



MONTHLY REPORT TO THE SBWMA FOR APRIL 2012

Submitted May 15, 2012



May 15, 2012

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 April, 2012 monthly 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

MONTHLY REPORT TO THE SBWMA

**For
APRIL 2012**

**Submitted
MAY 15, 2012**



APRIL 2012 MONTHLY REPORT

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APRIL 2012 MONTHLY 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.



APRIL 2012 MONTHLY REPORT

SUMMARY

Total commercial solid waste tonnage collected:	10,200.55
Total commercial recyclables tonnage collected:	2,248.04
Total commercial organics tonnage collected:	1,622.95
Total residential solid waste tonnage collected:	4,704.49
Total residential recyclables tonnage collected:	3,174.67
Total residential organics tonnage collected:	6,909.28
Overall Calculated Diversion rate:	48.35%
Commercial Diversion rate:	27.51%
Residential Diversion rate:	68.19%
Number of inquiries, service requests and complaints received:	3,918
Number of Customer Service calls received:	12,878
Average Hold Time for Customer Service calls:	12.66 seconds
On-site customer assessments and visual audits conducted:	84
Quality Assurance Program contact calls initiated:	212

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
ATHERTON				
Commercial				
Commercial Solid Waste	RSMC	46.46	0.00	0.00
Commercial Recycling	RSMC	10.91	0.00	0.00
Commercial Organics	RSMC	30.91	0.00	0.00
Subtotal - Disposed		46.46	0.00	0.00
Subtotal - Diverted		41.82	0.00	0.00
MFD				
MFD Solid Waste	RSMC	0.00	0.00	0.00
MFD Recycling	RSMC	0.00	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Residential				
Residential Solid Waste	RSMC	139.98	0.00	0.00
Residential Curbside Recycling	RSMC	100.96	0.00	0.00
Residential Curbside Organics	RSMC	707.10	0.00	0.00
Subtotal - Disposed		139.98	0.00	0.00
Subtotal - Diverted		808.06	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		47.37%	0.00%	0.00%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		85.23%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		186.44	0.00	0.00
Total Diverted		849.88	0.00	0.00
Total Diversion Rate		82.01%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		85.23%	0.00%	0.00%
Commercial Diversion Percentage		47.37%	0.00%	0.00%
Overall Diversion Percentage		82.01%	0.00%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
BELMONT				
Commercial				
Commercial Solid Waste	RSMC	210.96	0.00	0.00
Commercial Recycling	RSMC	47.91	0.00	0.00
Commercial Organics	RSMC	36.65	0.00	0.00
Subtotal - Disposed		210.96	0.00	0.00
Subtotal - Diverted		84.56	0.00	0.00
MFD				
MFD Solid Waste	RSMC	189.47	0.00	0.00
MFD Recycling	RSMC	40.58	0.00	0.00
MFD Organics	RSMC	2.10	0.00	0.00
Subtotal - Disposed		189.47	0.00	0.00
Subtotal - Diverted		42.68	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	32.44	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		32.44	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Residential				
Residential Solid Waste	RSMC	259.83	0.00	0.00
Residential Curbside Recycling	RSMC	222.53	0.00	0.00
Residential Curbside Organics	RSMC	353.97	0.00	0.00
Subtotal - Disposed		259.83	0.00	0.00
Subtotal - Diverted		576.50	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		28.61%	0.00%	0.00%
MFD Recycling Rate		18.38%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		68.93%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		692.70	0.00	0.00
Total Diverted		703.74	0.00	0.00
Total Diversion Rate		50.40%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		68.93%	0.00%	0.00%
Commercial Diversion Percentage		22.72%	0.00%	0.00%
Overall Diversion Percentage		50.40%	0.00%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
BURLINGAME				
Commercial				
Commercial Solid Waste	RSMC	709.29	0.00	0.00
Commercial Recycling	RSMC	237.17	0.00	0.00
Commercial Organics	RSMC	185.87	0.00	0.00
Subtotal - Disposed		709.29	0.00	0.00
Subtotal - Diverted		423.04	0.00	0.00
MFD				
MFD Solid Waste	RSMC	265.74	0.00	0.00
MFD Recycling	RSMC	61.85	0.00	0.00
MFD Organics	RSMC	5.53	0.00	0.00
Subtotal - Disposed		265.74	0.00	0.00
Subtotal - Diverted		67.38	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	672.69	0.00	0.00
Roll-Off Recycling	RSMC	8.12	0.00	0.00
Roll-Off Organics	RSMC	45.82	0.00	0.00
Subtotal - Disposed		672.69	0.00	0.00
Subtotal - Diverted		53.94	0.00	0.00
Residential				
Residential Solid Waste	RSMC	296.84	0.00	0.00
Residential Curbside Recycling	RSMC	232.86	0.00	0.00
Residential Curbside Organics	RSMC	465.48	0.00	0.00
Subtotal - Disposed		296.84	0.00	0.00
Subtotal - Diverted		698.34	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		37.36%	0.00%	0.00%
MFD Recycling Rate		20.23%	0.00%	0.00%
Roll-Off Recycling Rate		7.42%	0.00%	0.00%
Residential Organics & Recycling Rate		70.17%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,944.56	0.00	0.00
Total Diverted		1,242.70	0.00	0.00
Total Diversion Rate		38.99%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		70.17%	0.00%	0.00%
Commercial Diversion Percentage		24.83%	0.00%	0.00%
Overall Diversion Percentage		38.99%	0.00%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO				
Commercial				
Commercial Solid Waste	RSMC	111.86	0.00	0.00
Commercial Recycling	RSMC	212.17	0.00	0.00
Commercial Organics	RSMC	22.20	0.00	0.00
Subtotal - Disposed		111.86	0.00	0.00
Subtotal - Diverted		234.37	0.00	0.00
MFD				
MFD Solid Waste	RSMC	223.94	0.00	0.00
MFD Recycling	RSMC	18.39	0.00	0.00
MFD Organics	RSMC	9.04	0.00	0.00
Subtotal - Disposed		223.94	0.00	0.00
Subtotal - Diverted		27.43	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	87.44	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		87.44	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Residential				
Residential Solid Waste	RSMC	524.97	0.00	0.00
Residential Curbside Recycling	RSMC	104.22	0.00	0.00
Residential Curbside Organics	RSMC	335.79	0.00	0.00
Subtotal - Disposed		524.97	0.00	0.00
Subtotal - Diverted		440.01	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		67.69%	0.00%	0.00%
MFD Recycling Rate		10.91%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		45.60%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		948.21	0.00	0.00
Total Diverted		701.81	0.00	0.00
Total Diversion Rate		42.53%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		45.60%	0.00%	0.00%
Commercial Diversion Percentage		38.22%	0.00%	0.00%
Overall Diversion Percentage		42.53%	0.00%	0.00%

Recology San Mateo County
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Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
FOSTER CITY				
Commercial				
Commercial Solid Waste	RSMC	245.32	0.00	0.00
Commercial Recycling	RSMC	70.18	0.00	0.00
Commercial Organics	RSMC	123.46	0.00	0.00
Subtotal - Disposed		245.32	0.00	0.00
Subtotal - Diverted		193.64	0.00	0.00
MFD				
MFD Solid Waste	RSMC	296.34	0.00	0.00
MFD Recycling	RSMC	59.56	0.00	0.00
MFD Organics	RSMC	2.92	0.00	0.00
Subtotal - Disposed		296.34	0.00	0.00
Subtotal - Diverted		62.48	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	101.87	0.00	0.00
Roll-Off Recycling	RSMC	0.55	0.00	0.00
Roll-Off Organics	RSMC	40.42	0.00	0.00
Subtotal - Disposed		101.87	0.00	0.00
Subtotal - Diverted		40.97	0.00	0.00
Residential				
Residential Solid Waste	RSMC	255.00	0.00	0.00
Residential Curbside Recycling	RSMC	179.24	0.00	0.00
Residential Curbside Organics	RSMC	237.11	0.00	0.00
Subtotal - Disposed		255.00	0.00	0.00
Subtotal - Diverted		416.35	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		44.11%	0.00%	0.00%
MFD Recycling Rate		17.41%	0.00%	0.00%
Roll-Off Recycling Rate		28.68%	0.00%	0.00%
Residential Organics & Recycling Rate		62.02%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		898.53	0.00	0.00
Total Diverted		713.44	0.00	0.00
Total Diversion Rate		44.26%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		62.02%	0.00%	0.00%
Commercial Diversion Percentage		31.58%	0.00%	0.00%
Overall Diversion Percentage		44.26%	0.00%	0.00%

Recology San Mateo County
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Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH				
Commercial				
Commercial Solid Waste	RSMC	47.12	0.00	0.00
Commercial Recycling	RSMC	17.66	0.00	0.00
Commercial Organics	RSMC	17.04	0.00	0.00
Subtotal - Disposed		47.12	0.00	0.00
Subtotal - Diverted		34.70	0.00	0.00
MFD				
MFD Solid Waste	RSMC	0.00	0.00	0.00
MFD Recycling	RSMC	0.00	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Residential				
Residential Solid Waste	RSMC	185.99	0.00	0.00
Residential Curbside Recycling	RSMC	150.69	0.00	0.00
Residential Curbside Organics	RSMC	381.70	0.00	0.00
Subtotal - Disposed		185.99	0.00	0.00
Subtotal - Diverted		532.39	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		42.41%	0.00%	0.00%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		74.11%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		233.11	0.00	0.00
Total Diverted		567.09	0.00	0.00
Total Diversion Rate		70.87%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		74.11%	0.00%	0.00%
Commercial Diversion Percentage		42.41%	0.00%	0.00%
Overall Diversion Percentage		70.87%	0.00%	0.00%

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 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
MENLO PARK				
Commercial				
Commercial Solid Waste	RSMC	812.06	0.00	0.00
Commercial Recycling	RSMC	197.66	0.00	0.00
Commercial Organics	RSMC	343.72	0.00	0.00
Subtotal - Disposed		812.06	0.00	0.00
Subtotal - Diverted		541.38	0.00	0.00
MFD				
MFD Solid Waste	RSMC	202.78	0.00	0.00
MFD Recycling	RSMC	57.80	0.00	0.00
MFD Organics	RSMC	10.88	0.00	0.00
Subtotal - Disposed		202.78	0.00	0.00
Subtotal - Diverted		68.68	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	43.55	0.00	0.00
Roll-Off Recycling	RSMC	19.52	0.00	0.00
Roll-Off Organics	RSMC	21.15	0.00	0.00
Subtotal - Disposed		43.55	0.00	0.00
Subtotal - Diverted		40.67	0.00	0.00
Residential				
Residential Solid Waste	RSMC	340.46	0.00	0.00
Residential Curbside Recycling	RSMC	284.84	0.00	0.00
Residential Curbside Organics	RSMC	701.54	0.00	0.00
Subtotal - Disposed		340.46	0.00	0.00
Subtotal - Diverted		986.38	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		40.00%	0.00%	0.00%
MFD Recycling Rate		25.30%	0.00%	0.00%
Roll-Off Recycling Rate		48.29%	0.00%	0.00%
Residential Organics & Recycling Rate		74.34%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,398.85	0.00	0.00
Total Diverted		1,637.11	0.00	0.00
Total Diversion Rate		53.92%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		74.34%	0.00%	0.00%
Commercial Diversion Percentage		38.07%	0.00%	0.00%
Overall Diversion Percentage		53.92%	0.00%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS				
Commercial				
Commercial Solid Waste	RSMC	162.29	0.00	0.00
Commercial Recycling	RSMC	39.91	0.00	0.00
Commercial Organics	RSMC	31.14	0.00	0.00
Subtotal - Disposed		162.29	0.00	0.00
Subtotal - Diverted		71.05	0.00	0.00
MFD				
MFD Solid Waste	RSMC	72.59	0.00	0.00
MFD Recycling	RSMC	10.22	0.00	0.00
MFD Organics	RSMC	0.22	0.00	0.00
Subtotal - Disposed		72.59	0.00	0.00
Subtotal - Diverted		10.44	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Residential				
Residential Solid Waste	RSMC	236.23	0.00	0.00
Residential Curbside Recycling	RSMC	97.30	0.00	0.00
Residential Curbside Organics	RSMC	197.16	0.00	0.00
Subtotal - Disposed		236.23	0.00	0.00
Subtotal - Diverted		294.46	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		30.45%	0.00%	0.00%
MFD Recycling Rate		12.57%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		55.49%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		471.11	0.00	0.00
Total Diverted		375.95	0.00	0.00
Total Diversion Rate		44.38%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		55.49%	0.00%	0.00%
Commercial Diversion Percentage		25.76%	0.00%	0.00%
Overall Diversion Percentage		44.38%	0.00%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY				
Commercial				
Commercial Solid Waste	RSMC	1,248.23	0.00	0.00
Commercial Recycling	RSMC	268.11	0.00	0.00
Commercial Organics	RSMC	246.58	0.00	0.00
Subtotal - Disposed		1,248.23	0.00	0.00
Subtotal - Diverted		514.69	0.00	0.00
MFD				
MFD Solid Waste	RSMC	710.41	0.00	0.00
MFD Recycling	RSMC	109.27	0.00	0.00
MFD Organics	RSMC	12.29	0.00	0.00
Subtotal - Disposed		710.41	0.00	0.00
Subtotal - Diverted		121.56	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	323.30	0.00	0.00
Roll-Off Recycling	RSMC	7.94	0.00	0.00
Roll-Off Organics	RSMC	63.23	0.00	0.00
Subtotal - Disposed		323.30	0.00	0.00
Subtotal - Diverted		71.17	0.00	0.00
Residential				
Residential Solid Waste	RSMC	823.87	0.00	0.00
Residential Curbside Recycling	RSMC	582.23	0.00	0.00
Residential Curbside Organics	RSMC	1,121.33	0.00	0.00
Subtotal - Disposed		823.87	0.00	0.00
Subtotal - Diverted		1,703.56	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		29.20%	0.00%	0.00%
MFD Recycling Rate		14.61%	0.00%	0.00%
Roll-Off Recycling Rate		18.04%	0.00%	0.00%
Residential Organics & Recycling Rate		67.40%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,105.81	0.00	0.00
Total Diverted		2,410.98	0.00	0.00
Total Diversion Rate		43.70%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		67.40%	0.00%	0.00%
Commercial Diversion Percentage		23.66%	0.00%	0.00%
Overall Diversion Percentage		43.70%	0.00%	0.00%

Recology San Mateo County
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 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
SAN CARLOS				
Commercial				
Commercial Solid Waste	RSMC	507.88	0.00	0.00
Commercial Recycling	RSMC	133.22	0.00	0.00
Commercial Organics	RSMC	64.78	0.00	0.00
Subtotal - Disposed		507.88	0.00	0.00
Subtotal - Diverted		198.00	0.00	0.00
MFD				
MFD Solid Waste	RSMC	143.49	0.00	0.00
MFD Recycling	RSMC	33.77	0.00	0.00
MFD Organics	RSMC	8.50	0.00	0.00
Subtotal - Disposed		143.49	0.00	0.00
Subtotal - Diverted		42.27	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	85.50	0.00	0.00
Roll-Off Recycling	RSMC	9.64	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		85.50	0.00	0.00
Subtotal - Diverted		9.64	0.00	0.00
Residential				
Residential Solid Waste	RSMC	346.47	0.00	0.00
Residential Curbside Recycling	RSMC	295.88	0.00	0.00
Residential Curbside Organics	RSMC	544.84	0.00	0.00
Subtotal - Disposed		346.47	0.00	0.00
Subtotal - Diverted		840.72	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		28.05%	0.00%	0.00%
MFD Recycling Rate		22.76%	0.00%	0.00%
Roll-Off Recycling Rate		10.13%	0.00%	0.00%
Residential Organics & Recycling Rate		70.82%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,083.34	0.00	0.00
Total Diverted		1,090.63	0.00	0.00
Total Diversion Rate		50.17%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		70.82%	0.00%	0.00%
Commercial Diversion Percentage		25.33%	0.00%	0.00%
Overall Diversion Percentage		50.17%	0.00%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
SAN MATEO				
Commercial				
Commercial Solid Waste	RSMC	1,124.36	0.00	0.00
Commercial Recycling	RSMC	311.52	0.00	0.00
Commercial Organics	RSMC	235.51	0.00	0.00
Subtotal - Disposed		1,124.36	0.00	0.00
Subtotal - Diverted		547.03	0.00	0.00
MFD				
MFD Solid Waste	RSMC	986.55	0.00	0.00
MFD Recycling	RSMC	200.07	0.00	0.00
MFD Organics	RSMC	33.83	0.00	0.00
Subtotal - Disposed		986.55	0.00	0.00
Subtotal - Diverted		233.90	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	369.91	0.00	0.00
Roll-Off Recycling	RSMC	30.17	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		369.91	0.00	0.00
Subtotal - Diverted		30.17	0.00	0.00
Residential				
Residential Solid Waste	RSMC	998.26	0.00	0.00
Residential Curbside Recycling	RSMC	650.99	0.00	0.00
Residential Curbside Organics	RSMC	1,295.13	0.00	0.00
Subtotal - Disposed		998.26	0.00	0.00
Subtotal - Diverted		1,946.12	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue	SBR			
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		32.73%	0.00%	0.00%
MFD Recycling Rate		19.17%	0.00%	0.00%
Roll-Off Recycling Rate		7.54%	0.00%	0.00%
Residential Organics & Recycling Rate		66.10%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,479.08	0.00	0.00
Total Diverted		2,757.22	0.00	0.00
Total Diversion Rate		44.21%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		66.10%	0.00%	0.00%
Commercial Diversion Percentage		24.64%	0.00%	0.00%
Overall Diversion Percentage		44.21%	0.00%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
SAN MATEO COUNTY				
Commercial				
Commercial Solid Waste	RSMC	92.34	0.00	0.00
Commercial Recycling	RSMC	17.56	0.00	0.00
Commercial Organics	RSMC	18.04	0.00	0.00
Subtotal - Disposed		92.34	0.00	0.00
Subtotal - Diverted		35.60	0.00	0.00
MFD				
MFD Solid Waste	RSMC	40.00	0.00	0.00
MFD Recycling	RSMC	5.26	0.00	0.00
MFD Organics	RSMC	0.61	0.00	0.00
Subtotal - Disposed		40.00	0.00	0.00
Subtotal - Diverted		5.87	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Residential				
Residential Solid Waste	RSMC	208.98	0.00	0.00
Residential Curbside Recycling	RSMC	187.33	0.00	0.00
Residential Curbside Organics	RSMC	369.46	0.00	0.00
Subtotal - Disposed		208.98	0.00	0.00
Subtotal - Diverted		556.79	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		27.83%	0.00%	0.00%
MFD Recycling Rate		12.80%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		72.71%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		341.32	0.00	0.00
Total Diverted		598.26	0.00	0.00
Total Diversion Rate		63.67%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		72.71%	0.00%	0.00%
Commercial Diversion Percentage		23.86%	0.00%	0.00%
Overall Diversion Percentage		63.67%	0.00%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
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 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
WEST BAY				
Commercial				
Commercial Solid Waste	RSMC	29.15	0.00	0.00
Commercial Recycling	RSMC	9.70	0.00	0.00
Commercial Organics	RSMC	10.51	0.00	0.00
Subtotal - Disposed		29.15	0.00	0.00
Subtotal - Diverted		20.21	0.00	0.00
MFD				
MFD Solid Waste	RSMC	5.22	0.00	0.00
MFD Recycling	RSMC	1.65	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		5.22	0.00	0.00
Subtotal - Diverted		1.65	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Residential				
Residential Solid Waste	RSMC	87.61	0.00	0.00
Residential Curbside Recycling	RSMC	85.60	0.00	0.00
Residential Curbside Organics	RSMC	198.67	0.00	0.00
Subtotal - Disposed		87.61	0.00	0.00
Subtotal - Diverted		284.27	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		40.94%	0.00%	0.00%
MFD Recycling Rate		24.02%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		76.44%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		121.98	0.00	0.00
Total Diverted		306.13	0.00	0.00
Total Diversion Rate		71.51%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		76.44%	0.00%	0.00%
Commercial Diversion Percentage		38.88%	0.00%	0.00%
Overall Diversion Percentage		71.51%	0.00%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA				
Commercial				
Commercial Solid Waste	RSMC	5,347.32	0.00	0.00
Commercial Recycling	RSMC	1,573.68	0.00	0.00
Commercial Organics	RSMC	1,366.41	0.00	0.00
Subtotal - Disposed		5,347.32	0.00	0.00
Subtotal - Diverted		2,940.09	0.00	0.00
MFD				
MFD Solid Waste	RSMC	3,136.53	0.00	0.00
MFD Recycling	RSMC	598.42	0.00	0.00
MFD Organics	RSMC	85.92	0.00	0.00
Subtotal - Disposed		3,136.53	0.00	0.00
Subtotal - Diverted		684.34	0.00	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	1,716.70	0.00	0.00
Roll-Off Recycling	RSMC	75.94	0.00	0.00
Roll-Off Organics	RSMC	170.62	0.00	0.00
Subtotal - Disposed		1,716.70	0.00	0.00
Subtotal - Diverted		246.56	0.00	0.00
Residential				
Residential Solid Waste	RSMC	4,704.49	0.00	0.00
Residential Curbside Recycling	RSMC	3,174.67	0.00	0.00
Residential Curbside Organics	RSMC	6,909.28	0.00	0.00
Subtotal - Disposed		4,704.49	0.00	0.00
Subtotal - Diverted		10,083.95	0.00	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR	0.00	0.00	0.00
Member Agency Recycling	SBR	0.00	0.00	0.00
Member Agency Organics	SBR	0.00	0.00	0.00
Member Agency Inert / C&D	SBR	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other				
Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue				
Buyback Recycling	SBR			
Self-Haul Green Waste	SBR			
Self-Haul Inert / C&D	SBR			
Other Transfer Station Diversion	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		35.48%	0.00%	0.00%
MFD Recycling Rate		17.91%	0.00%	0.00%
Roll-Off Recycling Rate		12.56%	0.00%	0.00%
Residential Organics & Recycling Rate		68.19%	0.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		14,905.04	0.00	0.00
Total Diverted		13,954.94	0.00	0.00
Total Diversion Rate		48.35%	0.00%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		68.19%	0.00%	0.00%
Commercial Diversion Percentage		27.51%	0.00%	0.00%
Overall Diversion Percentage		48.35%	0.00%	0.00%

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2012

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Belmont	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1	
Burlingame	5	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
East Palo Alto	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Foster City	5	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Hillsborough	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Menlo Park	6	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
North Fair Oaks	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	15	0	0	15	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	2	0	0	2	
San Carlos	8	0	0	8	0	0	0	0	1	0	0	1	0	0	0	2	0	0	2	1	0	0	1	
San Mateo	7	0	0	7	0	0	0	0	0	0	0	0	0	0	0	3	0	0	3	0	0	0	0	
San Mateo County	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
West Bay	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals	57	0	0	57	0	0	0	0	1	0	0	1	0	0	0	8	0	0	8	6	0	0	6	

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	31	0	0	31	13	0	0	13	0	0	0	0	30	0	0	30	5	0	0	5
Belmont	122	0	0	122	13	0	0	13	0	0	0	0	66	0	0	66	39	0	0	39
Burlingame	142	0	0	142	20	0	0	20	0	0	0	0	104	0	0	104	47	0	0	47
East Palo Alto	88	0	0	88	11	0	0	11	0	0	0	0	32	0	0	32	4	0	0	4
Foster City	95	0	0	95	13	0	0	13	0	0	0	0	48	0	0	48	41	0	0	41
Hillsborough	57	0	0	57	13	0	0	13	0	0	0	0	41	0	0	41	34	0	0	34
Menlo Park	114	0	0	114	28	0	0	28	0	0	0	0	130	0	0	130	94	0	0	94
North Fair Oaks	45	0	0	45	11	0	0	11	0	0	0	0	21	0	0	21	7	0	0	7
Redwood City	321	0	0	321	29	0	0	29	0	0	0	0	198	0	0	198	16	0	0	16
San Carlos	161	0	0	161	34	0	0	34	0	0	0	0	274	0	0	274	56	0	0	56
San Mateo	435	0	0	435	47	0	0	47	0	0	0	0	275	0	0	275	200	0	0	200
San Mateo County	72	0	0	72	5	0	0	5	0	0	0	0	50	0	0	50	28	0	0	28
West Bay	39	0	0	39	4	0	0	4	0	0	0	0	22	0	0	22	21	0	0	21
Totals	1,722	0	0	1,722	241	0	0	241	0	0	0	0	1,291	0	0	1,291	592	0	0	592

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
April	12,878	12,661	217	1.69%	12.66	95.73%	212
May	0	0	0	0.00%	0.00	0.00%	0
June	0	0	0	0.00%	0.00	0.00%	0

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			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	1	0	0	1	0	0	0	0	0	0	0	0
Belmont	4	0	0	4	0	0	0	0	0	0	0	0
Burlingame	21	0	0	21	0	0	0	0	12	0	0	12
East Palo Alto	13	0	0	13	0	0	0	0	0	0	0	0
Foster City	1	0	0	1	0	0	0	0	370	0	0	370
Hillsborough	1	0	0	1	0	0	0	0	0	0	0	0
Menlo Park	11	0	0	11	0	0	0	0	300	0	0	300
North Fair Oaks	2	0	0	2	0	0	0	0	0	0	0	0
Redwood City	1	0	0	1	0	0	0	0	10	0	0	10
San Carlos	10	0	0	10	0	0	0	0	11	0	0	11
San Mateo	18	0	0	18	0	0	0	0	40	0	0	40
San Mateo County	0	0	0	0	0	0	0	0	0	0	0	0
West Bay	1	0	0	1	0	0	0	0	0	0	0	0
Totals	84	0	0	84	0	0	0	0	743	0	0	743