



MONTHLY REPORT TO THE SBWMA
FOR FEBRUARY 2012

Submitted March 15, 2012



March 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 February 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 black ink that reads 'Mario Puccinelli'.

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

MONTHLY REPORT TO THE SBWMA

**For
FEBRUARY 2012**

**Submitted
MARCH 15, 2012**



FEBRUARY 2012 MONTHLY REPORT

TABLE OF CONTENTS

	Page
A. Definitions	ii - iii
B. Summary	iv
C. Tonnage Summary	1 - 14
D. Inquiry, Service Request and Complaint Data	15
E. Call Center Data and Quality Assurance Calls Made	16
F. On-Site Customer Assessments, Visual Audits, and Recycling Tote-Bag Delivery Information	17



FEBRUARY 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.



FEBRUARY 2012 MONTHLY REPORT

SUMMARY

Total commercial solid waste tonnage collected:	9,390.63
Total commercial recyclables tonnage collected:	2,054.10
Total commercial organics tonnage collected:	1,438.52
Total residential solid waste tonnage collected:	4,609.08
Total residential recyclables tonnage collected:	3,055.70
Total residential organics tonnage collected:	5,144.29
Overall Calculated Diversion rate:	45.51%
Commercial Diversion rate:	27.11%
Residential Diversion rate:	64.02%
Number of inquiries, service requests and complaints received:	1,812
Number of Customer Service calls received:	12,598
Average Hold Time for Customer Service calls:	15.04 seconds
On-site customer assessments and visual audits conducted:	81
Quality Assurance Program contact calls initiated:	186

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
ATHERTON				
Commercial				
Commercial Solid Waste	RSMC	46.09	44.37	0.00
Commercial Recycling	RSMC	11.20	11.37	0.00
Commercial Organics	RSMC	18.85	25.23	0.00
Subtotal - Disposed		46.09	44.37	0.00
Subtotal - Diverted		30.05	36.60	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	26.57	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		26.57	0.00	0.00
Residential				
Residential Solid Waste	RSMC	147.28	137.60	0.00
Residential Curbside Recycling	RSMC	113.01	98.79	0.00
Residential Curbside Organics	RSMC	694.23	588.33	0.00
Subtotal - Disposed		147.28	137.60	0.00
Subtotal - Diverted		807.24	687.12	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		39.47%	45.20%	0.00%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		100.00%	0.00%	0.00%
Residential Organics & Recycling Rate		84.57%	83.32%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		193.37	181.97	0.00
Total Diverted		863.86	723.72	0.00
Total Diversion Rate		81.71%	79.91%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		84.57%	83.32%	0.00%
Commercial Diversion Percentage		55.13%	45.20%	0.00%
Overall Diversion Percentage		81.71%	79.91%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
BELMONT				
Commercial				
Commercial Solid Waste	RSMC	261.02	239.20	0.00
Commercial Recycling	RSMC	61.89	52.89	0.00
Commercial Organics	RSMC	30.49	37.57	0.00
Subtotal - Disposed		261.02	239.20	0.00
Subtotal - Diverted		92.38	90.46	0.00
MFD				
MFD Solid Waste	RSMC	138.22	122.58	0.00
MFD Recycling	RSMC	31.58	26.05	0.00
MFD Organics	RSMC	0.78	0.92	0.00
Subtotal - Disposed		138.22	122.58	0.00
Subtotal - Diverted		32.36	26.97	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	39.57	43.49	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	7.02	0.00	0.00
Subtotal - Disposed		39.57	43.49	0.00
Subtotal - Diverted		7.02	0.00	0.00
Residential				
Residential Solid Waste	RSMC	270.61	270.72	0.00
Residential Curbside Recycling	RSMC	249.83	224.08	0.00
Residential Curbside Organics	RSMC	331.93	276.71	0.00
Subtotal - Disposed		270.61	270.72	0.00
Subtotal - Diverted		581.76	500.79	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		26.14%	27.44%	0.00%
MFD Recycling Rate		18.97%	18.03%	0.00%
Roll-Off Recycling Rate		15.07%	0.00%	0.00%
Residential Organics & Recycling Rate		68.25%	64.91%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		709.42	675.99	0.00
Total Diverted		713.52	618.22	0.00
Total Diversion Rate		50.14%	47.77%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		68.25%	64.91%	0.00%
Commercial Diversion Percentage		23.09%	22.47%	0.00%
Overall Diversion Percentage		50.14%	47.77%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
BURLINGAME				
Commercial				
Commercial Solid Waste	RSMC	783.30	737.53	0.00
Commercial Recycling	RSMC	191.71	269.57	0.00
Commercial Organics	RSMC	114.72	178.31	0.00
Subtotal - Disposed		783.30	737.53	0.00
Subtotal - Diverted		306.43	447.88	0.00
MFD				
MFD Solid Waste	RSMC	175.71	161.11	0.00
MFD Recycling	RSMC	43.47	37.07	0.00
MFD Organics	RSMC	2.21	2.13	0.00
Subtotal - Disposed		175.71	161.11	0.00
Subtotal - Diverted		45.68	39.20	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	683.91	645.47	0.00
Roll-Off Recycling	RSMC	108.93	8.10	0.00
Roll-Off Organics	RSMC	109.48	13.14	0.00
Subtotal - Disposed		683.91	645.47	0.00
Subtotal - Diverted		218.41	21.24	0.00
Residential				
Residential Solid Waste	RSMC	325.17	286.62	0.00
Residential Curbside Recycling	RSMC	276.34	225.50	0.00
Residential Curbside Organics	RSMC	447.27	327.28	0.00
Subtotal - Disposed		325.17	286.62	0.00
Subtotal - Diverted		723.61	552.78	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		28.12%	37.78%	0.00%
MFD Recycling Rate		20.63%	19.57%	0.00%
Roll-Off Recycling Rate		24.21%	3.19%	0.00%
Residential Organics & Recycling Rate		69.00%	65.85%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,968.09	1,830.73	0.00
Total Diverted		1,294.13	1,061.10	0.00
Total Diversion Rate		39.67%	36.69%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		69.00%	65.85%	0.00%
Commercial Diversion Percentage		25.78%	24.77%	0.00%
Overall Diversion Percentage		39.67%	36.69%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO				
Commercial				
Commercial Solid Waste	RSMC	131.58	127.43	0.00
Commercial Recycling	RSMC	32.89	156.94	0.00
Commercial Organics	RSMC	19.90	24.43	0.00
Subtotal - Disposed		131.58	127.43	0.00
Subtotal - Diverted		52.79	181.37	0.00
MFD				
MFD Solid Waste	RSMC	187.59	172.35	0.00
MFD Recycling	RSMC	10.75	9.02	0.00
MFD Organics	RSMC	0.27	0.29	0.00
Subtotal - Disposed		187.59	172.35	0.00
Subtotal - Diverted		11.02	9.31	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	118.47	96.66	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	9.41	0.00	0.00
Subtotal - Disposed		118.47	96.66	0.00
Subtotal - Diverted		9.41	0.00	0.00
Residential				
Residential Solid Waste	RSMC	541.09	498.68	0.00
Residential Curbside Recycling	RSMC	121.19	102.26	0.00
Residential Curbside Organics	RSMC	268.01	225.61	0.00
Subtotal - Disposed		541.09	498.68	0.00
Subtotal - Diverted		389.20	327.87	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		28.63%	58.73%	0.00%
MFD Recycling Rate		5.55%	5.12%	0.00%
Roll-Off Recycling Rate		7.36%	0.00%	0.00%
Residential Organics & Recycling Rate		41.84%	39.67%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		978.73	895.12	0.00
Total Diverted		462.42	518.55	0.00
Total Diversion Rate		32.09%	36.68%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		41.84%	39.67%	0.00%
Commercial Diversion Percentage		14.33%	32.48%	0.00%
Overall Diversion Percentage		32.09%	36.68%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
FOSTER CITY				
Commercial				
Commercial Solid Waste	RSMC	338.53	324.39	0.00
Commercial Recycling	RSMC	99.33	89.64	0.00
Commercial Organics	RSMC	122.86	123.90	0.00
Subtotal - Disposed		338.53	324.39	0.00
Subtotal - Diverted		222.19	213.54	0.00
MFD				
MFD Solid Waste	RSMC	174.71	154.16	0.00
MFD Recycling	RSMC	26.16	23.13	0.00
MFD Organics	RSMC	0.94	1.36	0.00
Subtotal - Disposed		174.71	154.16	0.00
Subtotal - Diverted		27.10	24.49	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	142.17	87.05	0.00
Roll-Off Recycling	RSMC	2.10	2.35	0.00
Roll-Off Organics	RSMC	41.86	54.82	0.00
Subtotal - Disposed		142.17	87.05	0.00
Subtotal - Diverted		43.96	57.17	0.00
Residential				
Residential Solid Waste	RSMC	266.87	253.40	0.00
Residential Curbside Recycling	RSMC	218.68	181.67	0.00
Residential Curbside Organics	RSMC	232.33	182.48	0.00
Subtotal - Disposed		266.87	253.40	0.00
Subtotal - Diverted		451.01	364.15	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		39.63%	39.70%	0.00%
MFD Recycling Rate		13.43%	13.71%	0.00%
Roll-Off Recycling Rate		23.62%	39.64%	0.00%
Residential Organics & Recycling Rate		62.83%	58.97%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		922.28	819.00	0.00
Total Diverted		744.26	659.35	0.00
Total Diversion Rate		44.66%	44.60%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		62.83%	58.97%	0.00%
Commercial Diversion Percentage		30.91%	34.29%	0.00%
Overall Diversion Percentage		44.66%	44.60%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH				
Commercial				
Commercial Solid Waste	RSMC	23.41	30.14	0.00
Commercial Recycling	RSMC	3.63	11.59	0.00
Commercial Organics	RSMC	9.81	13.29	0.00
Subtotal - Disposed		23.41	30.14	0.00
Subtotal - Diverted		13.44	24.88	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	1.80	0.00	0.00
Roll-Off Recycling	RSMC	10.32	0.00	0.00
Roll-Off Organics	RSMC	5.52	0.00	0.00
Subtotal - Disposed		1.80	0.00	0.00
Subtotal - Diverted		15.84	0.00	0.00
Residential				
Residential Solid Waste	RSMC	231.95	181.74	0.00
Residential Curbside Recycling	RSMC	165.71	138.95	0.00
Residential Curbside Organics	RSMC	404.35	304.36	0.00
Subtotal - Disposed		231.95	181.74	0.00
Subtotal - Diverted		570.06	443.31	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		36.47%	45.22%	0.00%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		89.80%	0.00%	0.00%
Residential Organics & Recycling Rate		71.08%	70.92%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		257.16	211.88	0.00
Total Diverted		599.34	468.19	0.00
Total Diversion Rate		69.98%	68.84%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		71.08%	70.92%	0.00%
Commercial Diversion Percentage		53.73%	45.22%	0.00%
Overall Diversion Percentage		69.98%	68.84%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
MENLO PARK				
Commercial				
Commercial Solid Waste	RSMC	918.90	851.35	0.00
Commercial Recycling	RSMC	201.95	202.85	0.00
Commercial Organics	RSMC	237.43	305.84	0.00
Subtotal - Disposed		918.90	851.35	0.00
Subtotal - Diverted		439.38	508.69	0.00
MFD				
MFD Solid Waste	RSMC	98.93	89.97	0.00
MFD Recycling	RSMC	27.27	24.50	0.00
MFD Organics	RSMC	2.77	2.81	0.00
Subtotal - Disposed		98.93	89.97	0.00
Subtotal - Diverted		30.04	27.31	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	64.33	58.99	0.00
Roll-Off Recycling	RSMC	37.47	20.38	0.00
Roll-Off Organics	RSMC	134.05	18.26	0.00
Subtotal - Disposed		64.33	58.99	0.00
Subtotal - Diverted		171.52	38.64	0.00
Residential				
Residential Solid Waste	RSMC	356.68	337.11	0.00
Residential Curbside Recycling	RSMC	305.01	269.61	0.00
Residential Curbside Organics	RSMC	712.08	555.89	0.00
Subtotal - Disposed		356.68	337.11	0.00
Subtotal - Diverted		1,017.09	825.50	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		32.35%	37.40%	0.00%
MFD Recycling Rate		23.29%	23.29%	0.00%
Roll-Off Recycling Rate		72.72%	39.58%	0.00%
Residential Organics & Recycling Rate		74.04%	71.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,438.84	1,337.42	0.00
Total Diverted		1,658.03	1,400.14	0.00
Total Diversion Rate		53.54%	51.15%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		74.04%	71.00%	0.00%
Commercial Diversion Percentage		37.20%	36.49%	0.00%
Overall Diversion Percentage		53.54%	51.15%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS				
Commercial				
Commercial Solid Waste	RSMC	192.94	178.22	0.00
Commercial Recycling	RSMC	42.35	38.66	0.00
Commercial Organics	RSMC	28.46	27.07	0.00
Subtotal - Disposed		192.94	178.22	0.00
Subtotal - Diverted		70.81	65.73	0.00
MFD				
MFD Solid Waste	RSMC	39.67	35.60	0.00
MFD Recycling	RSMC	4.54	3.92	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		39.67	35.60	0.00
Subtotal - Diverted		4.54	3.92	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	235.69	203.63	0.00
Residential Curbside Recycling	RSMC	101.31	85.32	0.00
Residential Curbside Organics	RSMC	175.70	137.84	0.00
Subtotal - Disposed		235.69	203.63	0.00
Subtotal - Diverted		277.01	223.16	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		26.85%	26.94%	0.00%
MFD Recycling Rate		10.27%	9.92%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		54.03%	52.29%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		468.30	417.45	0.00
Total Diverted		352.36	292.81	0.00
Total Diversion Rate		42.94%	41.23%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		54.03%	52.29%	0.00%
Commercial Diversion Percentage		24.47%	24.57%	0.00%
Overall Diversion Percentage		42.94%	41.23%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY				
Commercial				
Commercial Solid Waste	RSMC	1,478.70	1,405.29	0.00
Commercial Recycling	RSMC	332.16	303.55	0.00
Commercial Organics	RSMC	174.83	204.47	0.00
Subtotal - Disposed		1,478.70	1,405.29	0.00
Subtotal - Diverted		506.99	508.02	0.00
MFD				
MFD Solid Waste	RSMC	418.15	368.43	0.00
MFD Recycling	RSMC	47.70	42.19	0.00
MFD Organics	RSMC	5.18	5.19	0.00
Subtotal - Disposed		418.15	368.43	0.00
Subtotal - Diverted		52.88	47.38	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	414.77	322.86	0.00
Roll-Off Recycling	RSMC	13.48	11.88	0.00
Roll-Off Organics	RSMC	160.53	44.28	0.00
Subtotal - Disposed		414.77	322.86	0.00
Subtotal - Diverted		174.01	56.16	0.00
Residential				
Residential Solid Waste	RSMC	891.66	803.88	0.00
Residential Curbside Recycling	RSMC	627.11	542.60	0.00
Residential Curbside Organics	RSMC	1,020.95	789.63	0.00
Subtotal - Disposed		891.66	803.88	0.00
Subtotal - Diverted		1,648.06	1,332.23	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		25.53%	26.55%	0.00%
MFD Recycling Rate		11.23%	11.39%	0.00%
Roll-Off Recycling Rate		29.55%	14.82%	0.00%
Residential Organics & Recycling Rate		64.89%	62.37%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,203.28	2,900.46	0.00
Total Diverted		2,381.94	1,943.79	0.00
Total Diversion Rate		42.65%	40.13%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		64.89%	62.37%	0.00%
Commercial Diversion Percentage		24.10%	22.58%	0.00%
Overall Diversion Percentage		42.65%	40.13%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
SAN CARLOS				
Commercial				
Commercial Solid Waste	RSMC	530.41	501.46	0.00
Commercial Recycling	RSMC	150.92	135.33	0.00
Commercial Organics	RSMC	62.49	66.32	0.00
Subtotal - Disposed		530.41	501.46	0.00
Subtotal - Diverted		213.41	201.65	0.00
MFD				
MFD Solid Waste	RSMC	78.63	70.13	0.00
MFD Recycling	RSMC	15.80	13.20	0.00
MFD Organics	RSMC	1.46	1.14	0.00
Subtotal - Disposed		78.63	70.13	0.00
Subtotal - Diverted		17.26	14.34	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	106.18	76.25	0.00
Roll-Off Recycling	RSMC	23.05	9.36	0.00
Roll-Off Organics	RSMC	2.13	0.00	0.00
Subtotal - Disposed		106.18	76.25	0.00
Subtotal - Diverted		25.18	9.36	0.00
Residential				
Residential Solid Waste	RSMC	374.71	346.45	0.00
Residential Curbside Recycling	RSMC	333.29	290.32	0.00
Residential Curbside Organics	RSMC	503.66	403.00	0.00
Subtotal - Disposed		374.71	346.45	0.00
Subtotal - Diverted		836.95	693.32	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		28.69%	28.68%	0.00%
MFD Recycling Rate		18.00%	16.98%	0.00%
Roll-Off Recycling Rate		19.17%	10.93%	0.00%
Residential Organics & Recycling Rate		69.07%	66.68%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,089.93	994.29	0.00
Total Diverted		1,092.80	918.67	0.00
Total Diversion Rate		50.07%	48.02%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		69.07%	66.68%	0.00%
Commercial Diversion Percentage		26.35%	25.81%	0.00%
Overall Diversion Percentage		50.07%	48.02%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
SAN MATEO				
Commercial				
Commercial Solid Waste	RSMC	1,608.75	1,510.56	0.00
Commercial Recycling	RSMC	423.80	411.03	0.00
Commercial Organics	RSMC	244.58	253.86	0.00
Subtotal - Disposed		1,608.75	1,510.56	0.00
Subtotal - Diverted		668.38	664.89	0.00
MFD				
MFD Solid Waste	RSMC	479.58	430.01	0.00
MFD Recycling	RSMC	86.52	76.54	0.00
MFD Organics	RSMC	6.94	7.52	0.00
Subtotal - Disposed		479.58	430.01	0.00
Subtotal - Diverted		93.46	84.06	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	453.41	339.25	0.00
Roll-Off Recycling	RSMC	78.33	29.48	0.00
Roll-Off Organics	RSMC	18.50	0.00	0.00
Subtotal - Disposed		453.41	339.25	0.00
Subtotal - Diverted		96.83	29.48	0.00
Residential				
Residential Solid Waste	RSMC	1,049.81	993.01	0.00
Residential Curbside Recycling	RSMC	717.46	633.18	0.00
Residential Curbside Organics	RSMC	1,067.67	899.23	0.00
Subtotal - Disposed		1,049.81	993.01	0.00
Subtotal - Diverted		1,785.13	1,532.41	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		29.35%	30.56%	0.00%
MFD Recycling Rate		16.31%	16.35%	0.00%
Roll-Off Recycling Rate		17.60%	8.00%	0.00%
Residential Organics & Recycling Rate		62.97%	60.68%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,591.55	3,272.83	0.00
Total Diverted		2,643.80	2,310.84	0.00
Total Diversion Rate		42.40%	41.39%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		62.97%	60.68%	0.00%
Commercial Diversion Percentage		25.25%	25.45%	0.00%
Overall Diversion Percentage		42.40%	41.39%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
SAN MATEO COUNTY				
Commercial				
Commercial Solid Waste	RSMC	131.63	121.89	0.00
Commercial Recycling	RSMC	24.79	21.28	0.00
Commercial Organics	RSMC	21.28	21.42	0.00
Subtotal - Disposed		131.63	121.89	0.00
Subtotal - Diverted		46.07	42.70	0.00
MFD				
MFD Solid Waste	RSMC	10.51	8.56	0.00
MFD Recycling	RSMC	1.56	1.26	0.00
MFD Organics	RSMC	0.01	0.01	0.00
Subtotal - Disposed		10.51	8.56	0.00
Subtotal - Diverted		1.57	1.27	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	233.81	205.53	0.00
Residential Curbside Recycling	RSMC	209.13	176.71	0.00
Residential Curbside Organics	RSMC	353.03	284.44	0.00
Subtotal - Disposed		233.81	205.53	0.00
Subtotal - Diverted		562.16	461.15	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		25.93%	25.94%	0.00%
MFD Recycling Rate		13.00%	12.92%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		70.63%	69.17%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		375.95	335.98	0.00
Total Diverted		609.80	505.12	0.00
Total Diversion Rate		61.86%	60.05%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		70.63%	69.17%	0.00%
Commercial Diversion Percentage		25.10%	25.21%	0.00%
Overall Diversion Percentage		61.86%	60.05%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
WEST BAY				
Commercial				
Commercial Solid Waste	RSMC	37.93	34.72	0.00
Commercial Recycling	RSMC	11.37	10.66	0.00
Commercial Organics	RSMC	5.32	4.94	0.00
Subtotal - Disposed		37.93	34.72	0.00
Subtotal - Diverted		16.69	15.60	0.00
MFD				
MFD Solid Waste	RSMC	1.14	1.16	0.00
MFD Recycling	RSMC	0.36	0.31	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		1.14	1.16	0.00
Subtotal - Diverted		0.36	0.31	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	96.36	90.71	0.00
Residential Curbside Recycling	RSMC	100.88	86.71	0.00
Residential Curbside Organics	RSMC	216.13	169.49	0.00
Subtotal - Disposed		96.36	90.71	0.00
Subtotal - Diverted		317.01	256.20	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		30.56%	31.00%	0.00%
MFD Recycling Rate		24.00%	21.09%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		76.69%	73.85%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		135.43	126.59	0.00
Total Diverted		334.06	272.11	0.00
Total Diversion Rate		71.15%	68.25%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		76.69%	73.85%	0.00%
Commercial Diversion Percentage		30.38%	30.72%	0.00%
Overall Diversion Percentage		71.15%	68.25%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA				
Commercial				
Commercial Solid Waste	RSMC	6,483.19	6,106.55	0.00
Commercial Recycling	RSMC	1,587.99	1,715.36	0.00
Commercial Organics	RSMC	1,091.02	1,286.65	0.00
Subtotal - Disposed		6,483.19	6,106.55	0.00
Subtotal - Diverted		2,679.01	3,002.01	0.00
MFD				
MFD Solid Waste	RSMC	1,802.84	1,614.06	0.00
MFD Recycling	RSMC	295.71	257.19	0.00
MFD Organics	RSMC	20.56	21.37	0.00
Subtotal - Disposed		1,802.84	1,614.06	0.00
Subtotal - Diverted		316.27	278.56	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	2,024.61	1,670.02	0.00
Roll-Off Recycling	RSMC	273.68	81.55	0.00
Roll-Off Organics	RSMC	515.07	130.50	0.00
Subtotal - Disposed		2,024.61	1,670.02	0.00
Subtotal - Diverted		788.75	212.05	0.00
Residential				
Residential Solid Waste	RSMC	5,021.69	4,609.08	0.00
Residential Curbside Recycling	RSMC	3,538.94	3,055.70	0.00
Residential Curbside Organics	RSMC	6,427.34	5,144.29	0.00
Subtotal - Disposed		5,021.69	4,609.08	0.00
Subtotal - Diverted		9,966.28	8,199.99	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		29.24%	32.96%	0.00%
MFD Recycling Rate		14.92%	14.72%	0.00%
Roll-Off Recycling Rate		28.04%	11.27%	0.00%
Residential Organics & Recycling Rate		66.50%	64.02%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		15,332.33	13,999.71	0.00
Total Diverted		13,750.31	11,692.61	0.00
Total Diversion Rate		47.28%	45.51%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		66.50%	64.02%	0.00%
Commercial Diversion Percentage		26.85%	27.11%	0.00%
Overall Diversion Percentage		47.28%	45.51%	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			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	0	1		1	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0
Belmont	4	2		6	0	0		0	0	0		0	0	0		1	0		1	1	0		1	
Burlingame	1	0		1	0	0		0	0	0		0	0	0		0	0		0	1	0		1	
East Palo Alto	0	0		0	0	0		0	0	0		0	0	0		1	0		1	1	0		1	
Foster City	2	2		4	1	0		1	1	0		1	0	0		0	0		0	0	2		2	
Hillsborough	3	1		4	0	0		0	0	0		0	0	0		1	0		1	0	0		0	
Menlo Park	1	2		3	0	0		0	0	0		0	0	0		0	0		0	0	0		0	
North Fair Oaks	1	0		1	0	0		0	0	0		0	0	0		0	0		0	0	0		0	
Redwood City	2	3		5	0	1		1	0	0		0	0	0		2	0		2	0	0		0	
San Carlos	0	1		1	0	0		0	0	0		0	0	0		4	1		5	1	0		1	
San Mateo	2	3		5	0	0		0	0	0		0	0	0		4	1		5	0	0		0	
San Mateo County	0	0		0	0	0		0	0	0		0	0	0		1	0		1	0	0		0	
West Bay	0	0		0	0	0		0	0	0		0	0	0		0	0		0	0	0		0	
Totals	16	15	0	31	1	1	0	2	1	0	0	1	0	0	0	0	14	2	0	16	4	2	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			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	17	17		34	0	0		0	0	0		0	3	9		12	2	20		22
Belmont	66	110		176	0	1		1	0	0		0	5	7		12	4	7		11
Burlingame	79	90		169	0	0		0	0	0		0	5	20		25	3	20		23
East Palo Alto	34	78		112	0	1		1	0	0		0	1	2		3	0	0		0
Foster City	61	101		162	1	1		2	0	0		0	4	3		7	2	3		5
Hillsborough	31	45		76	2	1		3	0	0		0	4	4		8	0	1		1
Menlo Park	74	113		187	2	0		2	0	0		0	6	17		23	1	8		9
North Fair Oaks	28	32		60	1	0		1	0	0		0	1	10		11	1	0		1
Redwood City	184	287		471	3	5		8	0	0		0	28	21		49	2	0		2
San Carlos	132	184		316	2	1		3	0	0		0	19	41		60	6	20		26
San Mateo	230	332		562	4	0		4	0	0		0	37	19		56	21	26		47
San Mateo County	64	76		140	1	2		3	0	0		0	1	3		4	1	4		5
West Bay	22	45		67	0	3		3	0	0		0	1	2		3	0	1		1
Totals	1,022	1,510	0	2,532	16	15	0	31	0	0	0	0	115	158	0	273	43	110	0	153

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
January	16,438	15,950	488	2.97%	19.06	85.89%	206
February	12,598	12,307	291	2.31%	15.04	92.13%	186
March							

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			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	0	0		0	0	0		0	0	0		0
Belmont	8	8		16	0	0		0	95	26		121
Burlingame	1	11		12	0	0		0	5	0		5
East Palo Alto	2	17		19	0	0		0	0	0		0
Foster City	6	7		13	0	0		0	0	0		0
Hillsborough	0	0		0	0	0		0	0	0		0
Menlo Park	4	12		16	0	0		0	0	92		92
North Fair Oaks	4	2		6	0	0		0	0	0		0
Redwood City	23	1		24	0	0		0	30	34		64
San Carlos	9	3		12	0	0		0	0	0		0
San Mateo	3	16		19	0	0		0	20	0		20
San Mateo County	1	2		3	0	0		0	0	0		0
West Bay	1	2		3	0	0		0	0	0		0
Totals	62	81	0	143	0	0	0	0	150	152	0	302