



# MONTHLY REPORT TO THE SBWMA FOR DECEMBER 2012

Submitted January 15, 2013



January 15, 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 December, 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  
DECEMBER 2012**

**Submitted  
JANUARY 15, 2013**



## DECEMBER 2012 MONTHLY REPORT

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## DECEMBER 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.



## DECEMBER 2012 MONTHLY REPORT

### SUMMARY

Total commercial solid waste tonnage collected:	10,821.13
Total commercial recyclables tonnage collected:	2,409.77
Total commercial organics tonnage collected:	2,114.42
Total residential solid waste tonnage collected:	5,151.69
Total residential recyclables tonnage collected:	3,789.00
Total residential organics tonnage collected:	8,224.73
Overall Calculated Diversion rate:	50.87%
Commercial Diversion rate:	29.48%
Residential Diversion rate:	69.99%
Number of inquiries, service requests and complaints received:	5,459
Number of Customer Service calls received:	15,444
Average Hold Time for Customer Service calls:	18.09 seconds
On-site customer assessments and visual audits conducted:	37
Quality Assurance Program contact calls initiated:	217

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>ATHERTON</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	43.08	43.46	50.43
Commercial Recycling	RSMC	13.99	11.86	14.22
Commercial Organics	RSMC	26.45	28.68	53.93
Subtotal - Disposed		43.08	43.46	50.43
Subtotal - Diverted		40.44	40.54	68.15
<b>MFD</b>				
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
<b>Roll-Off</b>				
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
<b>Residential</b>				
Residential Solid Waste	RSMC	157.02	156.72	159.46
Residential Curbside Recycling	RSMC	123.66	120.43	124.92
Residential Curbside Organics	RSMC	767.93	750.23	948.92
Subtotal - Disposed		157.02	156.72	159.46
Subtotal - Diverted		891.59	870.66	1,073.84
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		48.42%	48.26%	57.47%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		85.03%	84.75%	87.07%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		200.10	200.18	209.89
Total Diverted		932.03	911.20	1,141.99
Total Diversion Rate		82.33%	81.99%	84.47%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		85.03%	84.75%	87.07%
Commercial Diversion Percentage		48.42%	48.26%	57.47%
Overall Diversion Percentage		82.33%	81.99%	84.47%



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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>BELMONT</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	203.40	202.21	214.70
Commercial Recycling	RSMC	58.37	48.78	55.28
Commercial Organics	RSMC	39.89	40.44	43.56
Subtotal - Disposed		203.40	202.21	214.70
Subtotal - Diverted		98.26	89.22	98.84
<b>MFD</b>				
MFD Solid Waste	RSMC	194.11	185.51	197.70
MFD Recycling	RSMC	43.95	44.57	45.98
MFD Organics	RSMC	5.53	5.49	5.46
Subtotal - Disposed		194.11	185.51	197.70
Subtotal - Diverted		49.48	50.06	51.44
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	41.25	46.88	36.05
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	1.72	0.00
Subtotal - Disposed		41.25	46.88	36.05
Subtotal - Diverted		0.00	1.72	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	285.29	306.20	294.90
Residential Curbside Recycling	RSMC	251.90	261.88	261.99
Residential Curbside Organics	RSMC	370.36	347.77	371.05
Subtotal - Disposed		285.29	306.20	294.90
Subtotal - Diverted		622.26	609.65	633.04
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		32.57%	30.61%	31.52%
MFD Recycling Rate		20.31%	21.25%	20.65%
Roll-Off Recycling Rate		0.00%	3.54%	0.00%
Residential Organics & Recycling Rate		68.56%	66.57%	68.22%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		724.05	740.80	743.35
Total Diverted		770.00	750.65	783.32
Total Diversion Rate		51.54%	50.33%	51.31%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		68.56%	66.57%	68.22%
Commercial Diversion Percentage		25.19%	24.50%	25.10%
Overall Diversion Percentage		51.54%	50.33%	51.31%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>BURLINGAME</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	736.24	711.50	734.22
Commercial Recycling	RSMC	237.60	229.60	231.24
Commercial Organics	RSMC	242.92	250.26	290.22
Subtotal - Disposed		736.24	711.50	734.22
Subtotal - Diverted		480.52	479.86	521.46
<b>MFD</b>				
MFD Solid Waste	RSMC	271.50	266.09	271.88
MFD Recycling	RSMC	77.46	75.67	79.90
MFD Organics	RSMC	6.24	6.16	6.40
Subtotal - Disposed		271.50	266.09	271.88
Subtotal - Diverted		83.70	81.83	86.30
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	794.01	718.66	707.27
Roll-Off Recycling	RSMC	15.12	17.66	13.72
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		794.01	718.66	707.27
Subtotal - Diverted		15.12	17.66	13.72
<b>Residential</b>				
Residential Solid Waste	RSMC	327.64	326.55	334.82
Residential Curbside Recycling	RSMC	277.12	275.87	284.24
Residential Curbside Organics	RSMC	484.03	460.92	565.83
Subtotal - Disposed		327.64	326.55	334.82
Subtotal - Diverted		761.15	736.79	850.07
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		39.49%	40.28%	41.53%
MFD Recycling Rate		23.56%	23.52%	24.09%
Roll-Off Recycling Rate		1.87%	2.40%	1.90%
Residential Organics & Recycling Rate		69.91%	69.29%	71.74%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		2,129.39	2,022.80	2,048.19
Total Diverted		1,340.49	1,316.14	1,471.55
Total Diversion Rate		38.63%	39.42%	41.81%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		69.91%	69.29%	71.74%
Commercial Diversion Percentage		24.33%	25.46%	26.62%
Overall Diversion Percentage		38.63%	39.42%	41.81%

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		Tons Collected	Tons Collected	Tons Collected
<b>EAST PALO ALTO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	117.17	118.51	117.49
Commercial Recycling	RSMC	30.41	46.64	38.90
Commercial Organics	RSMC	23.07	26.63	20.21
Subtotal - Disposed		117.17	118.51	117.49
Subtotal - Diverted		53.48	73.27	59.11
<b>MFD</b>				
MFD Solid Waste	RSMC	239.18	230.66	231.06
MFD Recycling	RSMC	20.28	18.02	20.80
MFD Organics	RSMC	8.04	5.99	7.07
Subtotal - Disposed		239.18	230.66	231.06
Subtotal - Diverted		28.32	24.01	27.87
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	106.75	104.08	108.07
Roll-Off Recycling	RSMC	0.00	0.00	0.97
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		106.75	104.08	108.07
Subtotal - Diverted		0.00	0.00	0.97
<b>Residential</b>				
Residential Solid Waste	RSMC	564.16	538.87	532.03
Residential Curbside Recycling	RSMC	118.87	115.01	122.30
Residential Curbside Organics	RSMC	311.46	272.25	285.46
Subtotal - Disposed		564.16	538.87	532.03
Subtotal - Diverted		430.33	387.26	407.76
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		31.34%	38.21%	33.47%
MFD Recycling Rate		10.59%	9.43%	10.76%
Roll-Off Recycling Rate		0.00%	0.00%	0.89%
Residential Organics & Recycling Rate		43.27%	41.81%	43.39%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,027.26	992.12	988.65
Total Diverted		512.13	484.54	495.71
Total Diversion Rate		33.27%	32.81%	33.40%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		43.27%	41.81%	43.39%
Commercial Diversion Percentage		15.01%	17.67%	16.15%
Overall Diversion Percentage		33.27%	32.81%	33.40%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>FOSTER CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	244.81	248.00	279.21
Commercial Recycling	RSMC	83.83	76.40	83.21
Commercial Organics	RSMC	146.17	142.33	144.80
Subtotal - Disposed		244.81	248.00	279.21
Subtotal - Diverted		230.00	218.73	228.01
<b>MFD</b>				
MFD Solid Waste	RSMC	282.38	292.86	301.78
MFD Recycling	RSMC	64.69	62.59	67.12
MFD Organics	RSMC	3.43	3.89	3.73
Subtotal - Disposed		282.38	292.86	301.78
Subtotal - Diverted		68.12	66.48	70.85
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	151.14	108.99	123.71
Roll-Off Recycling	RSMC	2.21	2.43	0.00
Roll-Off Organics	RSMC	44.69	42.81	42.40
Subtotal - Disposed		151.14	108.99	123.71
Subtotal - Diverted		46.90	45.24	42.40
<b>Residential</b>				
Residential Solid Waste	RSMC	274.78	280.17	269.29
Residential Curbside Recycling	RSMC	210.21	219.72	212.05
Residential Curbside Organics	RSMC	250.86	233.58	238.01
Subtotal - Disposed		274.78	280.17	269.29
Subtotal - Diverted		461.07	453.30	450.06
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		48.44%	46.86%	44.95%
MFD Recycling Rate		19.44%	18.50%	19.01%
Roll-Off Recycling Rate		23.68%	29.33%	25.53%
Residential Organics & Recycling Rate		62.66%	61.80%	62.56%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		953.11	930.02	973.99
Total Diverted		806.09	783.75	791.32
Total Diversion Rate		45.82%	45.73%	44.83%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		62.66%	61.80%	62.56%
Commercial Diversion Percentage		33.71%	33.71%	32.63%
Overall Diversion Percentage		45.82%	45.73%	44.83%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>HILLSBOROUGH</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	30.68	28.40	36.57
Commercial Recycling	RSMC	10.82	24.99	57.21
Commercial Organics	RSMC	29.03	39.27	31.29
Subtotal - Disposed		30.68	28.40	36.57
Subtotal - Diverted		39.85	64.26	88.50
<b>MFD</b>				
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
<b>Roll-Off</b>				
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
<b>Residential</b>				
Residential Solid Waste	RSMC	201.58	197.69	212.28
Residential Curbside Recycling	RSMC	178.62	174.95	187.43
Residential Curbside Organics	RSMC	436.25	390.30	520.28
Subtotal - Disposed		201.58	197.69	212.28
Subtotal - Diverted		614.87	565.25	707.71
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		56.50%	69.35%	70.76%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		75.31%	74.09%	76.93%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		232.26	226.09	248.85
Total Diverted		654.72	629.51	796.21
Total Diversion Rate		73.81%	73.58%	76.19%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		75.31%	74.09%	76.93%
Commercial Diversion Percentage		56.50%	69.35%	70.76%
Overall Diversion Percentage		73.81%	73.58%	76.19%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>MENLO PARK</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	833.31	824.04	844.98
Commercial Recycling	RSMC	223.03	206.87	215.38
Commercial Organics	RSMC	375.14	443.64	562.19
Subtotal - Disposed		833.31	824.04	844.98
Subtotal - Diverted		598.17	650.51	777.57
<b>MFD</b>				
MFD Solid Waste	RSMC	201.76	196.84	195.88
MFD Recycling	RSMC	67.37	61.19	65.92
MFD Organics	RSMC	12.14	11.21	12.78
Subtotal - Disposed		201.76	196.84	195.88
Subtotal - Diverted		79.51	72.40	78.70
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	49.72	41.51	41.62
Roll-Off Recycling	RSMC	22.58	19.59	20.78
Roll-Off Organics	RSMC	19.75	18.45	45.99
Subtotal - Disposed		49.72	41.51	41.62
Subtotal - Diverted		42.33	38.04	66.77
<b>Residential</b>				
Residential Solid Waste	RSMC	380.61	409.27	370.65
Residential Curbside Recycling	RSMC	322.05	336.48	320.35
Residential Curbside Organics	RSMC	741.85	769.69	944.93
Subtotal - Disposed		380.61	409.27	370.65
Subtotal - Diverted		1,063.90	1,106.17	1,265.28
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		41.79%	44.12%	47.92%
MFD Recycling Rate		28.27%	26.89%	28.66%
Roll-Off Recycling Rate		45.99%	47.82%	61.60%
Residential Organics & Recycling Rate		73.65%	72.99%	77.34%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,465.40	1,471.66	1,453.13
Total Diverted		1,783.91	1,867.12	2,188.32
Total Diversion Rate		54.90%	55.92%	60.09%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		73.65%	72.99%	77.34%
Commercial Diversion Percentage		39.89%	41.73%	46.02%
Overall Diversion Percentage		54.90%	55.92%	60.09%

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		Tons Collected	Tons Collected	Tons Collected
<b>NORTH FAIR OAKS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	172.06	172.44	182.46
Commercial Recycling	RSMC	42.04	40.91	43.72
Commercial Organics	RSMC	35.94	33.05	34.27
Subtotal - Disposed		172.06	172.44	182.46
Subtotal - Diverted		77.98	73.96	77.99
<b>MFD</b>				
MFD Solid Waste	RSMC	76.47	75.80	81.26
MFD Recycling	RSMC	10.53	10.29	10.83
MFD Organics	RSMC	0.18	0.14	0.15
Subtotal - Disposed		76.47	75.80	81.26
Subtotal - Diverted		10.71	10.43	10.98
<b>Roll-Off</b>				
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
<b>Residential</b>				
Residential Solid Waste	RSMC	259.10	231.96	251.87
Residential Curbside Recycling	RSMC	109.01	98.16	112.52
Residential Curbside Organics	RSMC	189.89	172.82	219.99
Subtotal - Disposed		259.10	231.96	251.87
Subtotal - Diverted		298.90	270.98	332.51
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		31.19%	30.02%	29.94%
MFD Recycling Rate		12.28%	12.10%	11.90%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		53.57%	53.88%	56.90%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		507.63	480.20	515.59
Total Diverted		387.59	355.37	421.48
Total Diversion Rate		43.30%	42.53%	44.98%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		53.57%	53.88%	56.90%
Commercial Diversion Percentage		26.30%	25.37%	25.23%
Overall Diversion Percentage		43.30%	42.53%	44.98%

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		Tons Collected	Tons Collected	Tons Collected
<b>REDWOOD CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,356.61	1,285.10	1,392.97
Commercial Recycling	RSMC	321.33	301.90	326.80
Commercial Organics	RSMC	353.60	281.27	333.05
Subtotal - Disposed		1,356.61	1,285.10	1,392.97
Subtotal - Diverted		674.93	583.17	659.85
<b>MFD</b>				
MFD Solid Waste	RSMC	703.37	680.29	723.97
MFD Recycling	RSMC	120.01	112.48	123.73
MFD Organics	RSMC	12.08	10.74	11.73
Subtotal - Disposed		703.37	680.29	723.97
Subtotal - Diverted		132.09	123.22	135.46
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	340.40	369.07	333.64
Roll-Off Recycling	RSMC	10.77	16.56	11.57
Roll-Off Organics	RSMC	54.70	60.05	58.47
Subtotal - Disposed		340.40	369.07	333.64
Subtotal - Diverted		65.47	76.61	70.04
<b>Residential</b>				
Residential Solid Waste	RSMC	905.09	889.05	880.39
Residential Curbside Recycling	RSMC	660.34	650.90	669.30
Residential Curbside Organics	RSMC	1,111.57	1,114.04	1,336.62
Subtotal - Disposed		905.09	889.05	880.39
Subtotal - Diverted		1,771.91	1,764.94	2,005.92
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		33.22%	31.21%	32.14%
MFD Recycling Rate		15.81%	15.34%	15.76%
Roll-Off Recycling Rate		16.13%	17.19%	17.35%
Residential Organics & Recycling Rate		66.19%	66.50%	69.50%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,305.47	3,223.51	3,330.97
Total Diverted		2,644.40	2,547.94	2,871.27
Total Diversion Rate		44.44%	44.15%	46.29%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		66.19%	66.50%	69.50%
Commercial Diversion Percentage		26.66%	25.12%	26.10%
Overall Diversion Percentage		44.44%	44.15%	46.29%



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		Tons Collected	Tons Collected	Tons Collected
<b>SAN CARLOS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	532.58	517.96	550.07
Commercial Recycling	RSMC	162.39	148.84	158.51
Commercial Organics	RSMC	78.75	72.10	74.87
Subtotal - Disposed		532.58	517.96	550.07
Subtotal - Diverted		241.14	220.94	233.38
<b>MFD</b>				
MFD Solid Waste	RSMC	145.03	142.04	149.01
MFD Recycling	RSMC	36.90	36.51	37.66
MFD Organics	RSMC	5.32	5.35	5.37
Subtotal - Disposed		145.03	142.04	149.01
Subtotal - Diverted		42.22	41.86	43.03
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	78.52	74.55	72.06
Roll-Off Recycling	RSMC	15.09	16.91	19.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		78.52	74.55	72.06
Subtotal - Diverted		15.09	16.91	19.00
<b>Residential</b>				
Residential Solid Waste	RSMC	353.69	425.57	394.40
Residential Curbside Recycling	RSMC	341.15	382.79	367.41
Residential Curbside Organics	RSMC	517.17	591.00	627.26
Subtotal - Disposed		353.69	425.57	394.40
Subtotal - Diverted		858.32	973.79	994.67
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		31.17%	29.90%	29.79%
MFD Recycling Rate		22.55%	22.76%	22.41%
Roll-Off Recycling Rate		16.12%	18.49%	20.87%
Residential Organics & Recycling Rate		70.82%	69.59%	71.61%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,109.82	1,160.12	1,165.54
Total Diverted		1,156.77	1,253.50	1,290.08
Total Diversion Rate		51.04%	51.93%	52.54%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		70.82%	69.59%	71.61%
Commercial Diversion Percentage		28.30%	27.58%	27.70%
Overall Diversion Percentage		51.04%	51.93%	52.54%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,218.80	1,185.80	1,252.10
Commercial Recycling	RSMC	358.57	330.37	342.50
Commercial Organics	RSMC	254.38	238.43	264.23
Subtotal - Disposed		1,218.80	1,185.80	1,252.10
Subtotal - Diverted		612.95	568.80	606.73
<b>MFD</b>				
MFD Solid Waste	RSMC	974.56	950.53	1,001.11
MFD Recycling	RSMC	227.86	215.42	234.96
MFD Organics	RSMC	35.80	33.31	33.70
Subtotal - Disposed		974.56	950.53	1,001.11
Subtotal - Diverted		263.66	248.73	268.66
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	408.05	376.06	423.63
Roll-Off Recycling	RSMC	29.22	46.09	47.71
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		408.05	376.06	423.63
Subtotal - Diverted		29.22	46.09	47.71
<b>Residential</b>				
Residential Solid Waste	RSMC	1,070.90	1,153.91	1,093.06
Residential Curbside Recycling	RSMC	730.47	802.50	795.20
Residential Curbside Organics	RSMC	1,213.41	1,243.51	1,386.37
Subtotal - Disposed		1,070.90	1,153.91	1,093.06
Subtotal - Diverted		1,943.88	2,046.01	2,181.57
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		33.46%	32.42%	32.64%
MFD Recycling Rate		21.29%	20.74%	21.16%
Roll-Off Recycling Rate		6.68%	10.92%	10.12%
Residential Organics & Recycling Rate		64.48%	63.94%	66.62%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,672.31	3,666.30	3,769.90
Total Diverted		2,849.71	2,909.63	3,104.67
Total Diversion Rate		43.69%	44.25%	45.16%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		64.48%	63.94%	66.62%
Commercial Diversion Percentage		25.83%	25.58%	25.64%
Overall Diversion Percentage		43.69%	44.25%	45.16%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO COUNTY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	86.81	87.27	89.60
Commercial Recycling	RSMC	24.09	20.38	23.93
Commercial Organics	RSMC	20.02	18.33	19.07
Subtotal - Disposed		86.81	87.27	89.60
Subtotal - Diverted		44.11	38.71	43.00
<b>MFD</b>				
MFD Solid Waste	RSMC	38.13	37.20	38.59
MFD Recycling	RSMC	4.35	4.50	4.77
MFD Organics	RSMC	0.31	0.32	0.31
Subtotal - Disposed		38.13	37.20	38.59
Subtotal - Diverted		4.66	4.82	5.08
<b>Roll-Off</b>				
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
<b>Residential</b>				
Residential Solid Waste	RSMC	229.90	245.76	236.69
Residential Curbside Recycling	RSMC	212.82	210.77	230.79
Residential Curbside Organics	RSMC	385.09	378.17	469.86
Subtotal - Disposed		229.90	245.76	236.69
Subtotal - Diverted		597.91	588.94	700.65
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		33.69%	30.73%	32.43%
MFD Recycling Rate		10.89%	11.47%	11.63%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		72.23%	70.56%	74.75%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		354.84	370.23	364.88
Total Diverted		646.68	632.47	748.73
Total Diversion Rate		64.57%	63.08%	67.23%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		72.23%	70.56%	74.75%
Commercial Diversion Percentage		28.08%	25.91%	27.28%
Overall Diversion Percentage		64.57%	63.08%	67.23%

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		Tons Collected	Tons Collected	Tons Collected
<b>WEST BAY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	35.74	32.45	31.59
Commercial Recycling	RSMC	11.73	9.51	11.49
Commercial Organics	RSMC	10.19	8.28	9.17
Subtotal - Disposed		35.74	32.45	31.59
Subtotal - Diverted		21.92	17.79	20.66
<b>MFD</b>				
MFD Solid Waste	RSMC	6.03	6.64	6.45
MFD Recycling	RSMC	1.95	1.72	1.96
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		6.03	6.64	6.45
Subtotal - Diverted		1.95	1.72	1.96
<b>Roll-Off</b>				
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
<b>Residential</b>				
Residential Solid Waste	RSMC	107.66	107.05	121.85
Residential Curbside Recycling	RSMC	98.43	90.15	100.50
Residential Curbside Organics	RSMC	254.05	246.08	310.15
Subtotal - Disposed		107.66	107.05	121.85
Subtotal - Diverted		352.48	336.23	410.65
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		38.02%	35.41%	39.54%
MFD Recycling Rate		24.44%	20.57%	23.31%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		76.60%	75.85%	77.12%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		149.43	146.14	159.89
Total Diverted		376.35	355.74	433.27
Total Diversion Rate		71.58%	70.88%	73.04%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		76.60%	75.85%	77.12%
Commercial Diversion Percentage		36.37%	33.29%	37.29%
Overall Diversion Percentage		71.58%	70.88%	73.04%

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Member Agency/Type	Data Source	Tons Collected	Tons Collected	Tons Collected
<b>TOTAL SBWMA</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	5,611.29	5,457.14	5,776.39
Commercial Recycling	RSMC	1,578.20	1,497.05	1,602.39
Commercial Organics	RSMC	1,635.55	1,622.71	1,880.86
Subtotal - Disposed		5,611.29	5,457.14	5,776.39
Subtotal - Diverted		3,213.75	3,119.76	3,483.25
<b>MFD</b>				
MFD Solid Waste	RSMC	3,132.52	3,064.46	3,198.69
MFD Recycling	RSMC	675.35	642.96	693.63
MFD Organics	RSMC	89.07	82.60	86.70
Subtotal - Disposed		3,132.52	3,064.46	3,198.69
Subtotal - Diverted		764.42	725.56	780.33
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	1,969.84	1,839.80	1,846.05
Roll-Off Recycling	RSMC	94.99	119.24	113.75
Roll-Off Organics	RSMC	119.14	123.03	146.86
Subtotal - Disposed		1,969.84	1,839.80	1,846.05
Subtotal - Diverted		214.13	242.27	260.61
<b>Residential</b>				
Residential Solid Waste	RSMC	5,117.42	5,268.77	5,151.69
Residential Curbside Recycling	RSMC	3,634.65	3,739.61	3,789.00
Residential Curbside Organics	RSMC	7,033.92	6,970.36	8,224.73
Subtotal - Disposed		5,117.42	5,268.77	5,151.69
Subtotal - Diverted		10,668.57	10,709.97	12,013.73
<b>Member Agency Vehicles</b>				
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
<b>Transfer Station / Third Party/ Other</b>				
<b>Transfer Station Diversion</b>				
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		36.42%	36.37%	37.62%
MFD Recycling Rate		19.62%	19.14%	19.61%
Roll-Off Recycling Rate		9.80%	11.64%	12.37%
Residential Organics & Recycling Rate		67.58%	67.03%	69.99%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		15,831.07	15,630.17	15,972.82
Total Diverted		14,860.87	14,797.56	16,537.92
Total Diversion Rate		48.42%	48.63%	50.87%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		67.58%	67.03%	69.99%
Commercial Diversion Percentage		28.13%	28.29%	29.48%
Overall Diversion Percentage		48.42%	48.63%	50.87%

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

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

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

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	<b>2</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	6	1	0	<b>7</b>	0	0	0	<b>0</b>	31	0	20	<b>51</b>
Burlingame	5	2	3	<b>10</b>	0	0	0	<b>0</b>	0	10	0	<b>10</b>
East Palo Alto	4	8	2	<b>14</b>	0	0	0	<b>0</b>	0	0	73	<b>73</b>
Foster City	9	7	0	<b>16</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Hillsborough	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	5	2	6	<b>13</b>	0	0	0	<b>0</b>	0	0	1	<b>1</b>
North Fair Oaks	1	2	6	<b>9</b>	0	0	0	<b>0</b>	16	0	0	<b>16</b>
Redwood City	7	7	2	<b>16</b>	0	0	0	<b>0</b>	32	7	11	<b>50</b>
San Carlos	6	1	4	<b>11</b>	0	0	0	<b>0</b>	0	0	1	<b>1</b>
San Mateo	2	1	1	<b>4</b>	0	0	0	<b>0</b>	15	64	2	<b>81</b>
San Mateo County	0	1	10	<b>11</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
West Bay	1	0	2	<b>3</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Totals	47	32	37	<b>116</b>	0	0	0	<b>0</b>	94	81	108	<b>283</b>