



# MONTHLY REPORT TO THE SBWMA FOR SEPTEMBER 2012

Submitted October 15, 2012



October 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 September, 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  
SEPTEMBER 2012**

**Submitted  
OCTOBER 15, 2012**



**SEPTEMBER 2012 MONTHLY REPORT**  
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## SEPTEMBER 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.



## SEPTEMBER 2012 MONTHLY REPORT

### SUMMARY

Total commercial solid waste tonnage collected:	9,208.26
Total commercial recyclables tonnage collected:	2,070.80
Total commercial organics tonnage collected:	1,624.25
Total residential solid waste tonnage collected:	4,538.95
Total residential recyclables tonnage collected:	3,139.10
Total residential organics tonnage collected:	5,662.03
Overall Calculated Diversion rate:	47.62%
Commercial Diversion rate:	28.64%
Residential Diversion rate:	65.98%
Number of inquiries, service requests and complaints received:	4,221
Number of Customer Service calls received:	13,046
Average Hold Time for Customer Service calls:	14.07 seconds
On-site customer assessments and visual audits conducted:	94
Quality Assurance Program contact calls initiated:	228

Recology San Mateo County  
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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>ATHERTON</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	42.56	43.87	36.70
Commercial Recycling	RSMC	11.58	21.55	11.18
Commercial Organics	RSMC	21.51	39.00	72.73
Subtotal - Disposed		42.56	43.87	36.70
Subtotal - Diverted		33.09	60.55	83.91
<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	151.28	157.73	129.01
Residential Curbside Recycling	RSMC	107.60	110.57	102.31
Residential Curbside Organics	RSMC	609.39	652.67	577.25
Subtotal - Disposed		151.28	157.73	129.01
Subtotal - Diverted		716.99	763.24	679.56
<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		43.74%	57.99%	69.57%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		82.58%	82.87%	84.04%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		193.84	201.60	165.71
Total Diverted		750.08	823.79	763.47
Total Diversion Rate		79.46%	80.34%	82.17%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		82.58%	82.87%	84.04%
Commercial Diversion Percentage		43.74%	57.99%	69.57%
Overall Diversion Percentage		79.46%	80.34%	82.17%



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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>BELMONT</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	184.17	206.95	175.20
Commercial Recycling	RSMC	46.64	49.67	46.39
Commercial Organics	RSMC	33.45	38.17	35.17
Subtotal - Disposed		184.17	206.95	175.20
Subtotal - Diverted		80.09	87.84	81.56
<b>MFD</b>				
MFD Solid Waste	RSMC	186.22	187.33	170.45
MFD Recycling	RSMC	44.29	43.24	35.14
MFD Organics	RSMC	4.91	5.29	4.85
Subtotal - Disposed		186.22	187.33	170.45
Subtotal - Diverted		49.20	48.53	39.99
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	54.41	41.33	39.09
Roll-Off Recycling	RSMC	0.00	0.00	1.65
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		54.41	41.33	39.09
Subtotal - Diverted		0.00	0.00	1.65
<b>Residential</b>				
Residential Solid Waste	RSMC	283.37	306.28	254.04
Residential Curbside Recycling	RSMC	227.47	250.39	214.98
Residential Curbside Organics	RSMC	345.97	369.52	308.39
Subtotal - Disposed		283.37	306.28	254.04
Subtotal - Diverted		573.44	619.91	523.37
<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		30.31%	29.80%	31.77%
MFD Recycling Rate		20.90%	20.58%	19.00%
Roll-Off Recycling Rate		0.00%	0.00%	4.05%
Residential Organics & Recycling Rate		66.93%	66.93%	67.32%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
<b>Total Disposed</b>		<b>708.17</b>	<b>741.89</b>	<b>638.78</b>
<b>Total Diverted</b>		<b>702.73</b>	<b>756.28</b>	<b>646.57</b>
<b>Total Diversion Rate</b>		<b>49.81%</b>	<b>50.48%</b>	<b>50.30%</b>
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		66.93%	66.93%	67.32%
Commercial Diversion Percentage		23.33%	23.84%	24.25%
Overall Diversion Percentage		49.81%	50.48%	50.30%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>BURLINGAME</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	678.02	728.85	656.56
Commercial Recycling	RSMC	242.72	226.57	212.73
Commercial Organics	RSMC	209.52	214.25	187.82
Subtotal - Disposed		678.02	728.85	656.56
Subtotal - Diverted		452.24	440.82	400.55
<b>MFD</b>				
MFD Solid Waste	RSMC	252.98	273.03	237.78
MFD Recycling	RSMC	67.68	69.85	63.88
MFD Organics	RSMC	5.84	6.56	5.33
Subtotal - Disposed		252.98	273.03	237.78
Subtotal - Diverted		73.52	76.41	69.21
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	788.95	877.31	712.70
Roll-Off Recycling	RSMC	5.93	8.34	12.84
Roll-Off Organics	RSMC	11.06	2.66	0.00
Subtotal - Disposed		788.95	877.31	712.70
Subtotal - Diverted		16.99	11.00	12.84
<b>Residential</b>				
Residential Solid Waste	RSMC	337.97	322.06	286.87
Residential Curbside Recycling	RSMC	251.05	252.96	237.86
Residential Curbside Organics	RSMC	438.63	410.67	372.68
Subtotal - Disposed		337.97	322.06	286.87
Subtotal - Diverted		689.68	663.63	610.54
<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		40.01%	37.69%	37.89%
MFD Recycling Rate		22.52%	21.87%	22.54%
Roll-Off Recycling Rate		2.11%	1.24%	1.77%
Residential Organics & Recycling Rate		67.11%	67.33%	68.03%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		2,057.92	2,201.25	1,893.91
Total Diverted		1,232.43	1,191.86	1,093.14
Total Diversion Rate		37.46%	35.13%	36.60%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		67.11%	67.33%	68.03%
Commercial Diversion Percentage		23.99%	21.94%	23.09%
Overall Diversion Percentage		37.46%	35.13%	36.60%

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		Tons Collected	Tons Collected	Tons Collected
<b>EAST PALO ALTO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	122.30	119.55	101.89
Commercial Recycling	RSMC	35.64	36.15	24.55
Commercial Organics	RSMC	25.08	27.22	27.77
Subtotal - Disposed		122.30	119.55	101.89
Subtotal - Diverted		60.72	63.37	52.32
<b>MFD</b>				
MFD Solid Waste	RSMC	232.07	238.62	202.61
MFD Recycling	RSMC	18.13	17.68	16.55
MFD Organics	RSMC	8.15	6.70	5.80
Subtotal - Disposed		232.07	238.62	202.61
Subtotal - Diverted		26.28	24.38	22.35
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	102.16	125.52	106.49
Roll-Off Recycling	RSMC	1.20	0.00	4.15
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		102.16	125.52	106.49
Subtotal - Diverted		1.20	0.00	4.15
<b>Residential</b>				
Residential Solid Waste	RSMC	583.80	567.39	488.91
Residential Curbside Recycling	RSMC	115.08	110.48	100.16
Residential Curbside Organics	RSMC	326.13	317.38	256.44
Subtotal - Disposed		583.80	567.39	488.91
Subtotal - Diverted		441.21	427.86	356.60
<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		33.18%	34.64%	33.93%
MFD Recycling Rate		10.17%	9.27%	9.94%
Roll-Off Recycling Rate		1.16%	0.00%	3.75%
Residential Organics & Recycling Rate		43.04%	42.99%	42.18%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,040.33	1,051.08	899.90
Total Diverted		529.41	515.61	435.42
Total Diversion Rate		33.73%	32.91%	32.61%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		43.04%	42.99%	42.18%
Commercial Diversion Percentage		16.19%	15.36%	16.09%
Overall Diversion Percentage		33.73%	32.91%	32.61%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>FOSTER CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	262.27	240.01	223.08
Commercial Recycling	RSMC	72.63	75.67	67.88
Commercial Organics	RSMC	130.95	136.14	129.45
Subtotal - Disposed		262.27	240.01	223.08
Subtotal - Diverted		203.58	211.81	197.33
<b>MFD</b>				
MFD Solid Waste	RSMC	293.13	298.33	243.73
MFD Recycling	RSMC	56.08	61.58	55.66
MFD Organics	RSMC	3.02	3.36	2.86
Subtotal - Disposed		293.13	298.33	243.73
Subtotal - Diverted		59.10	64.94	58.52
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	117.99	133.87	95.81
Roll-Off Recycling	RSMC	1.91	2.16	0.00
Roll-Off Organics	RSMC	62.34	56.19	41.29
Subtotal - Disposed		117.99	133.87	95.81
Subtotal - Diverted		64.25	58.35	41.29
<b>Residential</b>				
Residential Solid Waste	RSMC	293.36	314.32	256.75
Residential Curbside Recycling	RSMC	198.26	210.64	184.72
Residential Curbside Organics	RSMC	242.46	251.05	213.04
Subtotal - Disposed		293.36	314.32	256.75
Subtotal - Diverted		440.72	461.69	397.76
<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		43.70%	46.88%	46.94%
MFD Recycling Rate		16.78%	17.88%	19.36%
Roll-Off Recycling Rate		35.26%	30.36%	30.12%
Residential Organics & Recycling Rate		60.04%	59.50%	60.77%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		966.75	986.53	819.37
Total Diverted		767.65	796.79	694.90
Total Diversion Rate		44.26%	44.68%	45.89%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		60.04%	59.50%	60.77%
Commercial Diversion Percentage		32.68%	33.27%	34.56%
Overall Diversion Percentage		44.26%	44.68%	45.89%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>HILLSBOROUGH</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	27.41	30.54	23.99
Commercial Recycling	RSMC	12.92	13.86	24.65
Commercial Organics	RSMC	32.74	32.55	40.30
Subtotal - Disposed		27.41	30.54	23.99
Subtotal - Diverted		45.66	46.41	64.95
<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	196.38	197.05	173.88
Residential Curbside Recycling	RSMC	162.61	159.62	153.87
Residential Curbside Organics	RSMC	368.63	346.30	330.83
Subtotal - Disposed		196.38	197.05	173.88
Subtotal - Diverted		531.24	505.92	484.70
<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		62.49%	60.31%	73.03%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		73.01%	71.97%	73.60%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		223.79	227.59	197.87
Total Diverted		576.90	552.33	549.65
Total Diversion Rate		72.05%	70.82%	73.53%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		73.01%	71.97%	73.60%
Commercial Diversion Percentage		62.49%	60.31%	73.03%
Overall Diversion Percentage		72.05%	70.82%	73.53%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>MENLO PARK</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	810.16	833.39	725.34
Commercial Recycling	RSMC	243.16	219.44	200.30
Commercial Organics	RSMC	293.60	329.80	295.53
Subtotal - Disposed		810.16	833.39	725.34
Subtotal - Diverted		536.76	549.24	495.83
<b>MFD</b>				
MFD Solid Waste	RSMC	202.73	202.93	172.62
MFD Recycling	RSMC	59.86	63.18	56.89
MFD Organics	RSMC	10.47	10.64	9.19
Subtotal - Disposed		202.73	202.93	172.62
Subtotal - Diverted		70.33	73.82	66.08
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	22.78	47.85	34.67
Roll-Off Recycling	RSMC	19.31	19.44	18.81
Roll-Off Organics	RSMC	18.40	16.18	12.90
Subtotal - Disposed		22.78	47.85	34.67
Subtotal - Diverted		37.71	35.62	31.71
<b>Residential</b>				
Residential Solid Waste	RSMC	366.28	407.07	350.37
Residential Curbside Recycling	RSMC	281.97	312.58	278.00
Residential Curbside Organics	RSMC	609.33	671.17	563.79
Subtotal - Disposed		366.28	407.07	350.37
Subtotal - Diverted		891.30	983.75	841.79
<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		39.85%	39.72%	40.60%
MFD Recycling Rate		25.76%	26.67%	27.68%
Roll-Off Recycling Rate		62.34%	42.67%	47.77%
Residential Organics & Recycling Rate		70.87%	70.73%	70.61%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,401.95	1,491.24	1,283.00
Total Diverted		1,536.10	1,642.43	1,435.41
Total Diversion Rate		52.28%	52.41%	52.80%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		70.87%	70.73%	70.61%
Commercial Diversion Percentage		38.37%	37.79%	38.89%
Overall Diversion Percentage		52.28%	52.41%	52.80%

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		Tons Collected	Tons Collected	Tons Collected
<b>NORTH FAIR OAKS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	156.72	162.71	152.32
Commercial Recycling	RSMC	32.99	38.83	33.15
Commercial Organics	RSMC	32.88	33.20	28.84
Subtotal - Disposed		156.72	162.71	152.32
Subtotal - Diverted		65.87	72.03	61.99
<b>MFD</b>				
MFD Solid Waste	RSMC	75.64	77.51	68.19
MFD Recycling	RSMC	9.81	10.46	9.20
MFD Organics	RSMC	0.22	0.27	0.22
Subtotal - Disposed		75.64	77.51	68.19
Subtotal - Diverted		10.03	10.73	9.42
<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	250.08	236.04	211.08
Residential Curbside Recycling	RSMC	96.62	99.59	85.71
Residential Curbside Organics	RSMC	188.44	178.78	156.02
Subtotal - Disposed		250.08	236.04	211.08
Subtotal - Diverted		285.06	278.37	241.73
<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		29.59%	30.69%	28.93%
MFD Recycling Rate		11.71%	12.16%	12.14%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		53.27%	54.11%	53.38%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		482.44	476.26	431.59
Total Diverted		360.96	361.13	313.14
Total Diversion Rate		42.80%	43.13%	42.05%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		53.27%	54.11%	53.38%
Commercial Diversion Percentage		24.62%	25.62%	24.46%
Overall Diversion Percentage		42.80%	43.13%	42.05%

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		Tons Collected	Tons Collected	Tons Collected
<b>REDWOOD CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,330.01	1,324.44	1,147.42
Commercial Recycling	RSMC	265.23	284.93	249.13
Commercial Organics	RSMC	284.93	252.21	273.38
Subtotal - Disposed		1,330.01	1,324.44	1,147.42
Subtotal - Diverted		550.16	537.14	522.51
<b>MFD</b>				
MFD Solid Waste	RSMC	697.86	695.59	594.95
MFD Recycling	RSMC	107.20	114.28	98.28
MFD Organics	RSMC	13.15	13.11	9.56
Subtotal - Disposed		697.86	695.59	594.95
Subtotal - Diverted		120.35	127.39	107.84
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	376.25	346.29	277.41
Roll-Off Recycling	RSMC	5.36	7.38	2.85
Roll-Off Organics	RSMC	46.81	47.93	52.15
Subtotal - Disposed		376.25	346.29	277.41
Subtotal - Diverted		52.17	55.31	55.00
<b>Residential</b>				
Residential Solid Waste	RSMC	913.59	894.80	792.13
Residential Curbside Recycling	RSMC	617.04	616.41	556.26
Residential Curbside Organics	RSMC	1,044.60	1,014.49	897.59
Subtotal - Disposed		913.59	894.80	792.13
Subtotal - Diverted		1,661.64	1,630.90	1,453.85
<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		29.26%	28.85%	31.29%
MFD Recycling Rate		14.71%	15.48%	15.34%
Roll-Off Recycling Rate		12.18%	13.77%	16.55%
Residential Organics & Recycling Rate		64.52%	64.57%	64.73%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,317.71	3,261.12	2,811.91
Total Diverted		2,384.32	2,350.74	2,139.20
Total Diversion Rate		41.82%	41.89%	43.21%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		64.52%	64.57%	64.73%
Commercial Diversion Percentage		23.11%	23.32%	25.34%
Overall Diversion Percentage		41.82%	41.89%	43.21%



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		Tons Collected	Tons Collected	Tons Collected
<b>SAN CARLOS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	490.38	508.92	445.94
Commercial Recycling	RSMC	137.97	151.98	172.38
Commercial Organics	RSMC	68.33	71.99	66.27
Subtotal - Disposed		490.38	508.92	445.94
Subtotal - Diverted		206.30	223.97	238.65
<b>MFD</b>				
MFD Solid Waste	RSMC	139.36	139.65	124.59
MFD Recycling	RSMC	32.67	35.13	31.63
MFD Organics	RSMC	8.20	7.96	4.52
Subtotal - Disposed		139.36	139.65	124.59
Subtotal - Diverted		40.87	43.09	36.15
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	70.13	81.21	65.91
Roll-Off Recycling	RSMC	15.61	8.25	12.90
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		70.13	81.21	65.91
Subtotal - Diverted		15.61	8.25	12.90
<b>Residential</b>				
Residential Solid Waste	RSMC	370.97	401.16	339.87
Residential Curbside Recycling	RSMC	313.57	349.32	308.08
Residential Curbside Organics	RSMC	502.69	552.66	455.79
Subtotal - Disposed		370.97	401.16	339.87
Subtotal - Diverted		816.26	901.98	763.87
<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		29.61%	30.56%	34.86%
MFD Recycling Rate		22.68%	23.58%	22.49%
Roll-Off Recycling Rate		18.21%	9.22%	16.37%
Residential Organics & Recycling Rate		68.75%	69.22%	69.21%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,070.84	1,130.94	976.31
Total Diverted		1,079.04	1,177.29	1,051.57
Total Diversion Rate		50.19%	51.00%	51.86%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		68.75%	69.22%	69.21%
Commercial Diversion Percentage		27.30%	27.39%	31.13%
Overall Diversion Percentage		50.19%	51.00%	51.86%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,175.32	1,204.72	1,047.63
Commercial Recycling	RSMC	357.72	384.30	333.17
Commercial Organics	RSMC	245.38	250.60	260.64
Subtotal - Disposed		1,175.32	1,204.72	1,047.63
Subtotal - Diverted		603.10	634.90	593.81
<b>MFD</b>				
MFD Solid Waste	RSMC	990.71	967.24	856.44
MFD Recycling	RSMC	204.64	215.57	199.56
MFD Organics	RSMC	33.56	36.04	31.84
Subtotal - Disposed		990.71	967.24	856.44
Subtotal - Diverted		238.20	251.61	231.40
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	383.77	397.08	326.99
Roll-Off Recycling	RSMC	38.81	39.70	41.62
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		383.77	397.08	326.99
Subtotal - Diverted		38.81	39.70	41.62
<b>Residential</b>				
Residential Solid Waste	RSMC	1,090.23	1,155.32	960.86
Residential Curbside Recycling	RSMC	682.11	734.75	654.91
Residential Curbside Organics	RSMC	1,156.58	1,243.64	1,032.16
Subtotal - Disposed		1,090.23	1,155.32	960.86
Subtotal - Diverted		1,838.69	1,978.39	1,687.07
<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	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		33.91%	34.51%	36.18%
MFD Recycling Rate		19.38%	20.64%	21.27%
Roll-Off Recycling Rate		9.18%	9.09%	11.29%
Residential Organics & Recycling Rate		62.78%	63.13%	63.71%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,640.03	3,724.36	3,191.92
Total Diverted		2,718.80	2,904.60	2,553.90
Total Diversion Rate		42.76%	43.82%	44.45%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		62.78%	63.13%	63.71%
Commercial Diversion Percentage		25.66%	26.50%	27.98%
Overall Diversion Percentage		42.76%	43.82%	44.45%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO COUNTY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	88.97	97.23	75.36
Commercial Recycling	RSMC	19.53	19.92	18.95
Commercial Organics	RSMC	19.00	19.65	17.57
Subtotal - Disposed		88.97	97.23	75.36
Subtotal - Diverted		38.53	39.57	36.52
<b>MFD</b>				
MFD Solid Waste	RSMC	35.71	37.90	33.29
MFD Recycling	RSMC	4.04	4.67	3.62
MFD Organics	RSMC	0.60	0.58	0.27
Subtotal - Disposed		35.71	37.90	33.29
Subtotal - Diverted		4.64	5.25	3.89
<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	235.34	236.45	202.81
Residential Curbside Recycling	RSMC	194.17	203.83	181.41
Residential Curbside Organics	RSMC	344.18	345.64	310.89
Subtotal - Disposed		235.34	236.45	202.81
Subtotal - Diverted		538.35	549.47	492.30
<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		30.22%	28.93%	32.64%
MFD Recycling Rate		11.50%	12.17%	10.46%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		69.58%	69.91%	70.82%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		360.02	371.58	311.46
Total Diverted		581.52	594.29	532.71
Total Diversion Rate		61.76%	61.53%	63.10%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		69.58%	69.91%	70.82%
Commercial Diversion Percentage		25.72%	24.91%	27.11%
Overall Diversion Percentage		61.76%	61.53%	63.10%

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		Tons Collected	Tons Collected	Tons Collected
<b>WEST BAY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	29.51	31.37	27.65
Commercial Recycling	RSMC	10.79	11.65	9.54
Commercial Organics	RSMC	8.46	8.87	8.00
Subtotal - Disposed		29.51	31.37	27.65
Subtotal - Diverted		19.25	20.52	17.54
<b>MFD</b>				
MFD Solid Waste	RSMC	6.25	6.21	5.46
MFD Recycling	RSMC	1.72	1.81	1.57
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		6.25	6.21	5.46
Subtotal - Diverted		1.72	1.81	1.57
<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	100.17	104.99	92.37
Residential Curbside Recycling	RSMC	91.71	97.70	80.83
Residential Curbside Organics	RSMC	186.27	188.61	187.16
Subtotal - Disposed		100.17	104.99	92.37
Subtotal - Diverted		277.98	286.31	267.99
<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		39.48%	39.55%	38.81%
MFD Recycling Rate		21.58%	22.57%	22.33%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		73.51%	73.17%	74.37%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		135.93	142.57	125.48
Total Diverted		298.95	308.64	287.10
Total Diversion Rate		68.74%	68.40%	69.59%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		73.51%	73.17%	74.37%
Commercial Diversion Percentage		36.96%	37.27%	36.60%
Overall Diversion Percentage		68.74%	68.40%	69.59%

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		Tons Collected	Tons Collected	Tons Collected
<b>TOTAL SBWMA</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	5,397.80	5,532.55	4,839.08
Commercial Recycling	RSMC	1,489.52	1,534.52	1,404.00
Commercial Organics	RSMC	1,405.83	1,453.65	1,443.47
Subtotal - Disposed		5,397.80	5,532.55	4,839.08
Subtotal - Diverted		2,895.35	2,988.17	2,847.47
<b>MFD</b>				
MFD Solid Waste	RSMC	3,112.66	3,124.34	2,710.11
MFD Recycling	RSMC	606.12	637.45	571.98
MFD Organics	RSMC	88.12	90.51	74.44
Subtotal - Disposed		3,112.66	3,124.34	2,710.11
Subtotal - Diverted		694.24	727.96	646.42
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	1,916.44	2,050.46	1,659.07
Roll-Off Recycling	RSMC	88.13	85.27	94.82
Roll-Off Organics	RSMC	138.61	122.96	106.34
Subtotal - Disposed		1,916.44	2,050.46	1,659.07
Subtotal - Diverted		226.74	208.23	201.16
<b>Residential</b>				
Residential Solid Waste	RSMC	5,172.82	5,300.66	4,538.95
Residential Curbside Recycling	RSMC	3,339.26	3,508.84	3,139.10
Residential Curbside Organics	RSMC	6,363.30	6,542.58	5,662.03
Subtotal - Disposed		5,172.82	5,300.66	4,538.95
Subtotal - Diverted		9,702.56	10,051.42	8,801.13
<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		34.91%	35.07%	37.04%
MFD Recycling Rate		18.24%	18.90%	19.26%
Roll-Off Recycling Rate		10.58%	9.22%	10.81%
Residential Organics & Recycling Rate		65.23%	65.47%	65.98%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		15,599.72	16,008.01	13,747.21
Total Diverted		13,518.89	13,975.78	12,496.18
Total Diversion Rate		46.43%	46.61%	47.62%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		65.23%	65.47%	65.98%
Commercial Diversion Percentage		26.79%	26.82%	28.64%
Overall Diversion Percentage		46.43%	46.61%	47.62%

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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	0	4	12	16	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	
Belmont	7	3	4	14	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	0	
Burlingame	6	4	10	20	0	0	0	0	0	0	0	0	0	0	0	1	1	2	3	0	2	1	3	
East Palo Alto	2	1	4	7	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	
Foster City	3	1	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	
Hillsborough	12	2	6	20	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Menlo Park	5	3	14	22	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	
North Fair Oaks	6	2	2	10	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	
Redwood City	18	15	11	44	0	0	0	0	0	0	0	0	0	0	0	4	1	4	9	0	0	0	0	
San Carlos	7	9	6	22	0	0	0	0	0	0	0	0	0	0	0	1	1	7	9	0	0	0	0	
San Mateo	20	11	13	44	1	0	1	2	0	1	1	2	0	0	0	0	2	0	2	0	0	1	1	
San Mateo County	2	5	4	11	0	0	0	0	0	1	0	1	0	0	0	1	1	0	2	0	1	0	1	
West Bay	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	
Totals	88	60	89	237	2	1	3	6	0	2	1	3	0	0	0	0	9	8	16	33	0	3	2	5

	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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	40	44	36	120	6	8	9	23	0	0	0	0	76	52	28	156	15	61	9	85
Belmont	186	173	144	503	13	19	21	53	0	0	0	0	131	103	75	309	56	55	114	225
Burlingame	179	207	165	551	35	25	24	84	0	0	0	0	181	156	102	439	62	148	62	272
East Palo Alto	74	72	63	209	10	6	4	20	0	0	0	0	56	52	30	138	6	3	5	14
Foster City	151	164	110	425	24	7	6	37	0	0	0	0	114	86	67	267	48	27	66	141
Hillsborough	82	96	64	242	22	13	8	43	0	0	0	0	88	60	52	200	38	44	83	165
Menlo Park	156	180	150	486	40	32	30	102	0	0	0	0	180	164	154	498	125	89	54	268
North Fair Oaks	44	50	40	134	3	6	10	19	0	0	0	0	69	48	22	139	16	9	5	30
Redwood City	359	338	334	1031	58	63	60	181	0	0	0	0	352	265	164	781	56	18	26	100
San Carlos	218	252	197	667	45	47	17	109	0	0	0	0	588	480	314	1382	78	194	67	339
San Mateo	628	548	447	1623	68	69	54	191	0	0	0	0	482	313	215	1010	310	100	120	530
San Mateo County	106	116	93	315	6	7	6	19	0	0	0	0	96	54	41	191	38	34	67	139
West Bay	59	65	39	163	3	10	2	15	0	0	0	0	56	29	27	112	39	6	11	56
Totals	2,282	2,305	1,882	6,469	333	312	251	896	0	0	0	0	2,469	1,862	1,291	5,622	887	788	689	2,364

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
July	15,976	15,599	377	2.36%	14.83	90.10%	215
August	16,041	15,682	359	2.24%	15.65	91.93%	199
September	13,046	12,755	291	2.23%	14.07	92.49%	228

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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	3	1	0	<b>4</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	9	9	15	<b>33</b>	0	0	0	<b>0</b>	56	210	8	<b>274</b>
Burlingame	6	3	4	<b>13</b>	0	0	0	<b>0</b>	34	3	9	<b>46</b>
East Palo Alto	5	7	17	<b>29</b>	0	0	0	<b>0</b>	38	0	0	<b>38</b>
Foster City	16	10	9	<b>35</b>	0	0	0	<b>0</b>	10	362	82	<b>454</b>
Hillsborough	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	5	9	8	<b>22</b>	0	0	0	<b>0</b>	0	0	16	<b>16</b>
North Fair Oaks	2	5	4	<b>11</b>	0	0	0	<b>0</b>	0	55	0	<b>55</b>
Redwood City	21	12	13	<b>46</b>	0	0	0	<b>0</b>	214	199	0	<b>413</b>
San Carlos	13	15	9	<b>37</b>	0	0	0	<b>0</b>	69	78	33	<b>180</b>
San Mateo	10	9	5	<b>24</b>	0	0	0	<b>0</b>	264	134	118	<b>516</b>
San Mateo County	8	5	6	<b>19</b>	0	0	0	<b>0</b>	0	20	0	<b>20</b>
West Bay	4	2	4	<b>10</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Totals	102	87	94	<b>283</b>	0	0	0	<b>0</b>	685	1,061	266	<b>2,012</b>