 hours of overtime per day is well below the previous 12-month average of 54 hours per day. We do expect this number to remain relatively consistent in the coming months, but do expect a slight increase in the summer, as we begin to start the vacation season.

### **Average Weekly Delayed Pickups**

The average weekly number of delayed pickups for the month of February decreased month over month, moving from 78 to 58. This decrease can be attributed to the curbside collection schedule returning to normal in February. This represents a 26% decrease in the number of delayed pickups versus the previous month. The average weekly number for delayed pickups in February out performs our average weekly number of delayed pickups for the previous 12-months of approximately 75. The average weekly number of delayed pickups in February continues to far exceed performance standards for the industry of 120 per week based on the high number of service opportunities in the area.

### **Missed Pickups**

Missed pickups for the month of February were recorded at 2. The number of missed pickups in February is slightly above the previous 12-month average of 1.58 missed pickups. Performance in this area continues to be positive given the approximate 1.1 million service opportunities a month. We anticipate this number to continue to yield positive results in the foreseeable future and will continue to strive to reach and maintain a rate of zero missed pickups each month.



### **Customer Service Average Hold Time**

Average hold time for the month of February decreased to 14 seconds from 31 seconds in the previous month. This represents a 55% reduction in average hold time from the month of January. A 14 second average hold time easily achieves the goal of 30 seconds, but is slightly above the previous 12-month average of 12 seconds. Average hold times in February fell more in line with average hold times from previous months, as call volumes decreased and some Customer Service personnel returned from their scheduled leaves of absence. However, the slightly elevated average hold times can be attributed to the Department still having one Customer Service Representative out on personal leave, one Customer Service Representative, who resigned without notice, and one Customer Service Representative position left vacant due to the employee transferring to another Allied division. We have brought on temporary personnel to fill the two vacant positions, which will assist in keeping average hold times in line with the trend. We anticipate average hold times to remain fairly consistent in the coming months with full-time personnel expected to return from leave and temporary personnel completing their training and the subsequent learning curve and gaining the ability to handle more calls on a daily basis.

### **Calls Answered in 30 Seconds**

Calls Answered in 30 Seconds for the month of February increased to 89%. This number is above the industry standard of 80% and represents a 10 percentage point increase over the previous month. Our performance in this area is in direct correlation with our performance with average hold time. Those contributing factors, which drive average hold time, are also going to drive our performance against this measurement. This number is slightly below our previous 12-month average of 90%. We expect service levels in March to remain relatively consistent with February's number.

### **Calls Answered in 90 Seconds**

The percentage of Calls Answered in 90 Seconds increased to 96% in the month of February. This measurement is tied directly to our number of calls answered in 30 seconds, as well as our average hold time. Our performance in these areas dictates our performance against this particular metric. We expect this number to remain consistent in March with the previous 12-month trend.

### **Abandoned Call Percentage**

Our abandon rate for the month of February decreased to 1.7%. As with most of the call center metrics reported, our performance in this area is dictated by our performance in other key call center metrics (i.e., average hold time, calls answered in 30 seconds, and calls answered in 90 seconds). An abandon rate of 1.7% meets our abandon rate goal of 3.0% or less, but is slightly above our previous 12-month average of 1.66%. We again anticipate this number to remain consistent in the month of March.

### **Total Calls by Month**

Total Calls by Month for February decreased by 20.88% to 12,618. This is approximately 20.41% lower than our average call volume for the previous 12 months of 15,854. Call volume is expected to increase in March due to the "off curb" fee notice mailed to Redwood City residents and a revised Prop 218 notice being mailed to San Carlos residents.





**Self-Haul Ratio**

February 2010 yards per ton ratio was 2.59 yards per ton. When looking at the data by ratio by material type, it is clear that green waste is the primary cause for the recent decline in ratio. In order to understand what is driving the green waste ratio down, observations of the scale house and customers were conducted. During these observations, there were two key findings. First, many self haul green waste customers are now grinding or chipping material prior to delivery to the transfer station. It is fairly common to now see chippers mounted on trucks or towed behind the customer on a trailer. In talking with the customers, there was a recurring theme: in order to negate the increasing gate fees at the transfer station, they have found it cost effective to purchase chipping equipment. The second observation was that it seems that the green waste materials that are being brought are already starting to organically break down, causing a more dense material. The assumption is that customers are making sure they hit capacity of their vehicle before bringing in a load or possibly might be stockpiling green waste material and then loading it into trucks or trailers. Overall, Allied believes that with the significant increases in self haul gate rates that have been implemented over the last two years, customers are making their best effort to get the most out of each load.

As a control measure, Allied management spot checks scale tickets for self haul customers. Specifically, after customers have paid to tip their load, but prior to entering the transfer station, Allied management personnel verifies that the customer was accurately charged for the amount of yardage they plan to tip. If an issue is noted, management will follow up with the Scale House Attendant and use coaching or step discipline to correct the behavior. During the first two months of 2010, 48 transactions were spot checked, and no significant variances were found.

**C&D Recycling Performance**

January 2010 netted 2,376 tons of C&D materials. Allied continues to focus its employees on opportunities to pull this material out of the MSW pile inside the transfer station and these efforts are proving to be successful.

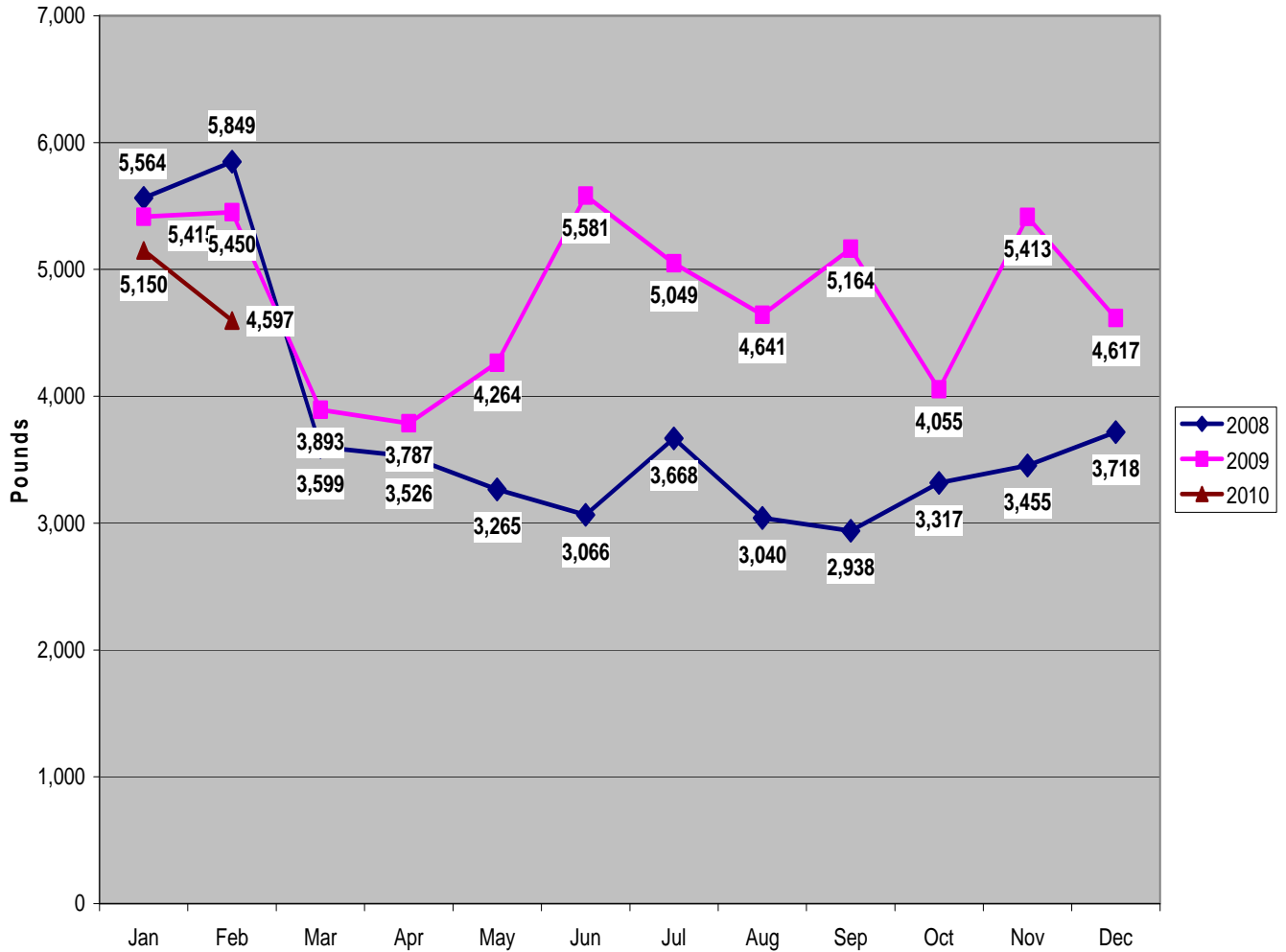
<b>South Bayside Transfer Station C &amp; D Tons to Zanker Road</b>						
	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
<b>Jan</b>	1,246.98	639.26	1585.44	1,693.36	1,607.03	1,984.50
<b>Feb</b>	1,618.18	1,369.73	1337.82	1,530.43	1,424.63	2,376.00
<b>Mar</b>	2,182.49	1,461.86	1605.41	1,574.55	1,723.11	
<b>Apr</b>	1,100.82	1,361.47	1749.16	2,461.99	2,058.04	
<b>May</b>	1,102.71	2,208.81	2226.75	2,354.57	1,828.76	
<b>Jun</b>	317.86	2,292.17	2048.91	2,674.06	2,093.77	
<b>Jul</b>	353.46	1,943.33	1974.51	2,528.04	2,601.29	
<b>Aug</b>	889.65	2,095.46	2059.83	2,508.20	2,793.49	
<b>Sep</b>	1,271.40	1,740.60	1879.53	2,483.64	2,810.07	
<b>Oct</b>	1,058.87	1,883.58	2126.58	2,576.17	3,075.84	
<b>Nov</b>	657.42	1,453.40	1954.91	1,829.21	2,778.91	
<b>Dec</b>	465.68	1,174.56	1588.37	1,650.82	2,297.58	
	<b>12,265.52</b>	<b>19,624.23</b>	<b>22,137.22</b>	<b>25,865.05</b>	<b>27,092.52</b>	<b>4,360.50</b>



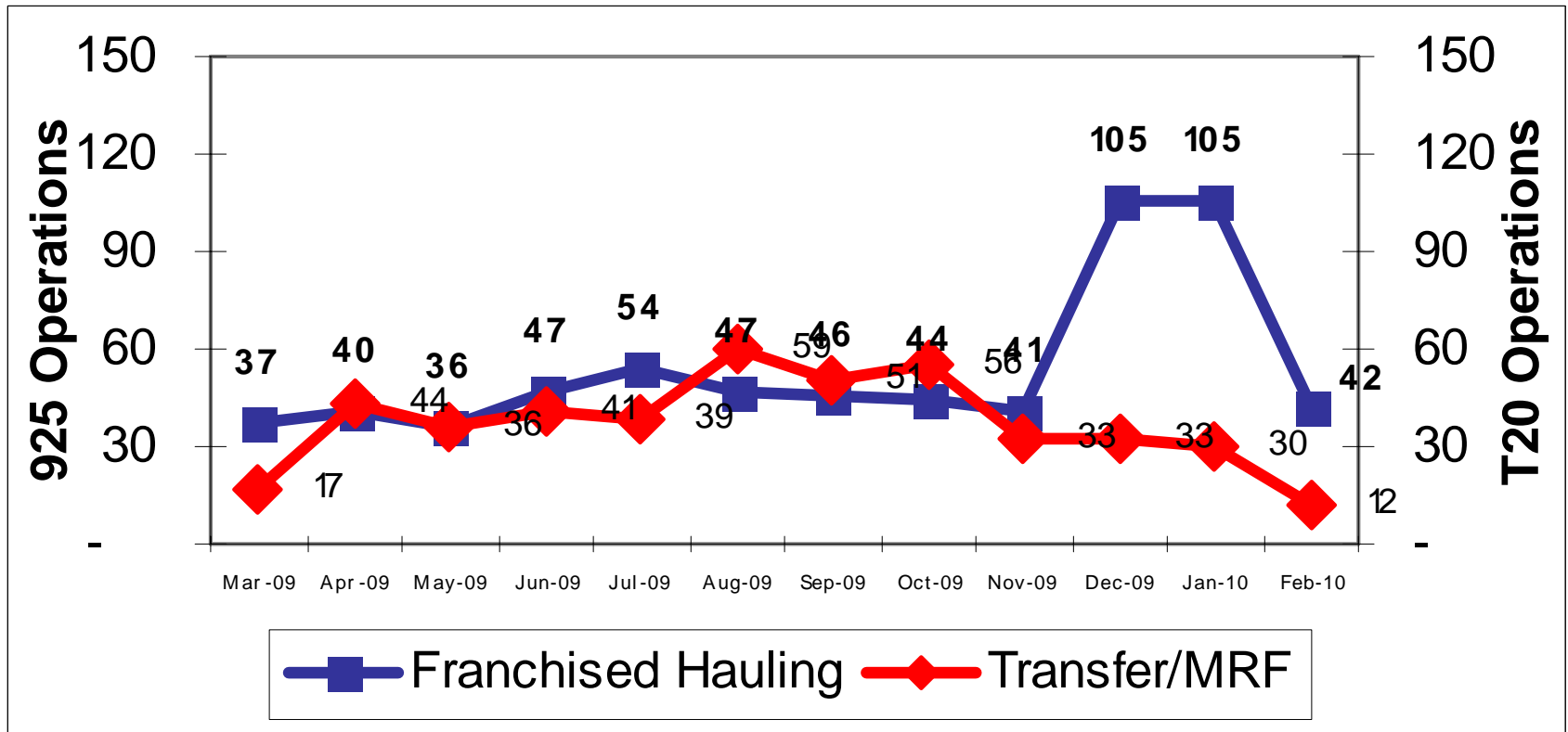
**Battery Collection Performance**

Residential curbside collection volumes for household batteries and cell phones for all jurisdictions in February 2010 was recorded at 4,597 pounds.

**Residential Curbside Cell Phone & Battery Collection**

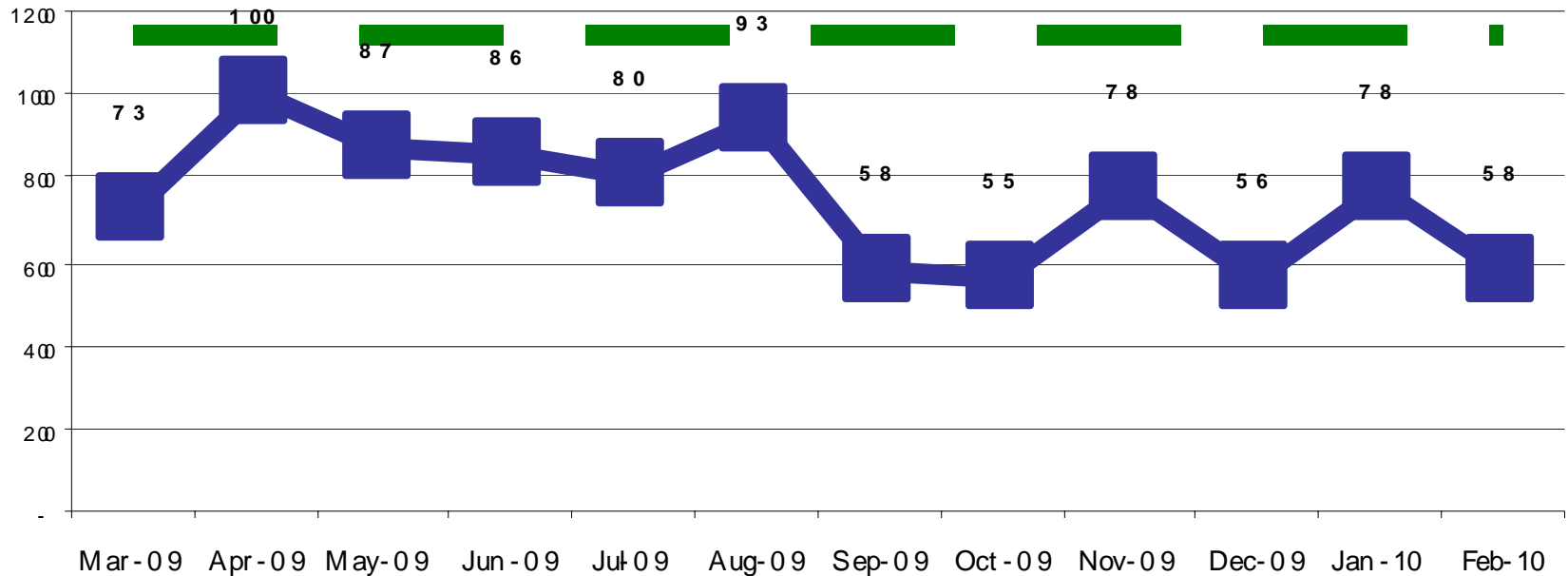


# Collection Driver and Transfer/MRF Operations Overtime Hours Per Day



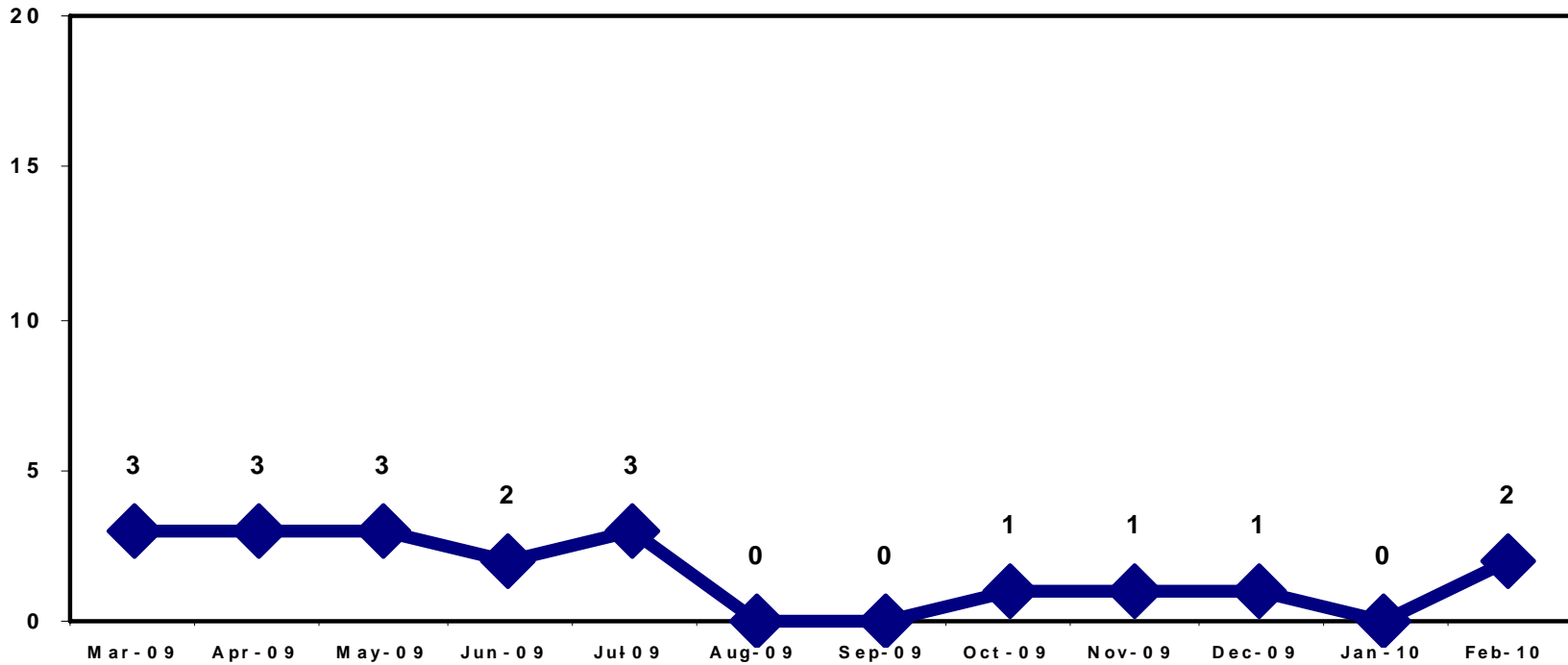
# Average Weekly Delayed Pickups

Service Standard is 114 Total



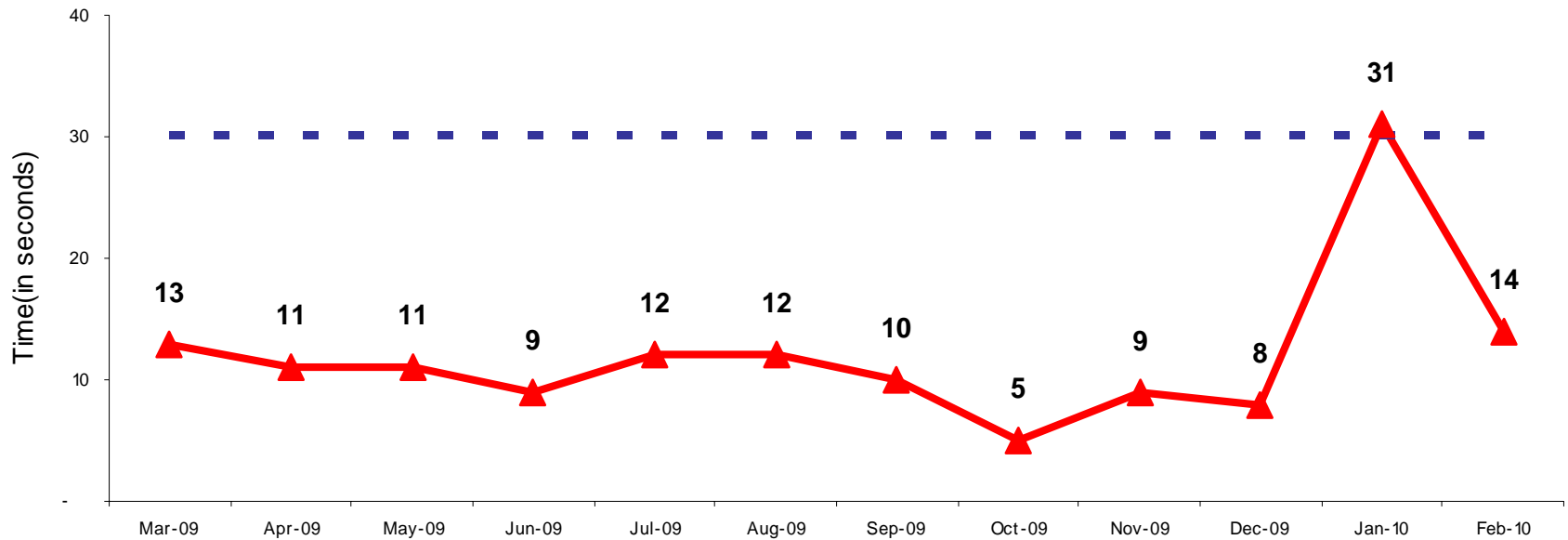
Note: Service Standard is 1 missed pick up per 1000 residential customers and 2 missed pick ups per 1000 commercial customers.

# Monthly Missed Pick Ups



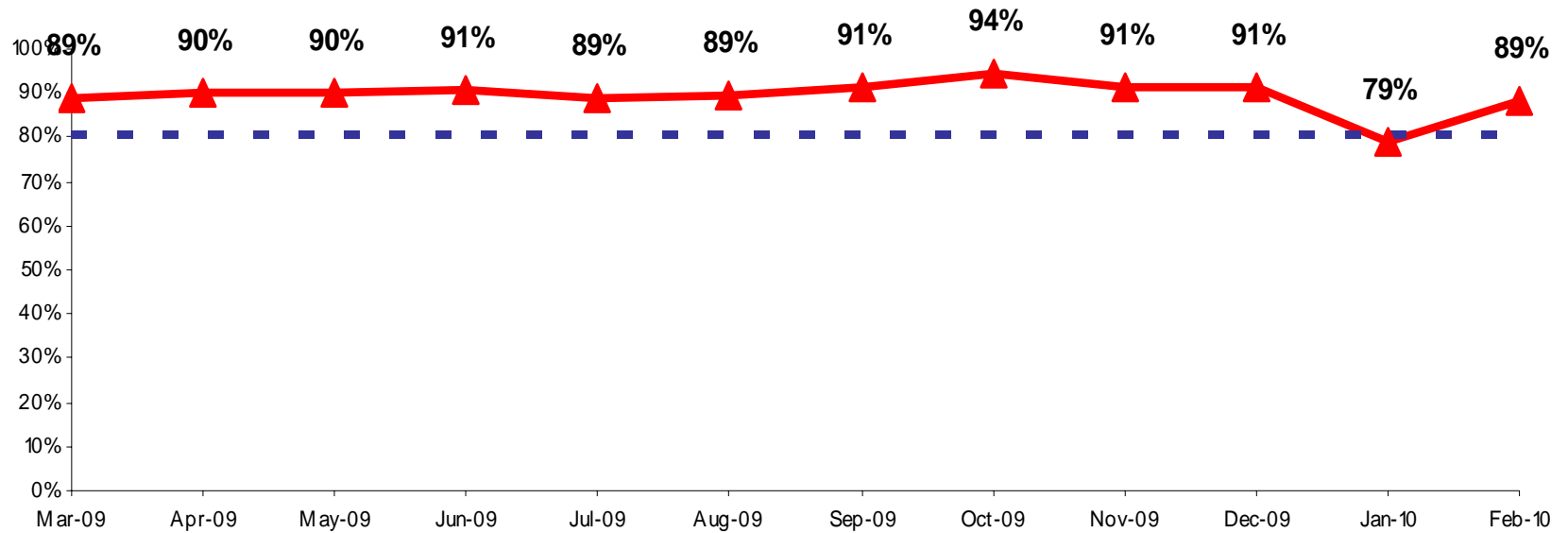
# Customer Service Average Hold Time

30 Second Service Standard



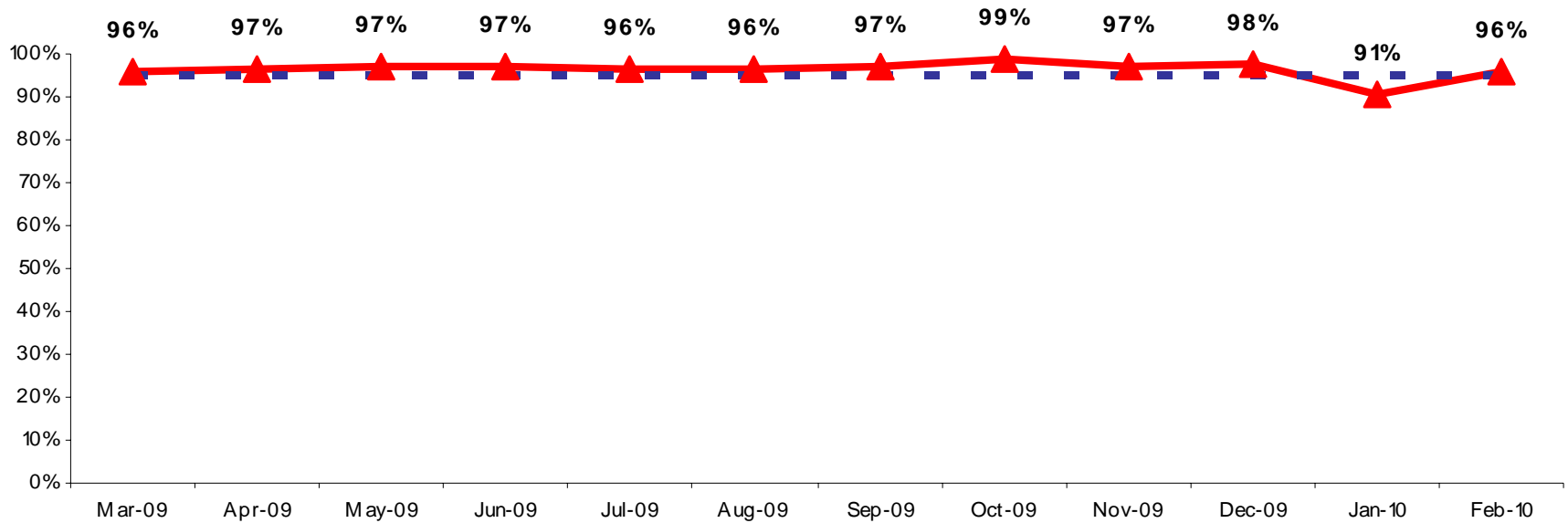
# Customer Service Percentage of Calls Answered in 30 Seconds

80% Service Standard



# Customer Service Percentage of Calls Answered in 90 Seconds

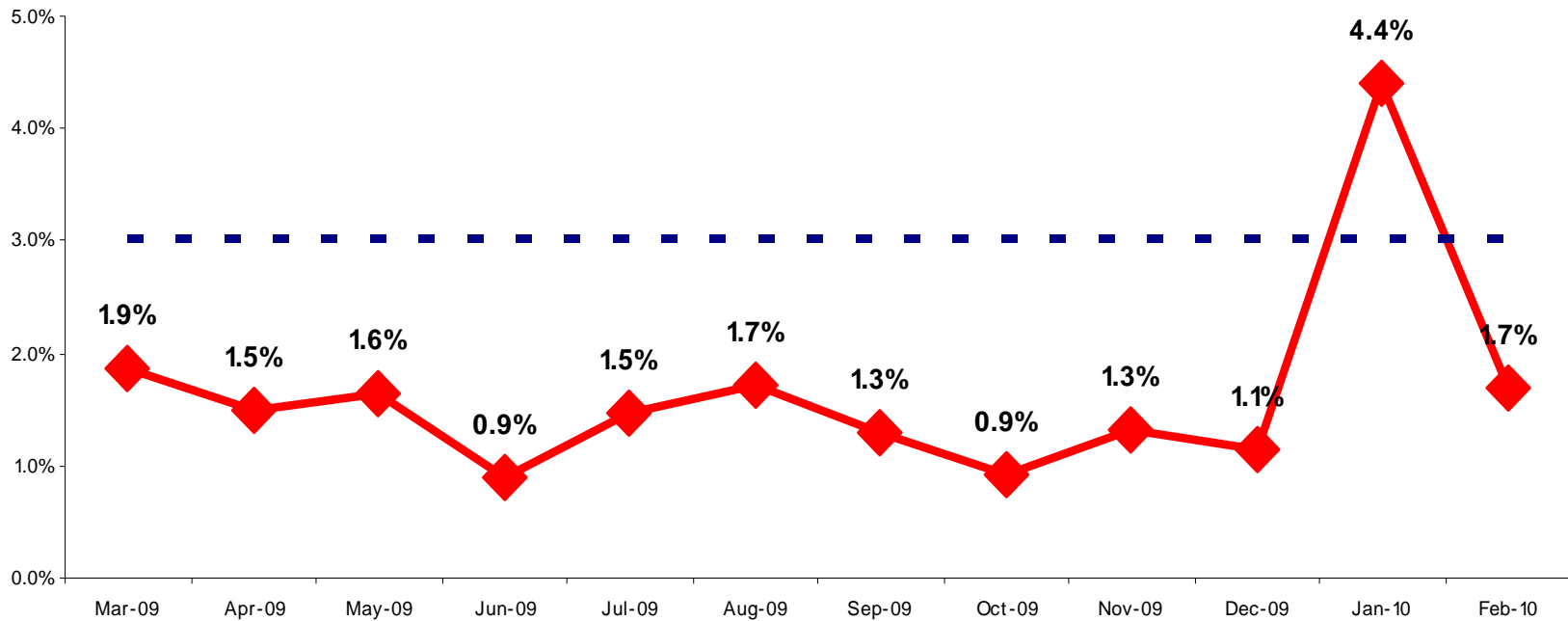
95% Service Standard



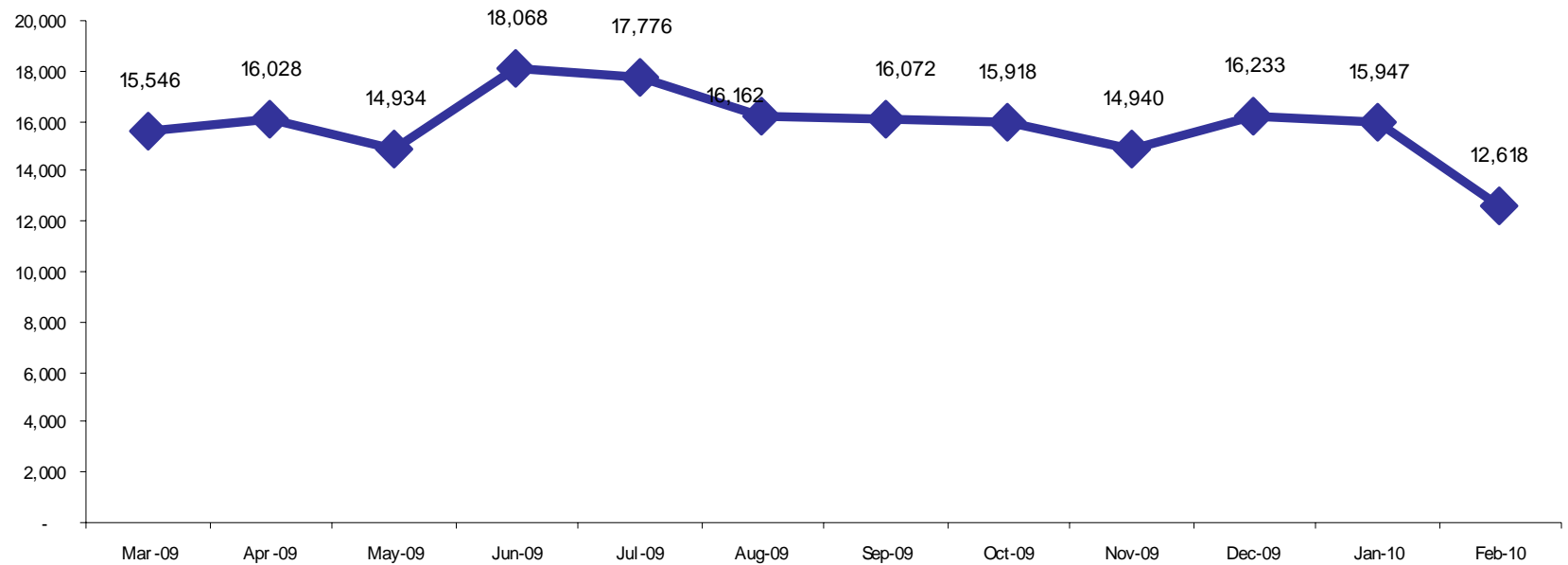


# Customer Service Abandoned Call Percentage

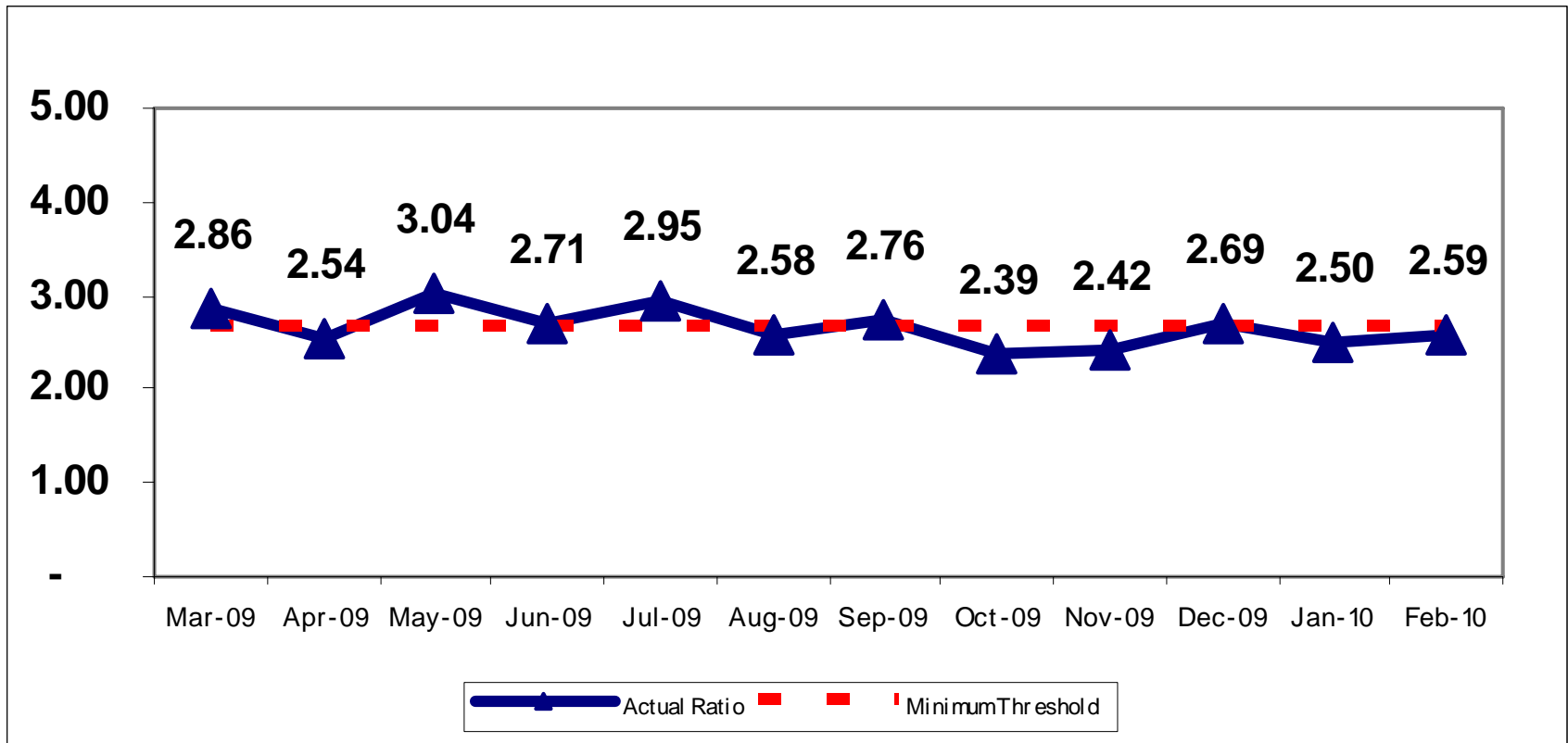
Service Standard 3%



# Total Calls by Month



## Transfer Station Public Yards to Ton Ratio



# 2010 LIQUIDATED DAMAGES



**11.03, B.1a. Failure to commence service to a new recipient within 7 days**

													Less:				2010 Total	Annual Allowance	Net # of Incidents	LD per Incident	Total LD
	JAN	FEB	MAR	Q1 Total	APR	MAY	JUN	Q2 Total	JUL	AUG	SEP	Q3 Total	OCT	NOV	DEC	Q4 Total					
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
Redwood City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	(5)	\$ 150	\$ -
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	60	(60)		\$ -

**11.03, B.1b. Missed Pickup Not Corrected in 24 Hours**

													Less:				2010 Total	Annual Allowance	Net # of Incidents	LD per Incident	Total LD
	JAN	FEB	MAR	Q1 Total	APR	MAY	JUN	Q2 Total	JUL	AUG	SEP	Q3 Total	OCT	NOV	DEC	Q4 Total					
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
Belmont	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(14)	\$ 150	\$ -
Burlingame	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(14)	\$ 150	\$ -
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
Redwood City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	180	(178)	\$ -

**11.03, B.1c. Consecutive Missed Pickups**

													Less:				2010 Total	Annual Allowance	Net # of Incidents	LD per Incident	Total LD
	JAN	FEB	MAR	Q1 Total	APR	MAY	JUN	Q2 Total	JUL	AUG	SEP	Q3 Total	OCT	NOV	DEC	Q4 Total					
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
Redwood City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 150	\$ -
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-		\$ -

# 2010 LIQUIDATED DAMAGES



### 11.03, B.1d. Failure to properly conduct special collections

	JAN	FEB	MAR	Q1			Q2			Q3			Q4			2010 Total	Less:			Total LD
				Total	APR	MAY	JUN	Total	JUL	AUG	SEP	Total	OCT	NOV	DEC		Total	Annual Allowance	Net # of Incidents	
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Redwood City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0			\$ -

### 11.03, B.1e. Failure to perform and submit billing reviews

	JAN	FEB	MAR	Q1			Q2			Q3			Q4			2010 Total	Less:			Total LD
				Total	APR	MAY	JUN	Total	JUL	AUG	SEP	Total	OCT	NOV	DEC		Total	Annual Allowance	Net # of Incidents	
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
Redwood City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 250	\$ -
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0			\$ -

### 11.03, B.2a. For each occurrence of private property damage

	JAN	FEB	MAR	Q1			Q2			Q3			Q4			2010 Total	Less:			Total LD
				Total	APR	MAY	JUN	Total	JUL	AUG	SEP	Total	OCT	NOV	DEC		Total	Annual Allowance	Net # of Incidents	
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
Menlo Park	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	7	(6)	\$ 250	\$ -
Redwood City	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	7	(6)	\$ 250	\$ -
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	(7)	\$ 250	\$ -
	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2	84	(82)		\$ -

# 2010 LIQUIDATED DAMAGES



**11.03, B.2b. For each occurrence of failure to properly return containers to the appropriate location**

	Q1			Q2			Q3			Q4			2010 Total	Less:			Total LD				
	JAN	FEB	MAR	Total	APR	MAY	JUN	Total	JUL	AUG	SEP	Total		OCT	NOV	DEC		Total	Annual Allowance	Net # of Incidents	LD per Incident
Atherton	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	10	(9)	\$ 150	\$ -
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 150	\$ -
Burlingame	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	10	(8)	\$ 150	\$ -
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 150	\$ -
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 150	\$ -
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 150	\$ -
Hillsborough	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	10	(9)	\$ 150	\$ -
Menlo Park	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	10	(9)	\$ 150	\$ -
Redwood City	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	10	(8)	\$ 150	\$ -
San Carlos	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	10	(9)	\$ 150	\$ -
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 150	\$ -
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 150	\$ -
<b>Total</b>	<b>3</b>	<b>5</b>	<b>-</b>	<b>8</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>8</b>	<b>120</b>	<b>(112)</b>		<b>\$ -</b>

**11.03, B.2c. For each occurrence of excessive noise or discourteous behavior**

	Q1			Q2			Q3			Q4			2010 Total	Less:			Total LD				
	JAN	FEB	MAR	Total	APR	MAY	JUN	Total	JUL	AUG	SEP	Total		OCT	NOV	DEC		Total	Annual Allowance	Net # of Incidents	LD per Incident
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
Redwood City	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	0	1	\$ 250	\$ 250
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
San Mateo	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	0	1	\$ 250	\$ 250
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 250	\$ -
<b>Total</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>0</b>	<b>2</b>		<b>\$ 500</b>

**11.03, B.2d. For each failure to clean up solid waste spilled by the Contractor**

	Q1			Q2			Q3			Q4			2010 Total	Less:			Total LD					
	JAN	FEB	MAR	Total	APR	MAY	JUN	Total	JUL	AUG	SEP	Total		OCT	NOV	DEC		Total	Annual Allowance	Net # of Incidents	LD per Incident	
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -	
Belmont	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	15	(13)	\$ 150	\$ -
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
East Palo Alto	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	15	(14)	\$ 150	\$ -
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
Foster City	1	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	15	(13)	\$ 150	\$ -
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
Redwood City	3	1	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	4	15	(11)	\$ 150	\$ -
San Carlos	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	15	(13)	\$ 150	\$ -
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	(15)	\$ 150	\$ -
<b>Total</b>	<b>5</b>	<b>6</b>	<b>-</b>	<b>11</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>11</b>	<b>180</b>	<b>(169)</b>		<b>\$ -</b>	

# 2010 LIQUIDATED DAMAGES



**11.03, B.2e. For each occurrence of collection of solid waste materials during unauthorized hours**

	JAN	FEB	MAR	Q1				Q2				Q3				Q4				2010				Less: Annual Allowance	Net # of Incidents	LD per Incident	Total LD
				Total	APR	MAY	JUN	Total	JUL	AUG	SEP	Total	OCT	NOV	DEC	Total	Total	Total	Total	Total	Total						
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
Redwood City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	(10)	\$ 250	\$ -	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	120	(120)		\$ -

**11.03, B.3a. For each failure to initially respond to a service recipient complaint within one business day**

	JAN	FEB	MAR	Q1				Q2				Q3				Q4				2010				Less: Annual Allowance	Net # of Incidents	LD per Incident	Total LD
				Total	APR	MAY	JUN	Total	JUL	AUG	SEP	Total	OCT	NOV	DEC	Total	Total	Total	Total	Total							
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
Redwood City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	\$ 100	\$ -	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-		\$ -

**11.03, B.3b. For each failure to process service recipient complaints to Agency**

	JAN	FEB	MAR	Q1				Q2				Q3				Q4				2010				Less: Annual Allowance	Net # of Incidents	LD per Incident	Total LD
				Total	APR	MAY	JUN	Total	JUL	AUG	SEP	Total	OCT	NOV	DEC	Total	Total	Total	Total	Total							
Atherton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
Belmont	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
Burlingame	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
East Palo Alto	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
Fair Oaks/SMCo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
Foster City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
Hillsborough	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
Menlo Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
Redwood City	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
San Carlos	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
San Mateo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
West Bay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0		\$ 100	\$ -	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0			\$ -	

	25	-	-	-	25	\$ 500
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