



QUARTERLY REPORT TO THE SBWMA
FOR 2nd Quarter 2011

Submitted July 30, 2011



July 30, 2011

Kevin McCarthy
Executive Director
SBWMA/RethinkWaste
610 Elm Street, Suite 202
San Carlos, CA 94070

Dear Mr. McCarthy:

Enclosed is a copy of the Recology 2nd Quarter 2011 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

In accordance with the requirements of Section 9.04 B of the Agreement, the undersigned hereby certifies, under penalty of perjury, that the report submitted herewith is true and correct to the best knowledge of the undersigned after reasonable inquiry.

If you should have any questions or require additional information, please call me at (650) 598-8243.

Sincerely,

A handwritten signature in blue ink that reads 'Mario Puccinelli'.

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
2nd Quarter 2011**

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2nd QUARTER 2011 REPORT

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DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

Commercial Solid Waste – Franchised solid waste collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Commercial Recycling – Franchised recyclable materials collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Commercial Organics – Franchised organic materials collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

MFD Solid Waste – Franchised solid waste collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

MFD Recycling – Franchised recyclable materials collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

MFD Organics – Franchised organic materials collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Roll-Off Solid Waste – Franchised solid waste collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Roll-Off Recycling – Franchised recyclable materials collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Roll-Off Organics – Franchised organic materials collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Residential Solid Waste – Franchised solid waste collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Residential Recycling – Franchised recyclable materials collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Residential Organics – Franchised organic materials collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.



2nd QUARTER 2011 REPORT

SUMMARY

Total commercial solid waste tonnage collected:	31,337.56
Total commercial recyclables tonnage collected:	6,322.07
Total commercial organics tonnage collected:	4,141.32
Total residential solid waste tonnage collected:	14,250.79
Total residential recyclables tonnage collected:	9,596.72
Total residential organics tonnage collected:	19,903.98
Overall Calculated Diversion rate:	44.06%
Commercial Diversion rate:	22.74%
Residential Diversion rate:	64.43%
Number of inquiries, service requests and complaints received:	1,587
Number of Customer Service calls received:	60,743
Average Hold Time for Customer Service calls:	29.64 seconds
On-site customer assessments and visual audits conducted:	973
Quality Assurance Program contact calls initiated:	612

Recology San Mateo County
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 Rate Year 2011
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2				RSMC Collection Diversion Quarter 2					
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency	Contaminant Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
ATHERTON														
Commercial														
Commercial Solid Waste	RSMC	37.26	45.41	49.36	132.03			11.04	143.07					
Commercial Recycling	RSMC	9.89	12.40	58.61	80.90	10.02%	4.96%	(4.01)	76.89					
Commercial Organics	RSMC	29.18	38.05	19.09	86.32	11.05%, 1.46%	8.15%	(7.03)	79.29					
Subtotal - Disposed		37.26	45.41	49.36	132.03			11.04	143.07					
Subtotal - Diverted		39.07	50.45	77.70	167.22			(11.04)	156.18	52.19%				
MFD														
MFD Solid Waste	RSMC	0.18	0.00	0.08	0.26			0.00	0.26					
MFD Recycling	RSMC	0.00	0.00	0.00	0.00	10.02%	0.00%	0.00	0.00					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		0.18	0.00	0.08	0.26			0.00	0.26					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Roll-Off														
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.52	0.52					
Roll-Off Recycling	RSMC	0.00	0.00	6.61	6.61	10.02%	3.03%	(0.20)	6.41					
Roll-Off Organics	RSMC	0.00	0.00	3.53	3.53	11.05%, 1.46%	9.16%	(0.32)	3.21					
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.52	0.52					
Subtotal - Diverted		0.00	0.00	10.14	10.14			(0.52)	9.62	94.83%				
Residential														
Residential Solid Waste	RSMC	141.48	194.66	151.24	487.38			81.09	568.47					
Residential Curbside Recycling	RSMC	100.60	102.76	109.14	312.50	7.77%	7.66%	(23.94)	288.56					
Residential Curbside Organics	RSMC	693.88	642.71	634.19	1,970.78	2.90%	2.90%	(57.15)	1,913.63					
Subtotal - Disposed		141.48	194.66	151.24	487.38			81.09	568.47					
Subtotal - Diverted		794.48	745.47	743.33	2,283.28			(81.09)	2,202.19	79.48%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		178.92	240.07	200.68	619.67			92.66	712.33		712.33	568.47	143.86	712.33
Total Diverted		833.55	795.92	831.17	2,460.64			(92.66)	2,367.98		2,367.98	2,202.19	165.79	2,367.98
Total Diversion Rate		82.33%	76.83%	80.55%	79.88%				76.87%		76.87%	79.48%	53.54%	76.87%

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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
BELMONT														
Commercial														
Commercial Solid Waste	RSMC	247.50	266.52	244.45	758.47			27.16	785.63					
Commercial Recycling	RSMC	54.40	69.67	58.34	182.41	10.02%	10.02%	(18.28)	164.13					
Commercial Organics	RSMC	36.66	31.07	30.37	98.10	11.05%, 1.46%	9.05%	(8.88)	89.22					
Subtotal - Disposed		247.50	266.52	244.45	758.47			27.16	785.63					
Subtotal - Diverted		91.06	100.74	88.71	280.51			(27.16)	253.35	24.38%				
MFD														
MFD Solid Waste	RSMC	79.91	84.01	131.11	295.03			7.11	302.14					
MFD Recycling	RSMC	22.54	18.34	26.73	67.61	10.02%	10.01%	(6.76)	60.85					
MFD Organics	RSMC	0.88	0.84	1.37	3.09	11.05%, 1.46%	11.05%	(0.34)	2.75					
Subtotal - Disposed		79.91	84.01	131.11	295.03			7.11	302.14					
Subtotal - Diverted		23.42	19.18	28.10	70.70			(7.11)	63.59	17.39%				
Roll-Off														
Roll-Off Solid Waste	RSMC	43.73	40.20	30.75	114.68			0.12	114.80					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	10.02%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	1.14	1.14	11.05%, 1.46%	10.26%	(0.12)	1.02					
Subtotal - Disposed		43.73	40.20	30.75	114.68			0.12	114.80					
Subtotal - Diverted		0.00	0.00	1.14	1.14			(0.12)	1.02	0.88%				
Residential														
Residential Solid Waste	RSMC	243.12	235.97	288.72	767.81			81.84	849.65					
Residential Curbside Recycling	RSMC	199.58	202.82	242.12	644.52	7.77%	7.63%	(49.18)	595.34					
Residential Curbside Organics	RSMC	382.90	360.08	383.35	1,126.33	2.90%	2.90%	(32.66)	1,093.67					
Subtotal - Disposed		243.12	235.97	288.72	767.81			81.84	849.65					
Subtotal - Diverted		582.48	562.90	625.47	1,770.85			(81.84)	1,689.01	66.53%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		614.26	626.70	695.03	1,935.99			116.22	2,052.21		2,052.21	849.65	1,202.56	2,052.21
Total Diverted		696.96	682.82	743.42	2,123.20			(116.22)	2,006.98		2,006.98	1,689.01	317.97	2,006.98
Total Diversion Rate		53.15%	52.14%	51.68%	52.31%				49.44%		49.44%	66.53%	20.91%	49.44%

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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
BURLINGAME														
Commercial														
Commercial Solid Waste	RSMC	704.13	808.42	799.43	2,311.98			102.58	2,414.56					
Commercial Recycling	RSMC	236.37	277.23	281.90	795.50	10.02%	6.92%	(55.01)	740.49					
Commercial Organics	RSMC	172.52	170.42	195.40	538.34	11.05%, 1.46%	8.84%	(47.57)	490.77					
Subtotal - Disposed		704.13	808.42	799.43	2,311.98			102.58	2,414.56					
Subtotal - Diverted		408.89	447.65	477.30	1,333.84			(102.58)	1,231.26	33.77%				
MFD														
MFD Solid Waste	RSMC	227.38	283.95	177.28	688.61			10.97	699.58					
MFD Recycling	RSMC	36.00	25.97	38.33	100.30	10.02%	10.00%	(10.03)	90.27					
MFD Organics	RSMC	2.62	2.76	3.13	8.51	11.05%, 1.46%	11.05%	(0.94)	7.57					
Subtotal - Disposed		227.38	283.95	177.28	688.61			10.97	699.58					
Subtotal - Diverted		38.62	28.73	41.46	108.81			(10.97)	97.84	12.27%				
Roll-Off														
Roll-Off Solid Waste	RSMC	700.80	749.53	717.31	2,167.64			9.71	2,177.35					
Roll-Off Recycling	RSMC	8.69	11.61	0.00	20.30	10.02%	7.05%	(1.43)	18.87					
Roll-Off Organics	RSMC	30.90	22.57	42.13	95.60	11.05%, 1.46%	8.66%	(8.28)	87.32					
Subtotal - Disposed		700.80	749.53	717.31	2,167.64			9.71	2,177.35					
Subtotal - Diverted		39.59	34.18	42.13	115.90			(9.71)	106.19	4.65%				
Residential														
Residential Solid Waste	RSMC	267.26	337.97	312.36	917.59			94.98	1,012.57					
Residential Curbside Recycling	RSMC	221.33	240.63	265.10	727.06	7.77%	7.56%	(55.00)	672.06					
Residential Curbside Organics	RSMC	454.18	469.95	454.64	1,378.77	2.90%	2.90%	(39.98)	1,338.79					
Subtotal - Disposed		267.26	337.97	312.36	917.59			94.98	1,012.57					
Subtotal - Diverted		675.51	710.58	719.74	2,105.83			(94.98)	2,010.85	66.51%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		1,899.57	2,179.87	2,006.38	6,085.82			218.25	6,304.07		6,304.07	1,012.57	5,291.50	6,304.07
Total Diverted		1,162.61	1,221.14	1,280.63	3,664.38			(218.25)	3,446.13		3,446.13	2,010.85	1,435.28	3,446.13
Total Diversion Rate		37.97%	35.91%	38.96%	37.58%				35.34%		35.34%	66.51%	21.34%	35.34%

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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
EAST PALO ALTO														
Commercial														
Commercial Solid Waste	RSMC	132.32	187.31	214.94	534.57			17.55	552.12					
Commercial Recycling	RSMC	42.04	36.66	32.91	111.61	10.02%	8.34%	(9.31)	102.30					
Commercial Organics	RSMC	28.83	36.73	28.28	93.84	11.05%, 1.46%	8.78%	(8.24)	85.60					
Subtotal - Disposed		132.32	187.31	214.94	534.57			17.55	552.12					
Subtotal - Diverted		70.87	73.39	61.19	205.45			(17.55)	187.90	25.39%				
MFD														
MFD Solid Waste	RSMC	161.93	227.73	200.65	590.31			2.21	592.52					
MFD Recycling	RSMC	8.39	4.90	8.25	21.54	10.02%	9.99%	(2.15)	19.39					
MFD Organics	RSMC	0.14	0.15	0.23	0.52	11.05%, 1.46%	11.05%	(0.06)	0.46					
Subtotal - Disposed		161.93	227.73	200.65	590.31			2.21	592.52					
Subtotal - Diverted		8.53	5.05	8.48	22.06			(2.21)	19.85	3.24%				
Roll-Off														
Roll-Off Solid Waste	RSMC	66.32	51.52	61.32	179.16			0.43	179.59					
Roll-Off Recycling	RSMC	0.00	4.69	0.49	5.18	10.02%	8.39%	(0.43)	4.75					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		66.32	51.52	61.32	179.16			0.43	179.59					
Subtotal - Diverted		0.00	4.69	0.49	5.18			(0.43)	4.75	2.57%				
Residential														
Residential Solid Waste	RSMC	492.18	537.79	534.90	1,564.87			51.12	1,615.99					
Residential Curbside Recycling	RSMC	100.76	109.79	104.90	315.45	7.77%	7.64%	(24.09)	291.36					
Residential Curbside Organics	RSMC	330.88	310.94	289.97	931.79	2.90%	2.90%	(27.02)	904.77					
Subtotal - Disposed		492.18	537.79	534.90	1,564.87			51.12	1,615.99					
Subtotal - Diverted		431.64	420.73	394.87	1,247.24			(51.12)	1,196.12	42.53%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		852.75	1,004.35	1,011.81	2,868.91			71.31	2,940.22		2,940.22	1,615.99	1,324.23	2,940.22
Total Diverted		511.04	503.86	465.03	1,479.93			(71.31)	1,408.62		1,408.62	1,196.12	212.50	1,408.62
Total Diversion Rate		37.47%	33.41%	31.49%	34.03%				32.39%		32.39%	42.53%	13.83%	32.39%

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		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
FOSTER CITY														
Commercial														
Commercial Solid Waste	RSMC	396.47	457.62	396.71	1,250.80			65.69	1,316.49					
Commercial Recycling	RSMC	84.73	75.19	94.77	254.69	10.02%	10.02%	(25.52)	229.17					
Commercial Organics	RSMC	130.97	131.82	113.15	375.94	11.05%, 1.46%	10.68%	(40.17)	335.77					
Subtotal - Disposed		396.47	457.62	396.71	1,250.80			65.69	1,316.49					
Subtotal - Diverted		215.70	207.01	207.92	630.63			(65.69)	564.94	30.03%				
MFD														
MFD Solid Waste	RSMC	279.95	254.82	168.87	703.64			5.27	708.91					
MFD Recycling	RSMC	17.68	13.15	17.92	48.75	10.02%	10.02%	(4.88)	43.87					
MFD Organics	RSMC	0.95	0.90	1.63	3.48	11.05%, 1.46%	11.05%	(0.38)	3.10					
Subtotal - Disposed		279.95	254.82	168.87	703.64			5.27	708.91					
Subtotal - Diverted		18.63	14.05	19.55	52.23			(5.27)	46.96	6.21%				
Roll-Off														
Roll-Off Solid Waste	RSMC	157.98	184.03	162.37	504.38			9.16	513.54					
Roll-Off Recycling	RSMC	2.69	5.53	5.91	14.13	10.02%	10.02%	(1.42)	12.71					
Roll-Off Organics	RSMC	22.31	24.88	25.41	72.60	11.05%, 1.46%	10.67%	(7.74)	64.86					
Subtotal - Disposed		157.98	184.03	162.37	504.38			9.16	513.54					
Subtotal - Diverted		25.00	30.41	31.32	86.73			(9.16)	77.57	13.12%				
Residential														
Residential Solid Waste	RSMC	250.20	246.86	276.43	773.49			65.29	838.78					
Residential Curbside Recycling	RSMC	186.49	189.27	201.52	577.28	7.77%	7.61%	(43.92)	533.36					
Residential Curbside Organics	RSMC	241.81	243.24	251.78	736.83	2.90%	2.90%	(21.37)	715.46					
Subtotal - Disposed		250.20	246.86	276.43	773.49			65.29	838.78					
Subtotal - Diverted		428.30	432.51	453.30	1,314.11			(65.29)	1,248.82	59.82%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		1,084.60	1,143.33	1,004.38	3,232.31			145.40	3,377.71		3,377.71	838.78	2,538.94	3,377.71
Total Diverted		687.63	683.98	712.09	2,083.70			(145.40)	1,938.30		1,938.30	1,248.82	689.47	1,938.30
Total Diversion Rate		38.80%	37.43%	41.49%	39.20%				36.46%		36.46%	59.82%	21.36%	36.46%

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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
HILLSBOROUGH														
Commercial														
Commercial Solid Waste	RSMC	30.26	29.85	34.78	94.89			4.51	99.40					
Commercial Recycling	RSMC	36.75	47.80	61.53	146.08	10.02%	0.96%	(1.40)	144.68					
Commercial Organics	RSMC	21.26	16.08	26.42	63.76	11.05%, 1.46%	4.88%	(3.11)	60.65					
Subtotal - Disposed		30.26	29.85	34.78	94.89			4.51	99.40					
Subtotal - Diverted		58.01	63.88	87.95	209.84			(4.51)	205.33	67.38%				
MFD														
MFD Solid Waste	RSMC	0.42	0.06	0.14	0.62			0.00	0.62					
MFD Recycling	RSMC	0.00	0.00	0.00	0.00	10.02%	0.00%	0.00	0.00					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		0.42	0.06	0.14	0.62			0.00	0.62					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Roll-Off														
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	10.02%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.00	0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Residential														
Residential Solid Waste	RSMC	187.10	266.46	206.01	659.57			67.96	727.53					
Residential Curbside Recycling	RSMC	144.37	204.28	159.18	507.83	7.77%	7.59%	(38.56)	469.27					
Residential Curbside Organics	RSMC	337.76	345.39	330.50	1,013.65	2.90%	2.90%	(29.40)	984.25					
Subtotal - Disposed		187.10	266.46	206.01	659.57			67.96	727.53					
Subtotal - Diverted		482.13	549.67	489.68	1,521.48			(67.96)	1,453.52	66.64%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		217.78	296.37	240.93	755.08			72.47	827.55		827.55	727.53	100.02	827.55
Total Diverted		540.14	613.55	577.63	1,731.32			(72.47)	1,658.85		1,658.85	1,453.52	205.33	1,658.85
Total Diversion Rate		71.27%	67.43%	70.57%	69.63%				66.72%		66.72%	66.64%	67.24%	66.72%

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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
MENLO PARK														
Commercial														
Commercial Solid Waste	RSMC	933.89	960.36	836.54	2,730.79			126.91	2,857.70					
Commercial Recycling	RSMC	174.23	199.75	216.41	590.39	10.02%	9.35%	(55.22)	535.17					
Commercial Organics	RSMC	266.13	271.92	254.58	792.63	11.05%, 1.46%	9.05%	(71.70)	720.93					
Subtotal - Disposed		933.89	960.36	836.54	2,730.79			126.91	2,857.70					
Subtotal - Diverted		440.36	471.67	470.99	1,383.02			(126.91)	1,256.11	30.53%				
MFD														
MFD Solid Waste	RSMC	216.09	241.34	94.16	551.59			5.93	557.52					
MFD Recycling	RSMC	21.38	8.97	18.83	49.18	10.02%	10.01%	(4.92)	44.26					
MFD Organics	RSMC	2.87	2.69	3.60	9.16	11.05%, 1.46%	11.05%	(1.01)	8.15					
Subtotal - Disposed		216.09	241.34	94.16	551.59			5.93	557.52					
Subtotal - Diverted		24.25	11.66	22.43	58.34			(5.93)	52.41	8.59%				
Roll-Off														
Roll-Off Solid Waste	RSMC	56.03	64.69	58.94	179.66			12.76	192.42					
Roll-Off Recycling	RSMC	28.19	45.68	60.75	134.62	10.02%	9.39%	(12.64)	121.98					
Roll-Off Organics	RSMC	0.00	1.30	0.00	1.30	11.05%, 1.46%	8.92%	(0.12)	1.18					
Subtotal - Disposed		56.03	64.69	58.94	179.66			12.76	192.42					
Subtotal - Diverted		28.19	46.98	60.75	135.92			(12.76)	123.16	39.03%				
Residential														
Residential Solid Waste	RSMC	324.51	309.11	395.85	1,029.47			123.82	1,153.29					
Residential Curbside Recycling	RSMC	272.88	269.35	295.18	837.41	7.77%	7.66%	(64.11)	773.30					
Residential Curbside Organics	RSMC	753.21	640.67	665.23	2,059.11	2.90%	2.90%	(59.71)	1,999.40					
Subtotal - Disposed		324.51	309.11	395.85	1,029.47			123.82	1,153.29					
Subtotal - Diverted		1,026.09	910.02	960.41	2,896.52			(123.82)	2,772.70	70.62%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		1,530.52	1,575.50	1,385.49	4,491.51			269.42	4,760.93		4,760.93	1,153.29	3,607.64	4,760.93
Total Diverted		1,518.89	1,440.33	1,514.58	4,473.80			(269.42)	4,204.38		4,204.38	2,772.70	1,431.68	4,204.38
Total Diversion Rate		49.81%	47.76%	52.23%	49.90%				46.90%		46.90%	70.62%	28.41%	46.90%

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Member Agency/Type	Data Source	April	May	June	Quarter 2				RSMC Collection Diversion Quarter 2					
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency	Contaminant Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
NORTH FAIR OAKS														
Commercial														
Commercial Solid Waste	RSMC	156.01	92.53	200.39	448.93			23.30	472.23					
Commercial Recycling	RSMC	45.12	42.10	41.54	128.76	10.02%	10.02%	(12.90)	115.86					
Commercial Organics	RSMC	31.60	31.78	31.18	94.56	11.05%, 1.46%	11.00%	(10.41)	84.15					
Subtotal - Disposed		156.01	92.53	200.39	448.93			23.30	472.23					
Subtotal - Diverted		76.72	73.88	72.72	223.32			(23.30)	200.02	29.75%				
MFD														
MFD Solid Waste	RSMC	31.03	27.44	40.20	98.67			0.68	99.35					
MFD Recycling	RSMC	2.71	1.15	2.88	6.74	10.02%	10.02%	(0.68)	6.06					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		31.03	27.44	40.20	98.67			0.68	99.35					
Subtotal - Diverted		2.71	1.15	2.88	6.74			(0.68)	6.06	5.75%				
Roll-Off														
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	10.02%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.00	0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Residential														
Residential Solid Waste	RSMC	165.19	188.10	227.24	580.53			32.21	612.74					
Residential Curbside Recycling	RSMC	65.74	67.08	89.04	221.86	7.77%	7.61%	(16.87)	204.99					
Residential Curbside Organics	RSMC	189.30	175.91	163.53	528.74	2.90%	2.90%	(15.33)	513.41					
Subtotal - Disposed		165.19	188.10	227.24	580.53			32.21	612.74					
Subtotal - Diverted		255.04	242.99	252.57	750.60			(32.21)	718.39	53.97%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		352.23	308.07	467.83	1,128.13			56.19	1,184.32		1,184.32	612.74	571.58	1,184.32
Total Diverted		334.47	318.02	328.17	980.66			(56.19)	924.47		924.47	718.39	206.08	924.47
Total Diversion Rate		48.71%	50.79%	41.23%	46.50%				43.84%		43.84%	53.97%	26.50%	43.84%

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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
REDWOOD CITY														
Commercial														
Commercial Solid Waste	RSMC	1,340.96	1,465.70	1,584.29	4,390.95			151.79	4,542.74					
Commercial Recycling	RSMC	293.09	356.09	327.40	976.58	10.02%	10.02%	(97.84)	878.74					
Commercial Organics	RSMC	150.23	183.02	211.55	544.80	11.05%, 1.46%	9.90%	(53.95)	490.85					
Subtotal - Disposed		1,340.96	1,465.70	1,584.29	4,390.95			151.79	4,542.74					
Subtotal - Diverted		443.32	539.11	538.95	1,521.38			(151.79)	1,369.59	23.16%				
MFD														
MFD Solid Waste	RSMC	342.42	352.72	418.76	1,113.90			11.94	1,125.84					
MFD Recycling	RSMC	37.66	18.06	43.14	98.86	10.02%	9.99%	(9.87)	88.99					
MFD Organics	RSMC	6.05	5.92	6.72	18.69	11.05%, 1.46%	11.05%	(2.07)	16.62					
Subtotal - Disposed		342.42	352.72	418.76	1,113.90			11.94	1,125.84					
Subtotal - Diverted		43.71	23.98	49.86	117.55			(11.94)	105.61	8.58%				
Roll-Off														
Roll-Off Solid Waste	RSMC	343.58	372.88	390.98	1,107.44			19.50	1,126.94					
Roll-Off Recycling	RSMC	5.20	12.48	14.74	32.42	10.02%	10.02%	(3.25)	29.17					
Roll-Off Organics	RSMC	52.31	69.39	42.80	164.50	11.05%, 1.46%	9.88%	(16.25)	148.25					
Subtotal - Disposed		343.58	372.88	390.98	1,107.44			19.50	1,126.94					
Subtotal - Diverted		57.51	81.87	57.54	196.92			(19.50)	177.42	13.60%				
Residential														
Residential Solid Waste	RSMC	812.53	848.03	895.62	2,556.18			218.22	2,774.40					
Residential Curbside Recycling	RSMC	533.46	549.98	591.59	1,675.03	7.77%	7.70%	(129.06)	1,545.97					
Residential Curbside Organics	RSMC	1,067.46	994.26	1,012.62	3,074.34	2.90%	2.90%	(89.16)	2,985.18					
Subtotal - Disposed		812.53	848.03	895.62	2,556.18			218.22	2,774.40					
Subtotal - Diverted		1,600.92	1,544.24	1,604.21	4,749.37			(218.22)	4,531.15	62.02%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		2,839.49	3,039.33	3,289.65	9,168.47			401.45	9,569.92		9,569.92	2,774.40	6,795.52	9,569.92
Total Diverted		2,145.46	2,189.20	2,250.56	6,585.22			(401.45)	6,183.77		6,183.77	4,531.15	1,652.62	6,183.77
Total Diversion Rate		43.04%	41.87%	40.62%	41.80%				39.25%		39.25%	62.02%	19.56%	39.25%

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		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
SAN CARLOS														
Commercial														
Commercial Solid Waste	RSMC	614.33	362.72	568.81	1,545.86			57.21	1,603.07					
Commercial Recycling	RSMC	135.15	154.06	134.93	424.14	10.02%	10.02%	(42.50)	381.64					
Commercial Organics	RSMC	57.72	60.93	65.96	184.61	11.05%, 1.46%	7.97%	(14.72)	169.89					
Subtotal - Disposed		614.33	362.72	568.81	1,545.86			57.21	1,603.07					
Subtotal - Diverted		192.87	214.99	200.89	608.75			(57.21)	551.54	25.60%				
MFD														
MFD Solid Waste	RSMC	120.47	126.28	75.30	322.05			3.04	325.09					
MFD Recycling	RSMC	11.55	2.79	13.49	27.83	10.02%	10.02%	(2.79)	25.04					
MFD Organics	RSMC	0.65	0.75	0.90	2.30	11.05%, 1.46%	11.05%	(0.25)	2.05					
Subtotal - Disposed		120.47	126.28	75.30	322.05			3.04	325.09					
Subtotal - Diverted		12.20	3.54	14.39	30.13			(3.04)	27.09	7.69%				
Roll-Off														
Roll-Off Solid Waste	RSMC	133.60	127.77	152.19	413.56			11.53	425.09					
Roll-Off Recycling	RSMC	26.90	26.39	42.40	95.69	10.02%	10.02%	(9.59)	86.10					
Roll-Off Organics	RSMC	9.10	4.43	10.92	24.45	11.05%, 1.46%	7.95%	(1.94)	22.51					
Subtotal - Disposed		133.60	127.77	152.19	413.56			11.53	425.09					
Subtotal - Diverted		36.00	30.82	53.32	120.14			(11.53)	108.61	20.35%				
Residential														
Residential Solid Waste	RSMC	351.89	330.02	375.84	1,057.75			121.56	1,179.31					
Residential Curbside Recycling	RSMC	303.35	309.32	322.49	935.16	7.77%	7.69%	(71.88)	863.28					
Residential Curbside Organics	RSMC	607.26	574.67	531.19	1,713.12	2.90%	2.90%	(49.68)	1,663.44					
Subtotal - Disposed		351.89	330.02	375.84	1,057.75			121.56	1,179.31					
Subtotal - Diverted		910.61	883.99	853.68	2,648.28			(121.56)	2,526.72	68.18%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		1,220.29	946.79	1,172.14	3,339.22			193.35	3,532.57		3,532.57	1,179.31	2,353.26	3,532.57
Total Diverted		1,151.68	1,133.34	1,122.28	3,407.30			(193.35)	3,213.95		3,213.95	2,526.72	687.23	3,213.95
Total Diversion Rate		48.55%	54.48%	48.91%	50.50%				47.64%		47.64%	68.18%	22.60%	47.64%

Recology San Mateo County
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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
SAN MATEO														
Commercial														
Commercial Solid Waste	RSMC	1,630.47	1,690.17	1,617.77	4,938.41			212.89	5,151.30					
Commercial Recycling	RSMC	488.67	548.44	453.45	1,490.56	10.02%	8.79%	(131.02)	1,359.54					
Commercial Organics	RSMC	241.20	261.46	286.61	789.27	11.05%, 1.46%	10.37%	(81.87)	707.40					
Subtotal - Disposed		1,630.47	1,690.17	1,617.77	4,938.41			212.89	5,151.30					
Subtotal - Diverted		729.87	809.90	740.06	2,279.83			(212.89)	2,066.94	28.63%				
MFD														
MFD Solid Waste	RSMC	595.34	600.88	470.23	1,666.45			24.50	1,690.95					
MFD Recycling	RSMC	78.37	52.04	89.00	219.41	10.02%	9.98%	(21.91)	197.50					
MFD Organics	RSMC	6.83	6.58	10.10	23.51	11.05%, 1.46%	11.05%	(2.60)	20.91					
Subtotal - Disposed		595.34	600.88	470.23	1,666.45			24.50	1,690.95					
Subtotal - Diverted		85.20	58.62	99.10	242.92			(24.50)	218.42	11.44%				
Roll-Off														
Roll-Off Solid Waste	RSMC	352.35	296.83	392.07	1,041.25			9.03	1,050.28					
Roll-Off Recycling	RSMC	29.81	42.20	30.54	102.55	10.02%	8.81%	(9.03)	93.52					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		352.35	296.83	392.07	1,041.25			9.03	1,050.28					
Subtotal - Diverted		29.81	42.20	30.54	102.55			(9.03)	93.52	8.18%				
Residential														
Residential Solid Waste	RSMC	969.29	915.96	1,073.56	2,958.81			264.27	3,223.08					
Residential Curbside Recycling	RSMC	657.10	676.00	705.38	2,038.48	7.77%	7.64%	(155.73)	1,882.75					
Residential Curbside Organics	RSMC	1,351.01	1,207.61	1,184.27	3,742.89	2.90%	2.90%	(108.54)	3,634.35					
Subtotal - Disposed		969.29	915.96	1,073.56	2,958.81			264.27	3,223.08					
Subtotal - Diverted		2,008.11	1,883.61	1,889.65	5,781.37			(264.27)	5,517.10	63.12%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue	SBR				0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		3,547.45	3,503.84	3,553.63	10,604.92			510.70	11,115.62		11,115.62	3,223.08	7,892.54	11,115.62
Total Diverted		2,852.99	2,794.33	2,759.35	8,406.67			(510.70)	7,895.97		7,895.97	5,517.10	2,378.87	7,895.97
Total Diversion Rate		44.57%	44.37%	43.71%	44.22%				41.53%		41.53%	63.12%	23.16%	41.53%

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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
SAN MATEO COUNTY														
Commercial														
Commercial Solid Waste	RSMC	84.26	99.30	123.41	306.97			9.75	316.72					
Commercial Recycling	RSMC	19.35	18.09	20.20	57.64	10.02%	10.02%	(5.78)	51.86					
Commercial Organics	RSMC	10.56	10.30	15.13	35.99	11.05%, 1.46%	11.05%	(3.98)	32.01					
Subtotal - Disposed		84.26	99.30	123.41	306.97			9.75	316.72					
Subtotal - Diverted		29.91	28.39	35.33	93.63			(9.75)	83.88	20.94%				
MFD														
MFD Solid Waste	RSMC	7.55	9.03	9.43	26.01			0.17	26.18					
MFD Recycling	RSMC	0.80	0.06	0.85	1.71	10.02%	10.02%	(0.17)	1.54					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		7.55	9.03	9.43	26.01			0.17	26.18					
Subtotal - Diverted		0.80	0.06	0.85	1.71			(0.17)	1.54	5.55%				
Roll-Off														
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	10.02%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.00	0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Residential														
Residential Solid Waste	RSMC	205.19	205.04	216.66	626.89			72.22	699.11					
Residential Curbside Recycling	RSMC	175.40	177.85	186.42	539.67	7.77%	7.75%	(41.83)	497.84					
Residential Curbside Organics	RSMC	378.89	355.91	313.25	1,048.05	2.90%	2.90%	(30.39)	1,017.66					
Subtotal - Disposed		205.19	205.04	216.66	626.89			72.22	699.11					
Subtotal - Diverted		554.29	533.76	499.67	1,587.72			(72.22)	1,515.50	68.43%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		297.00	313.37	349.50	959.87			82.15	1,042.02		1,042.02	699.11	342.90	1,042.02
Total Diverted		585.00	562.21	535.85	1,683.06			(82.15)	1,600.91		1,600.91	1,515.50	85.42	1,600.91
Total Diversion Rate		66.33%	64.21%	60.52%	63.68%				60.57%		60.57%	68.43%	19.94%	60.57%

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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
WEST BAY														
Commercial														
Commercial Solid Waste	RSMC	38.33	43.59	42.29	124.21			4.08	128.29					
Commercial Recycling	RSMC	8.92	9.62	10.27	28.81	10.02%	10.02%	(2.89)	25.92					
Commercial Organics	RSMC	3.11	3.41	4.26	10.78	11.05%, 1.46%	11.05%	(1.19)	9.59					
Subtotal - Disposed		38.33	43.59	42.29	124.21			4.08	128.29					
Subtotal - Diverted		12.03	13.03	14.53	39.59			(4.08)	35.51	21.68%				
MFD														
MFD Solid Waste	RSMC	1.12	0.84	1.83	3.79			0.06	3.85					
MFD Recycling	RSMC	0.20	0.00	0.37	0.57	10.02%	10.02%	(0.06)	0.51					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		1.12	0.84	1.83	3.79			0.06	3.85					
Subtotal - Diverted		0.20	0.00	0.37	0.57			(0.06)	0.51	11.76%				
Roll-Off														
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	10.02%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	11.05%, 1.46%	0.00%	0.00	0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.00	0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Residential														
Residential Solid Waste	RSMC	82.36	88.19	99.90	270.45			37.32	307.77					
Residential Curbside Recycling	RSMC	79.18	88.16	97.13	264.47	7.77%	7.76%	(20.51)	243.96					
Residential Curbside Organics	RSMC	192.09	191.39	196.10	579.58	2.90%	2.90%	(16.81)	562.77					
Subtotal - Disposed		82.36	88.19	99.90	270.45			37.32	307.77					
Subtotal - Diverted		271.27	279.55	293.23	844.05			(37.32)	806.73	72.38%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00				0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00				0.00					
Total Disposed		121.81	132.62	144.02	398.45			41.46	439.91		439.91	307.77	132.14	439.91
Total Diverted		283.50	292.58	308.13	884.21			(41.46)	842.75		842.75	806.73	36.02	842.75
Total Diversion Rate		69.95%	68.81%	68.15%	68.94%				65.70%		65.70%	72.38%	21.42%	65.70%

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Member Agency/Type	Data Source	April	May	June	Quarter 2			RSMC Collection Diversion Quarter 2						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
TOTAL SBWMA														
Commercial														
Commercial Solid Waste	RSMC	6,346.19	6,509.50	6,713.17	19,568.86			814.47	20,383.33					
Commercial Recycling	RSMC	1,628.71	1,847.10	1,792.26	5,268.07	10.02%	8.76%	(461.66)	4,806.41					
Commercial Organics	RSMC	1,179.97	1,246.99	1,281.98	3,708.94	11.05%, 1.46%	9.51%	(352.81)	3,356.13					
Subtotal - Disposed		6,346.19	6,509.50	6,713.17	19,568.86			814.47	20,383.33					
Subtotal - Diverted		2,808.68	3,094.09	3,074.24	8,977.01			(814.47)	8,162.54	28.59%				
MFD														
MFD Solid Waste	RSMC	2,063.79	2,209.10	1,788.04	6,060.93			71.88	6,132.81					
MFD Recycling	RSMC	237.28	145.43	259.79	642.50	10.02%	10.00%	(64.23)	578.27					
MFD Organics	RSMC	20.99	20.59	27.68	69.26	11.05%, 1.46%	11.05%	(7.65)	61.61					
Subtotal - Disposed		2,063.79	2,209.10	1,788.04	6,060.93			71.88	6,132.81					
Subtotal - Diverted		258.27	166.02	287.47	711.76			(71.88)	639.88	9.45%				
Roll-Off														
Roll-Off Solid Waste	RSMC	1,854.39	1,887.45	1,965.93	5,707.77			72.77	5,780.54					
Roll-Off Recycling	RSMC	101.48	148.58	161.44	411.50	10.02%	9.23%	(37.99)	373.51					
Roll-Off Organics	RSMC	114.62	122.57	125.93	363.12	11.05%, 1.46%	9.58%	(34.78)	328.34					
Subtotal - Disposed		1,854.39	1,887.45	1,965.93	5,707.77			72.77	5,780.54					
Subtotal - Diverted		216.10	271.15	287.37	774.62			(72.77)	701.85	10.83%				
Residential														
Residential Solid Waste	RSMC	4,492.30	4,704.16	5,054.33	14,250.79			1,311.90	15,562.69					
Residential Curbside Recycling	RSMC	3,040.24	3,187.29	3,369.19	9,596.72	7.77%	7.66%	(734.69)	8,862.03					
Residential Curbside Organics	RSMC	6,980.63	6,512.73	6,410.62	19,903.98	2.90%	2.90%	(577.22)	19,326.76					
Subtotal - Disposed		4,492.30	4,704.16	5,054.33	14,250.79			1,311.90	15,562.69					
Subtotal - Diverted		10,020.87	9,700.02	9,779.81	29,500.70			(1,311.90)	28,188.80	64.43%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR	0.00	0.00	0.00	0.00									
Member Agency Recycling	SBR	0.00	0.00	0.00	0.00									
Member Agency Organics	SBR	0.00	0.00	0.00	0.00									
Member Agency Inert / C&D	SBR	0.00	0.00	0.00	0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		14,756.67	15,310.21	15,521.47	45,588.35			2,271.03	47,859.38		47,859.38	15,562.69	32,296.68	47,859.38
Total Diverted		13,303.92	13,231.28	13,428.89	39,964.09			(2,271.03)	37,693.07		37,693.07	28,188.80	9,504.27	37,693.07
Total Diversion Rate		47.41%	46.36%	46.39%	46.71%				44.06%		44.06%	64.43%	22.74%	44.06%

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
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	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	10	10	4	24	1	4	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Belmont	12	11	3	26	1	1	0	2	0	0	0	0	0	0	0	1	1	1	3	0	0	0	0	
Burlingame	14	13	2	29	4	2	1	7	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	
East Palo Alto	4	5	3	12	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
Foster City	19	11	4	34	1	2	0	3	0	0	0	0	1	0	0	1	1	0	1	0	0	0	0	
Hillsborough	16	8	3	27	0	0	2	2	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	
Menlo Park	15	23	11	49	1	2	4	7	0	0	0	0	1	1	0	2	0	1	1	2	0	0	0	
North Fair Oaks	3	7	1	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	32	40	12	84	3	1	1	5	0	0	0	0	1	0	1	2	1	0	1	2	0	0	0	
San Carlos	18	15	9	42	2	0	3	5	0	0	0	0	0	2	0	2	0	1	3	0	0	0	0	
San Mateo	30	32	6	68	3	3	0	6	0	0	0	0	1	0	0	1	0	0	2	2	0	0	0	
San Mateo County	10	9	3	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
West Bay	5	4	3	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals	188	188	64	440	16	15	11	42	0	0	0	0	4	4	1	9	4	6	6	16	0	0	0	

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	5	5	1	11	3	3	1	7	0	0	0	0	4	3	4	11	1	3	0	4
Belmont	13	8	8	29	1	2	4	7	0	0	0	0	5	10	5	20	1	2	2	5
Burlingame	14	12	13	39	10	3	4	17	0	0	0	0	16	9	9	34	0	5	4	9
East Palo Alto	12	10	10	32	1	0	4	5	1	0	0	1	1	2	4	7	0	0	3	3
Foster City	8	9	20	37	2	2	4	8	0	0	0	0	3	11	8	22	0	3	4	7
Hillsborough	5	6	5	16	2	6	4	12	0	0	0	0	1	4	0	5	1	0	7	8
Menlo Park	21	14	13	48	1	4	10	15	1	0	0	1	14	15	6	35	6	7	4	17
North Fair Oaks	5	2	8	15	0	1	0	1	1	0	0	1	2	0	4	6	0	1	1	2
Redwood City	33	22	23	78	8	3	9	20	0	0	0	0	25	14	16	55	2	1	5	8
San Carlos	22	6	14	42	13	3	13	29	1	0	0	1	19	9	13	41	2	11	2	15
San Mateo	44	33	48	125	11	10	11	32	0	0	0	0	36	33	15	84	12	18	5	35
San Mateo County	6	7	4	17	4	5	1	10	0	0	0	0	2	2	7	11	0	1	1	2
West Bay	3	2	2	7	1	1	0	2	0	0	0	0	7	2	0	9	2	0	0	2
Totals	191	136	169	496	57	43	65	165	4	0	0	4	135	114	91	340	27	52	38	117

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2011

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
April	20,991	18,799	2,192	10.44%	38.14	60.22%	202
May	19,599	18,527	1,072	5.47%	27.68	74.76%	200
June	20,153	19,395	758	3.76%	23.31	80.17%	210
Quarter 2	60,743	56,721	4,022	6.62%	29.64	71.79%	612

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2011

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	0	0	4	4	0	0	0	0	0	0	0	0
Belmont	38	52	6	96	0	0	0	0	88	20	0	108
Burlingame	29	39	10	78	0	0	0	0	32	0	37	69
East Palo Alto	20	10	2	32	0	0	0	0	0	50	64	114
Foster City	12	12	3	27	0	0	0	0	0	0	0	0
Hillsborough	0	2	4	6	0	0	0	0	0	0	0	0
Menlo Park	23	9	19	51	0	0	0	0	50	13	0	63
North Fair Oaks	21	22	3	46	0	0	0	0	15	38	0	53
Redwood City	58	111	12	181	0	0	0	0	49	64	70	183
San Carlos	44	178	14	236	0	0	0	0	12	4	15	31
San Mateo	118	62	14	194	0	0	0	0	277	240	97	614
San Mateo County	0	0	10	10	0	0	0	0	0	0	21	21
West Bay	4	1	7	12	0	0	0	0	0	0	0	0
Totals	367	498	108	973	0	0	0	0	523	429	304	1,256

2011 LIQUIDATED DAMAGES

COLLECTION QUALITY

1.A, 1.B, 1.C Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days															
8.01.A, 8.02.H,															
	April			May			June			Q2	Q3	Q4	2011	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	1	\$ 150
Belmont	1	0	0	1	0	0	1	0	0	-	-	-	-	2	\$ 150
Burlingame	1	0	0	1	0	0	-	0	0	-	-	-	-	2	\$ 150
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	1	\$ 150
Foster City	1	0	0	-	0	0	-	0	0	-	-	-	-	2	\$ 150
Hillsborough	1	0	0	1	0	0	-	0	0	-	-	-	-	1	\$ 150
Menlo Park	-	0	0	1	0	0	1	0	0	-	-	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	1	\$ 150
Redwood City	1	0	0	-	0	0	1	0	0	-	-	-	-	6	\$ 150
San Carlos	-	0	0	3	0	0	1	0	0	-	-	-	-	3	\$ 150
San Mateo	-	0	0	-	0	0	2	0	0	-	-	-	-	6	\$ 150
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	1	\$ 150
	5	0	0	7	0	0	6	0	0	-	-	-	-	31	

2. Complaints regarding failure to provide new service or change existing service level within five (5) business days															
8.02.C * Per Attachment J, to be reported after month six															
	April			May			June			Q2	Q3	Q4	2011	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	1	\$ 100
	-	0	0	-	0	0	-	0	0	-	-	-	-	59	

3. Complaints regarding improper container placement															
8.02.B.1 * Per Attachment J, to be reported after month six															
	April			May			June			Q2	Q3	Q4	2011	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	12	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	36	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	23	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	35	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	20	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	14	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	94	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	46	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	105	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	11	\$ 50
	-	0	0	-	0	0	0	0	0	-	-	-	-	500	

2011 LIQUIDATED DAMAGES

4. Distribution of less than 50% of required non-collection notices

	April			May			June			Q2	Q3	Q4	2011	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 25
	-	0	0	-	0	0	0	0	0	-	-	-	-	0	

5. Excessive noise complaints

8.02.J

	April			May			June			Q2	Q3	Q4	2011	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	4	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	4	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	3	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	2	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	2	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	6	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	1	\$ 50
	-	0	0	-	0	0	0	0	0	-	-	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	April			May			June			Q2	Q3	Q4	2011	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	250	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	250	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	250	0	\$ 250
East Palo Alto	-	-	0	1	1	250	-	-	0	250	-	-	250	0	\$ 250
Foster City	1	1	250	-	-	0	-	-	0	250	-	-	250	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
Menlo Park	1	1	250	1	1	250	-	-	0	500	-	-	500	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
Redwood City	1	1	250	-	-	0	1	1	250	500	-	-	1,250	0	\$ 250
San Carlos	-	-	0	2	2	500	-	-	0	500	-	-	1,500	0	\$ 250
San Mateo	1	1	250	-	-	0	-	-	0	250	-	-	750	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
	4	4	1,000	4	4	1,000	1	1	250	2,250	-	-	5,250	-	

2011 LIQUIDATED DAMAGES

7.A, 7.B,

Complaints regarding spills of discarded materials and failure to clean up those spills

8.02.I

	April			May			June			Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	3	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	9	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	8	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	5	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	9	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	5	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	3	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	22	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	11	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	25	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	3	\$ 50
	-	0	0	-	0	0	-	0	0	-	-	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.I

	April			May			June			Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 500
	-	0	0	-	0	0	-	0	0	-	-	-	-	0	0

CUSTOMER SERVICE QUALITY

1. Resolution or remedy of complaints or inquiries beyond 10 business days of receipt of the complaint or inquiry

7.02.D

* Per Attachment J, to be reported after month six

	April			May			June			Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	-	-	-	-	-	-

2011 LIQUIDATED DAMAGES

REPORTING

1. Late submittal of reports, applications, proposals or other submittals

	April			May			June			Q2	Q3	Q4	2011	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	-	-	-	-	-	

2. Accuracy of submittals: corrections or restatements submitted more than two (2) business after notification

	April			May			June			Q2	Q3	Q4	2011	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	-	-	-	-	-	

3. Late submittal of billing review report

7.01.E

	April			May			June			Q2	Q3	Q4	2011	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	-	-	-	-	0	

2011 LIQUIDATED DAMAGES

OTHER

1. Disposal of recyclable materials without written approval															
8.02.D															
	April			May			June			Q2	Q3	Q4	2011	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	-	-	-	-	-	

Disposal of organic materials without written approval															
8.02.D															
	April			May			June			Q2	Q3	Q4	2011	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	-	-	-	-	-	

2. Recyclable materials not delivered to the designated transfer and processing facility															
6.01															
	April			May			June			Q2	Q3	Q4	2011	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	-	-	-	-	-	

2011 LIQUIDATED DAMAGES

Solid waste or organic materials not delivered to the designated transfer and processing facility

6.01

	April			May			June			Q2	Q3	Q4	2011	Tonnage	LD per Ton Solid Waste/ Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount						
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	2,250	-	-	5,250	-	

Quarterly Single-Family Missed Pick-Up Initial Complaints Incentive/Disincentive Rate Year 2011

Agency	Monthly Service Opportunities Calculation	Number of Monthly Service Opportunities	0.0333%	0.1000%	Number of Complaints			Incentive			Disincentive			\$50	\$50
			Incentive Level Threshold Less than 1 per 3,000 Service Opportunities	Disincentive Level Threshold More than 1 per 1,000 Service Opportunities	Apr	May	Jun	Apr	May	Jun	Apr	May	Jun	Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint
Quarter 2															
Atherton	2375 x 3 x 4.33	30,851	10	31	10	10	4	0	0	6	0	0	0	\$300	\$0
Belmont	6688 x 3 x 4.33	86,877	29	87	12	11	3	17	18	26	0	0	0	\$3,050	\$0
Burlingame	6532 x 3 x 4.33	84,851	28	85	14	13	2	14	15	26	0	0	0	\$2,750	\$0
East Palo Alto	4183 x 3 x 4.33	54,337	18	54	4	5	3	14	13	15	0	0	0	\$2,100	\$0
Foster City	6722 x 3 x 4.33	87,319	29	87	19	11	4	10	18	25	0	0	0	\$2,650	\$0
Hillsborough	3636 x 3 x 4.33	47,232	16	47	16	8	3	0	8	13	0	0	0	\$1,050	\$0
Menlo Park	7908 x 3 x 4.33	102,725	34	103	15	23	11	19	11	23	0	0	0	\$2,650	\$0
North Fair Oaks	2615 x 3 x 4.33	33,969	11	34	3	7	1	8	4	10	0	0	0	\$1,100	\$0
Redwood City	17251 x 3 x 4.33	224,090	75	224	32	40	12	43	35	63	0	0	0	\$7,050	\$0
San Carlos	8610 x 3 x 4.33	111,844	37	112	18	15	9	19	22	28	0	0	0	\$3,450	\$0
San Mateo	19920 x 3 x 4.33	258,761	86	259	30	32	6	56	54	80	0	0	0	\$9,500	\$0
San Mateo County	4948 x 3 x 4.33	64,275	21	64	10	9	3	11	12	18	0	0	0	\$2,050	\$0
West Bay	2124 x 3 x 4.33	27,591	9	28	5	4	3	4	5	6	0	0	0	\$750	\$0
Totals														\$38,450	\$0

Quarterly Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2011

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Apr	May	Jun			Apr	May	Jun	Total
Atherton	1	4	0	N/A	0	(\$50)	(\$200)	\$0	(\$250)
Belmont	1	1	0	N/A	0	(\$50)	(\$50)	\$0	(\$100)
Burlingame	4	2	1	N/A	0	(\$200)	(\$100)	(\$50)	(\$350)
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	1	2	0	N/A	0	(\$50)	(\$100)	\$0	(\$150)
Hillsborough	0	0	2	N/A	0	\$0	\$0	(\$100)	(\$100)
Menlo Park	1	2	4	N/A	0	(\$50)	(\$100)	(\$200)	(\$350)
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	3	1	1	N/A	0	(\$150)	(\$50)	(\$50)	(\$250)
San Carlos	2	0	3	N/A	0	(\$100)	\$0	(\$150)	(\$250)
San Mateo	3	3	0	N/A	0	(\$150)	(\$150)	\$0	(\$300)
San Mateo County	0	0	0	N/A	0	\$0	\$0	\$0	\$0
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	16	15	11			(\$800)	(\$750)	(\$550)	(\$2,100)

Recology San Mateo County

		Quarterly	Average Speed of Answer	Incentive/Disincentive		Rate Year 2011		
Aggregate SBWMA						\$500	\$500	
Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Quarterly Net Amount	
Quarter 2								
Month								
April	38	15	30	0	8	\$0	(\$3,855)	(\$3,855)
May	26	15	30	0	0	\$0	\$0	\$0
June	22	15	30	0	0	\$0	\$0	\$0
Totals						\$0	(\$3,855)	(\$3,855)
		Year 2010						
	Agency	Solid Waste Tons						
	Atherton	3,031				\$0	(\$56)	(\$56)
	Belmont	11,159				\$0	(\$206)	(\$206)
	Burlingame	25,339				\$0	(\$468)	(\$468)
	East Palo Alto	13,120				\$0	(\$242)	(\$242)
	Foster City	13,589				\$0	(\$251)	(\$251)
	Hillsborough	3,805				\$0	(\$70)	(\$70)
	Menlo Park	19,265				\$0	(\$356)	(\$356)
	North Fair Oaks	6,849				\$0	(\$127)	(\$127)
	Redwood City	42,677				\$0	(\$788)	(\$788)
	San Carlos	15,351				\$0	(\$284)	(\$284)
	San Mateo	47,351				\$0	(\$874)	(\$874)
	San Mateo County	5,278				\$0	(\$98)	(\$98)
	West Bay	1,955				\$0	(\$36)	(\$36)
		208,769				\$0	(\$3,855)	(\$3,855)

Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2011

Aggregate SBWMA \$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Incentive Threshold of Calls SBWMA Service Area	Disincentive Threshold of Calls SBWMA Service Area	Incentive Number of Calls	Disincentive Number of Calls	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Quarter 2 \$5
Month

April	4909	N/A	0	N/A	4,909	N/A	(\$24,545)
May	2,367	N/A	0	N/A	2,367	N/A	(\$11,835)
June	1,541	N/A	0	N/A	<u>1,541</u>	N/A	<u>(\$7,705)</u>
Totals					8,817		(\$44,085)

		Year 2010 Tons of Solid Waste Collected			
	Agency				
	Atherton	3,031		N/A	(\$640)
	Belmont	11,159		N/A	(\$2,356)
	Burlingame	25,339		N/A	(\$5,351)
	East Palo Alto	13,120		N/A	(\$2,771)
	Foster City	13,589		N/A	(\$2,870)
	Hillsborough	3,805		N/A	(\$803)
	Menlo Park	19,265		N/A	(\$4,068)
	North Fair Oaks	6,849		N/A	(\$1,446)
	Redwood City	42,677		N/A	(\$9,012)
	San Carlos	15,351		N/A	(\$3,242)
	San Mateo	47,351		N/A	(\$9,999)
	San Mateo County	5,278		N/A	(\$1,115)
	West Bay	<u>1,955</u>		N/A	<u>(\$413)</u>
		208,769		N/A	(\$44,085)

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2011

Quarter 2

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	9,455.46	20.00%	7.77%	-12.23%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	5,627.52	8.00%	10.02%	2.02%	114	\$70	\$7,957
Residential Organic Materials	19,903.98	5.00%	2.90%	-2.10%	N/A	\$70	N/A
Commercial Organic Materials	3,490.95	10.00%	11.05%	1.05%	37	\$70	\$2,566
Multi-Family and Commercial Plant Materials	650.37	5.00%	1.46%	-3.54%	N/A	\$70	N/A
						Total	\$10,523

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Contamination Mitigation Procedures

Collectively, RSMC representatives participated in over 40 ride-a-longs with commercial and residential recycling and compost drivers during the second quarter of 2011. While on the ride-a-longs, representatives were able to identify problem accounts and tag customer containers with non-collection and/or courtesy notices. This would then prompt follow-up with the customers either by the Commercial Recycling Promotion Team or Customer Service Representatives, who contacted customers and advised them of the contamination that was found and provide them with information about how to properly divert materials.

Additional monitoring was conducted through load checks performed at the transfer station and MRF (Materials Recovery Facility). Load checks helped to identify routes with higher than allowable contamination levels. Route manifests would then be used to perform on-site contamination site checks for further investigation, and when necessary, tagging of containers and follow-up with customers. Over 2900 contamination site checks were conducted at commercial and MFD locations in Q2.

Based upon the results of the Q2 Contamination Sampling, these procedures were extremely helpful in mitigating contamination and will be used routinely going forward.

Re-Organization

Tim Hester has joined the RSMC team as our Assistant General Manager. Tim comes to us from Sunset Scavenger Company, where he has spent the past 7 years as the Operations Manager. Tim's 20 years of operational acumen along with his first hand knowledge of Recology's high standard of customer service will compliment our operations and customer service team.

Additionally, after spearheading the successful implementation plan and start up of Recology San Mateo County, Gino Gasparini will transition from his Operations Manager role into that of his prior role in the community as Public Affairs Manager. In this role, Gino will continue to represent Recology throughout San Mateo County.

Also Jeannette Haskell has been named Customer Service Manager. Jeannette comes to RSMC from Recology Silicon Valley, where she was the Customer Service Manager. Jeannette's 20 years of industry experience in the Customer Service arena will be a key component in the success of the Customer Service department.

Storm Water Inspections

RSMC passed both the CUPA and County Storm Water inspections with no violations. Additionally, all Drivers and Shop Maintenance personnel have been trained on Hazardous Waste management.

SIGNIFICANT CHALLENGES

Parking Plan Implementation

Due to the discontinued lease by the SBWMA with the neighboring Hatcher Press property and at the request and urging of the SBWMA, RSMC employees must now park their personal vehicles in the North section of the collection yard, which previously was used for collection vehicle parking and cart/bin/debris box storage. While the transition has been smooth, it has made for a very condensed parking area for the collection vehicles thus increasing the risk of the fleet to loss in the event of a truck fire. RSMC is still assessing the impacts of the loss of container, cart, and debris box storage space.

Container Conversions/Refurbishment

While the purchase of used containers by RSMC from the previous service provider saved the Member Agencies close to \$2 million dollars, RSMC has incurred over \$500,000 in expenses refurbishing and converting approximately 2000 rear end loader bins to front end loader bin. Additionally, approximately 2.5% (225) of the 9009 that were purchased from the previous contractor have had to be junked and replaced with new RSMC stock.

Call Center Metrics

With the average volume of calls seemingly leveling out at about 20,000 calls per month, it is still above the average annual call volume of our predecessor by over 4,000 calls per month. These additional calls hamper our ability to achieve call center metrics set forth in Attachment I that were developed using the projected call volume established by our predecessor. Additionally, due to the delay in the approval of our 2011 rate increases, we are subject to dramatic spikes in call volumes in the subsequent weeks following a billing cycle. In addition to the increases in call volumes, we have incurred thousands of cart exchange requests that continue to strain our resources. While we continue to be successful in achieving an average call answer time of less than 30 seconds, the spike in call volumes result in our inability to answer all calls in less than the required 90 seconds.

Excessive Data Entry Required to meet the Reporting Requirements

The data entry necessary to generate the required information for the Monthly and Quarterly Reports has become a major component of the Commercial Recycling Promotion Team's duties. Entering information into multiple systems and documents in order to meet the Reporting Requirements and additional requests for data occupies nearly half of the Waste Zero Specialists time; time that would be better served in the field implementing new diversion programs and providing the technical assistance necessary for successful recycling and compost programs.

Recology is discussing possible revisions to the reporting requirements in order to develop reports that are not only streamlined, but will serve as a more user-friendly and effective tool for the Member Agencies.

Scavenging of Recyclable Materials

Scavenging of recyclables is a major problem throughout San Mateo County and we believe it accounts for a significant reduction in the recycling volumes collected by RSMC and delivered to the Shoreway Environmental Center.

During this past Quarter, Recology discovered a recycling collection facility located in San Mateo. Recology representatives witnessed numerous trucks filled to the brim with cardboard and lined up, waiting to unload and presumably be paid for the materials. Increased value in cardboard, recently as high as \$245.00/ton, is a major incentive for scavengers and can account for the impact it has on recycling volumes. This photo was recently taken and depicts that even families may be getting into the act of scavenging as evidenced from a bale of cardboard in the back of the mini-van.



The California Public Resources Code Section 41950-41956 states that materials placed in designated recycling collection locations become the property of the “authorized recycling agent of the city or county”. Per the Franchise Agreements, RSMC is authorized to collect and required to bring the recyclable materials to the Shoreway Environmental Center.

RSMC understands that resources are limited and enforcement of the California Public Resource Codes is difficult at best. RSMC would like to collaborate with the Member Agencies to develop a plan to address the issues associated with scavenging with the hopes of increasing the collection of valuable resources, such as cardboard and CRV (California Redemption Value) bottle and cans for processing at the Shoreway Environmental Center, which will help increase commodity revenues and diversion levels for the Member Agencies.

Compost Diversion Programs Not Cost Effective

While working with commercial and MFD (multi-family dwelling) customers, RSMC has found that often times, the reduced rates offered for compost programs is not off-set by reductions in MSW service and can incur increased costs for customers.

As an example, a commercial customer interested in starting a compost program to convert their 3-yard MSW bin to a 2-yard MSW bin and adding a 1-yard compost bin would actually increase their monthly costs, under the current rate schedule of some of the Member Agencies.

Developing a rate structure that encourages composting, yet covers the costs associated with the collection and processing of all materials, would help with the recruitment of new compost accounts and increased diversion for the Member Agencies.

An analysis of this cost disincentive is currently being compiled, including recommended changes that would remedy this disincentive to divert organics.

J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT

SUMMARY OF TRAINING AND PROFESSIONAL DEVELOPMENT ACTIVITIES FOR THE COMMERCIAL RECYCLING PROMOTION AND SUPERVISORY STAFF

The table below is a summary of Quarter 2 training and professional development activities for the Commercial Recycling Promotion and supervisory staff:

Training and Professional Development Activities		
Attendee	Eco Tuesday Meet Up	San Mateo County 2011 Master Composter Program
Maybo AuYeung		X
Erin McNichol	X	
Mia Rossi		X

Eco Tuesday Meet Up is a monthly event to network with representatives from businesses in the green industry. On May 3, 2011, Waste Zero Specialist Erin McNichol attended this event, which included a presentation given by U.S. Green Building Council on Green Building Updates in Northern California.

2011 San Mateo County Master Composter Program is a 3 hour weekly educational program held over a 14 week period. This program includes lectures, hands-on experiences, and fieldtrips, which teach the fundamentals of recycling, composting, and vermicomposting. Waste Zero Specialists Mia Rossi and Maybo AuYeung completed the 14 week course and earned the title of Master Composter. As part of the course's required 50 hours of community service, Mia and Maybo volunteered at the San Mateo County Fair, staffing the Master Composter booth and educating attendees about backyard composting and vermicomposting. This venue also provided Mia and Maybo the opportunity to educate attendees about the recycling and compost services provided by Recology San Mateo County.

A DESCRIPTION OF THE STRATEGY AND OVERALL APPROACH TO ATTRACT AND RETAIN A HIGH QUALITY AND EFFECTIVE COMMERCIAL RECYCLING PROMOTION PROGRAM AND SUPERVISORY STAFF

Recology is recognized in the industry for its environmental commitments. We utilize our well-established networks to recruit the best-suited members for our diversion teams by posting on specific "green industry" list serves that target individuals in the field of waste reduction. We support growth and leadership development amongst our employees and encourage educational opportunities both internally and externally. By providing employees with a competitive wage and comprehensive benefits package as part of their overall compensation, Recology is able to attract and retain strong talent.

A DESCRIPTION AND STATUS OF MEETING THE GOALS AND OBJECTIVES FOR THE COMMERCIAL RECYCLING PROMOTION TEAM AND HOW THESE GOALS AND OBJECTIVES ARE TIED TO THE COMPENSATION INCENTIVE PLAN.

As stated in our Quarterly Report submitted on April 30, 2011, our goals were to recruit new recycling and compost customers and enhance the existing diversion programs in place in order to increase the volume of recyclable materials and the tonnages for compostable materials at the Shoreway Facility.

In Quarter 2, RSMC implemented approximately 275 new recycling services and 110 new compost services through our Customer Service Department, over 70 of those new services are directly attributed to the outreach that was performed by the Commercial Recycling Promotion Team. To support the new starts, the team provided technical assistance and the follow-up necessary for a successful program, which included on-site trainings and presentations, delivery of internal containers and the distribution of Public Education materials.

RSMC exceeded our Q2 goals for *Site Assessments and **Site Checks as follows:

Q2 Site Assessments Goal	Q2 Site Assessments Performed	Q2 Site Checks Goal	Q2 Site Checks Performed
253	349	845	1393

A detailed list of the Site Assessments performed in each Member Agency is outlined in the table below:

Member Agency	Number of Top 100 MSW Generators	Site Assessments Completed		Number of Site Assessments Remaining
		Quarter 1	Quarter 2	
Atherton	24	1	3	20
Belmont	100	42	37	21
Burlingame	100	18	44	38
East Palo Alto	100	25	30	45
Foster City	100	29	26	45
Hillsborough	6	1	5	0
Menlo Park	100	9	36	55
North Fair Oaks / County	100	6	17	77
Redwood City	100	19	37	44
San Carlos	100	17	49	34
San Mateo	100	32	51	17
West Bay Sanitary District	29	0	14	15
Total	959	199	349	411

*Site Assessments are waste audits that are performed for the Top 100 MSW Generators in each Member Agency. Per Section 7.04, RSMC is required to conduct these Site Assessments annually.

**Site Checks are visual on-site Collection Container assessments for all commercial generators. Per Section 7.04, RSMC is required to conduct Site Checks at least once every three years for all commercial accounts.

RSMC's goal is to continue to increase diversion by implementing new compost and recycling programs and working with customers to maximize their existing programs. It is also important to make sure that the recycling and compost materials coming into the South Bay Recycling facility have limited contamination. We will also continue to perform Site Assessments of the Top 100 MSW Generators and conduct Site Checks to verify service levels and container counts of commercial accounts.

With that in mind, the following goals have been set for the Commercial Recycling Promotion Team for Quarter 3:

- Increase commercial diversion tonnage
- Increase the commercial recycling customer base
- Decrease commercial solid waste disposal tonnage
- Perform Annual Site Assessments on the Top 100 MSW Generators
- Conduct Site Checks and bin verification of on-site collection container assessments at commercial accounts to meet our requirement of one Site Check every 3 years
- Monitor contamination of commercial recycling and organic (compost) materials

We will achieve these quarterly goals, through the metrics outlined below:

- Each Waste Zero Specialist to implement new and/or increase a minimum of 30 recycling or compost services
- Each Waste Zero Specialist and Diversion Auditor to perform a minimum of 25 Site Assessments of the Top 100 MSW Generators
- Each Waste Zero Specialist and Diversion Auditor to perform a minimum of 85 site checks of Commercial or MFD customers
- Each Diversion Auditor to conduct a minimum of 75 Load Checks of Commercial recycling at the MRF or organics (compost) at the transfer station
- Each Diversion Auditor to conduct a minimum of 150 Contamination Site Checks at Commercial or MFD locations

A DESCRIPTION OF CONTRACTOR'S SALES STRATEGY FOR MAINTAINING AND/OR EXPANDING THE EXISTING COMMERCIAL RECYCLING ACCOUNT BASE AND DIVERSION LEVELS

To support our goals of increasing diversion and minimizing contamination, RSMC will utilize Site Assessments and Site Checks to identify the needs of customers and provide the most effective technical assistance to them. RSMC will use the following strategies to support these efforts.

- Provide professional sales training for the Waste Zero Specialists. Recology has invested in an online Learning Management System to promote the ongoing training and development of our

employees in professional positions. The online training includes a vast array of training topics including sales, project management, leadership and effective communication.

- Target customers with 0% diversion to implement new recycling and/or compost services
- Work with individual Member Agencies to identify existing scavenging ordinances when applicable, and assist with developing an ordinance if there is not one in place. Furthermore, Recology will work collaboratively with city staff on the procedures necessary to enforce these ordinances.
- Continue to follow-up with accounts, especially new compost and recycling accounts to determine if the program(s) are being utilized properly. RSMC will provide additional trainings and presentations as needed or per request.
- Continue to provide Buddy Bags and internal containers to customers.
- Provide customers with alternative methods for disposing of non-recyclable material, including non-profit organizations and local non-profit or charitable organizations and through on-line resources, such as Craigslist and Freecycle.
- Provide customers with hazardous waste brochures and explain options for disposing of hazardous waste in an environmentally-sound manner using established programs throughout the County.

To minimize contamination RSMC has developed the following strategies in Q2 and will continue to utilize them to address contamination in recycling and compost programs:

Contamination Site Checks:

Members of the Commercial Recycling Promotion Team routinely conduct Contamination Site Checks at commercial accounts. When contamination is found, the Recology representative will speak to the customer on-site. If the customer is not available, a Non-collection/Correction Tag is left on the container. Tags are submitted to the Customer Service Department, allowing a CSR to notify the customer of the contamination found. This provides the customer with the option of removing the contamination so the container(s) can be serviced properly, or they are otherwise serviced as garbage. The Non-Collection/Correction Tag information is documented on the customer's account.

Follow-up with the customer sometimes requires a site visit by a Waste Zero Specialists who will offer customers the necessary tools to properly handle materials, including internal containers, posters, dock signs and/or trainings. DAs are expected to perform a combined 300 Contamination Site Checks in Quarter 3.

Load Checks at the MRF / Transfer Station

Diversion Auditors assess the contents of tipped materials from recycling and compost collection trucks. Assessments are noted on a load check form, which includes the date of the assessment, day of the week, route #, driver name, estimation % of contamination in load, observed contaminants, approximate location within the load of the concentrated contamination (if any), and observer comments.

Results are documented in a spreadsheet to allow for the tracking of troubled routes and/or areas, which allows Waste Zero Specialists and Diversion Auditors the opportunity to educate customers on acceptable and unacceptable materials in the different material streams and to help correct the contamination. Photographs are also used to document our findings and, when necessary, are shared with customers.

Ride-A-Longs

Ride-A-Longs have been utilized to monitor contamination in the Commercial and MFD Sectors. Throughout Quarter 2, the Commercial Recycling Promotion Team collectively participated in approximately 50 ride-a-longs with commercial recycling and organics (Compost) drivers. Working collaboratively with the drivers to identify “troubled accounts”, recycling containers are tagged and procedures outlined in the “Contamination Site Checks” section above are followed.

A DESCRIPTION OF THE SERVICES PROVIDED TO THE COMMERCIAL AND AGENCY FACILITY SECTORS.

Services provided by Recology to our Commercial and Agency Facilities include Single-Stream Recycling, Compost and Solid Waste Material collection. Support services provided include conducting Site Assessments and Site Checks, determining adequate and most cost effective service levels, providing presentations and trainings and distributing public education materials and internal containers.

A DETAILED ACCOUNT OF DIVERSION STATISTICS FOR THE COMMERCIAL AND AGENCY FACILITY SECTORS

A detailed account of the diversion statistics is included in the 2nd Quarter 2011 Report detail file in a tab labeled MID Diversion Level.