



CONSENT CALENDAR

**DRAFT MINUTES**

**SOUTH BAYSIDE WASTE MANAGEMENT AUTHORITY  
MEETING OF THE BOARD OF DIRECTORS  
November 17, 2011 – 2:00 p.m.  
San Carlos Library Conference Room A/B**

**1. Roll Call:**

CTO 2:05 p.m.

In attendance: Belmont, Foster City, Hillsborough, Menlo Park, Redwood City, San Carlos, San Mateo, County of San Mateo, West Bay Sanitary District

**2. Public Comment**

Persons wishing to address the Board on matters NOT on the posted agenda may do so.

Each speaker is limited to two minutes. If there are more than five individuals wishing to speak during public comment, the Chairman will draw five speaker cards from those submitted to speak during this time. The balance of the Public Comment speakers will be called upon at the end of the Board Meeting.

If the item you are speaking on is not listed on the agenda, please be advised that the Board may briefly respond to statements made or questions posed as allowed under The Brown Act (Government Code Section 54954.2). The Board's general policy is to refer items to staff for attention, or have a matter placed on a future Board agenda for a more comprehensive action or report and formal public discussion and input at that time.

None

**3. Approval of Consent Calendar:**

Consent Calendar item(s) are considered to be routine and will be enacted by one motion. There will be no separate discussion on these items unless members of the Board, staff or public request specific items be removed for separate action. *Items removed from the Consent Calendar will be moved to the end of the agenda for separate discussion.*

- A. Adopt the October 27, 2011 BOD Meeting Minutes
- B. Approval of Quarterly Investment Report as of 9/30/11
- C. Approval of 2012 Board Meeting Calendar
- D. Resolution Approving Office Lease Agreement at San Carlos Library
- E. Receipt of Recology and SBR Monthly Reports

M/S: Hardy/Fotu

Voice Vote: All in Favor

**4. New Business:**

A. Presentation on Future Strategic Priorities and Planning  
Executive Director McCarthy noted that at the direction of the Board and the Executive Committee, staff was asked to begin the conversation about what is next for the SBWMA over the next 5 to 6 years.

Executive Director McCarthy noted that staff would be reaching out to the Board with dates for a public meeting sometime in February to discuss strategic planning further.

Executive Director McCarthy's gave a presentation referencing the success the SBWMA has had to date, the strategic drivers for future plans, noting specifically: AB 341 75% Statewide recycling goal by 2020, the expiration of the OX Mountain Disposal Agreement in 2019, and rate stability and predictability, and the existing strategic plan, and next steps.

Chair Moura asked about diversion numbers being provided to individual agencies.

Executive Director McCarthy answered that the numbers are in the monthly contractor reports.

Member Oskoui asked about the issue of having elected officials on the Board that was brought up at the Grand Opening ceremony noting there is some interest and wanting to know more about what that would mean from Belmont council members.

Chair Moura noted that it is a contentious issue, and some members of the Board do not want that to happen.

Executive Director McCarthy added that there are many governance issues to talk about, adding that as well as the governance structure, possibly getting additional JPA members, and other structural changes to the JPA like the fiscal year versus calendar year issue that has been brought up before.

B. Discussion on Shoreway Education Center Tour Bus Funding and Tour Reservation Protocol  
Staff Gans announced that January 2012 would be the launch of the school group tour program and the Shoreway Environmental Center. He introduced Staff Mututa to discuss the details of the program.

Staff Mututa noted that the goal of the program is to promote and empower 4R behaviors. The tours will be 2 hours, and be in line with California State curriculum for 4<sup>th</sup> to 6<sup>th</sup> grade. Free transportation would be provided to the 4<sup>th</sup> – 6<sup>th</sup> grade tours groups from schools within the SBWMA service area.

She also noted that to promote the tour program, there would be promotional flyers to schools, and in the Rethinker. She asked for suggestions from the Board Members on promotional ideas.

Member Fotu stated that that the staff report noted that every 3<sup>rd</sup> Thursday the Education Center would be open. She asked if reservations were required.

Staff Mututa answered that reservations are preferred, but tours will be given to those who just show up as well.

Member Bernardo asked why busses are being provided.

Executive Director McCarthy answered that based on experience from the program in Alameda County, without providing this service the turnout for tours would be much lower. Adding that, having multiple private vehicles on site raises other concerns with parking and safety as well.

Member Scott requested revisiting paying for the buses at the strategic plan meeting.

C. Resolution Approving Shoreway Facility Tipping Fee Adjustments Effective 1/1/12

Executive Director McCarthy gave a power point presentation on the proposed rates for 2012 summarizing the recommended tip fee adjustments. He noted a recommended decrease of \$2/ton in the franchise rate, no change to the residential organics, and commercial food waste rate, but separating commercial food waste as its own rate which it doesn't currently have, and further reductions in public rates, because the July changes have driven an increase in public solid waste volumes, and have driven a very significant increase in public yard waste volumes.

Member Scott asked for clarification on projected rates vs. no change.

Executive Director McCarthy answered that the budgeted numbers haven't been implemented yet; they were projected for January 1, 2012 in the budget passed in June. Noting that now we are recommending changes to those projected numbers before they are implemented.

Member Oskoui asked how undesignated funds are being allocated, and if they are cumulative.

Executive Director McCarthy answered that those funds can not be spent without Board approval. He also answered that the funds are cumulative. We are projecting in 2012 we will have \$350,000 in undesignated funds. Noting that the \$350,000 was the number to watch as the Board considered changing tip fees.

Member Fotu questioned why the undesignated funds have been decreasing year after year.

Executive Director McCarthy answered that last year we had proposed a \$93/ton tip fee and what was passed was \$90, noting that that was part of it.

Staff Moran added that some of the 2011 undesignated reserve money was used to start the equipment reserve fund, some was used to finish the Master Plan, which was always planned for using internal money, some will be used to start paying off the \$3M bond owed to the City of Burlingame, and some to pay principal on our debt which is about \$1M a year. He explained further that in 2011 you see the dollars in the reserves and in 2012 those dollars are spent.

Member Hardy asked if the reserve balances being projected include the proposed reduced tipping fees.

Executive Director McCarthy answered that this is what is expected.

Member Scott asked for clarification on the rate stabilization fund.

Executive Director McCarthy answered that it is the JPA's rate stabilization fund, is money held by the JPA in case of any unexpected shocks to our budget. It's an emergency fund.

Executive Director McCarthy continued, noting that the other part of the analysis was to look at projected rates vs. the operational cost. He added that it has been the direction of the Board to set rates to cover costs, and that at the proposed \$88/ton we are still above what our actual costs are.

Member Oskoui asked if the revenues of green waste are off setting the cost, wanting to know where commodity revenues are built in.

Executive Director McCarthy answered that the numbers are all pretty much stand-alone costs. It's built-in in the recommended tipping fees, because we look at the total revenue needed, but it's not built in on the cost side.

Member Clark asked for clarification if the customers at the gate would be charged \$88 in addition to the franchise fee.

Executive Director McCarthy answered that this is the total fee charged to franchise customers.

Member Galli asked why self-haul vehicles are not weighed.

Executive Director McCarthy stated that the facility isn't set up for that kind of operation.

Member Oskoui asked about the balancing account, noting that his perception was each agency was paying off Allied.

Executive Director McCarthy answered that the agency owes money directly to Allied for facility operations.

Member Fotu commented that the recommended tip fee adjustments don't appear to be a structure that promotes

sustainability.

Member Fotu made a motion for discussion to keep the solid waste rate at \$90/ton and lower the residential organics to \$85, and keep commercial food waste as proposed by staff, but still remain revenue neutral in order to promote the mission statement of the JPA and promote sustainability.

Chair Moura asked what the total revenue impact this motion would be.

Executive Director McCarthy answered that it would be fairly close, but not quite revenue neutral.

Member Scott asked how this affects Member Agency rates.

Executive Director McCarthy answered that the staff report says this reduces collection rates by 0.4%. Adding that if an agency has a reduction it would be in the revenue reconciliation process.

Member Galli commented that incentives to recycle should be in the rates not in the tip fees.

Member Fotu pointed out that it does trickle down, because every time a vehicle goes through the gate those tons do get assigned to each agency.

Member Oskoui seconded Member Fotu's motions for further discussion.

Member Scott announced that West Bay Sanitary District couldn't support that motion.

Vice Chair Porter added that there has been discussion for quite some time to have tip fees cover the cost of operations, and he felt it was a principal part of the discussion.

Member Hardy made an alternate motion to move the resolution as drafted by staff, with a request that at the Board's strategic planning retreat include discussion how to achieve philosophical approaches of encouraging recycling.

Member Porter seconded the motion.

Motion passes: 7-2-0-3

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

5. **Old Business:**

A. RSMC Franchise Agreement Operational and Contract Administration Update

Gino Gasparini gave an update on Recology operations. He shared that Recology has an updated 2012 event form, and asked the agencies for any information they can give in advance, so that Recology can prepare as much as possible in advance. He also noted that Recology is working with staff for compost and shred events for the Member Agencies. He also announced that they will be operational on Thanksgiving Day.

B. SBR Shoreway Operational and Contract Administration Update

Dwight Herring introduced himself; as it was the first time he addressed the Board. He updated the board on diversion opportunities and announced SBR's partnership with St. Vincent De Paul, where people can drop of reusable clothes and household items at Shoreway

Chair Moura asked if people would get tax receipts for donations to St. Vincent De Paul.

Dwight Herring answered yes, receipts are given.

6. **Staff Updates**

- a) Update on Recology Commercial Recycling Outreach Efforts
- b) Recycling and Outreach Programs Update
- c) Shoreway Construction Update

Staff Gans announced that the installation of the Solar Power has begun, and when it's done it will probably generate about 50% of the facilities power needs. It is a big part of our LEED Certification process.

d) Update on 2012/2013 Franchise Rate Setting Process

Executive Director McCarthy brought the Board's attention to this item. It will be an ongoing update going forward. He noted that there will be a rate setting workshop in the spring intended to get Board Members more involved in the process, and have more communication.

Chair Moura asked if it made sense to have Board of Director's rate workshop, and then have elected officials workshop.

Executive Director McCarthy answered anyway the Board wanted to do it, we will.

e) Preview of Upcoming Board meetings

7. **Board Member Comments**

Member Scott requested SBWMA and Recology staff attend their rate setting meeting on December 14<sup>th</sup>.

8. **Adjourn 3:33** Next Regular meeting scheduled for January 26, 2012, San Carlos Library at 2 pm



## STAFF REPORT

---

**To:** SBWMA Board Members  
**From:** Marshall Moran, Finance Manager  
**Date:** January 26, 2012 Board of Director's Meeting  
**Subject:** Resolution Authorizing Update to 401(a) Retirement Plan Language

---

### Recommendation

It is recommended that the SBWMA Board of Directors approve Resolution No. 2012-01 attached hereto authorizing the following action:

Update the 401(a) Retirement Plan language.

### Analysis

The Internal Revenue Service has issued instructions that require all qualified plans to be restated for various changes to pension laws. The changes are technical in nature and have little effect on our plan except to keep it in a tax qualified status. The following are brief highlights:

#### **Required minimum distribution relief for 2009**

WRERA 2008 provides some relief from the required minimum distribution (RMD) rules for distributions required from qualified plans and IRAs for calendar year 2009. The distribution that is required for calendar year 2009 can be waived. Also, the five-year period where the five-year rule applies is determined without regard to 2009. The 2009 relief rules apply to distributions from defined contribution plans, Section 403(a) and 403(b) defined contribution plans, governmental Section 457 defined contribution plans and IRAs.

#### **Roth-to-Roth rollovers**

In general, a qualified plan or IRA can be rolled over or converted to a Roth IRA in a taxable event. In the years before 2010, such a conversion is not permitted if the individual's gross income exceeds \$100,000. However, the \$100,000 adjusted gross income limitation does not apply after 2009. WRERA 2008 provides that a rollover from a Roth IRA or a designated Roth account to a Roth IRA is not subject to the adjusted gross income limitation and is not subject to tax

#### **Rollovers by non-spouse beneficiaries**

A non-spouse beneficiary can roll over an inherited eligible retirement plan to an IRA created to receive the inherited eligible retirement plan in a direct trustee-to-trustee transfer. WRERA 2008 provides that, for plan years beginning after 2009, a rollover by a non-spouse beneficiary is generally treated like any other eligible rollover. Plans therefore would be required to permit such rollovers by non-spouse beneficiaries.

There have been no changes to the basic benefit provisions offered to our employees. As a reminder, we have a non-PERS retirement plan similar to 401(k) plans in the private sector.

**Fiscal Impact**

There is no fiscal impact associated with the retirement plan language changes.

**Attachments:**

Resolution No. 2012-01

Exhibit A – SBWMA 401(a) Retirement Plan



**RESOLUTION NO. 2012-01**

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE  
SOUTH BAYSIDE WASTE MANAGEMENT AUTHORITY  
AUTHORIZING 401(a) RETIREMENT PLAN AMENDMENT**

**WHEREAS**, the South Bayside Waste Management Authority (SBWMA) Board of Directors hereby takes the following action with respect to the South Bayside Waste Management Authority 401(a) Plan, Exhibit A hereto (the Plan):

**RESOLVED:** That the Plan be adopted in the form attached hereto, which Plan is hereby adopted and approved;

**RESOLVED FURTHER:** That the Executive Director of the SBWMA is authorized and directed to execute the Plan on behalf of the SBWMA.

**RESOLVED FURTHER:** That Marshall Moran, the Finance Manager, and Kevin McCarthy, the Executive Director, are hereby appointed as the Trustees of the Plan; and

**RESOLVED FURTHER:** That the Executive Director of the SBWMA be, and hereby is, authorized and directed to take any and all actions and execute and deliver such documents as he may deem necessary, appropriate or convenient to effect the foregoing action including, without limitation, causing to be prepared and filed such reports, documents or other information as may be required.

**PASSED AND ADOPTED** by the Board of Directors of the South Bayside Waste Management Authority, County of San Mateo, State of California on this 26<sup>th</sup> day of January, 2012, by the following vote:

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

I HEREBY CERTIFY that the foregoing Resolution No. 2012-01 was duly and regularly adopted at a regular meeting of the South Bayside Waste Management Authority on January 26<sup>th</sup>, 2012.

ATTEST:

\_\_\_\_\_  
Brian Moura, Chairperson of SBWMA

\_\_\_\_\_  
Cyndi Urman, Board Secretary

APPROVED AS TO FORM:

\_\_\_\_\_  
Robert Lanzone, SBWMA Counsel

**SOUTH BAYSIDE WASTE MANAGEMENT AUTHORITY  
FORMAL RECORD OF ACTION**

The following is a formal record of action taken by the governing body of South Bayside Waste Management Authority (the "Company").

With respect to the amendment of the South Bayside Waste Management Authority 401(a) Plan (the "Plan"), the following resolutions are hereby adopted:

**RESOLVED:** That the Plan be amended in the form attached hereto, which amendment is hereby adopted and approved;

**RESOLVED FURTHER:** That the appropriate officers of the Company be, and they hereby are, authorized and directed to execute said amendment on behalf of the Company;

**RESOLVED FURTHER:** That the officers of the Company be, and they hereby are, authorized and directed to take any and all actions and execute and deliver such documents as they may deem necessary, appropriate or convenient to effect the foregoing resolutions including, without limitation, causing to be prepared and filed such reports documents or other information as may be required under applicable law.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2011.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**South Bayside Waste Management Authority  
401(a) Plan  
2011 REQUIRED AMENDMENT**

**WHEREAS**, South Bayside Waste Management Authority (the "Company") maintains the South Bayside Waste Management Authority 401(a) Plan (the "Plan") for the benefit of certain of its employees; and

**WHEREAS**, Pursuant to applicable IRS procedures, the Company desires to amend the Plan;

**NOW, THEREFORE**, the Plan is hereby amended as set forth below effective as provided therein.

This Amendment to the Plan is adopted to reflect provisions of the Worker, Retiree and Employer Recovery Act (the "WRERA") and certain other provisions of applicable law and the applicable regulations that are generally effective after December 31, 2008 ("Applicable Law"). This Amendment is intended as good faith compliance with the requirements of the WRERA and Applicable Law and is to be construed in accordance with same. This Amendment and the provisions of Applicable Law shall supersede the provisions of the Plan to the extent those provisions are inconsistent with the provisions of this Amendment, WRERA and Applicable Law.

**A. OPTIONAL PROVISIONS:**

**2009 Required Minimum Distributions**

**1a.** Indicate the extent to which participants and beneficiaries have an election to receive distributions that include 2009 RMDs:

- i.**  Default to continue 2009 RMDs.
- ii.**  Default to discontinue 2009 RMDs.
- iii.**  Other: \_\_\_\_\_.

**NOTE:** If "Other" is selected, the below provisions will not apply except to the extent specified.

**1b.** Direct Rollovers of 2009 RMDs. For purposes of the direct rollover provisions of the Plan, the following will also be treated as eligible rollover distributions in 2009:

- i.**  None. 2009 RMDs will not be treated as eligible rollover distributions in 2009.
- ii.**  2009 RMDs only.
- iii.**  Extended 2009 RMDs only.
- iv.**  2009 RMDs and Extended 2009 RMDs.

**Roth In-Plan Rollovers**

**2a.** If the Plan allows for Roth contributions and the plan is not a limited scope 403(b) plan, are In-Plan Roth Rollovers permitted?

- i.  No.
- ii.  Yes - only if the Plan otherwise allows for the distribution/in-service withdrawal.
- iii.  Yes - limitations and/or conditions apply.
- iv.  Yes - all distributions/in-service withdrawals permitted under the Code even if not otherwise provided under the plan.

**NOTE:** To prevent terminated employees from taking an In-Plan Roth Rollover or to limit In-Plan Roth Rollovers to a nondiscriminatory class, choose "limitations and/or conditions apply" and describe the circumstances under which participants can take an In-Plan Roth Rollover.

- 2b. If **A.2a** is not "No", indicate whether In-Plan Roth Rollovers are permitted from partially vested accounts:
  - i.  Yes.
  - ii.  No.
- 2c. If **A.2a** is "Yes -limitations and/or conditions", describe the limitations and/or conditions: \_\_\_\_\_

**NOTE:** In-Plan Roth Rollovers may only be permitted for eligible distributions that are also rollover distributions (as defined in Code section 402(c)(4)).

- 2d. If **A.2a** is not "No", enter the effective date of the In-Plan Roth Rollovers: \_\_\_\_\_ (must be after Sept. 27, 2010).
- 2e. If **A.2a** is not "No", indicate method of preserving Code section 411(d)(6) protected benefits:
  - i.  Distributions from the In-Plan Roth Rollover Account are permitted at any time
  - ii.  Preserve existing distributions/in-service withdrawals rights for each account
  - iii.  Other: \_\_\_\_\_

**B. STANDARD PROVISIONS:**

- 1. 2009 Required Minimum Distributions. Notwithstanding other provisions of the Plan to the contrary; to the extent provided above, and by Code section 401(a)(9), IRS Notice 2009-82 and any superseding guidance, a participant or beneficiary who would have been required to receive 2009 RMDs or Extended 2009 RMDs will receive those distributions for 2009 unless the participant or beneficiary chooses not to receive such distributions. Participants and beneficiaries described in the preceding sentence will be given the opportunity to elect to stop receiving the distributions described in the preceding sentence.
  - A. In addition, notwithstanding other provisions of the Plan to the contrary, and solely for purposes of applying the direct rollover provisions of the Plan, certain additional distributions in 2009, as chosen above, will be treated as eligible rollover distributions.
  - B. Definitions:
    - i. "2009 RMDs" are Required Minimum Distributions for 2009 but for the enactment of section 401(a)(9)(H) of the Code;

- ii. "Extended 2009 RMDs" are one or more payments in a series of substantially equal distributions (that include the 2009 RMDs) made at least annually and expected to last for the life (or life expectancy) of the participant, the joint lives (or joint life expectancy) of the participant and the participant's designated beneficiary, or for a period of at least 10 years.

- 2. Roth In-Plan Rollovers. To the extent provided in the Optional Provisions and to the extent permitted by Code section 402A(c), IRS Notice 2010-84 and any superseding guidance, a distribution from the Plan other than from a designated Roth Account that is an eligible rollover distribution (as defined in Code section 408A(e)) may be rolled over to a designated Roth Account maintained under this Plan for the benefit of the individual to whom the distribution is made.

"In-Plan Roth Rollover" means an Employee contribution made to the Plan as a rollover from another account in the Plan pursuant to this Section.

"In-Plan Roth Rollover Account" means so much of a participant's account as consists of a participant's In-Plan Roth Rollover Contributions (and corresponding earnings) made to the Plan.

If In-Plan Roth Rollovers are permitted for all distributions permitted under the Code and to the extent provided in the Optional Provisions, In-Plan Roth Rollovers are permitted at the following times:

- A. Upon the attainment of age 50 except elective deferrals, qualified nonelective contributions, qualified matching contributions and the portion of any account that has been used to satisfy the safe harbor requirements of Code sections 401(k)(12) or 401(k)(13) and/or 401(m)(11) or 401(m)(12) shall not be eligible for withdrawal until the participant attains age 59-1/2.
- B. After-tax, rollover and voluntary accounts can be converted to an In-Plan Roth Rollover Account at any time.
- C. From a participant's matching contribution account and/or profit sharing contribution account after 5 years of participation. In-service withdrawals are allowed from a participant's matching contribution account and/or profit sharing contribution account on funds held for at least 2 years. Withdrawals after 5 years of participation and/or 2 years of accumulation are only permitted from the accounts to the extent such account has not been used to satisfy the requirements of Code sections 401(k)(12) or 401(k)(13) and/or 401(m)(11) or 401(m)(12). Withdrawals after 5 years of participation and/or 2 years of accumulation are also only permitted from accounts to the extent such account has not been treated as qualified matching contributions or qualified nonelective contributions.
- D. Immediately after termination of employment.

3. Notice 2010-15 - HEART Act. Plan provisions pursuant to Code sections 401(a)(37), 414(u)(9) and 414(u)(12), to the extent applicable, shall also be interpreted pursuant to Notice 2010-15 and any superseding guidance.
  
4. Right to Divest Publicly Traded Employer Securities. To the extent Code section 401(a)(35) applies to the plan (the Plan holds publicly traded employer securities and is an applicable defined contribution plan under Code section 401(a)(35)(E)), the rules regarding the rights to divest publicly traded employer securities shall be interpreted pursuant to Treas. Reg. section 1.401(a)(35)-1 and any applicable superseding guidance.

**IN WITNESS WHEREOF**, the Company has caused this Amendment to be executed this \_\_\_\_\_ day of \_\_\_\_\_, 2011.

SOUTH BAYSIDE WASTE MANAGEMENT  
AUTHORITY:

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title/Position: \_\_\_\_\_

V4.02-4.02



## STAFF REPORT

---

**To:** SBWMA Board Members  
**From:** Cliff Feldman, Recycling Programs Manager  
Hilary Gans, Facility Operations Contracts Manager  
**Date:** January 26, 2012 Board of Directors Meeting  
**Subject:** Receipt of Recology and SBR Monthly Reports

---

### Recommendation

This is an informational report and no action is necessary.

### Analysis

Recology San Mateo County (Recology) and South Bay Recycling (SBR) are required to submit monthly reports. Both companies submitted their Monthly Reports on time. These Monthly Reports are due 15 days after the end of each month. Recology's and SBR's reports for the month of December 2011 are attached.

It's important to note that the tonnage information presented in Recology's Monthly Report is derived from data compiled by SBR as the Shoreway Environmental Center facility operator. Therefore, regarding the reporting of tonnage, the Recology and SBR reports are redundant. In addition, the SBR report provides details on the transfer station and buy-back center activities and therefore includes more facility tonnage data than the Recology Monthly Report. Recology's report includes collection data, monthly updates on various operations, and call center complaint/inquiry related metrics.

### Background

Article 9, section 9.05 of the Member Agencies Franchise Agreement(s) with RSMC require the company to prepare and submit a monthly report. Similarly, Article 8, section 8.07 of the Operations Agreement between the SBWMA and SBR requires the company to submit a monthly report. The guidelines and reporting requirements for each company are specified in their respective Agreements.

### Attachments:

Attachment A - Recology November 2011 Monthly Report  
Attachment B - SBR November 2011 Monthly Report  
Attachment C - Recology December 2011 Monthly Report  
Attachment D - SBR December 2011 Monthly Report



---

**Agenda Item 3C**  
**Receipt of Recology and SBR Monthly Reports**

**Attachment A: Recology November 2011 Monthly Report**  
**Attachment B: SBR November 2011 Monthly Report**  
**Attachment C: Recology December 2011 Monthly Report**  
**Attachment D: SBR December 2011 Monthly Report**

---

- ◆ Recology November 2011 Monthly Report
  - ◆ SBR November 2011 Monthly Report
  - ◆ Recology December 2011 Monthly Report
  - ◆ SBR December 2011 Monthly Report
- ◆ Files too large to be included in packet  
Posted on Website: [www.rethinkwaste.org](http://www.rethinkwaste.org)