



QUARTERLY REPORT TO THE SBWMA
FOR 4th Quarter 2012

Submitted January 30, 2013



January 30, 2013

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 4th Quarter 2012 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
4th Quarter 2012**

**Submitted
JANUARY 30, 2013**



4th QUARTER 2012 REPORT

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4th QUARTER 2012 REPORT

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.

Tonnage Allocations – During Quarter 4, system tonnage allocations were updated as follows: effective October 1 due to service day changes in the City of Menlo Park; effective October 2 due to updated residential organics cart counts in the City of Menlo Park; effective November 1 due to the reclassification of customers to their appropriate jurisdictions.

Bulky item collection tonnage is allocated based on the number of collection events for solid waste and on the basis of the number of items collected for recyclables. The allocation methodology is applied consistently each month.



4th QUARTER 2012 REPORT

SUMMARY

Total commercial solid waste tonnage collected:	31,896.18
Total commercial recyclables tonnage collected:	7,017.56
Total commercial organics tonnage collected:	5,786.52
Total residential solid waste tonnage collected:	15,537.88
Total residential recyclables tonnage collected:	11,163.26
Total residential organics tonnage collected:	22,229.01
Overall Calculated Diversion rate:	49.34% (47.04%) ¹
Commercial Diversion rate:	28.64% (26.93%) ¹
Residential Diversion rate:	68.24% (65.41%) ¹
Number of inquiries, service requests and complaints received:	14,388
Number of Customer Service calls received:	43,914
Average Hold Time for Customer Service calls:	15.59 seconds
On-site customer assessments and visual audits conducted:	116
Quality Assurance Program contact calls initiated:	647

¹ This percentage includes the calculated contamination

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				RSMC Collection Diversion Quarter 4					
		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
ATHERTON														
Commercial														
Commercial Solid Waste	RSMC	43.08	43.46	50.43	136.97			5.73	142.70					
Commercial Recycling	RSMC	13.99	11.86	14.22	40.07	9.10%	9.10%	(3.65)	36.42					
Commercial Organics	RSMC	26.45	28.68	53.93	109.06	3.7%, 0.2%	1.91%	(2.09)	106.97					
Subtotal - Disposed		43.08	43.46	50.43	136.97			5.73	142.70					
Subtotal - Diverted		40.44	40.54	68.15	149.13			(5.73)	143.40	50.12%				
MFD														
MFD Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
MFD Recycling	RSMC	0.00	0.00	0.00	0.00	9.10%	0.00%	0.00	0.00					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	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%				
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	9.10%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	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	157.02	156.72	159.46	473.20			83.87	557.07					
Residential Curbside Recycling	RSMC	123.66	120.43	124.92	369.01	8.10%	8.02%	(29.60)	339.41					
Residential Curbside Organics	RSMC	767.93	750.23	948.92	2,467.08	2.20%	2.20%	(54.28)	2,412.80					
Subtotal - Disposed		157.02	156.72	159.46	473.20			83.87	557.07					
Subtotal - Diverted		891.59	870.66	1,073.84	2,836.09			(83.87)	2,752.22	83.17%				
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		200.10	200.18	209.89	610.17			89.60	699.77		699.77	557.07	142.70	699.77
Total Diverted		932.03	911.20	1,141.99	2,985.22			(89.60)	2,895.62	2,895.62	2,752.22	143.40	2,895.62	2,895.62
Total Diversion Rate		82.33%	81.99%	84.47%	83.03%				80.54%	80.54%	83.17%	50.12%	80.54%	80.54%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
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Member Agency/Type	Data Source	October	November	December	Quarter 4				RSMC Collection Diversion Quarter 4					
		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	203.40	202.21	214.70	620.31			18.76	639.07					
Commercial Recycling	RSMC	58.37	48.78	55.28	162.43	9.10%	9.10%	(14.78)	147.65					
Commercial Organics	RSMC	39.89	40.44	43.56	123.89	3.7%, 0.2%	3.21%	(3.98)	119.91					
Subtotal - Disposed		203.40	202.21	214.70	620.31			18.76	639.07					
Subtotal - Diverted		98.26	89.22	98.84	286.32			(18.76)	267.56	29.51%				
MFD														
MFD Solid Waste	RSMC	194.11	185.51	197.70	577.32			12.84	590.16					
MFD Recycling	RSMC	43.95	44.57	45.98	134.50	9.10%	9.10%	(12.23)	122.27					
MFD Organics	RSMC	5.53	5.49	5.46	16.48	3.7%, 0.2%	3.70%	(0.61)	15.87					
Subtotal - Disposed		194.11	185.51	197.70	577.32			12.84	590.16					
Subtotal - Diverted		49.48	50.06	51.44	150.98			(12.84)	138.14	18.97%				
Roll-Off														
Roll-Off Solid Waste	RSMC	41.25	46.88	36.05	124.18			0.05	124.23					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	9.10%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	1.72	0.00	1.72	3.7%, 0.2%	3.09%	(0.05)	1.67					
Subtotal - Disposed		41.25	46.88	36.05	124.18			0.05	124.23					
Subtotal - Diverted		0.00	1.72	0.00	1.72			(0.05)	1.67	1.32%				
Residential														
Residential Solid Waste	RSMC	285.29	306.20	294.90	886.39			86.24	972.63					
Residential Curbside Recycling	RSMC	251.90	261.88	261.99	775.77	8.10%	8.03%	(62.27)	713.50					
Residential Curbside Organics	RSMC	370.36	347.77	371.05	1,089.18	2.20%	2.20%	(23.96)	1,065.22					
Subtotal - Disposed		285.29	306.20	294.90	886.39			86.24	972.63					
Subtotal - Diverted		622.26	609.65	633.04	1,864.95			(86.24)	1,778.71	64.65%				
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		724.05	740.80	743.35	2,208.20			117.89	2,326.09		2,326.09	972.63	1,353.47	2,326.09
Total Diverted		770.00	750.65	783.32	2,303.97			(117.89)	2,186.08		2,186.08	1,778.71	407.36	2,186.08
Total Diversion Rate		51.54%	50.33%	51.31%	51.06%				48.45%		48.45%	64.65%	23.13%	48.45%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				RSMC Collection Diversion Quarter 4					
		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	736.24	711.50	734.22	2,181.96			69.74	2,251.70					
Commercial Recycling	RSMC	237.60	229.60	231.24	698.44	9.10%	7.35%	(51.32)	647.12					
Commercial Organics	RSMC	242.92	250.26	290.22	783.40	3.7%, 0.2%	2.35%	(18.42)	764.98					
Subtotal - Disposed		736.24	711.50	734.22	2,181.96			69.74	2,251.70					
Subtotal - Diverted		480.52	479.86	521.46	1,481.84			(69.74)	1,412.10	38.54%				
MFD														
MFD Solid Waste	RSMC	271.50	266.09	271.88	809.47			21.88	831.35					
MFD Recycling	RSMC	77.46	75.67	79.90	233.03	9.10%	9.09%	(21.18)	211.85					
MFD Organics	RSMC	6.24	6.16	6.40	18.80	3.7%, 0.2%	3.70%	(0.70)	18.10					
Subtotal - Disposed		271.50	266.09	271.88	809.47			21.88	831.35					
Subtotal - Diverted		83.70	81.83	86.30	251.83			(21.88)	229.95	21.67%				
Roll-Off														
Roll-Off Solid Waste	RSMC	794.01	718.66	707.27	2,219.94			3.40	2,223.34					
Roll-Off Recycling	RSMC	15.12	17.66	13.72	46.50	9.10%	7.31%	(3.40)	43.10					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	0.00%	0.00	0.00					
Subtotal - Disposed		794.01	718.66	707.27	2,219.94			3.40	2,223.34					
Subtotal - Diverted		15.12	17.66	13.72	46.50			(3.40)	43.10	1.90%				
Residential														
Residential Solid Waste	RSMC	327.64	326.55	334.82	989.01			100.59	1,089.60					
Residential Curbside Recycling	RSMC	277.12	275.87	284.24	837.23	8.10%	8.04%	(67.35)	769.88					
Residential Curbside Organics	RSMC	484.03	460.92	565.83	1,510.78	2.20%	2.20%	(33.24)	1,477.54					
Subtotal - Disposed		327.64	326.55	334.82	989.01			100.59	1,089.60					
Subtotal - Diverted		761.15	736.79	850.07	2,348.01			(100.59)	2,247.42	67.35%				
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		2,129.39	2,022.80	2,048.19	6,200.38			195.61	6,395.99		6,395.99	1,089.60	5,306.39	6,395.99
Total Diverted		1,340.49	1,316.14	1,471.55	4,128.18			(195.61)	3,932.57		3,932.57	2,247.42	1,685.15	3,932.57
Total Diversion Rate		38.63%	39.42%	41.81%	39.97%				38.07%		38.07%	67.35%	24.10%	38.07%

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 Rate Year 2012
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Member Agency/Type	Data Source	October	November	December	Quarter 4				RSMC Collection Diversion Quarter 4					
		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
EAST PALO ALTO														
Commercial														
Commercial Solid Waste	RSMC	117.17	118.51	117.49	353.17			9.92	363.09					
Commercial Recycling	RSMC	30.41	46.64	38.90	115.95	9.10%	6.88%	(7.98)	107.97					
Commercial Organics	RSMC	23.07	26.63	20.21	69.91	3.7%, 0.2%	2.78%	(1.94)	67.97					
Subtotal - Disposed		117.17	118.51	117.49	353.17			9.92	363.09					
Subtotal - Diverted		53.48	73.27	59.11	185.86			(9.92)	175.94	32.64%				
MFD														
MFD Solid Waste	RSMC	239.18	230.66	231.06	700.90			6.16	707.06					
MFD Recycling	RSMC	20.28	18.02	20.80	59.10	9.10%	9.10%	(5.38)	53.72					
MFD Organics	RSMC	8.04	5.99	7.07	21.10	3.7%, 0.2%	3.70%	(0.78)	20.32					
Subtotal - Disposed		239.18	230.66	231.06	700.90			6.16	707.06					
Subtotal - Diverted		28.32	24.01	27.87	80.20			(6.16)	74.04	9.48%				
Roll-Off														
Roll-Off Solid Waste	RSMC	106.75	104.08	108.07	318.90			0.07	318.97					
Roll-Off Recycling	RSMC	0.00	0.00	0.97	0.97	9.10%	7.02%	(0.07)	0.90					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	0.00%	0.00	0.00					
Subtotal - Disposed		106.75	104.08	108.07	318.90			0.07	318.97					
Subtotal - Diverted		0.00	0.00	0.97	0.97			(0.07)	0.90	0.28%				
Residential														
Residential Solid Waste	RSMC	564.16	538.87	532.03	1,635.06			47.75	1,682.81					
Residential Curbside Recycling	RSMC	118.87	115.01	122.30	356.18	8.10%	8.04%	(28.63)	327.55					
Residential Curbside Organics	RSMC	311.46	272.25	285.46	869.17	2.20%	2.20%	(19.12)	850.05					
Subtotal - Disposed		564.16	538.87	532.03	1,635.06			47.75	1,682.81					
Subtotal - Diverted		430.33	387.26	407.76	1,225.35			(47.75)	1,177.60	41.17%				
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		1,027.26	992.12	988.65	3,008.03			63.90	3,071.93		3,071.93	1,682.81	1,389.12	3,071.93
Total Diverted		512.13	484.54	495.71	1,492.38			(63.90)	1,428.48		1,428.48	1,177.60	250.88	1,428.48
Total Diversion Rate		33.27%	32.81%	33.40%	33.16%				31.74%		31.74%	41.17%	15.30%	31.74%

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Member Agency/Type	Data Source	October	November	December	Quarter 4				Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 4			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage			Net Collected	Single-Family	Commercial	Overall
FOSTER CITY														
Commercial														
Commercial Solid Waste	RSMC	244.81	248.00	279.21	772.02			37.55	809.57					
Commercial Recycling	RSMC	83.83	76.40	83.21	243.44	9.10%	9.10%	(22.15)	221.29					
Commercial Organics	RSMC	146.17	142.33	144.80	433.30	3.7%, 0.2%	3.55%	(15.39)	417.91					
Subtotal - Disposed		244.81	248.00	279.21	772.02			37.55	809.57					
Subtotal - Diverted		230.00	218.73	228.01	676.74			(37.55)	639.19	44.12%				
MFD														
MFD Solid Waste	RSMC	282.38	292.86	301.78	877.02			18.10	895.12					
MFD Recycling	RSMC	64.69	62.59	67.12	194.40	9.10%	9.10%	(17.69)	176.71					
MFD Organics	RSMC	3.43	3.89	3.73	11.05	3.7%, 0.2%	3.70%	(0.41)	10.64					
Subtotal - Disposed		282.38	292.86	301.78	877.02			18.10	895.12					
Subtotal - Diverted		68.12	66.48	70.85	205.45			(18.10)	187.35	17.31%				
Roll-Off														
Roll-Off Solid Waste	RSMC	151.14	108.99	123.71	383.84			5.04	388.88					
Roll-Off Recycling	RSMC	2.21	2.43	0.00	4.64	9.10%	9.10%	(0.42)	4.22					
Roll-Off Organics	RSMC	44.69	42.81	42.40	129.90	3.7%, 0.2%	3.55%	(4.61)	125.29					
Subtotal - Disposed		151.14	108.99	123.71	383.84			5.04	388.88					
Subtotal - Diverted		46.90	45.24	42.40	134.54			(5.04)	129.50	24.98%				
Residential														
Residential Solid Waste	RSMC	274.78	280.17	269.29	824.24			67.28	891.52					
Residential Curbside Recycling	RSMC	210.21	219.72	212.05	641.98	8.10%	8.00%	(51.39)	590.59					
Residential Curbside Organics	RSMC	250.86	233.58	238.01	722.45	2.20%	2.20%	(15.89)	706.56					
Subtotal - Disposed		274.78	280.17	269.29	824.24			67.28	891.52					
Subtotal - Diverted		461.07	453.30	450.06	1,364.43			(67.28)	1,297.15	59.27%				
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		953.11	930.02	973.99	2,857.12			127.96	2,985.08		2,985.08	891.52	2,093.56	2,985.08
Total Diverted		806.09	783.75	791.32	2,381.16			(127.96)	2,253.20		2,253.20	1,297.15	956.05	2,253.20
Total Diversion Rate		45.82%	45.73%	44.83%	45.46%				43.01%		43.01%	59.27%	31.35%	43.01%

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Member Agency/Type	Data Source	October	November	December	Quarter 4				RSMC Collection Diversion Quarter 4					
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
HILLSBOROUGH														
Commercial														
Commercial Solid Waste	RSMC	30.68	28.40	36.57	95.65			3.03	98.68					
Commercial Recycling	RSMC	10.82	24.99	57.21	93.02	9.10%	1.19%	(1.11)	91.91					
Commercial Organics	RSMC	29.03	39.27	31.29	99.59	3.7%, 0.2%	1.93%	(1.92)	97.67					
Subtotal - Disposed		30.68	28.40	36.57	95.65			3.03	98.68					
Subtotal - Diverted		39.85	64.26	88.50	192.61			(3.03)	189.58	65.77%				
MFD														
MFD Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
MFD Recycling	RSMC	0.00	0.00	0.00	0.00	9.10%	0.00%	0.00	0.00					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	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%				
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	9.10%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	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	201.58	197.69	212.28	611.55			73.08	684.63					
Residential Curbside Recycling	RSMC	178.62	174.95	187.43	541.00	8.10%	8.03%	(43.45)	497.55					
Residential Curbside Organics	RSMC	436.25	390.30	520.28	1,346.83	2.20%	2.20%	(29.63)	1,317.20					
Subtotal - Disposed		201.58	197.69	212.28	611.55			73.08	684.63					
Subtotal - Diverted		614.87	565.25	707.71	1,887.83			(73.08)	1,814.75	72.61%				
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		232.26	226.09	248.85	707.20			76.11	783.31		783.31	684.63	98.68	783.31
Total Diverted		654.72	629.51	796.21	2,080.44			(76.11)	2,004.33		2,004.33	1,814.75	189.58	2,004.33
Total Diversion Rate		73.81%	73.58%	76.19%	74.63%				71.90%		71.90%	72.61%	65.77%	71.90%

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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
MENLO PARK														
Commercial														
Commercial Solid Waste	RSMC	833.31	824.04	844.98	2,502.33			87.74	2,590.07					
Commercial Recycling	RSMC	223.03	206.87	215.38	645.28	9.10%	8.70%	(56.17)	589.11					
Commercial Organics	RSMC	375.14	443.64	562.19	1,380.97	3.7%, 0.2%	2.29%	(31.58)	1,349.39					
Subtotal - Disposed		833.31	824.04	844.98	2,502.33			87.74	2,590.07					
Subtotal - Diverted		598.17	650.51	777.57	2,026.25			(87.74)	1,938.51	42.81%				
MFD														
MFD Solid Waste	RSMC	201.76	196.84	195.88	594.48			19.01	613.49					
MFD Recycling	RSMC	67.37	61.19	65.92	194.48	9.10%	9.09%	(17.67)	176.81					
MFD Organics	RSMC	12.14	11.21	12.78	36.13	3.7%, 0.2%	3.70%	(1.34)	34.79					
Subtotal - Disposed		201.76	196.84	195.88	594.48			19.01	613.49					
Subtotal - Diverted		79.51	72.40	78.70	230.61			(19.01)	211.60	25.65%				
Roll-Off														
Roll-Off Solid Waste	RSMC	49.72	41.51	41.62	132.85			7.33	140.18					
Roll-Off Recycling	RSMC	22.58	19.59	20.78	62.95	9.10%	8.70%	(5.48)	57.47					
Roll-Off Organics	RSMC	19.75	18.45	45.99	84.19	3.7%, 0.2%	2.20%	(1.86)	82.33					
Subtotal - Disposed		49.72	41.51	41.62	132.85			7.33	140.18					
Subtotal - Diverted		42.33	38.04	66.77	147.14			(7.33)	139.81	49.93%				
Residential														
Residential Solid Waste	RSMC	380.61	409.27	370.65	1,160.53			132.17	1,292.70					
Residential Curbside Recycling	RSMC	322.05	336.48	320.35	978.88	8.10%	7.98%	(78.12)	900.76					
Residential Curbside Organics	RSMC	741.85	769.69	944.93	2,456.47	2.20%	2.20%	(54.04)	2,402.43					
Subtotal - Disposed		380.61	409.27	370.65	1,160.53			132.17	1,292.70					
Subtotal - Diverted		1,063.90	1,106.17	1,265.28	3,435.35			(132.17)	3,303.18	71.87%				
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		1,465.40	1,471.66	1,453.13	4,390.19			246.25	4,636.44		4,636.44	1,292.70	3,343.75	4,636.44
Total Diverted		1,783.91	1,867.12	2,188.32	5,839.35			(246.25)	5,593.10		5,593.10	3,303.18	2,289.91	5,593.10
Total Diversion Rate		54.90%	55.92%	60.09%	57.08%				54.68%		54.68%	71.87%	40.65%	54.68%

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		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage			Net Collected	Single-Family	Commercial	Overall
NORTH FAIR OAKS														
Commercial														
Commercial Solid Waste	RSMC	172.06	172.44	182.46	526.96			15.31	542.27					
Commercial Recycling	RSMC	42.04	40.91	43.72	126.67	9.10%	9.10%	(11.53)	115.14					
Commercial Organics	RSMC	35.94	33.05	34.27	103.26	3.7%, 0.2%	3.66%	(3.78)	99.48					
Subtotal - Disposed		172.06	172.44	182.46	526.96			15.31	542.27					
Subtotal - Diverted		77.98	73.96	77.99	229.93			(15.31)	214.62	28.36%				
MFD														
MFD Solid Waste	RSMC	76.47	75.80	81.26	233.53			2.90	236.43					
MFD Recycling	RSMC	10.53	10.29	10.83	31.65	9.10%	9.09%	(2.88)	28.77					
MFD Organics	RSMC	0.18	0.14	0.15	0.47	3.7%, 0.2%	3.70%	(0.02)	0.45					
Subtotal - Disposed		76.47	75.80	81.26	233.53			2.90	236.43					
Subtotal - Diverted		10.71	10.43	10.98	32.12			(2.90)	29.22	11.00%				
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	9.10%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	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	259.10	231.96	251.87	742.93			38.62	781.55					
Residential Curbside Recycling	RSMC	109.01	98.16	112.52	319.69	8.10%	8.07%	(25.80)	293.89					
Residential Curbside Organics	RSMC	189.89	172.82	219.99	582.70	2.20%	2.20%	(12.82)	569.88					
Subtotal - Disposed		259.10	231.96	251.87	742.93			38.62	781.55					
Subtotal - Diverted		298.90	270.98	332.51	902.39			(38.62)	863.77	52.50%				
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		507.63	480.20	515.59	1,503.42			56.82	1,560.24		1,560.24	781.55	778.69	1,560.24
Total Diverted		387.59	355.37	421.48	1,164.44			(56.82)	1,107.62		1,107.62	863.77	243.85	1,107.62
Total Diversion Rate		43.30%	42.53%	44.98%	43.65%						41.52%	52.50%	23.85%	41.52%

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		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency				Contamination Tonnage	Single-Family	Commercial	Overall		
REDWOOD CITY																
Commercial																
Commercial Solid Waste	RSMC	1,356.61	1,285.10	1,392.97	4,034.68			113.46	4,148.14							
Commercial Recycling	RSMC	321.33	301.90	326.80	950.03	9.10%	9.02%	(85.65)	864.38							
Commercial Organics	RSMC	353.60	281.27	333.05	967.92	3.7%, 0.2%	2.87%	(27.81)	940.11							
Subtotal - Disposed		1,356.61	1,285.10	1,392.97	4,034.68			113.46	4,148.14							
Subtotal - Diverted		674.93	583.17	659.85	1,917.95			(113.46)	1,804.49	30.31%						
MFD																
MFD Solid Waste	RSMC	703.37	680.29	723.97	2,107.63			33.66	2,141.29							
MFD Recycling	RSMC	120.01	112.48	123.73	356.22	9.10%	9.09%	(32.39)	323.83							
MFD Organics	RSMC	12.08	10.74	11.73	34.55	3.7%, 0.2%	3.70%	(1.28)	33.27							
Subtotal - Disposed		703.37	680.29	723.97	2,107.63			33.66	2,141.29							
Subtotal - Diverted		132.09	123.22	135.46	390.77			(33.66)	357.11	14.29%						
Roll-Off																
Roll-Off Solid Waste	RSMC	340.40	369.07	333.64	1,043.11			8.51	1,051.62							
Roll-Off Recycling	RSMC	10.77	16.56	11.57	38.90	9.10%	9.00%	(3.50)	35.40							
Roll-Off Organics	RSMC	54.70	60.05	58.47	173.22	3.7%, 0.2%	2.89%	(5.01)	168.21							
Subtotal - Disposed		340.40	369.07	333.64	1,043.11			8.51	1,051.62							
Subtotal - Diverted		65.47	76.61	70.04	212.12			(8.51)	203.61	16.22%						
Residential																
Residential Solid Waste	RSMC	905.09	889.05	880.39	2,674.53			237.46	2,911.99							
Residential Curbside Recycling	RSMC	660.34	650.90	669.30	1,980.54	8.10%	8.03%	(159.09)	1,821.45							
Residential Curbside Organics	RSMC	1,111.57	1,114.04	1,336.62	3,562.23	2.20%	2.20%	(78.37)	3,483.86							
Subtotal - Disposed		905.09	889.05	880.39	2,674.53			237.46	2,911.99							
Subtotal - Diverted		1,771.91	1,764.94	2,005.92	5,542.77			(237.46)	5,305.31	64.56%						
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		3,305.47	3,223.51	3,330.97	9,859.95			393.09	10,253.04		10,253.04	2,911.99	7,341.06	10,253.04		
Total Diverted		2,644.40	2,547.94	2,871.27	8,063.61			(393.09)	7,670.52		7,670.52	5,305.31	2,365.20	7,670.52		
Total Diversion Rate		44.44%	44.15%	46.29%	44.99%				42.80%		42.80%	64.56%	24.37%	42.80%		

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		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage			Net Collected	Single-Family	Commercial	Overall
SAN CARLOS														
Commercial														
Commercial Solid Waste	RSMC	532.58	517.96	550.07	1,600.61			49.44	1,650.05					
Commercial Recycling	RSMC	162.39	148.84	158.51	469.74	9.10%	9.10%	(42.74)	427.00					
Commercial Organics	RSMC	78.75	72.10	74.87	225.72	3.7%, 0.2%	2.97%	(6.70)	219.02					
Subtotal - Disposed		532.58	517.96	550.07	1,600.61			49.44	1,650.05					
Subtotal - Diverted		241.14	220.94	233.38	695.46			(49.44)	646.02	28.14%				
MFD														
MFD Solid Waste	RSMC	145.03	142.04	149.01	436.08			10.69	446.77					
MFD Recycling	RSMC	36.90	36.51	37.66	111.07	9.10%	9.09%	(10.10)	100.97					
MFD Organics	RSMC	5.32	5.35	5.37	16.04	3.7%, 0.2%	3.70%	(0.59)	15.45					
Subtotal - Disposed		145.03	142.04	149.01	436.08			10.69	446.77					
Subtotal - Diverted		42.22	41.86	43.03	127.11			(10.69)	116.42	20.67%				
Roll-Off														
Roll-Off Solid Waste	RSMC	78.52	74.55	72.06	225.13			4.64	229.77					
Roll-Off Recycling	RSMC	15.09	16.91	19.00	51.00	9.10%	9.10%	(4.64)	46.36					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	0.00%	0.00	0.00					
Subtotal - Disposed		78.52	74.55	72.06	225.13			4.64	229.77					
Subtotal - Diverted		15.09	16.91	19.00	51.00			(4.64)	46.36	16.79%				
Residential														
Residential Solid Waste	RSMC	353.69	425.57	394.40	1,173.66			125.68	1,299.34					
Residential Curbside Recycling	RSMC	341.15	382.79	367.41	1,091.35	8.10%	8.02%	(87.50)	1,003.85					
Residential Curbside Organics	RSMC	517.17	591.00	627.26	1,735.43	2.20%	2.20%	(38.18)	1,697.25					
Subtotal - Disposed		353.69	425.57	394.40	1,173.66			125.68	1,299.34					
Subtotal - Diverted		858.32	973.79	994.67	2,826.78			(125.68)	2,701.10	67.52%				
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		1,109.82	1,160.12	1,165.54	3,435.48			190.45	3,625.93		3,625.93	1,299.34	2,326.59	3,625.93
Total Diverted		1,156.77	1,253.50	1,290.08	3,700.35			(190.45)	3,509.90		3,509.90	2,701.10	808.80	3,509.90
Total Diversion Rate		51.04%	51.93%	52.54%	51.86%				49.19%		49.19%	67.52%	25.80%	49.19%

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Member Agency/Type	Data Source	October	November	December	Quarter 4				Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 4			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage			Net Collected	Single-Family	Commercial	Overall
SAN MATEO														
Commercial														
Commercial Solid Waste	RSMC	1,218.80	1,185.80	1,252.10	3,656.70			113.70	3,770.40					
Commercial Recycling	RSMC	358.57	330.37	342.50	1,031.44	9.10%	8.72%	(89.94)	941.50					
Commercial Organics	RSMC	254.38	238.43	264.23	757.04	3.7%, 0.2%	3.14%	(23.76)	733.28					
Subtotal - Disposed		1,218.80	1,185.80	1,252.10	3,656.70			113.70	3,770.40					
Subtotal - Diverted		612.95	568.80	606.73	1,788.48			(113.70)	1,674.78	30.76%				
MFD														
MFD Solid Waste	RSMC	974.56	950.53	1,001.11	2,926.20			65.46	2,991.66					
MFD Recycling	RSMC	227.86	215.42	234.96	678.24	9.10%	9.09%	(61.66)	616.58					
MFD Organics	RSMC	35.80	33.31	33.70	102.81	3.7%, 0.2%	3.70%	(3.80)	99.01					
Subtotal - Disposed		974.56	950.53	1,001.11	2,926.20			65.46	2,991.66					
Subtotal - Diverted		263.66	248.73	268.66	781.05			(65.46)	715.59	19.30%				
Roll-Off														
Roll-Off Solid Waste	RSMC	408.05	376.06	423.63	1,207.74			10.73	1,218.47					
Roll-Off Recycling	RSMC	29.22	46.09	47.71	123.02	9.10%	8.72%	(10.73)	112.29					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	0.00%	0.00	0.00					
Subtotal - Disposed		408.05	376.06	423.63	1,207.74			10.73	1,218.47					
Subtotal - Diverted		29.22	46.09	47.71	123.02			(10.73)	112.29	8.44%				
Residential														
Residential Solid Waste	RSMC	1,070.90	1,153.91	1,093.06	3,317.87			271.22	3,589.09					
Residential Curbside Recycling	RSMC	730.47	802.50	795.20	2,328.17	8.10%	8.02%	(186.67)	2,141.50					
Residential Curbside Organics	RSMC	1,213.41	1,243.51	1,386.37	3,843.29	2.20%	2.20%	(84.55)	3,758.74					
Subtotal - Disposed		1,070.90	1,153.91	1,093.06	3,317.87			271.22	3,589.09					
Subtotal - Diverted		1,943.88	2,046.01	2,181.57	6,171.46			(271.22)	5,900.24	62.18%				
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	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		3,672.31	3,666.30	3,769.90	11,108.51			461.11	11,569.62		11,569.62	3,589.09	7,980.53	11,569.62
Total Diverted		2,849.71	2,909.63	3,104.67	8,864.01			(461.11)	8,402.90		8,402.90	5,900.24	2,502.66	8,402.90
Total Diversion Rate		43.69%	44.25%	45.16%	44.38%				42.07%		42.07%	62.18%	23.87%	42.07%

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Member Agency/Type	Data Source	October	November	December	Quarter 4				RSMC Collection Diversion Quarter 4					
		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	86.81	87.27	89.60	263.68			7.65	271.33					
Commercial Recycling	RSMC	24.09	20.38	23.93	68.40	9.10%	9.10%	(6.22)	62.18					
Commercial Organics	RSMC	20.02	18.33	19.07	57.42	3.7%, 0.2%	2.48%	(1.42)	56.00					
Subtotal - Disposed		86.81	87.27	89.60	263.68			7.65	271.33					
Subtotal - Diverted		44.11	38.71	43.00	125.82			(7.65)	118.17	30.34%				
MFD														
MFD Solid Waste	RSMC	38.13	37.20	38.59	113.92			1.27	115.19					
MFD Recycling	RSMC	4.35	4.50	4.77	13.62	9.10%	9.10%	(1.24)	12.38					
MFD Organics	RSMC	0.31	0.32	0.31	0.94	3.7%, 0.2%	3.70%	(0.03)	0.91					
Subtotal - Disposed		38.13	37.20	38.59	113.92			1.27	115.19					
Subtotal - Diverted		4.66	4.82	5.08	14.56			(1.27)	13.29	10.34%				
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	9.10%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	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	229.90	245.76	236.69	712.35			80.06	792.41					
Residential Curbside Recycling	RSMC	212.82	210.77	230.79	654.38	8.10%	8.09%	(52.93)	601.45					
Residential Curbside Organics	RSMC	385.09	378.17	469.86	1,233.12	2.20%	2.20%	(27.13)	1,205.99					
Subtotal - Disposed		229.90	245.76	236.69	712.35			80.06	792.41					
Subtotal - Diverted		597.91	588.94	700.65	1,887.50			(80.06)	1,807.44	69.52%				
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		354.84	370.23	364.88	1,089.95			88.98	1,178.93		1,178.93	792.41	386.52	1,178.93
Total Diverted		646.68	632.47	748.73	2,027.88			(88.98)	1,938.90		1,938.90	1,807.44	131.46	1,938.90
Total Diversion Rate		64.57%	63.08%	67.23%	65.04%				62.19%		62.19%	69.52%	25.38%	62.19%

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Member Agency/Type	Data Source	October	November	December	Quarter 4				Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 4			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage			Net Collected	Single-Family	Commercial	Overall
WEST BAY														
Commercial														
Commercial Solid Waste	RSMC	35.74	32.45	31.59	99.78			3.89	103.67					
Commercial Recycling	RSMC	11.73	9.51	11.49	32.73	9.10%	9.10%	(2.98)	29.75					
Commercial Organics	RSMC	10.19	8.28	9.17	27.64	3.7%, 0.2%	3.31%	(0.91)	26.73					
Subtotal - Disposed		35.74	32.45	31.59	99.78			3.89	103.67					
Subtotal - Diverted		21.92	17.79	20.66	60.37			(3.89)	56.48	35.27%				
MFD														
MFD Solid Waste	RSMC	6.03	6.64	6.45	19.12			0.51	19.63					
MFD Recycling	RSMC	1.95	1.72	1.96	5.63	9.10%	9.10%	(0.51)	5.12					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	0.00%	0.00	0.00					
Subtotal - Disposed		6.03	6.64	6.45	19.12			0.51	19.63					
Subtotal - Diverted		1.95	1.72	1.96	5.63			(0.51)	5.12	20.68%				
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	9.10%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	3.7%, 0.2%	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	107.66	107.05	121.85	336.56			41.21	377.77					
Residential Curbside Recycling	RSMC	98.43	90.15	100.50	289.08	8.10%	8.09%	(23.38)	265.70					
Residential Curbside Organics	RSMC	254.05	246.08	310.15	810.28	2.20%	2.20%	(17.83)	792.45					
Subtotal - Disposed		107.66	107.05	121.85	336.56			41.21	377.77					
Subtotal - Diverted		352.48	336.23	410.65	1,099.36			(41.21)	1,058.15	73.69%				
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		149.43	146.14	159.89	455.46			45.62	501.08		501.08	377.77	123.31	501.08
Total Diverted		376.35	355.74	433.27	1,165.36			(45.62)	1,119.74	69.09%	1,119.74	1,058.15	61.59	1,119.74
Total Diversion Rate		71.58%	70.88%	73.04%	71.90%					69.09%	69.09%	73.69%	33.31%	69.09%

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Member Agency/Type	Data Source	October	November	December	Quarter 4				RSMC Collection Diversion Quarter 4					
		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	5,611.29	5,457.14	5,776.39	16,844.82			535.92	17,380.74					
Commercial Recycling	RSMC	1,578.20	1,497.05	1,602.39	4,677.64	9.10%	8.47%	(396.22)	4,281.42					
Commercial Organics	RSMC	1,635.55	1,622.71	1,880.86	5,139.12	3.7%, 0.2%	2.72%	(139.70)	4,999.42					
Subtotal - Disposed		5,611.29	5,457.14	5,776.39	16,844.82			535.92	17,380.74					
Subtotal - Diverted		3,213.75	3,119.76	3,483.25	9,816.76			(535.92)	9,280.84	34.81%				
MFD														
MFD Solid Waste	RSMC	3,132.52	3,064.46	3,198.69	9,395.67			192.48	9,588.15					
MFD Recycling	RSMC	675.35	642.96	693.63	2,011.94	9.10%	9.09%	(182.92)	1,829.02					
MFD Organics	RSMC	89.07	82.60	86.70	258.37	3.7%, 0.2%	3.70%	(9.56)	248.81					
Subtotal - Disposed		3,132.52	3,064.46	3,198.69	9,395.67			192.48	9,588.15					
Subtotal - Diverted		764.42	725.56	780.33	2,270.31			(192.48)	2,077.83	17.81%				
Roll-Off														
Roll-Off Solid Waste	RSMC	1,969.84	1,839.80	1,846.05	5,655.69			39.77	5,695.46					
Roll-Off Recycling	RSMC	94.99	119.24	113.75	327.98	9.10%	8.61%	(28.23)	299.75					
Roll-Off Organics	RSMC	119.14	123.03	146.86	389.03	3.7%, 0.2%	2.96%	(11.53)	377.50					
Subtotal - Disposed		1,969.84	1,839.80	1,846.05	5,655.69			39.77	5,695.46					
Subtotal - Diverted		214.13	242.27	260.61	717.01			(39.77)	677.24	10.63%				
Residential														
Residential Solid Waste	RSMC	5,117.42	5,268.77	5,151.69	15,537.88			1,385.22	16,923.10					
Residential Curbside Recycling	RSMC	3,634.65	3,739.61	3,789.00	11,163.26	8.10%	8.03%	(896.18)	10,267.08					
Residential Curbside Organics	RSMC	7,033.92	6,970.36	8,224.73	22,229.01	2.20%	2.20%	(489.04)	21,739.97					
Subtotal - Disposed		5,117.42	5,268.77	5,151.69	15,537.88			1,385.22	16,923.10					
Subtotal - Diverted		10,668.57	10,709.97	12,013.73	33,392.27			(1,385.22)	32,007.05	65.41%				
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		15,831.07	15,630.17	15,972.82	47,434.06			2,153.39	49,587.45		49,587.45	16,923.10	32,664.35	49,587.45
Total Diverted		14,860.87	14,797.56	16,537.92	46,196.35			(2,153.39)	44,042.96		44,042.96	32,007.05	12,035.91	44,042.96
Total Diversion Rate		48.42%	48.63%	50.87%	49.34%				47.04%		47.04%	65.41%	26.93%	47.04%

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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	6	14	18	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0
Belmont	3	5	6	14	0	0	0	0	0	0	1	1	0	0	0	0	1	0	2	3	3	0	5	8
Burlingame	6	10	12	28	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
East Palo Alto	3	7	9	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
Foster City	3	4	5	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Hillsborough	4	10	12	26	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0	2	2
Menlo Park	11	7	9	27	2	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
North Fair Oaks	1	6	8	15	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0
Redwood City	29	20	25	74	1	2	3	6	1	0	0	1	0	0	0	0	1	0	3	4	2	1	5	8
San Carlos	8	19	24	51	0	2	2	4	0	0	0	0	0	0	0	0	0	2	5	7	0	0	6	6
San Mateo	11	24	30	65	2	1	0	3	0	0	1	1	0	0	0	0	1	0	3	4	1	1	2	4
San Mateo County	0	5	6	11	0	1	0	1	0	0	1	1	0	0	0	0	0	1	0	1	1	2	0	3
West Bay	2	7	9	18	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0
Totals	87	138	173	398	5	8	6	19	1	0	3	4	0	0	0	0	4	6	18	28	7	4	21	32

	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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	49	67	41	157	9	10	13	32	0	0	0	0	21	36	76	133	21	38	12	71
Belmont	180	197	144	521	7	14	24	45	0	0	0	0	47	58	185	290	40	21	102	163
Burlingame	170	214	152	536	35	20	40	95	0	0	0	0	75	92	137	304	48	62	43	153
East Palo Alto	80	73	82	235	5	3	6	14	0	0	0	0	33	25	44	102	5	6	8	19
Foster City	181	198	114	493	6	9	13	28	0	0	0	0	39	58	140	237	32	31	70	133
Hillsborough	81	119	75	275	7	18	25	50	0	0	0	0	31	29	115	175	29	12	130	171
Menlo Park	185	160	128	473	35	24	29	88	0	0	0	0	124	90	146	360	117	38	43	198
North Fair Oaks	59	52	49	160	6	3	4	13	0	0	0	0	32	35	53	120	8	6	10	24
Redwood City	391	432	265	1088	38	44	73	155	0	0	0	0	150	164	327	641	19	10	16	45
San Carlos	232	254	190	676	38	21	43	102	0	0	0	0	243	217	421	881	46	93	51	190
San Mateo	600	596	574	1770	49	53	69	171	0	0	0	0	251	218	494	963	234	101	118	453
San Mateo County	125	139	77	341	6	3	13	22	0	0	0	0	42	40	103	185	18	16	71	105
West Bay	45	63	35	143	1	2	9	12	0	0	0	0	24	15	36	75	22	12	6	40
Totals	2,378	2,564	1,926	6,868	242	224	361	827	0	0	0	0	1,112	1,077	2,277	4,466	639	446	680	1,765

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2012

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
October	14,401	14,099	302	2.10%	15.38	91.95%	217
November	14,069	13,817	252	1.79%	13.11	95.25%	213
December	15,444	14,928	516	3.34%	18.09	88.92%	217
Quarter 4	43,914	42,844	1,070	2.44%	15.59	91.96%	647

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2012

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	1	0	1	2	0	0	0	0	0	0	0	0
Belmont	6	1	0	7	0	0	0	0	31	0	20	51
Burlingame	5	2	3	10	0	0	0	0	0	10	0	10
East Palo Alto	4	8	2	14	0	0	0	0	0	0	73	73
Foster City	9	7	0	16	0	0	0	0	0	0	0	0
Hillsborough	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	5	2	6	13	0	0	0	0	0	0	1	1
North Fair Oaks	1	2	6	9	0	0	0	0	16	0	0	16
Redwood City	7	7	2	16	0	0	0	0	32	7	11	50
San Carlos	6	1	4	11	0	0	0	0	0	0	1	1
San Mateo	2	1	1	4	0	0	0	0	15	64	2	81
San Mateo County	0	1	10	11	0	0	0	0	0	0	0	0
West Bay	1	0	2	3	0	0	0	0	0	0	0	0
Totals	47	32	37	116	0	0	0	0	94	81	108	283

2012 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,

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	2	1	150	2	1	150	150	1	\$ 150
Belmont	1	0	0	-	0	0	2	0	0	3	0	-	-	2	\$ 150
Burlingame	-	0	0	-	0	0	1	0	0	1	0	-	-	2	\$ 150
East Palo Alto	-	0	0	-	0	0	1	0	0	1	0	-	-	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 150
Hillsborough	-	0	0	1	0	0	1	0	0	2	0	-	-	1	\$ 150
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 150
North Fair Oaks	1	0	0	1	0	0	-	0	0	2	0	-	-	1	\$ 150
Redwood City	1	0	0	-	0	0	4	0	0	5	0	-	-	6	\$ 150
San Carlos	-	0	0	2	0	0	5	2	300	7	2	300	900	3	\$ 150
San Mateo	1	0	0	-	0	0	3	0	0	4	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 150
West Bay	-	0	0	1	0	0	-	0	0	1	0	-	-	1	\$ 150
	4	0	0	6	0	0	19	3	450	29	3	450	1,050	31	

2. Complaints regarding failure to provide new service or change existing service level within five (5) business days

8.02.C

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	2	1	100	2	1	100	100	1	\$ 100
Belmont	-	0	0	2	0	0	2	0	0	4	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	1	0	0	1	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	1	0	0	1	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	1	0	0	1	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	1	0	0	1	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	3	0	0	3	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	3	0	0	3	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
	-	0	0	2	0	0	14	1	100	16	1	100	100	59	

3. Complaints regarding improper container placement

8.02.B.1

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	12	\$ 50
Belmont	4	0	0	1	0	0	3	0	0	8	0	-	-	36	\$ 50
Burlingame	3	0	0	2	0	0	3	0	0	8	0	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	23	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	35	\$ 50
Hillsborough	3	0	0	2	0	0	-	0	0	5	0	-	-	20	\$ 50
Menlo Park	2	0	0	1	0	0	2	0	0	5	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50
Redwood City	1	0	0	6	0	0	2	0	0	9	0	-	-	94	\$ 50
San Carlos	3	0	0	4	0	0	1	0	0	8	0	-	-	46	\$ 50
San Mateo	-	0	0	3	0	0	8	0	0	11	0	-	-	105	\$ 50
San Mateo Cnty	1	0	0	-	0	0	2	0	0	3	0	-	-	27	\$ 50
West Bay	4	0	0	-	0	0	-	0	0	4	0	-	-	11	\$ 50
	21	0	0	19	0	0	21	0	0	61	0	-	-	500	

2012 LIQUIDATED DAMAGES

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

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	1	0	0	1	0	-	-	4	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Redwood City	1	0	0	-	0	0	-	0	0	1	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	-	0	0	-	0	0	1	0	0	1	0	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	1	0	0	-	0	0	3	0	0	4	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	250	-	

2012 LIQUIDATED DAMAGES

7.A, 7.B,

Complaints regarding spills of discarded materials and failure to clean up those spills
8.02.1

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Belmont	3	0	0	-	0	0	5	0	0	8	0	-	-	9	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	8	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
Foster City	-	0	0	-	0	0	1	0	0	1	0	-	-	9	\$ 50
Hillsborough	-	0	0	-	0	0	2	0	0	2	0	-	-	5	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Redwood City	2	0	0	1	0	0	4	0	0	7	0	-	-	22	\$ 50
San Carlos	-	0	0	-	0	0	5	0	0	5	0	-	-	11	\$ 50
San Mateo	1	0	0	1	0	0	-	0	0	2	0	-	-	25	\$ 50
San Mateo Cnty	1	0	0	2	0	0	-	0	0	3	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	7	0	0	4	0	0	17	0	0	28	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.1

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Redwood City	-	0	0	-	0	0	1	1	500	1	1	500	500	500	\$ 500
San Carlos	-	0	0	-	0	0	1	1	500	1	1	500	500	500	\$ 500
San Mateo	-	0	0	-	0	0	2	2	1,000	2	2	1,000	1,000	1,000	\$ 500
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
	-	0	0	-	0	0	4	4	2,000	4	4	2,000	3,000	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

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	100	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	100	-	

2012 LIQUIDATED DAMAGES

REPORTING

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

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

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

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

3. Late submittal of billing review report 7.01.E

	October			November			December			Q4			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

2012 LIQUIDATED DAMAGES

OTHER

1. **Disposal of recyclable materials without written approval**
8.02.D

	October			November			December			Q4			2012 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	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	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

Disposal of organic materials without written approval
8.02.D

	October			November			December			Q4			2012 LD Amount	Tonnage Allowance	LD per Ton Organics
	Tonnage	Net of Allowances	LD Amount	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	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2. **Recyclable materials not delivered to the designated transfer and processing facility**
6.01

	October			November			December			Q4			2012 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	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	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2012 LIQUIDATED DAMAGES

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

6.01

	October			November			December			Q4			2012 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics
	Tonnage	Net of Allowances	LD Amount	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	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	
												2,550	4,500		

Quarterly Single-Family Missed Pick-Up Initial Complaints Incentive/Disincentive Rate Year 2012

0.0333%

0.1000%

\$50

\$50

Agency	Monthly Service Opportunities Calculation	Number of Monthly Service Opportunities	Incentive Level Threshold Less than 1 per 3,000 Service Opportunities	Disincentive Level Threshold More than 1 per 1,000 Service Opportunities	Number of Complaints			Incentive			Disincentive			Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint
					Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec		
Quarter 4					Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec		
Atherton	2369 x 3 x 4.33	30,773	10	31	6	14	18	4	0	0	0	0	0	\$200	\$0
Belmont	6743 x 3 x 4.33	87,592	29	88	3	5	6	26	24	23	0	0	0	\$3,650	\$0
Burlingame	6613 x 3 x 4.33	85,903	29	86	6	10	12	23	19	17	0	0	0	\$2,950	\$0
East Palo Alto	4167 x 3 x 4.33	54,129	18	54	3	7	9	15	11	9	0	0	0	\$1,750	\$0
Foster City	6756 x 3 x 4.33	87,760	29	88	3	4	5	26	25	24	0	0	0	\$3,750	\$0
Hillsborough	3618 x 3 x 4.33	46,998	16	47	4	10	12	12	6	4	0	0	0	\$1,100	\$0
Menlo Park	7827 x 3 x 4.33	101,673	34	102	11	7	9	23	27	25	0	0	0	\$3,750	\$0
North Fair Oaks	2654 x 3 x 4.33	34,475	11	34	1	6	8	10	5	3	0	0	0	\$900	\$0
Redwood City	17348 x 3 x 4.33	225,351	75	225	29	20	25	46	55	50	0	0	0	\$7,550	\$0
San Carlos	8636 x 3 x 4.33	112,182	37	112	8	19	24	29	18	13	0	0	0	\$3,000	\$0
San Mateo	20089 x 3 x 4.33	260,956	87	261	11	24	30	76	63	57	0	0	0	\$9,800	\$0
San Mateo County	5036 x 3 x 4.33	65,418	22	65	0	5	6	22	17	16	0	0	0	\$2,750	\$0
West Bay	2222 x 3 x 4.33	28,864	10	29	2	7	9	8	3	1	0	0	0	\$600	\$0
Totals														\$41,750	\$0

Quarterly Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2012

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Oct	Nov	Dec			Oct	Nov	Dec	Total
Quarter 4	Oct	Nov	Dec			Oct	Nov	Dec	Total
Atherton	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Belmont	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Burlingame	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	2	1	0	N/A	0	(\$100)	(\$50)	\$0	(\$150)
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	1	2	3	N/A	0	(\$50)	(\$100)	(\$150)	(\$300)
San Carlos	0	2	2	N/A	0	\$0	(\$100)	(\$100)	(\$200)
San Mateo	2	1	0	N/A	0	(\$100)	(\$50)	\$0	(\$150)
San Mateo County	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
West Bay	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Totals	5	8	6			(\$250)	(\$400)	(\$300)	(\$950)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2012

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 4								
Month								
October	14	15	30	1	0	\$565	\$0	\$565
November	11	15	30	4	0	\$1,940	\$0	\$1,940
December	16	15	30	0	0	\$0	\$0	\$0
Totals						\$2,505	\$0	\$2,505
Year 2011								
	Agency	Solid Waste Tons						
	Atherton	2,593				\$36	\$0	\$36
	Belmont	8,086				\$111	\$0	\$111
	Burlingame	22,957				\$316	\$0	\$316
	East Palo Alto	11,265				\$155	\$0	\$155
	Foster City	12,095				\$166	\$0	\$166
	Hillsborough	3,308				\$46	\$0	\$46
	Menlo Park	17,946				\$247	\$0	\$247
	North Fair Oaks	5,028				\$69	\$0	\$69
	Redwood City	37,336				\$513	\$0	\$513
	San Carlos	13,720				\$189	\$0	\$189
	San Mateo	42,281				\$581	\$0	\$581
	San Mateo County	4,015				\$55	\$0	\$55
	West Bay	1,559				\$21	\$0	\$21
		182,190				\$2,505	\$0	\$2,505

Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2012

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 4 \$5
Month

October	284	N/A	0	N/A	284	N/A	(\$1,420)
November	131	N/A	0	N/A	131	N/A	(\$655)
December	464	N/A	0	N/A	464	N/A	(\$2,320)
Totals					879		(\$4,395)

Year 2011
Tons of Solid
Waste Collected

Agency	Tons of Solid Waste Collected		
Atherton	2,593	\$0	(\$63)
Belmont	8,086	\$0	(\$195)
Burlingame	22,957	\$0	(\$554)
East Palo Alto	11,265	\$0	(\$272)
Foster City	12,095	\$0	(\$292)
Hillsborough	3,308	\$0	(\$80)
Menlo Park	17,946	\$0	(\$433)
North Fair Oaks	5,028	\$0	(\$121)
Redwood City	37,336	\$0	(\$901)
San Carlos	13,720	\$0	(\$331)
San Mateo	42,281	\$0	(\$1,020)
San Mateo County	4,015	\$0	(\$97)
West Bay	1,559	\$0	(\$38)
	182,190	N/A	(\$4,395)

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2012

Quarter 4

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	11,063.96	8.50%	8.10%	-0.40%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	6,674.49	8.00%	9.10%	1.10%	73	\$70	\$5,139
Residential Organic Materials	22,229.01	5.00%	2.20%	-2.80%	N/A	\$70	N/A
Commercial Organic Materials	4,263.52	10.00%	3.70%	-6.30%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	1,523.00	5.00%	0.20%	-4.80%	N/A	\$70	N/A
						Total	\$5,139

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Coats for Kids Program

Recology San Mateo County (RSMC) concluded its annual “Coats for Kids” program during a two week period in December. RSMC collected coats “curbside” by using our recycling route drivers and we also established “drop off” locations in the cities of Atherton, Belmont, Burlingame, East Palo Alto, Foster City, Menlo Park, Redwood City, San Carlos and San Mateo.

RSMC collected over 1,000 coats curbside, and from designated drop off locations (estimated at over a half a ton of coats). A large amount of coats were donated to the St. Anthony’s Clothing Center and the Fair Oaks School. Pat Ferrando volunteer/coordinator of the St. Anthony’s Clothing Center said:

“Dear Recology—Words cannot begin to express my gratitude for the donation of all the beautiful coats and jackets to our St. Anthony’s Clothing Center from your wonderful company. Thank you just doesn’t seem to cover it, but THANK YOU! It was great being able to work with all of you. I hope you all got a feel for our center and the special clients that we serve. Your crew was so helpful and caring, what a blessing to have all that positive energy and support. At our men’s give away today, there were a lot of smiles as each of them found that “special” Jacket. Again, thanks for your fantastic organizing effort on our behalf.

Wishing you a joyful Holiday Season”— Pat Ferrando.

SIGNIFICANT CHALLENGES

Rogell Court, San Mateo

Rogell Court in San Mateo has had challenges with public dumping, overflowing garbage containers, and owners/property managers who did not want to start a recycling program due to concerns of space, accountability and contamination.

RSMC representatives met with the owners/property managers of various properties in Rogell Court, along with the San Mateo Police Department, San Mateo Code Enforcement, and Peninsula Conflict Resolution Center to discuss ways of mitigating various issues and helping to clean up the area.



As a result, on Saturday, October 27th, RSMC provided a Bulky Item Collection for the residents. In addition, RSMC Waste Zero Specialist Sandra Tinoco and Public Affairs Manager, Gino Gasparini were both on-site to meet and greet the residents, owners/property managers, handout literature about recycling and provide Recycle Buddy Bags to residents. It also allowed residents and other attendees the opportunity to ask

questions about programs and services offered by RSMC. Another positive outcome of this event was that RSMC was able to initiate new recycling services at four different buildings on Rogell Court.

Mc Donald's Restaurant, San Carlos

The fast food restaurant industry and large franchised companies continually present a challenge when implementing single stream recycling and composting programs, due in part to the corporate standards that are set for aesthetics at their establishments and packaging of their products. The internal containers and/or signage available through our programs are not always in line with their corporate standards and/or policies.

After numerous attempts to meet with local McDonald's management were unsuccessful, members of the Commercial Recycling Promotion Team (CRPT) contacted a McDonald's corporate representative, which then lead to another meeting with the Franchise owner of all the McDonald's restaurants, from Pacifica to Mountain View.

After several more meetings the owner agreed to start a pilot compost program for the collection of back-of-the-house (non-customer based) materials at the San Carlos location. The Franchise owner is now considering rolling out the program at their other locations, which may include the development of a three bin system and corresponding informational posters to be located throughout the restaurant, for customer use.

950 Tower Lane, Foster City

Working with Property Managers of large office complexes and Homeowners Associations has its challenges. It may take several attempts to connect with a Property Manager and to schedule a meeting.

950 Tower Lane in Foster City is managed by Equity Office and had been using a 20yd compactor for their solid waste. Their overall diversion level was a mere 25%. RSMC Waste Zero Specialist, Nikoleta Vicsapiova, performed a waste audit on their compactor and provided a diversion analysis report to the Property Manager suggesting the tenants implement an organics program. This would not only increase their diversion level, but would also reduce their disposal costs. After several meetings with both the Property Management Company and RSMC, they agreed to implement an organics program.

The CRPT provided presentations and trainings for various businesses in the building and a follow-up waste audit was performed to verify if the program was being utilized correctly and to see if additional improvements could be implemented. The compost program has been a huge success and the property has increased their diversion level from 25% to 80%.

Bulky Item Collection

In December, RSMC's Customer Service Department received an influx of calls from customers wanting to schedule a Bulky Item Collection before the end of 2012. Due to the increase in requests, we added an additional route and we were able to provide 560 more collections than scheduled in December 2011, for a total of 2,640 collections. As a note of reference, the monthly average of Bulky Item Collections over the previous 10 months was 1,985.

Scavenging of Recyclable Materials

Scavenging of recyclable materials is a recurring problem throughout the SBWMA service area, which results in a reduction in the volume of recyclables collected by RSMC and potential revenue generated by having the materials delivered to the Shoreway Environmental Center.

The pictures below are just a few examples of RSMC's sightings of recycling scavenging during Q4 2012:

Date & Location	Photo
10/10/2012 Cedar St Redwood City	
10/11/2012 Main St Redwood City	
11/05/12 Roosevelt Ave Redwood City	

<p>12/18/2012 Old County Road San Carlos</p>	
<p>12/19/2012 Ralston Ave Belmont</p>	

RSMC will continue to document incidences of scavenging in the SBWMA service area and collaborate with our Member Agencies on future efforts to mitigate this widespread issue.

J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT

SUMMARY OF TRAINING AND PROFESSIONAL DEVELOPMENT ACTIVITIES FOR THE COMMERCIAL DIVERSION TEAM AND SUPERVISORY STAFF

The table below presents a summary of Quarter 4 2012 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

Attendee	Santa Clara Valley Zero Litter	Facility Tours	Western Association of Chamber Executives (WACE)	EPA Webinar	Northern California Recycling Association (NCRA)
Maybo AuYeung		X			
Nikoleta Vicsapiova	X	X		X	
Erin McNichol		X		X	
Mia Rossi		X	X		
Sarah Prescott		X			
Yvette Madera		X			
Misty McKinney	X	X		X	X
Sandra Tinoco		X			

Santa Clara Valley Zero Litter Initiative Roundtable

On 10/24/12, WZS Misty McKinney and Nikoleta Vicsapiova attended the Santa Clara Valley Zero Litter Initiative Roundtable. Here, they helped develop solutions and action items for reducing litter associated with garbage and recyclable collection, transportation, and processing, all the while working towards zero litter and storm water quality goals.

Facility Tours

On 10/26/12, Waste Zero Specialists (WZS) Mia Rossi, Sandra Tinoco, Sarah Prescott, Yvette Madera, Nikoleta Vicsapiova, Misty McKinney, Erin McNichol and Maybo AuYeung toured Ox Mountain Landfill in Half Moon Bay. The tour was conducted by the site manager, who provided historical information about the Landfill, on-site procedures and policies that are required by state and local government. Having this hands-on experience will support the CRPT as they in turn educate students and their customers about the importance of waste reduction.

Western Association of Chamber Executives (WACE) - Building an Extraordinary Chamber Leadership Team Seminar

As an active Board Member of the San Carlos Chamber of Commerce, WZS Mia Rossi participated in a conference on 11/11/2012. W.A.C.E is the premier organization for education and professional development for Chamber executives and staff. This one-day seminar was an interactive leadership training event focused on providing strategies for

building an effective leadership team at the Chamber and surrounding business community.

EPA Webinar Series: Sustainable Food Management, Food Too Good to Waste

On 11/15/2012, WZS Erin McNichol, Misty McKinney, and Nikoleta Vicsapiova participated in the Sustainable Food Management Webinar. This Webinar covered how the West Coast Climate and Materials Management Forum communities collaborated to develop a toolkit focusing on 5 key waste prevention behaviors to reduce wasteful household food habits, cost savings measures, and their environmental benefits. At a retail value of \$125 billion annually, Americans throw away about ¼ of all food purchases, resulting in the single largest, yet the least recovered material streams in the U.S. This toolkit can be tailored to and used by any interested local government agency or community.

Northern California Recycling Association (NCRA) - Nature of Materials

On 11/27/12, WZS Misty McKinney attended a NCRA workshop, Nature of Materials. The NCRA Workshops provide professionals in the solid waste industry additional information and details about recycling. Four industry experts were on hand and spoke about the issues they face when processing various recyclable materials.

Plastics: Patty Moore - Principal of Moore Recycling Associates and former president of the Plastic Recycling Corporation of America.

Paper: Susan Kinsella - Executive Director of Conservatree. Susan is a national expert on environmental paper and environmentally preferable product procurement issues for over 25 years

Glass: Phil Ross – Phil has worked in glass production for 27 years and served as VP at Kerr Glass in Santa Ana, California for 15 years.

Metals: Emilio Zamora- Emilio is the General Manager of ALCO Metals in San Leandro. ALCO Metals provides marketing services to curbside program operators throughout Northern California.

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, programs and services. We utilize our well-established networks to recruit the best-suited members for our diversion teams by posting on specific “green industry” LISTSERVs 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.

At Recology, we believe an employee's compensation includes more than just their paychecks; we recognize that providing a comprehensive benefits package is an important aspect of our employees' total compensation. By providing a competitive benefits package that includes Recology's ESOP program, Recology is able to attract and retain highly qualified employees.

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.

Our goals are to continue to recruit new recycling and compost customers and enhance the existing diversion programs in order to increase the volume of recyclable and compostable materials collected and delivered to the Shoreway Environmental Center. The following is an update on the goals and objectives achieved in Q4 2012

New/Increased Recycling and Compost Customers

RSMC is pleased to report that the CRPT exceeded the Q4 2012 goal of recruiting new or increasing existing recycling and compost services in the commercial and MFD sectors as noted in the chart below. To support the new starts, the CRPT provided technical assistance and 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. Detailed information about these accounts is available to the Member Agencies upon request.

Q4 2012 Goal New and/or Increased Recycling or Compost Customer	Q4 2012 Actual New and/or Increased Recycling or Compost Customers
140	161

Site Assessments

Q4 2012 Goal Site Assessments*	Q4 2012 Actual Site Assessments
132	120

Site Assessments performed during Q4 2012 in each Member Agency are summarized below:

Member Agency	Number of Top 100 MSW Generators	Site Assessments Completed Quarter 1-2012	Site Assessments Completed Quarter 2-2012	Site Assessments Completed Quarter 3-2012	Site Assessments Completed Quarter 4-2012
Atherton	7	0	1	4	2
Belmont	100	28	32	33	7
Burlingame	100	31	46	13	10
East Palo Alto	100	27	30	29	14
Foster City	100	25	23	35	17
Hillsborough	5	3	2	0	0
Menlo Park	100	26	35	22	12+
North Fair Oaks / County	100	23	19	30	28
Redwood City	100	24	8	46	20+
San Carlos	100	26	26	37	11

Member Agency	Number of Top 100 MSW Generators	Site Assessments Completed Quarter 1-2012	Site Assessments Completed Quarter 2-2012	Site Assessments Completed Quarter 3-2012	Site Assessments Completed Quarter 4-2012
San Mateo	100	34	41	24	1
West Bay Sanitary District	28	4	11	10	3
Total	940	251	274	283	120

† Menlo Park had 5 accounts and Redwood City had 2 accounts that closed during 2012 before site assessments could be performed.

A detailed accounting of the Top 100 Accounts summarized above is included in the 4th Quarter 2012 Report detail file in the tab labeled “M10a. Top 100 MSW Generators.”

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

†Site Checks

RSMC is pleased to report that the CRPT exceeded the Q4 2012 goal of 500 Site Checks, as outlined below:

Q4 2012 Goal Site Checks	Q4 2012 Actual Site Checks
500	641

†Site Checks are visual on-site collection container assessments for all commercial generators. Per Franchise Agreement Section 7.04, RSMC is required to conduct Site Checks at least once every three years for all commercial accounts.

Contamination Site Checks

RSMC is pleased to report that the CRPT exceeded the Q4 2012 goal of 70 Contamination Site Checks, as outlined below:

Q4 2012 Goal Contamination Site Checks *	Q4 2012 Actual Contamination Site Checks
70	111

*Contamination site checks are chosen based on numerous activities, including previous contamination found while performing a site assessment, conducting a site check, participating in a Ride-A-Long with a driver, through the route history and/or from a Route Supervisor or RSMC team member. Occasionally, accounts are selected with in a specific area that has been targeted for contamination issues.

AB341 Outreach

RSMC is pleased to report that the CRPT exceeded the Q4 2012 goal set for contacting commercial or MFD customers that fall within the mandate of AB341‡, who were not subscribing to recycling service with RSMC.

Q4 2012 Goal AB 341 Outreach	Q4 2012 Actual AB 341 Outreach
163	175

‡The Californian Waste Management Act of 1989 (AB 939) requires each city, county or regional agency, if any, to divert 50% of all solid waste from landfill or incineration by January 1, 2000, by practicing source reduction, and resource recovery through recycling and composting. AB 341 creates a policy goal of at least 75% of all solid waste generated be source reduced, recycled, or composted by 2020. AB 341 requires businesses that generate 4-cubic yards or more of solid waste per week and all multi-family dwellings of 5 units or more to subscribe to recycling service.

Quarter 1 2013 Goals

RSMC's goal is to continue to increase diversion by implementing new recycling and compost programs, and work directly with customers to maximize their existing programs. RSMC will continue to perform Site Assessments, conduct Site Checks to verify service levels and program efficiencies and provide technical assistance to customers on a requested or as needed basis. With that in mind, the following goals have been set for the CRPT:

- Increase commercial recycling and compost service level volumes
- Increase the commercial recycling and compost customer base
- Decrease commercial solid waste disposal
- Perform Site Assessments of Targeted MSW Generators
- Conduct Site Checks for bin verification of on-site collection containers at commercial accounts
- Continue the monitoring aspect of customers that fall under the Mandatory Commercial Recycling mandate of Assembly Bill 341

The Quarter 1 2013 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 150 Site Assessments of the Targeted MSW Generators
- Complete a minimum of 600 Site Checks of Commercial or MFD customers

- Recruit or increase a minimum of 90 recycling or compost services
- Contact a minimum of 75 commercial or MFD customers that fall within the mandate of AB341 who currently do not subscribe to recycling service with RSMC, which had either previously declined the service or are new accounts

Compensation Incentive Plan

The CRPT does not have a compensation incentive plan for achieving set goals. However, Recology management conducts annual performance reviews to verify achievement of goals, as well as evaluate an employee's level of Recology's Leadership Competencies, which include items such as strategic thinking, business acumen, communications and customer relations. The annual performance review is then used to determine potential merit increases.

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

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

Site Checks

Members of the CRPT routinely conduct Site Checks at commercial accounts. Accounts selected for Site Checks are chosen based upon numerous activities, including previous contamination found while performing a Site Assessment, participating in Ride-A-Longs with a driver, through the route history and/or from a Route Supervisor or other RSMC team member.

The Monthly Net Changes Report, which is provided to Member Agencies in the RSMC Monthly Report, is also used to identify customers who recently subscribed to new services and/or made changes in service levels, which might warrant an on-site visit or follow up communication.

AB 341

Currently, we have identified approximately 100 commercial and MFD customers that have either previously declined recycling or are new to the SBWMA service area. Directly contacting customers to notify them about AB341 has been a successful strategy for recruiting new recycling customers. The CPRT will continue these efforts by contacting these customers that are currently not in compliance with AB341. RSMC will continue to document in our AS400 data base the reasons given for declining service, which may include backhauling or self-hauling recycling, baling or selling cardboard, retaining CRV materials for redemption and/or subscribing to recycling services with companies other than RSMC.

Maintenance of Large Accounts

In Q4, the CPRT dedicated a significant amount of time to targeted accounts in their territories, to build rapport with the customers and provide extensive assistance to increase diversion through the implementation or enhancement of recycling and/or compost programs. Given that recycling is non-franchised, it's imperative that we continue to nurture these accounts and capture the cardboard and other valuable commodities that will benefit the Member Agencies. The CPRT will continue to use this strategy of focusing on several large accounts each quarter, with the goal of increasing diversion, maintaining customer relations and/or securing the account so that recyclable materials are brought to the Shoreway Environmental Center.

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

Services provided by RSMC to our Commercial and Agency Facility sectors 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 2012 4th Quarter Report detail file in the tab labeled "M1d. Diversion Level".