



QUARTERLY REPORT TO THE SBWMA
FOR 1st Quarter 2011

Submitted April 30, 2011



April 30, 2011

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 San Mateo County 1st Quarter 2011 report to the SBWMA. Recology will separately send electronic copies to each Member Agency.

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

QUARTERLY REPORT TO THE SBWMA

**For
1ST Quarter 2011**

**Submitted
April 30, 2011**



1st QUARTER 2011 REPORT

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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.



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SUMMARY

Total commercial solid waste tonnage collected:	30,545.03
Total commercial recyclables tonnage collected:	5,668.63
Total commercial organics tonnage collected:	4,438.10
Total residential solid waste tonnage collected:	15,082.06
Total residential recyclables tonnage collected:	10,837.31
Total residential organics tonnage collected:	17,198.53
Overall Calculated Diversion rate:	41.67%
Commercial Diversion rate:	20.77%
Residential Diversion rate:	61.38%
Number of inquiries, service requests and complaints received:	23,459
Number of Customer Service calls received:	106,581
Average Hold Time for Customer Service calls:	46.29 seconds
On-site customer assessments and visual audits conducted:	514
Quality Assurance Program contact calls initiated:	621

Recology San Mateo County
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 Summary

Member Agency/Type	Quarter 1				RSMC Collection Diversion Quarter 1			Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
	January	February	March	Quarter 1	Contamination Measured	Percentage Agency	Contamination on Tonnage					
ATHERTON												
Commercial												
Commercial Solid Waste	RSMC	63.11	57.18	40.56	160.85			23.09	183.94			
Commercial Recycling	RSMC	12.83	15.23	16.16	44.22	22.03%	20.15%	(8.91)	35.31			
Commercial Organics	RSMC	59.18	32.05	41.36	132.59	14.67%, 4.15%	10.69%	(14.18)	118.41			
Subtotal - Disposed		63.11	57.18	40.56	160.85			23.09	183.94			
Subtotal - Diverted		72.01	47.28	57.52	176.81			(23.09)	153.72	45.53%		
MFD												
MFD Solid Waste	RSMC	0.00	0.33	0.09	0.42			0.00	0.42			
MFD Recycling	RSMC	0.00	0.06	0.00	0.06	22.03%	0.00%	0.00	0.06			
MFD Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00			
Subtotal - Disposed		0.00	0.33	0.09	0.42			0.00	0.42			
Subtotal - Diverted		0.00	0.06	0.00	0.06			0.00	0.06	12.50%		
Roll-Off												
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00			
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	22.03%	0.00%	0.00	0.00			
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00			
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.00	0.00			
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%		
Residential												
Residential Solid Waste	RSMC	243.60	188.57	166.92	599.09			(10.36)	588.73			
Residential Curbside Recycling	RSMC	131.73	69.60	110.37	311.70	8.30%	8.28%	(25.81)	285.89			
Residential Curbside Organics	RSMC	634.84	518.64	657.44	1,810.92	3.93%	3.93%	(71.17)	1,739.75			
Subtotal - Disposed		243.60	188.57	166.92	599.09			96.98	696.07			
Subtotal - Diverted		766.57	588.24	767.81	2,122.62			(96.98)	2,025.64	74.43%		
Member Agency Vehicles												
Member Agency Solid Waste	SBR				0.00							
Member Agency Recycling	SBR				0.00							
Member Agency Organics	SBR				0.00							
Member Agency Inert / C&D	SBR				0.00							
Subtotal - Disposed		0.00	0.00	0.00	0.00							
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%		
Transfer Station / Third Party/ Other Transfer Station Diversion												
Self-Haul Solid Waste	SBR				0.00							
MRF Residue					0.00							
Buyback Recycling	SBR				0.00							
Self-Haul Green Waste	SBR				0.00							
Self-Haul Inert / C&D	SBR				0.00							
Other Transfer Station Diversion	SBR				0.00							
Subtotal - Disposed		0.00	0.00	0.00	0.00							
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%		
Total Disposed		306.71	246.08	207.57	760.36			96.98	857.34		880.42	696.07
Total Diverted		838.58	635.58	825.33	2,299.49			(96.98)	2,202.51	71.98%	2,179.43	2,025.64
Total Diversion Rate		73.22%	72.09%	79.90%	75.15%						71.23%	74.43%

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Member Agency/Type	Quarter 1				RSMC Collection Diversion Quarter 1									
	January	February	March	Tons Collected	Contamination Measured	Percentage Agency	Contaminant on Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall	
BELMONT														
Commercial														
Commercial Solid Waste	RSMC	230.13	200.57	255.49	686.19			51.72	737.91					
Commercial Recycling	RSMC	57.95	64.22	66.51	188.68	22.03%	20.49%	(38.66)	150.02					
Commercial Organics	RSMC	37.15	26.94	37.71	101.80	14.67%, 4.15%	12.83%	(13.06)	88.74					
Subtotal - Disposed		230.13	200.57	255.49	686.19			51.72	737.91					
Subtotal - Diverted		95.10	91.16	104.22	290.48			(51.72)	238.76	24.45%				
MFD														
MFD Solid Waste	RSMC	72.75	64.63	79.98	217.36			10.44	227.80					
MFD Recycling	RSMC	6.28	13.61	26.19	46.08	22.03%	21.93%	(10.11)	35.97					
MFD Organics	RSMC	0.56	0.60	1.10	2.26	14.67%, 4.15%	14.67%	(0.33)	1.93					
Subtotal - Disposed		72.75	64.63	79.98	217.36			10.44	227.80					
Subtotal - Diverted		6.84	14.21	27.29	48.34			(10.44)	37.90	14.27%				
Roll-Off														
Roll-Off Solid Waste	RSMC	39.48	33.62	40.28	113.38			0.00	113.38					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	22.03%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00					
Subtotal - Disposed		39.48	33.62	40.28	113.38			0.00	113.38					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Residential														
Residential Solid Waste	RSMC	332.92	229.46	264.76	827.14			115.32	942.46					
Residential Curbside Recycling	RSMC	441.62	289.52	235.29	966.43	8.30%	8.26%	(79.86)	886.57					
Residential Curbside Organics	RSMC	358.41	245.88	297.87	902.16	3.93%	3.93%	(35.45)	866.71					
Subtotal - Disposed		332.92	229.46	264.76	827.14			115.32	942.46					
Subtotal - Diverted		800.03	535.40	533.16	1,868.59			(115.32)	1,753.28	65.04%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		675.28	528.28	640.51	1,844.07			177.48	2,021.55		2,021.55	942.46	1,079.09	2,021.55
Total Diverted		901.97	640.77	664.67	2,207.41			(177.48)	2,029.94		2,029.94	1,753.28	276.66	2,029.94
Total Diversion Rate		57.19%	54.81%	50.93%	54.48%				50.10%		50.10%	65.04%	20.41%	50.10%

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Member Agency/Type	Data Source	January	February	March	Quarter 1			Contaminati on Tonnage	Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency					Single- Family	Commercial	Overall
BURLINGAME														
Commercial														
Commercial Solid Waste	RSMC	644.25	618.20	757.40	2,019.85			182.97	2,202.82					
Commercial Recycling	RSMC	161.76	217.14	296.63	675.53	22.03%	17.02%	(114.95)	560.58					
Commercial Organics	RSMC	214.73	198.73	216.79	630.25	14.67%, 4.15%	10.79%	(68.02)	562.23					
Subtotal - Disposed		644.25	618.20	757.40	2,019.85			182.97	2,202.82					
Subtotal - Diverted		376.49	415.87	513.42	1,305.78			(182.97)	1,122.81	33.76%				
MFD														
MFD Solid Waste	RSMC	139.54	148.17	260.56	548.27			12.65	560.92					
MFD Recycling	RSMC	0.00	11.11	41.28	52.39	22.03%	21.95%	(11.50)	40.89					
MFD Organics	RSMC	2.45	2.45	2.97	7.87	14.67%, 4.15%	14.67%	(1.15)	6.72					
Subtotal - Disposed		139.54	148.17	260.56	548.27			12.65	560.92					
Subtotal - Diverted		2.45	13.56	44.25	60.26			(12.65)	47.61	7.82%				
Roll-Off														
Roll-Off Solid Waste	RSMC	676.16	613.32	721.47	2,010.95			16.38	2,027.33					
Roll-Off Recycling	RSMC	15.20	10.31	10.76	36.27	22.03%	16.93%	(6.14)	30.13					
Roll-Off Organics	RSMC	53.58	31.91	9.55	95.04	14.67%, 4.15%	10.77%	(10.23)	84.81					
Subtotal - Disposed		676.16	613.32	721.47	2,010.95			16.38	2,027.33					
Subtotal - Diverted		68.78	42.22	20.31	131.31			(16.38)	114.93	5.37%				
Residential														
Residential Solid Waste	RSMC	312.80	457.99	349.79	1,120.58			108.08	1,228.66					
Residential Curbside Recycling	RSMC	235.82	255.75	266.74	758.31	8.30%	8.25%	(62.59)	695.72					
Residential Curbside Organics	RSMC	446.82	307.83	402.97	1,157.62	3.93%	3.93%	(45.49)	1,112.13					
Subtotal - Disposed		312.80	457.99	349.79	1,120.58			108.08	1,228.66					
Subtotal - Diverted		682.64	563.58	669.71	1,915.93			(108.08)	1,807.85	59.54%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		1,772.75	1,837.68	2,089.22	5,699.65			320.08	6,019.73		6,019.73	1,228.66	4,791.07	6,019.73
Total Diverted		1,130.36	1,035.23	1,247.69	3,413.28			(320.08)	3,093.20		3,093.20	1,807.85	1,285.35	3,093.20
Total Diversion Rate		38.94%	36.03%	37.39%	37.46%				33.94%		33.94%	59.54%	21.15%	33.94%

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 Rate Year 2011
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Member Agency/Type	Data Source	January	February	March	Quarter 1				Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1					
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency	Contaminati on Tonnage			Net Collected	Single-Family	Commercial	Overall		
EAST PALO ALTO																
Commercial																
Commercial Solid Waste	RSMC	159.62	151.67	142.77	454.06			33.52	487.58							
Commercial Recycling	RSMC	45.86	41.71	36.17	123.74	22.03%	17.93%	(22.19)	101.55							
Commercial Organics	RSMC	39.96	21.55	30.22	91.73	14.67%, 4.15%	12.35%	(11.33)	80.40							
Subtotal - Disposed		159.62	151.67	142.77	454.06			33.52	487.58							
Subtotal - Diverted		85.82	63.26	66.39	215.47			(33.52)	181.95	27.18%						
MFD																
MFD Solid Waste	RSMC	151.73	149.36	165.70	466.79			4.10	470.89							
MFD Recycling	RSMC	2.91	6.41	10.14	19.46	22.03%	20.91%	(4.07)	15.39							
MFD Organics	RSMC	0.00	0.00	0.18	0.18	14.67%, 4.15%	14.67%	(0.03)	0.15							
Subtotal - Disposed		151.73	149.36	165.70	466.79			4.10	470.89							
Subtotal - Diverted		2.91	6.41	10.32	19.64			(4.10)	15.54	3.20%						
Roll-Off																
Roll-Off Solid Waste	RSMC	53.70	58.65	56.60	168.95			1.87	170.82							
Roll-Off Recycling	RSMC	5.10	0.00	4.36	9.46	22.03%	19.74%	(1.87)	7.59							
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00							
Subtotal - Disposed		53.70	58.65	56.60	168.95			1.87	170.82							
Subtotal - Diverted		5.10	0.00	4.36	9.46			(1.87)	7.59	4.26%						
Residential																
Residential Solid Waste	RSMC	606.57	434.03	506.80	1,547.40			58.96	1,606.36							
Residential Curbside Recycling	RSMC	138.23	91.07	106.46	335.76	8.30%	8.25%	(27.70)	308.06							
Residential Curbside Organics	RSMC	299.07	218.37	277.77	795.21	3.93%	3.93%	(31.25)	763.96							
Subtotal - Disposed		606.57	434.03	506.80	1,547.40			58.96	1,606.36							
Subtotal - Diverted		437.30	309.44	384.23	1,130.97			(58.96)	1,072.01	40.02%						
Member Agency Vehicles																
Member Agency Solid Waste	SBR				0.00											
Member Agency Recycling	SBR				0.00											
Member Agency Organics	SBR				0.00											
Member Agency Inert / C&D	SBR				0.00											
Subtotal - Disposed		0.00	0.00	0.00	0.00											
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%						
Transfer Station / Third Party/ Other Transfer Station Diversion																
Self-Haul Solid Waste	SBR				0.00											
MRF Residue					0.00											
Buyback Recycling	SBR				0.00											
Self-Haul Green Waste	SBR				0.00											
Self-Haul Inert / C&D	SBR				0.00											
Other Transfer Station Diversion	SBR				0.00											
Subtotal - Disposed		0.00	0.00	0.00	0.00											
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%						
Total Disposed		971.62	793.71	871.87	2,637.20			98.44	2,735.64		2,735.64	1,606.36	1,129.28	2,735.64		
Total Diverted		531.13	379.11	465.30	1,375.54			(98.44)	1,277.10		1,277.10	1,072.01	205.09	1,277.10		
Total Diversion Rate		35.34%	32.32%	34.80%	34.28%				31.83%		31.83%	40.02%	15.37%	31.83%		

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Member Agency/Type	Data Source	January	February	March	Quarter 1			Contaminati on Tonnage	Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency					Single- Family	Commercial	Overall
FOSTER CITY														
Commercial														
Commercial Solid Waste	RSMC	358.43	340.12	462.99	1,161.54			104.78	1,266.32					
Commercial Recycling	RSMC	70.61	64.62	97.15	232.38	22.03%	22.03%	(51.19)	181.19					
Commercial Organics	RSMC	114.20	119.00	141.40	374.60	14.67%, 4.15%	14.31%	(53.59)	321.01					
Subtotal - Disposed		358.43	340.12	462.99	1,161.54			104.78	1,266.32					
Subtotal - Diverted		184.81	183.62	238.55	606.98			(104.78)	502.20	28.40%				
MFD														
MFD Solid Waste	RSMC	280.99	285.14	286.41	852.54			11.28	863.82					
MFD Recycling	RSMC	12.54	16.70	19.83	49.07	22.03%	22.03%	(10.81)	38.26					
MFD Organics	RSMC	0.97	1.04	1.21	3.22	14.67%, 4.15%	14.67%	(0.47)	2.75					
Subtotal - Disposed		280.99	285.14	286.41	852.54			11.28	863.82					
Subtotal - Diverted		13.51	17.74	21.04	52.29			(11.28)	41.01	4.53%				
Roll-Off														
Roll-Off Solid Waste	RSMC	174.57	154.87	192.02	521.46			10.62	532.08					
Roll-Off Recycling	RSMC	2.78	3.16	5.91	11.85	22.03%	22.03%	(2.61)	9.24					
Roll-Off Organics	RSMC	9.65	28.02	18.17	55.84	14.67%, 4.15%	14.35%	(8.01)	47.83					
Subtotal - Disposed		174.57	154.87	192.02	521.46			10.62	532.08					
Subtotal - Diverted		12.43	31.18	24.08	67.69			(10.62)	57.07	9.69%				
Residential														
Residential Solid Waste	RSMC	212.10	231.33	257.18	700.61			74.19	774.80					
Residential Curbside Recycling	RSMC	230.12	167.64	215.79	613.55	8.30%	8.25%	(50.60)	562.95					
Residential Curbside Organics	RSMC	243.90	160.44	195.84	600.18	3.93%	3.93%	(23.59)	576.59					
Subtotal - Disposed		212.10	231.33	257.18	700.61			74.19	774.80					
Subtotal - Diverted		474.02	328.08	411.63	1,213.73			(74.19)	1,139.54	59.53%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		1,026.09	1,011.46	1,198.60	3,236.15			200.87	3,437.02		3,437.02	774.80	2,662.23	3,437.02
Total Diverted		684.77	560.62	695.30	1,940.69			(200.87)	1,739.82		1,739.82	1,139.54	600.27	1,739.82
Total Diversion Rate		40.02%	35.66%	36.71%	37.49%				33.61%		33.61%	59.53%	18.40%	33.61%

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Member Agency/Type	Quarter 1				RSMC Collection Diversion Quarter 1				
	January	February	March	Contaminati on	Recycling	Total	Single-	Commercial	Overall
Data Source	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Rate	Diversion	Family		
HILLSBOROUGH									
Commercial									
Commercial Solid Waste	RSMC	82.04	60.16	42.71	184.91			11.21	196.12
Commercial Recycling	RSMC	150.04	21.07	74.07	245.18	22.03%	1.49%	(3.65)	241.53
Commercial Organics	RSMC	43.26	26.70	26.67	96.63	14.67%, 4.15%	7.82%	(7.55)	89.08
Subtotal - Disposed		82.04	60.16	42.71	184.91			11.21	196.12
Subtotal - Diverted		193.30	47.77	100.74	341.81			(11.21)	330.60
									62.77%
MFD									
MFD Solid Waste	RSMC	0.00	0.85	0.39	1.24			0.00	1.24
MFD Recycling	RSMC	0.00	0.00	0.00	0.00	22.03%	0.00%	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00
Subtotal - Disposed		0.00	0.85	0.39	1.24			0.00	1.24
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00
									0.00%
Roll-Off									
Roll-Off Solid Waste	RSMC	0.00	5.24	0.00	5.24			0.65	5.89
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	22.03%	0.00%	0.00	0.00
Roll-Off Organics	RSMC	0.00	7.54	0.00	7.54	14.67%, 4.15%	8.64%	(0.65)	6.89
Subtotal - Disposed		0.00	5.24	0.00	5.24			0.65	5.89
Subtotal - Diverted		0.00	7.54	0.00	7.54			(0.65)	6.89
									53.90%
Residential									
Residential Solid Waste	RSMC	269.23	370.31	244.08	883.62			97.65	981.27
Residential Curbside Recycling	RSMC	235.31	370.42	159.30	765.03	8.30%	8.28%	(63.31)	701.72
Residential Curbside Organics	RSMC	313.22	243.90	316.75	873.87	3.93%	3.93%	(34.34)	839.53
Subtotal - Disposed		269.23	370.31	244.08	883.62			97.65	981.27
Subtotal - Diverted		548.53	614.32	476.05	1,638.90			(97.65)	1,541.25
									61.10%
Member Agency Vehicles									
Member Agency Solid Waste	SBR				0.00				
Member Agency Recycling	SBR				0.00				
Member Agency Organics	SBR				0.00				
Member Agency Inert / C&D	SBR				0.00				
Subtotal - Disposed		0.00	0.00	0.00	0.00				
Subtotal - Diverted		0.00	0.00	0.00	0.00				
									0.00%
Transfer Station / Third Party/ Other Transfer Station Diversion									
Self-Haul Solid Waste	SBR				0.00				
MRF Residue					0.00				
Buyback Recycling	SBR				0.00				
Self-Haul Green Waste	SBR				0.00				
Self-Haul Inert / C&D	SBR				0.00				
Other Transfer Station Diversion	SBR				0.00				
Subtotal - Disposed		0.00	0.00	0.00	0.00				
Subtotal - Diverted		0.00	0.00	0.00	0.00				
									0.00%
Total Disposed		351.27	436.56	287.18	1,075.01			109.51	1,184.52
Total Diverted		741.83	669.63	576.79	1,988.25			(109.51)	1,878.74
Total Diversion Rate		67.86%	60.53%	66.76%	64.91%			61.33%	61.33%
								61.33%	61.10%
								203.25	1,184.52
								337.49	1,878.74
								62.41%	61.33%

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Member Agency/Type	Data Source	January	February	March	Quarter 1			Contaminati on Tonnage	Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency					Single- Family	Commercial	Overall
MENLO PARK														
Commercial														
Commercial Solid Waste	RSMC	1,030.75	953.73	1,055.55	3,040.03			221.64	3,261.67					
Commercial Recycling	RSMC	169.90	181.04	208.23	559.17	22.03%	21.23%	(118.72)	440.45					
Commercial Organics	RSMC	351.15	276.47	311.17	938.79	14.67%, 4.15%	10.96%	(102.92)	835.87					
Subtotal - Disposed		1,030.75	953.73	1,055.55	3,040.03			221.64	3,261.67					
Subtotal - Diverted		521.05	457.51	519.40	1,497.96			(221.64)	1,276.32	28.13%				
MFD														
MFD Solid Waste	RSMC	179.58	169.50	247.08	596.16			9.38	605.54					
MFD Recycling	RSMC	4.47	11.99	21.34	37.80	22.03%	21.98%	(8.31)	29.49					
MFD Organics	RSMC	2.24	1.96	3.10	7.30	14.67%, 4.15%	14.67%	(1.07)	6.23					
Subtotal - Disposed		179.58	169.50	247.08	596.16			9.38	605.54					
Subtotal - Diverted		6.71	13.95	24.44	45.10			(9.38)	35.72	5.57%				
Roll-Off														
Roll-Off Solid Waste	RSMC	72.99	50.84	45.01	168.84			44.95	213.79					
Roll-Off Recycling	RSMC	53.62	53.03	80.05	186.70	22.03%	21.22%	(39.61)	147.09					
Roll-Off Organics	RSMC	35.54	12.74	1.66	49.94	14.67%, 4.15%	10.68%	(5.34)	44.60					
Subtotal - Disposed		72.99	50.84	45.01	168.84			44.95	213.79					
Subtotal - Diverted		89.16	65.77	81.71	236.64			(44.95)	191.69	47.28%				
Residential														
Residential Solid Waste	RSMC	388.27	313.05	376.40	1,077.72			151.78	1,229.50					
Residential Curbside Recycling	RSMC	351.80	221.28	315.43	888.51	8.30%	8.25%	(73.35)	815.16					
Residential Curbside Organics	RSMC	810.68	510.76	674.44	1,995.88	3.93%	3.93%	(78.44)	1,917.44					
Subtotal - Disposed		388.27	313.05	376.40	1,077.72			151.78	1,229.50					
Subtotal - Diverted		1,162.48	732.04	989.87	2,884.39			(151.78)	2,732.61	68.97%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		1,671.59	1,487.12	1,724.04	4,882.75			427.75	5,310.50		5,310.50	1,229.50	4,081.00	5,310.50
Total Diverted		1,779.40	1,269.27	1,615.42	4,664.09			(427.75)	4,236.34		4,236.34	2,732.61	1,503.73	4,236.34
Total Diversion Rate		51.56%	46.05%	48.37%	48.85%				44.37%		44.37%	68.97%	26.93%	44.37%

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Member Agency/Type	Data Source	January	February	March	Quarter 1			RSMC Collection Diversion Quarter 1						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency	Contaminati on Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
NORTH FAIR OAKS														
Commercial														
Commercial Solid Waste	RSMC	164.46	163.00	182.36	509.82			44.14	553.96					
Commercial Recycling	RSMC	44.50	35.91	54.77	135.18	22.03%	22.03%	(29.78)	105.40					
Commercial Organics	RSMC	35.86	28.77	33.63	98.26	14.67%, 4.15%	14.62%	(14.36)	83.90					
Subtotal - Disposed		164.46	163.00	182.36	509.82			44.14	553.96					
Subtotal - Diverted		80.36	64.68	88.40	233.44			(44.14)	189.30	25.47%				
MFD														
MFD Solid Waste	RSMC	30.31	27.95	33.92	92.18			1.12	93.30					
MFD Recycling	RSMC	0.64	1.22	3.21	5.07	22.03%	22.03%	(1.12)	3.95					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00					
Subtotal - Disposed		30.31	27.95	33.92	92.18			1.12	93.30					
Subtotal - Diverted		0.64	1.22	3.21	5.07			(1.12)	3.95	4.06%				
Roll-Off														
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	22.03%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.00	0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Residential														
Residential Solid Waste	RSMC	178.49	182.34	225.25	586.08			38.56	624.64					
Residential Curbside Recycling	RSMC	92.68	59.89	84.32	236.89	8.30%	8.27%	(19.59)	217.30					
Residential Curbside Organics	RSMC	198.90	132.91	150.94	482.75	3.93%	3.93%	(18.97)	463.78					
Subtotal - Disposed		178.49	182.34	225.25	586.08			38.56	624.64					
Subtotal - Diverted		291.58	192.80	235.26	719.64			(38.56)	681.08	52.16%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		373.26	373.29	441.53	1,188.08			83.82	1,271.90		1,271.90	624.64	647.26	1,271.90
Total Diverted		372.58	258.70	326.87	958.15			(83.82)	874.33		874.33	681.08	193.25	874.33
Total Diversion Rate		49.95%	40.93%	42.54%	44.64%				40.74%		40.74%	52.16%	22.99%	40.74%

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Member Agency/Type	Data Source	January	February	March	Quarter 1			Contaminati on Tonnage	Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency					Single- Family	Commercial	Overall
REDWOOD CITY														
Commercial														
Commercial Solid Waste	RSMC	1,420.31	1,338.22	1,500.37	4,258.90			283.14	4,542.04					
Commercial Recycling	RSMC	306.47	282.77	354.82	944.06	22.03%	21.91%	(206.84)	737.22					
Commercial Organics	RSMC	263.24	173.84	200.54	637.62	14.67%, 4.15%	11.97%	(76.30)	561.32					
Subtotal - Disposed		1,420.31	1,338.22	1,500.37	4,258.90			283.14	4,542.04					
Subtotal - Diverted		569.71	456.61	555.36	1,581.68			(283.14)	1,298.54	22.23%				
MFD														
MFD Solid Waste	RSMC	329.93	306.76	364.74	1,001.43			18.97	1,020.40					
MFD Recycling	RSMC	12.16	21.33	40.80	74.29	22.03%	21.90%	(16.27)	58.02					
MFD Organics	RSMC	5.85	5.71	6.85	18.41	14.67%, 4.15%	14.67%	(2.70)	15.71					
Subtotal - Disposed		329.93	306.76	364.74	1,001.43			18.97	1,020.40					
Subtotal - Diverted		18.01	27.04	47.65	92.70			(18.97)	73.73	6.74%				
Roll-Off														
Roll-Off Solid Waste	RSMC	278.87	312.88	337.43	929.18			22.17	951.35					
Roll-Off Recycling	RSMC	7.63	4.70	7.71	20.04	22.03%	21.92%	(4.39)	15.65					
Roll-Off Organics	RSMC	54.99	44.55	48.19	147.73	14.67%, 4.15%	12.03%	(17.78)	129.95					
Subtotal - Disposed		278.87	312.88	337.43	929.18			22.17	951.35					
Subtotal - Diverted		62.62	49.25	55.90	167.77			(22.17)	145.60	13.27%				
Residential														
Residential Solid Waste	RSMC	1,090.38	737.42	885.24	2,713.04			250.06	2,963.10					
Residential Curbside Recycling	RSMC	687.21	446.47	610.20	1,743.88	8.30%	8.25%	(143.89)	1,599.99					
Residential Curbside Organics	RSMC	1,076.71	715.18	909.79	2,701.68	3.93%	3.93%	(106.18)	2,595.50					
Subtotal - Disposed		1,090.38	737.42	885.24	2,713.04			250.06	2,963.10					
Subtotal - Diverted		1,763.92	1,161.65	1,519.99	4,445.56			(250.06)	4,195.50	58.61%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		3,119.49	2,695.28	3,087.78	8,902.55			574.33	9,476.88		9,476.88	2,963.10	6,513.78	9,476.88
Total Diverted		2,414.26	1,694.55	2,178.90	6,287.71			(574.33)	5,713.38		5,713.38	4,195.50	1,517.88	5,713.38
Total Diversion Rate		43.63%	38.60%	41.37%	41.39%				37.61%		37.61%	58.61%	18.90%	37.61%

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		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency					Single- Family	Commercial	Overall
SAN CARLOS														
Commercial														
Commercial Solid Waste	RSMC	617.80	552.05	666.46	1,836.31			119.36	1,955.67					
Commercial Recycling	RSMC	164.92	138.31	156.50	459.73	22.03%	22.03%	(101.28)	358.45					
Commercial Organics	RSMC	58.15	45.26	64.51	167.92	14.67%, 4.15%	10.77%	(18.08)	149.84					
Subtotal - Disposed		617.80	552.05	666.46	1,836.31			119.36	1,955.67					
Subtotal - Diverted		223.07	183.57	221.01	627.65			(119.36)	508.29	20.63%				
MFD														
MFD Solid Waste	RSMC	44.31	43.65	138.73	226.69			6.20	232.89					
MFD Recycling	RSMC	5.48	8.99	12.26	26.73	22.03%	22.03%	(5.89)	20.84					
MFD Organics	RSMC	0.63	0.70	0.81	2.14	14.67%, 4.15%	14.67%	(0.31)	1.83					
Subtotal - Disposed		44.31	43.65	138.73	226.69			6.20	232.89					
Subtotal - Diverted		6.11	9.69	13.07	28.87			(6.20)	22.67	8.87%				
Roll-Off														
Roll-Off Solid Waste	RSMC	135.78	79.82	174.66	390.26			19.15	409.41					
Roll-Off Recycling	RSMC	29.51	12.20	26.38	68.09	22.03%	22.03%	(15.00)	53.09					
Roll-Off Organics	RSMC	17.91	8.01	12.94	38.86	14.67%, 4.15%	10.67%	(4.15)	34.71					
Subtotal - Disposed		135.78	79.82	174.66	390.26			19.15	409.41					
Subtotal - Diverted		47.42	20.21	39.32	106.95			(19.15)	87.80	17.66%				
Residential														
Residential Solid Waste	RSMC	471.75	334.84	359.89	1,166.48			134.01	1,300.49					
Residential Curbside Recycling	RSMC	407.65	258.67	314.44	980.76	8.30%	8.26%	(81.05)	899.70					
Residential Curbside Organics	RSMC	495.52	366.55	485.48	1,347.55	3.93%	3.93%	(52.96)	1,294.59					
Subtotal - Disposed		471.75	334.84	359.89	1,166.48			134.01	1,300.49					
Subtotal - Diverted		903.17	625.22	799.92	2,328.31			(134.01)	2,194.30	62.79%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		1,269.64	1,010.36	1,339.74	3,619.74			278.72	3,898.46		3,898.46	1,300.49	2,597.97	3,898.46
Total Diverted		1,179.77	838.69	1,073.32	3,091.78			(278.72)	2,813.05		2,813.05	2,194.30	618.76	2,813.05
Total Diversion Rate		48.17%	45.36%	44.48%	46.07%				41.91%		41.91%	62.79%	19.24%	41.91%

Recology San Mateo County
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Member Agency/Type	Data Source	January	February	March	Quarter 1			Contaminati on Tonnage	Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency					Single- Family	Commercial	Overall
SAN MATEO														
Commercial														
Commercial Solid Waste	RSMC	1,507.34	1,519.04	1,721.39	4,747.77			312.29	5,060.06					
Commercial Recycling	RSMC	280.78	330.33	458.30	1,069.41	22.03%	20.64%	(220.77)	848.64					
Commercial Organics	RSMC	203.64	215.20	247.79	666.63	14.67%, 4.15%	13.73%	(91.52)	575.11					
Subtotal - Disposed		1,507.34	1,519.04	1,721.39	4,747.77			312.29	5,060.06					
Subtotal - Diverted		484.42	545.53	706.09	1,736.04			(312.29)	1,423.75	21.96%				
MFD														
MFD Solid Waste	RSMC	481.00	571.99	682.22	1,735.21			33.48	1,768.69					
MFD Recycling	RSMC	14.80	45.21	80.89	140.90	22.03%	21.82%	(30.75)	110.15					
MFD Organics	RSMC	6.21	6.06	6.34	18.61	14.67%, 4.15%	14.67%	(2.73)	15.88					
Subtotal - Disposed		481.00	571.99	682.22	1,735.21			33.48	1,768.69					
Subtotal - Diverted		21.01	51.27	87.23	159.51			(33.48)	126.03	6.65%				
Roll-Off														
Roll-Off Solid Waste	RSMC	317.76	317.33	364.59	999.68			23.35	1,023.03					
Roll-Off Recycling	RSMC	34.51	47.18	30.86	112.55	22.03%	20.75%	(23.35)	89.20					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00					
Subtotal - Disposed		317.76	317.33	364.59	999.68			23.35	1,023.03					
Subtotal - Diverted		34.51	47.18	30.86	112.55			(23.35)	89.20	8.02%				
Residential														
Residential Solid Waste	RSMC	1,175.12	807.71	992.44	2,975.27			317.98	3,293.25					
Residential Curbside Recycling	RSMC	1,013.55	696.53	699.51	2,409.59	8.30%	8.26%	(199.08)	2,210.51					
Residential Curbside Organics	RSMC	1,178.62	825.16	1,021.59	3,025.37	3.93%	3.93%	(118.90)	2,906.47					
Subtotal - Disposed		1,175.12	807.71	992.44	2,975.27			317.98	3,293.25					
Subtotal - Diverted		2,192.17	1,521.69	1,721.10	5,434.96			(317.98)	5,116.98	60.84%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/														
Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		3,481.22	3,216.07	3,760.64	10,457.93			687.09	11,145.02		11,145.02	3,293.25	7,851.77	11,145.02
Total Diverted		2,732.11	2,165.67	2,545.28	7,443.06			(687.09)	6,755.97		6,755.97	5,116.98	1,638.99	6,755.97
Total Diversion Rate		43.97%	40.24%	40.36%	41.58%				37.74%		37.74%	60.84%	17.27%	37.74%

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Member Agency/Type	Quarter 1				RSMC Collection Diversion Quarter 1									
	January	February	March	Contaminati on Tonnage	Tons Collected	Contamination Measured	Percentage Agency	Net Collected	Recycling Rate	Total Diversion	Single- Family	Commercial	Overall	
SAN MATEO COUNTY														
Commercial														
Commercial Solid Waste	RSMC	128.40	79.53	97.37	305.30			20.39	325.69					
Commercial Recycling	RSMC	27.62	16.97	23.11	67.70	22.03%	22.03%	(14.91)	52.79					
Commercial Organics	RSMC	18.33	8.09	10.88	37.30	14.67%, 4.15%	14.67%	(5.47)	31.83					
Subtotal - Disposed		128.40	79.53	97.37	305.30			20.39	325.69					
Subtotal - Diverted		45.95	25.06	33.99	105.00			(20.39)	84.61	20.62%				
MFD														
MFD Solid Waste	RSMC	5.12	6.03	8.55	19.70			0.22	19.92					
MFD Recycling	RSMC	0.00	0.25	0.76	1.01	22.03%	22.03%	(0.22)	0.79					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00					
Subtotal - Disposed		5.12	6.03	8.55	19.70			0.22	19.92					
Subtotal - Diverted		0.00	0.25	0.76	1.01			(0.22)	0.79	3.80%				
Roll-Off														
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	22.03%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.00	0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Residential														
Residential Solid Waste	RSMC	235.36	184.69	213.92	633.97			82.17	716.14					
Residential Curbside Recycling	RSMC	228.80	132.68	193.31	554.79	8.30%	8.27%	(45.90)	508.89					
Residential Curbside Organics	RSMC	359.17	245.27	318.54	922.98	3.93%	3.93%	(36.27)	886.71					
Subtotal - Disposed		235.36	184.69	213.92	633.97			82.17	716.14					
Subtotal - Diverted		587.97	377.95	511.85	1,477.77			(82.17)	1,395.60	66.09%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		368.88	270.25	319.84	958.97			102.78	1,061.75		1,061.75	716.14	345.61	1,061.75
Total Diverted		633.92	403.26	546.60	1,583.78			(102.78)	1,481.00		1,481.00	1,395.60	85.40	1,481.00
Total Diversion Rate		63.21%	59.87%	63.09%	62.29%				58.24%		58.24%	66.09%	19.81%	58.24%

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Member Agency/Type	Quarter 1				RSMC Collection Diversion Quarter 1									
	January	February	March	Tons Collected	Contamination Measured	Percentage Agency	Contaminant on Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall	
WEST BAY														
Commercial														
Commercial Solid Waste	RSMC	35.13	32.18	42.74	110.05			6.91	116.96					
Commercial Recycling	RSMC	6.87	7.35	11.12	25.34	22.03%	22.03%	(5.58)	19.76					
Commercial Organics	RSMC	3.26	2.56	3.22	9.04	14.67%, 4.15%	14.67%	(1.33)	7.71					
Subtotal - Disposed		35.13	32.18	42.74	110.05			6.91	116.96					
Subtotal - Diverted		10.13	9.91	14.34	34.38			(6.91)	27.47	19.02%				
MFD														
MFD Solid Waste	RSMC	0.74	1.47	1.31	3.52			0.09	3.61					
MFD Recycling	RSMC	0.00	0.11	0.38	0.49	22.03%	17.53%	(0.09)	0.40					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00					
Subtotal - Disposed		0.74	1.47	1.31	3.52			0.09	3.61					
Subtotal - Diverted		0.00	0.11	0.38	0.49			(0.09)	0.40	10.08%				
Roll-Off														
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	22.03%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	14.67%, 4.15%	0.00%	0.00	0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.00	0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Residential														
Residential Solid Waste	RSMC	85.18	65.26	100.62	251.06			45.39	296.45					
Residential Curbside Recycling	RSMC	104.38	68.14	99.59	272.11	8.30%	8.27%	(22.50)	249.61					
Residential Curbside Organics	RSMC	237.78	141.95	202.63	582.36	3.93%	3.93%	(22.89)	559.47					
Subtotal - Disposed		85.18	65.26	100.62	251.06			45.39	296.45					
Subtotal - Diverted		342.16	210.09	302.22	854.47			(45.39)	809.08	73.18%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00									
Total Disposed		121.05	98.91	144.67	364.63			52.38	417.01		417.01	296.45	120.56	417.01
Total Diverted		352.29	220.11	316.94	889.34			(52.38)	836.96		836.96	809.08	27.88	836.96
Total Diversion Rate		74.43%	69.00%	68.66%	70.92%				66.74%		66.74%	73.18%	18.78%	66.74%

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Member Agency/Type	Data Source	January	February	March	Quarter 1			RSMC Collection Diversion Quarter 1						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Measured	Percentage Agency	Contamination on Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
TOTAL SBWMA														
Commercial														
Commercial Solid Waste	RSMC	6,441.77	6,065.65	6,968.16	19,475.58			1,415.15	20,890.73					
Commercial Recycling	RSMC	1,500.11	1,416.67	1,853.54	4,770.32	22.03%	19.65%	(937.44)	3,832.88					
Commercial Organics	RSMC	1,442.11	1,175.16	1,365.89	3,983.16	14.67%, 4.15%	11.99%	(477.71)	3,505.45					
Subtotal - Disposed		6,441.77	6,065.65	6,968.16	19,475.58			1,415.15	20,890.73					
Subtotal - Diverted		2,942.22	2,591.83	3,219.43	8,753.48			(1,415.15)	7,338.33	26.00%				
MFD														
MFD Solid Waste	RSMC	1,716.00	1,775.83	2,269.68	5,761.51			107.92	5,869.43					
MFD Recycling	RSMC	59.28	136.99	257.08	453.35	22.03%	21.86%	(99.12)	354.23					
MFD Organics	RSMC	18.91	18.52	22.56	59.99	14.67%, 4.15%	14.67%	(8.80)	51.19					
Subtotal - Disposed		1,716.00	1,775.83	2,269.68	5,761.51			107.92	5,869.43					
Subtotal - Diverted		78.19	155.51	279.64	513.34			(107.92)	405.42	6.46%				
Roll-Off														
Roll-Off Solid Waste	RSMC	1,749.31	1,626.57	1,932.06	5,307.94			139.13	5,447.07					
Roll-Off Recycling	RSMC	148.35	130.58	166.03	444.96	22.03%	20.89%	(92.97)	351.99					
Roll-Off Organics	RSMC	171.67	132.77	90.51	394.95	14.67%, 4.15%	11.69%	(46.16)	348.79					
Subtotal - Disposed		1,749.31	1,626.57	1,932.06	5,307.94			139.13	5,447.07					
Subtotal - Diverted		320.02	263.35	256.54	839.91			(139.13)	700.78	11.40%				
Residential														
Residential Solid Waste	RSMC	5,601.77	4,537.00	4,943.29	15,082.06			1,463.77	16,545.84					
Residential Curbside Recycling	RSMC	4,298.90	3,127.66	3,410.75	10,837.31	8.30%	8.26%	(895.21)	9,942.10					
Residential Curbside Organics	RSMC	6,653.64	4,632.84	5,912.05	17,198.53	3.93%	3.93%	(675.90)	16,522.63					
Subtotal - Disposed		5,601.77	4,537.00	4,943.29	15,082.06			1,571.11	16,653.18					
Subtotal - Diverted		10,952.54	7,760.50	9,322.80	28,035.84			(1,571.11)	26,464.72	61.38%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR	0.00	0.00	0.00	0.00									
Member Agency Recycling	SBR	0.00	0.00	0.00	0.00									
Member Agency Organics	SBR	0.00	0.00	0.00	0.00									
Member Agency Inert / C&D	SBR	0.00	0.00	0.00	0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		15,508.85	14,005.05	16,113.19	45,627.09			3,233.32	48,860.41		48,860.41	16,653.18	32,207.23	48,860.41
Total Diverted		14,292.97	10,771.19	13,078.41	38,142.57			(3,233.32)	34,909.25		34,909.25	26,464.72	8,444.53	34,909.25
Total Diversion Rate		47.96%	43.47%	44.80%	45.53%				41.67%		41.67%	61.38%	20.77%	41.67%

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
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	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	38	31	10	79	15	2	1	18	0	0	0	0	0	1	0	0	1	0	1	0	2	0	0	2
Belmont	32	25	8	65	9	0	0	9	0	0	0	0	0	1	1	0	0	0	0	1	3	0	4	
Burlingame	45	36	11	92	13	8	3	24	0	1	0	1	0	1	0	2	0	2	4	0	0	4		
East Palo Alto	11	11	2	24	2	3	1	6	0	0	0	0	0	0	0	0	0	1	0	0	0	1		
Foster City	27	33	8	68	5	5	2	12	0	1	0	1	0	0	0	0	0	0	1	0	0	1		
Hillsborough	61	20	29	110	16	5	3	24	0	0	0	0	0	0	0	0	1	1	0	0	0	0		
Menlo Park	43	19	10	72	6	3	3	12	0	1	0	1	0	0	0	0	0	3	3	0	0	0		
North Fair Oaks	18	10	5	33	9	2	0	11	0	0	0	0	0	0	0	0	1	1	1	0	0	1		
Redwood City	94	60	39	193	35	8	2	45	0	0	0	0	0	3	0	3	2	5	5	4	0	9		
San Carlos	70	43	26	139	18	10	1	29	0	2	0	2	1	2	1	4	2	2	0	4	8	3	11	
San Mateo	103	67	54	224	20	7	4	31	0	5	0	5	0	2	0	2	0	0	0	10	1	0	11	
San Mateo County	38	15	4	57	13	0	1	14	0	0	0	0	0	0	0	0	1	1	2	2	0	0	2	
West Bay	17	1	9	27	8	0	0	8	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1	
Totals	597	371	215	1,183	169	53	21	243	0	10	0	10	1	9	2	12	4	8	8	20	36	11	0	47

	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	7	12	19	38	38	0	2	40	0	0	0	0	528	131	4	663	32	98	0	130
Belmont	48	74	107	229	81	8	6	95	2	2	1	5	814	245	23	1082	19	87	8	114
Burlingame	57	85	129	271	62	7	6	75	3	1	0	4	959	359	16	1334	52	484	5	541
East Palo Alto	37	58	68	163	31	2	0	33	2	0	0	2	250	85	7	342	4	17	0	21
Foster City	46	99	97	242	55	6	3	64	2	2	0	4	662	199	10	871	22	68	4	94
Hillsborough	19	33	54	106	52	2	2	56	0	0	0	0	679	200	11	890	14	43	1	58
Menlo Park	43	70	128	241	73	8	2	83	8	0	1	9	973	410	20	1403	21	201	2	224
North Fair Oaks	11	24	35	70	28	7	16	51	2	0	0	2	275	84	1	360	1	25	0	26
Redwood City	138	191	282	611	100	13	3	116	3	0	1	4	1575	490	50	2115	19	37	0	56
San Carlos	62	94	112	268	55	14	1	70	0	0	0	0	1743	604	11	2358	148	373	2	523
San Mateo	165	276	385	826	158	29	4	191	1	0	0	1	2459	891	54	3404	62	309	3	374
San Mateo County	36	39	52	127	26	4	8	38	0	0	0	0	454	117	8	579	12	50	3	65
West Bay	21	31	44	96	10	0	0	10	0	0	0	0	215	64	5	284	8	27	0	35
Totals	690	1,086	1,512	3,288	769	100	53	922	23	5	3	31	11,586	3,879	220	15,685	414	1,819	28	2,261

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2011

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	56,057	47,659	8,398	14.98%	58.03	39.47%	204
February	27,460	25,719	1,741	6.34%	35.69	75.85%	209
March	23,064	21,417	1,647	7.14%	32.86	69.93%	208
Quarter 1	106,581	94,795	11,786	11.06%	46.29	56.22%	621

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2011

	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	1	0	1	0	0	5	5	0	0	0	0
Belmont	3	32	37	72	0	0	0	0	0	0	0	0
Burlingame	2	17	19	38	0	0	0	0	0	0	0	0
East Palo Alto	1	11	22	34	0	0	0	0	0	0	0	0
Foster City	3	18	27	48	0	0	0	0	0	0	0	0
Hillsborough	0	0	3	3	0	0	0	0	0	0	0	0
Menlo Park	4	38	4	46	0	0	12	12	0	0	0	0
North Fair Oaks	2	6	15	23	0	0	0	0	0	0	0	0
Redwood City	7	47	25	79	0	0	0	0	0	0	0	0
San Carlos	2	25	29	56	0	0	0	0	0	0	0	0
San Mateo	2	37	36	75	0	0	0	0	0	0	0	0
San Mateo County	0	9	11	20	0	0	0	0	0	0	0	0
West Bay	1	0	1	2	0	0	0	0	0	0	0	0
Totals	27	241	229	497	0	0	17	17	0	0	0	0

2011 LIQUIDATED DAMAGES

COLLECTION QUALITY

1.A, 1.B, 1.C **Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days**
8.01.A, 8.02.H,

	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount							
Atherton	-	0	0	1	0	0	-	0	0	-	-	-	-	-	1	\$ 150
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	-	2	\$ 150
Burlingame	-	0	0	2	0	0	-	0	0	-	-	-	-	-	2	\$ 150
East Palo Alto	1	0	0	-	0	0	-	0	0	-	-	-	-	-	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	1	0	0	-	-	-	-	-	1	\$ 150
Menlo Park	-	0	0	-	0	0	3	0	0	-	-	-	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	1	0	0	-	-	-	-	-	1	\$ 150
Redwood City	1	0	0	2	0	0	2	0	0	-	-	-	-	-	6	\$ 150
San Carlos	2	0	0	2	0	0	1	0	0	-	-	-	-	-	3	\$ 150
San Mateo	-	0	0	-	0	0	1	0	0	-	-	-	-	-	6	\$ 150
San Mateo Cnty	-	0	0	1	0	0	1	0	0	-	-	-	-	-	2	\$ 150
West Bay	1	0	0	-	0	0	-	0	0	-	-	-	-	-	1	\$ 150
	5	0	0	8	0	0	10	0	0	-	-	-	-	-	31	

2. **Complaints regarding failure to provide new service or change existing service level within five (5) business days**
8.02.C * Per Attachment J, to be reported after month six

	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount							
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	-	1	\$ 100
	-	0	0	-	0	0	-	0	0	-	-	-	-	-	59	

3. **Complaints regarding improper container placement**
8.02.B.1 * Per Attachment J, to be reported after month six

	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount							
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	-	12	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	-	36	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	-	-	-	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	-	23	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	-	-	-	-	-	35	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	-	20	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	-	14	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	-	94	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	-	-	-	-	-	46	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	-	-	-	-	-	105	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	-	11	\$ 50
	-	0	0	-	0	0	0	0	0	-	-	-	-	-	500	

2011 LIQUIDATED DAMAGES

4. Distribution of less than 50% of required non-collection notices

	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 25
	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	

5. Excessive noise complaints

8.02.J

	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount							
Atherton	-	0	0	-	0	0	-	0	0	-	-	-	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	-	-	-	-	-	4	\$ 50
Burlingame	-	0	0	1	0	0	-	0	0	-	-	-	-	-	4	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	-	-	-	3	\$ 50
Foster City	-	0	0	1	0	0	-	0	0	-	-	-	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	-	2	\$ 50
Menlo Park	-	0	0	1	0	0	-	0	0	-	-	-	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	-	-	-	2	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	-	-	-	-	-	11	\$ 50
San Carlos	-	0	0	2	0	0	-	0	0	-	-	-	-	-	6	\$ 50
San Mateo	-	0	0	5	0	0	-	0	0	-	-	-	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	-	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	-	-	-	-	-	1	\$ 50
	-	-	0	10	-	0	-	-	0	-	-	-	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount							
Atherton	-	-	0	1	1	250	-	-	0	250	-	-	-	250	0	\$ 250
Belmont	-	-	0	-	-	0	1	1	250	250	-	-	-	250	0	\$ 250
Burlingame	-	-	0	1	1	250	-	-	0	250	-	-	-	250	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Redwood City	-	-	0	3	3	750	-	-	0	750	-	-	-	750	0	\$ 250
San Carlos	1	1	250	2	2	500	1	1	250	1,000	-	-	-	1,000	0	\$ 250
San Mateo	-	-	0	2	2	500	-	-	0	500	-	-	-	500	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
	1	1	250	9	9	2,250	2	2	500	3,000	-	-	-	3,000	-	

2011 LIQUIDATED DAMAGES

7.A, 7.B,

Complaints regarding spills of discarded materials and failure to clean up those spills

8.02.I

	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount							
Atherton	2	0	0	-	0	0	-	0	0	-	-	-	-	-	3	\$ 50
Belmont	1	0	0	3	0	0	-	0	0	-	-	-	-	-	9	\$ 50
Burlingame	4	0	0	-	0	0	-	0	0	-	-	-	-	-	8	\$ 50
East Palo Alto	1	0	0	-	0	0	-	0	0	-	-	-	-	-	5	\$ 50
Foster City	1	0	0	-	0	0	-	0	0	-	-	-	-	-	9	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	-	-	-	5	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	-	-	-	10	\$ 50
North Fair Oaks	1	0	0	-	0	0	-	0	0	-	-	-	-	-	3	\$ 50
Redwood City	5	0	0	4	0	0	-	0	0	-	-	-	-	-	22	\$ 50
San Carlos	8	0	0	3	0	0	-	0	0	-	-	-	-	-	11	\$ 50
San Mateo	10	0	0	1	0	0	-	0	0	-	-	-	-	-	25	\$ 50
San Mateo Cnty	2	0	0	-	0	0	-	0	0	-	-	-	-	-	6	\$ 50
West Bay	1	0	0	-	0	0	-	0	0	-	-	-	-	-	3	\$ 50
	36	0	0	11	0	0	-	0	0	-	-	-	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.I

	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 500
	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	0

CUSTOMER SERVICE QUALITY

1. **Resolution or remedy of complaints or inquiries beyond 10 business days of receipt of the complaint or inquiry**

7.02.D

* Per Attachment J, to be reported after month six

	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
	-	-	0	-	-	0	-	-	0	-	-	-	-	-	-	-

2011 LIQUIDATED DAMAGES

REPORTING

1. Late submittal of reports, applications, proposals or other submittals	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of								
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	-	-	-	-	-	-	

2. Accuracy of submittals: corrections or restatements submitted more than two (2) business after notification	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of								
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	-	-	-	-	-	-	

3. Late submittal of billing review report 7.01.E	January			February			March			Q1 LD Amount	Q2 LD Amount	Q3 LD Amount	Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of								
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	

2011 LIQUIDATED DAMAGES

OTHER

1. Disposal of recyclable materials without written approval																
8.02.D																
	January			February			March			Q1	Q2	Q3	Q4	2011	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
	-	-	0	-	-	0	-	-	0	-	-	-	-	-	-	

Disposal of organic materials without written approval																
8.02.D																
	January			February			March			Q1	Q2	Q3	Q4	2011	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
	-	-	0	-	-	0	-	-	0	-	-	-	-	-	-	

2. Recyclable materials not delivered to the designated transfer and processing facility																
6.01																
	January			February			March			Q1	Q2	Q3	Q4	2011	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 175
	-	-	0	-	-	0	-	-	0	-	-	-	-	-	-	

2011 LIQUIDATED DAMAGES

Solid waste or organic materials not delivered to the designated transfer and processing facility																
6.01																
	January			February			March			Q1	Q2	Q3	Q4	2011	Tonnage	LD per Ton Solid Waste/ Organics
	Net of		LD	Net of		LD	Net of		LD							
	Tonnage	Allowances	Amount	Tonnage	Allowances	Amount	Tonnage	Allowances	Amount							
Atherton	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	-	-	-	-	-	0	\$ 100
	-	-	-	-	-	-	-	-	-	3,000	-	-	-	-	3,000	-

Quarterly Single-Family Missed Pick-Up Initial Complaints Incentive/Disincentive Rate Year 2011

Agency	Monthly Service Opportunities Calculation	Number of Monthly Service Opportunities	0.0333%	0.1000%	Number of Complaints			Incentive			Disincentive			\$50	\$50
			Incentive Level Threshold Less than 1 per 3,000 Service Opportunities	Disincentive Level Threshold More than 1 per 1,000 Service Opportunities	Jan	Feb	Mar	Jan	Feb	Mar	Jan	Feb	Mar	Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint
Quarter 1															
Atherton	2367 x 3 x 4.33	30,747	10	31	38	31	10	0	0	0	7	0	0	\$0	(\$350)
Belmont	6662 x 3 x 4.33	86,539	29	87	32	25	8	0	4	21	0	0	0	\$1,250	\$0
Burlingame	6517 x 3 x 4.33	84,656	28	85	45	36	11	0	0	17	0	0	0	\$850	\$0
East Palo Alto	4186 x 3 x 4.33	54,376	18	54	11	11	2	7	7	16	0	0	0	\$1,500	\$0
Foster City	6713 x 3 x 4.33	87,202	29	87	27	33	8	2	0	21	0	0	0	\$1,150	\$0
Hillsborough	3634 x 3 x 4.33	47,206	16	47	61	20	29	0	0	0	14	0	0	\$0	(\$700)
Menlo Park	7896 x 3 x 4.33	102,569	34	103	43	19	10	0	15	24	0	0	0	\$1,950	\$0
North Fair Oaks	2605 x 3 x 4.33	33,839	11	34	18	10	5	0	1	6	0	0	0	\$350	\$0
Redwood City	16638 x 3 x 4.33	216,128	72	216	94	60	39	0	12	33	0	0	0	\$2,250	\$0
San Carlos	8546 x 3 x 4.33	111,013	37	111	70	43	26	0	0	11	0	0	0	\$550	\$0
San Mateo	19199 x 3 x 4.33	249,395	83	249	103	67	54	0	16	29	0	0	0	\$2,250	\$0
San Mateo County	4944 x 3 x 4.33	64,223	21	64	38	15	4	0	6	17	0	0	0	\$1,150	\$0
West Bay	2121 x 3 x 4.33	27,552	9	28	17	1	9	0	8	0	0	0	0	\$400	\$0
Totals														\$13,650	(\$1,050)

Quarterly Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2011

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Quarter 1	Jan	Feb			Mar	Jan	Feb	Mar
Atherton	15	2	1	N/A	0	(\$750)	(\$100)	(\$50)	(\$900)
Belmont	9	0	0	N/A	0	(\$450)	\$0	\$0	(\$450)
Burlingame	13	8	3	N/A	0	(\$650)	(\$400)	(\$150)	(\$1,200)
East Palo Alto	2	3	1	N/A	0	(\$100)	(\$150)	(\$50)	(\$300)
Foster City	5	5	2	N/A	0	(\$250)	(\$250)	(\$100)	(\$600)
Hillsborough	16	5	3	N/A	0	(\$800)	(\$250)	(\$150)	(\$1,200)
Menlo Park	6	3	3	N/A	0	(\$300)	(\$150)	(\$150)	(\$600)
North Fair Oaks	9	2	0	N/A	0	(\$450)	(\$100)	\$0	(\$550)
Redwood City	35	8	2	N/A	0	(\$1,750)	(\$400)	(\$100)	(\$2,250)
San Carlos	18	10	1	N/A	0	(\$900)	(\$500)	(\$50)	(\$1,450)
San Mateo	20	7	4	N/A	0	(\$1,000)	(\$350)	(\$200)	(\$1,550)
San Mateo County	13	0	1	N/A	0	(\$650)	\$0	(\$50)	(\$700)
West Bay	8	0	0	N/A	0	(\$400)	\$0	\$0	(\$400)
Totals	169	53	21			(\$8,450)	(\$2,650)	(\$1,050)	(\$12,150)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2011

Aggregate SBWMA

Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive/Disincentive		\$500	\$500	Quarterly Net Amount
			Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	

Quarter 1
Month

January	48	15	30	0	18	\$0	(\$9,125)	(\$9,125)
February	21	15	30	0	0	\$0	\$0	\$0
March	25	15	30	0	0	\$0	\$0	\$0
Totals						\$0	(\$9,125)	(\$9,125)

Year 2010

Agency	Solid Waste Tons		Incentive	Disincentive	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Quarterly Net Amount
Atherton		3,031			\$0	(\$133)	(\$133)
Belmont		11,159			\$0	(\$488)	(\$488)
Burlingame		25,339			\$0	(\$1,108)	(\$1,108)
East Palo Alto		13,120			\$0	(\$574)	(\$574)
Foster City		13,589			\$0	(\$594)	(\$594)
Hillsborough		3,805			\$0	(\$166)	(\$166)
Menlo Park		19,265			\$0	(\$842)	(\$842)
North Fair Oaks		6,849			\$0	(\$299)	(\$299)
Redwood City		42,677			\$0	(\$1,865)	(\$1,865)
San Carlos		15,351			\$0	(\$671)	(\$671)
San Mateo		47,351			\$0	(\$2,070)	(\$2,070)
San Mateo County		5,278			\$0	(\$231)	(\$231)
West Bay		1,955			\$0	(\$86)	(\$86)
Total Tons		208,769			\$0	(\$9,125)	(\$9,125)

Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2011

Aggregate SBWMA

\$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Incentive Threshold of Calls SBWMA Service Area	Disincentive Threshold of Calls SBWMA Service Area	Incentive Number of Calls	Disincentive Number of Calls	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Quarter 1
Month

January	9,677	N/A	0	N/A	9,677	N/A	(\$48,385)
February	4,189	N/A	0	N/A	4,189	N/A	(\$20,945)
March	3,993	N/A	0	N/A	3,993	N/A	(\$19,965)
Totals					<u>17,859</u>		<u>(\$89,295)</u>

Year 2010

Agency	Solid Waste Tons		
Atherton	3,031	N/A	(\$1,296)
Belmont	11,159	N/A	(\$4,773)
Burlingame	25,339	N/A	(\$10,838)
East Palo Alto	13,120	N/A	(\$5,612)
Foster City	13,589	N/A	(\$5,812)
Hillsborough	3,805	N/A	(\$1,627)
Menlo Park	19,265	N/A	(\$8,240)
North Fair Oaks	6,849	N/A	(\$2,929)
Redwood City	42,677	N/A	(\$18,254)
San Carlos	15,351	N/A	(\$6,566)
San Mateo	47,351	N/A	(\$20,253)
San Mateo County	5,278	N/A	(\$2,258)
West Bay	1,955	N/A	(\$836)
Total Tons	<u>208,769</u>	N/A	<u>(\$89,295)</u>

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2011

Quarter 1

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,785.69	20.00%	8.30%	-11.70%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	5,127.26	8.00%	22.03%	14.03%	719	\$70	\$50,355
Residential Organic Materials	17,198.53	5.00%	3.93%	-1.07%	N/A	\$70	N/A
Commercial Organic Materials	3,312.61	10.00%	14.67%	4.67%	155	\$70	\$10,829
Multi-Family and Commercial Plant Materials	1,125.49	5.00%	4.15%	-0.85%	N/A	\$70	N/A
Total							\$61,184

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

The most significant accomplishment of Recology San Mateo County leading up to and during the first quarter of 2011 has been the implementation of new residential and commercial recyclables, organics, and solid waste collection services by a new service provider for one of the largest customer bases in the United States in a community that had never previously experienced such a complete and comprehensive collection service implementation.

During the implementation, the employees of Recology San Mateo County and other Recology subsidiaries performed in true Recology fashion, stepping up to the plate to assist wherever and whenever needed during this monumental effort.

This implementation included a smooth, seamless transition involving Allied Waste's collection vehicle fleet leaving the Shoreway Road facility on December 31, 2010 and Recology San Mateo County's collection vehicle fleet arriving at the Shoreway Road facility as of January 1, 2011.

All senior drivers who were retained by Recology San Mateo County were given the opportunity to select preferred collection route areas and were trained in the operation of their collection vehicles during the months of November and December 2010.

Staff of Recology's Recycling Department participated in ride-a-longs with collection drivers, tagging carts to inform customers of service day and other service changes, all the while being met in person by customers wanting to know about the new programs and services. We also attended community events and meetings, to address customer concerns about cart placement. Additionally, representatives of the manufacturer of the new collection vehicles, Heil/Autocar, and of our GPS system, Routeware, participated in ride-a-longs with collection drivers to provide on-the-job training in the proper operation of collection vehicle equipment for which drivers required increased familiarity and experience.

During this time we received 94,967 customer calls. While our call volume continues to exceed expectations, by the end of this quarter we saw a significant decrease from the week of January 3, 2011, with a daily average of 2,788 calls, to a quarter-end daily average of 985 calls. We also responded to over 20,000 e-mails regarding service requests, inquiries and feedback.

Compared to the start-up month, January 2011, subsequent months have seen steady improvement regarding collection hours of service, and collection routes continue to be adjusted to maximize efficiencies and minimize service time and other customer collection service concerns.

SIGNIFICANT CHALLENGES

Quality of Customer Data Base Provided to Recology San Mateo County

The most significant challenge in Recology San Mateo County's implementation of collection services has been in overcoming the incompleteness of the customer data base provided to us.

During late 2010 and early 2011 over 3,000 businesses and residences were identified that had been receiving collection service but that had not been included in the customer data base provided to us. As a

consequence these service recipients were not contemplated in Recology San Mateo County's routing assumption calculations and were not included on our initial collection routes.

Some of these service recipients contacted Allied Waste or Recology during our 2010 container distribution campaign, inquiring as to why they had not received new containers. As a consequence, accounts were established for these service recipients and containers were provided to them prior to January 1, 2011. Other of these service recipients contacted Recology as a consequence of the resulting cessation of service provision as of January 1, 2011, stating that they had been "missed", only to learn that the service recipient was not yet in our data base. New accounts were established for them, carts were distributed to them, and they were absorbed into our collection routes.

An example from the commercial sector is the Veterans Affairs facility in Menlo Park, with 26 collection sites, none of which was included in the customer data base provided to us. As the consequence of cessation of collection service as of January 1, 2011 the facility contacted us and 26 new accounts were established. The service levels for these new accounts needed to be verified and entered into our database, and during this verification process various collection trucks for recycling and solid waste needed to be dispatched to service the containers.

Another inadequacy in the customer data base provided to us was its incompleteness with regard to individual customer service level. Many customers had been receiving backyard, "special", or distance retrieval collection service at no charge and without that service level reflected in their customer account data, as provided to us. As a consequence those services ceased to be provided to those customers by us, as of January 1, 2011, resulting in our receipt of many presumed "missed pickup" complaints from customers.

The customer data base provided to us was also lacking information regarding many customers with key or gate code access requirements. As a consequence, Recology's collection drivers would arrive at such a customer's site, find no containers set out for service, and therefore pass them by, resulting in "missed pickup" complaints from customers. Recology staff, including Supervisors, Recycling Coordinators, Customer Service Representatives, and Recology Buddies, spent countless hours on these accounts, contacting customers, verifying container retrieval distances, accessing new keys and gate codes, and updating the database to reflect the correct type of service needed by each such customer.

Customer Adjustment to Collection Schedule and Protocol Changes

Changes in collection days and in times of day when customers received collection service generated many customer service calls with questions regarding probable time and day of collection service. Additionally, our collection routes were based on a service day that is longer than was that of Allied Waste, resulting in customer concerns for the perceived lack of pickup of containers set out for collection.

Residential cart placement continues to be an issue and hampers our collection efficiency. Many residents do not comply with the curbside cart collection set-out protocols, citing parking issues, cart clutter, and space issues. Many neighborhoods, because of the curbside parking of cars, cannot be collected with fully automated vehicles and have had to be "rerouted" to another collection system, resulting in the loss of collection efficiencies that were factored into our 2008 collection services proposal.

Member Agency Rate Increases

Member Agency rate increases have increased our costs and have impacted our operations. Each time a rate increase has been implemented by a Member Agency, it is like a small community-wide repeat start-up. With each rate increase we experience a dramatic increase in our call volumes and requests for cart exchanges, resulting in a negative impact on our basic customer service and collection service resources. We had not contemplated this post-implementation activity in developing our 2008 proposal for collection services, believing that the new rates would have been developed and made available to customers prior to making their cart size selections in June 2010.

PLANNED SERVICE IMPROVEMENTS

We will continue to adjust collection routes to improve our own efficiencies and to respond to noise issues, traffic issues, customer requests for changes in collection times, and other collection circumstances.

With the acquisition of existing, in-place commercial collection containers from Allied Waste we inherited some attendant routing inefficiencies. In many cases there are customers with service containers requiring a rear-end loader collection vehicle located next door to customers with service containers requiring a front-end loader collection vehicle. We will continue to correct the placement of containers to eliminate the doubling of service vehicles in the same collection service area, thus achieving greater routing efficiencies.

We will continue collection container tagging with customer education materials regarding proper set-outs, and achieving improved customer service satisfaction.

We will continue cross-training our drivers on different collection routes and in the operation of different collection vehicles, to provide continuity of service level when regular drivers are on vacation and/or sick leave.

We will be working with the Member Agencies of the SBWMA on the coordination of their street sweeping schedules with our collection service schedules.

Although Recology San Mateo County is servicing customers within the Franchise Agreements' specified service-time windows, customers do call to request adjustment of their time of collection to reflect "personal needs", which influences our routing. We continue to make such adjustments to accommodate customers' needs whenever possible.

J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT

SUMMARY OF TRAINING AND PROFESSIONAL DEVELOPMENT ACTIVITIES FOR THE COMMERCIAL RECYCLING PROMOTION AND SUPERVISORY STAFF

The table below is a summary of training and professional development activities for the Commercial Recycling Promotion and supervisory staff:

Training and Professional Development Activities					
Attendee	NCRA January Member Meeting	Recology AR/ALTAR System Training	Recology HazCom Training	NCRA 16 th Annual Recycling Update	San Mateo County 2011 Master Composter Program
Maybo AuYeung		X	X		X
Yvette Madera		X	X	X	
Misty McKinney		X	X		
Erin McNichol		X	X		
Sarah Prescott		X	X		
Mia Rossi		X	X	X	X
Sandra Tinoco		X	X		
Nikoleta Vicsapiova		X	X		
Jessica Connolly	X	X	X	X	
Emmanuel Nava		X	X		

Northern California Recycling Association (NCRA) January Member Meeting was held on January 20, 2011 at the offices of StopWaste.org in Oakland, CA. A presentation on “The Future of Multi-layered Paper Packaging” was given.

Recology AR/ALTAR System Training included a total of 10 hours of training and was held during the first two weeks of February 2011. The training was provided by members of Recology’s IT Department and intended to enhance participants’ knowledge of Recology’s IBM iSeries system, thus becoming better versed in the functions needed to perform data entry and ticketing related to customers needs or requests.

Recology HazCom Training was a 2-hour hour training held on February 17, 2011, conducted by Recology’s Environmental Compliance Department. The training covered safety guidelines and procedures to follow when conducting Site Assessments and other field duties as related to hazardous and medical waste, and communication needed with customers on their removal or special handling.

NCRA 16th Annual Recycling Update was held on March 29, 2011 in Oakland, California. There were over twenty five presentations given by experts in the Recycling and Reuse Industry updating the attendees on new breakthroughs, ideas, events, recent policy changes, recycling economics and strategies to reduce waste, increase diversion, and manage natural resources. RethinkWaste Recycling Manager Cliff Feldman was one of the speakers at the Recycling Update, whose presentation was titled, “*Lessons Learned in Our Recent Roll-Out: Switching from Allied to Recology.*” He discussed the transition of

collection services for the 12 Member Agencies in the South Bayside Waste Management Authority, the background work the contract entailed, and the roll-out process.

2011 San Mateo County Master Composter Program is a 3-hour weekly educational program held over a 14-week period. This program includes lectures, hands-on experiences, and fieldtrips, which teach the fundamentals of recycling, composting, and vermicomposting. Graduated Master Composters are expected to volunteer 50 hours of community service by promoting and teaching recycling and composting to the residents of the County of San Mateo.

A DESCRIPTION OF THE STRATEGY AND OVERALL APPROACH TO ATTRACT AND RETAIN A HIGH QUALITY AND EFFECTIVE COMMERCIAL RECYCLING PROMOTION PROGRAM AND SUPERVISORY STAFF

At Recology, we believe an employee's compensation includes more than just their paychecks; we recognize that providing a comprehensive benefits package is an important aspect of our employees' total compensation. By providing a generous benefits package Recology is able to attract and retain good talent.

Recology's rally cry is Waste Zero, and ingrained in our culture is a genuine concern to lessen the impact on our environment. Our employees embrace this philosophy by practicing the principles of reduce, reuse and recycle. Further, Recology has been nationally recognized as an industry leader in diverting waste. It is this accomplishment and our innovative programs that attract candidates who are committed to embracing Recology's philosophy.

Recology has been a leader and pioneer in the recycling and solid waste industry, and, once again, this has prompted a positive change in our company structure. We no longer have Recycling Coordinators, but instead, they are now referred to as Waste Zero Specialists.

A DESCRIPTION AND STATUS OF MEETING THE GOALS AND OBJECTIVES FOR THE COMMERCIAL RECYCLING PROMOTION TEAM AND HOW THESE GOALS AND OBJECTIVES ARE TIED TO THE COMPENSATION INCENTIVE PLAN.

The goal of the Commercial Recycling Promotion team during the 1st quarter of 2011 was quite simply to participate and support in the start-up efforts of Recology San Mateo County. The goal was met with enthusiasm as each member of the Recycling Department played critical roles in the success of what we consider to be our continued start-up mode. These roles included assisting in our Customer Service Department, serving as receptionists and both greeting and assisting customers at our front desk, doing ride-a-longs with drivers in order to hang notices on carts about service day changes, conducting distance assessments at residential and commercial locations who needed verification of cart/bin placements as well as performing technical assistance and customer quality assurance functions for our commercial and MFD customers.

The goals for the 2nd quarter of 2011 are to recruit new recycling customers and enhance the existing recycling programs in place, which will bring in more recycling volume at the Shoreway facility. It is also our goal to increase the organics tonnages, by way of recruiting new accounts and also revisiting existing organics accounts to make sure they are fully utilizing the program.

With the requirement of annually performing Site Assessments for the Top 100 MSW generators, which is detailed below, each Waste Zero Specialist (WZS) will conduct a minimum of 26 Site Assessments and

253 Site Checks during this quarter. This will provide the opportunity to see which customers are not fully utilizing their recycling and/or organics programs as well as identify opportunities to implement additional diversion services and provide information on reuse programs available in our community.

Just as it is important to increase diversion, Recology will also be focusing on minimizing contamination. Therefore, while visiting customers we will also be educating them on how to reduce contamination. In the past, commercial customers would often contain their recycling and organics in clear plastic bags. We will inform these customers that recyclables cannot be bagged, but that there is the option of using BPI approved BioBags to bag their organics.

Below are additional goals for this quarter:

- The Recycling Department is responsible for conducting Site Assessments for the Top 100 MSW generators in each Member Agency. With Atherton, Hillsborough, and West Bay Sanitary District not having large commercial bases, the total number of Site Assessments for the Top 100 MSW generators is 958. With 189 assessments completed in the 1st quarter of 2011, 759 remain. Our goal is to conduct 253 Site Assessments over the next quarter. With a team of eight WZS and two Diversion Auditors, each person will be required to conduct 26 Site Assessments.

Member Agency	Number of Top 100 MSW Generators	Number of Site Assessments Completed	Number of Site Assessments Remaining
Atherton	25	1	24
Belmont	100	42	58
Burlingame	100	18	82
Ease Palo Alto	100	25	75
Foster City	100	29	71
Hillsborough	6	1	5
Menlo Park	100	9	91
North Fair Oaks / County	100	6	94
Redwood City	100	19	81
San Carlos	100	17	83
San Mateo	100	32	68
West Bay Sanitary District	28	0	28
Total	959	199	760

A detailed list of the Top 100 accounts summarized above is included in the 1st Quarter 2011 Report detail file in the tab labeled “M10a. Top 100 MSW Generators”.

- Recology also has a requirement to perform Site Checks of each commercial customer a minimum of once every three years. We performed 236 Site Checks during the 1st quarter of 2011, and our goal for this quarter is for each Waste Zero Specialist and Diversion Auditor to complete 85 Site in order to reach our goal of 845. A detailed description of the Site Checks is outlined on Page 5 below.

A DESCRIPTION OF CONTRACTOR'S SALES STRATEGY FOR MAINTAINING AND/OR EXPANDING THE EXISTING COMMERCIAL RECYCLING ACCOUNT BASE AND DIVERSION LEVELS

Recology's strategy for maintaining and/or expanding the existing commercial recycling account base and diversion levels was mentioned earlier, in that we will utilize our Site Assessments and Site Checks as a means to identify the needs of our customers and how Recology can assist them best with their diversion programs.

Another strategy we will use is related to a new project that Recology has been working on. The Recycling Department recently completed the task of categorizing approximately 10,000 commercial and MFD customers by Service Sector. Specifically, we identified the types of businesses (i.e., Food Service, Office, Retail, etc.), and are currently incorporating them into our computer data base. This will allow Recology to run reports and determine who the high waste generators are by Service Sector, thus identifying where the greatest opportunities are for diversion and what types of public education should be developed that would support our efforts in the field. We anticipate finalizing the data entry and development of Service Sector reports during the 2nd quarter of 2011. The table below is our current listing of Service Sector codes and categorizations that are being applied to the commercial data base:

Service Sector Code	Service Sector Category
73001	CHURCHES
73002	EDUCATIONAL FACILITIES
73003	ENTERTAINMENT
73004	FOOD SERVICE
73005	GOVERNMENT BLDGS
73006	GROCERY STORES
73007	HOSPITALS
73008	HOTELS
73010	MALLS
73011	MEDICAL/DENTAL BLDGS
73012	MULTI-FAMILY DWELLINGS
73013	MANUFACTURING
73014	OFFICE BUILDING
73015	RESIDENTIAL HOME W/COMMERCIAL SERVICES
73016	RETAIL
73018	TRANSPORTATION & WAREHOUSING

We use several tools to support our strategies; Site Assessments, Site Checks and Service Proposals. Below is a brief description of each.

Site Assessments

Site Assessments are on-site audits of a customer's waste stream, which helps us determine if they are recycling properly, if at all, or if there are opportunities to increase diversion. Large accounts may require that audits of compactors or debris boxes be conducted at the Shoreway Facility.

While at the customer site our recycling team will verify the number of containers a customer has, to make sure that it aligns with the information in our data base. We also take this opportunity to look for contamination inside the recycling and organic containers. When contamination is found, we leave a non-collection tag on the container and advise the customer about the issue, requesting they remove the contaminants.

We use the information from the Site Assessments to inform customers about the waste they produce and the programs and services available that can help them increase diversion and potentially lower their collection service costs. This is where the use of our Service Proposals, described below, is helpful.

Service Proposals

Proposals for Recycling, Compost and Garbage Service are utilized to encourage customers to reduce their waste generated, as they describe options for customers to adjust service levels, which may not only increase diversion but also reduce garbage service levels, which may result in a cost savings. Our proposals include the customer's current level of service, proposed changes to their service, potential diversion as a percentage of overall waste generated, and the potential cost savings, both monthly and annually. Customers are often more willing to participate in the program when shown how increasing composting and recycling efforts can result in a net cost benefit.

Site Checks

Site Checks require a visit to customer's sites and a verification of service levels. In order to fulfill the 3-year visit requirement expected for all the customers in the SBWMA service area, the Waste Zero Specials and Diversion Auditors are expected to perform approximately 3,300 Site Checks annually. During the 1st quarter of 2011, we performed approximately 235 Site Checks. Our goal for the 2nd quarter is to perform an additional 1,000 Site Checks, which equates to 100 per team member.

A DESCRIPTION OF THE SERVICES PROVIDED TO THE COMMERCIAL AND AGENCY FACILITY SECTORS.

Services provided to our Commercial and Agency facilities include Solid Waste, Single-Stream Recycling, and Organic and/or Plant Material collection. Other supporting services provided to the Commercial and Agency Facility sectors include conducting and reporting on Site Assessments and Site Checks, determining adequate and most cost effective service levels, providing presentations and trainings, and distributing public education materials and internal containers.

A DETAILED ACCOUNT OF DIVERSION STATISTICS FOR THE COMMERCIAL AND AGENCY FACILITY SECTORS

A detailed account of the diversion statistics is included in the 1st Quarter 2011 Report detail file in a tab labeled M1D. Diversion Level.