



QUARTERLY REPORT TO THE SBWMA
FOR 1st Quarter 2012

Submitted April 30, 2012



April 30, 2012

Kevin McCarthy
Executive Director
SBWMA/RethinkWaste
610 Elm Street, Suite 202
San Carlos, CA 94070

Dear Mr. McCarthy:

Enclosed is a copy of the Recology 1st Quarter 2012 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

In accordance with the requirements of Section 9.04 B of the Agreement, the undersigned hereby certifies, under penalty of perjury, that the report submitted herewith is true and correct to the best knowledge of the undersigned after reasonable inquiry.

If you should have any questions or require additional information, please call me at (650) 598-8243.

Sincerely,

A handwritten signature in blue ink that reads 'Mario Puccinelli'.

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
1st Quarter 2012**

**Submitted
April 30, 2012**



1st QUARTER 2012 REPORT

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1st QUARTER 2012 REPORT

DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

Commercial Solid Waste – Franchised solid waste collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Commercial Recycling – Franchised recyclable materials collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Commercial Organics – Franchised organic materials collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

MFD Solid Waste – Franchised solid waste collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

MFD Recycling – Franchised recyclable materials collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

MFD Organics – Franchised organic materials collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Roll-Off Solid Waste – Franchised solid waste collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Roll-Off Recycling – Franchised recyclable materials collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Roll-Off Organics – Franchised organic materials collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Residential Solid Waste – Franchised solid waste collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Residential Recycling – Franchised recyclable materials collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Residential Organics – Franchised organic materials collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.



1st QUARTER 2012 REPORT

SUMMARY

Total commercial solid waste tonnage collected:	30,059.89
Total commercial recyclables tonnage collected:	6,716.62
Total commercial organics tonnage collected:	4,577.68
Total residential solid waste tonnage collected:	14,384.55
Total residential recyclables tonnage collected:	9,881.57
Total residential organics tonnage collected:	17,015.34
Overall Calculated Diversion rate:	46.22% (44.04%) ¹
Commercial Diversion rate:	27.31% (25.99%) ¹
Residential Diversion rate:	65.15% (62.12%) ¹
Number of inquiries, service requests and complaints received:	11,664
Number of Customer Service calls received:	42,669
Average Hold Time for Customer Service calls:	17.82 seconds
On-site customer assessments and visual audits conducted:	251
Quality Assurance Program contact calls initiated:	605

¹ This percentage includes the calculated contamination

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	January	February	March	Quarter 1				RSMC Collection Diversion Quarter 1					
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination on Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
ATHERTON														
Commercial														
Commercial Solid Waste	RSMC	46.09	44.37	47.45	137.91			3.85	141.76					
Commercial Recycling	RSMC	11.20	11.37	11.87	34.44	7.80%	7.80%	(2.69)	31.75					
Commercial Organics	RSMC	18.85	25.23	26.58	70.66	2.6%, 0.1%	1.65%	(1.17)	69.49					
Subtotal - Disposed		46.09	44.37	47.45	137.91			3.85	141.76					
Subtotal - Diverted		30.05	36.60	38.45	105.10			(3.85)	101.25	41.66%				
MFD														
MFD Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
MFD Recycling	RSMC	0.00	0.00	0.00	0.00	7.80%	0.00%	0.00	0.00					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	2.6%, 0.1%	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%				
Roll-Off														
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.29	0.29					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	7.80%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	26.57	0.00	0.00	26.57	2.6%, 0.1%	1.10%	(0.29)	26.28					
Subtotal - Disposed		0.00	0.00	0.00	0.00			0.29	0.29					
Subtotal - Diverted		26.57	0.00	0.00	26.57			(0.29)	26.28	98.90%				
Residential														
Residential Solid Waste	RSMC	147.28	137.60	138.41	423.29			61.74	485.03					
Residential Curbside Recycling	RSMC	113.01	98.79	104.66	316.46	10.00%	9.95%	(31.48)	284.98					
Residential Curbside Organics	RSMC	694.23	588.33	609.11	1,891.67	1.60%	1.60%	(30.27)	1,861.40					
Subtotal - Disposed		147.28	137.60	138.41	423.29			61.74	485.03					
Subtotal - Diverted		807.24	687.12	713.77	2,208.13			(61.74)	2,146.39	81.57%				
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		193.37	181.97	185.86	561.20			65.89	627.09		627.09	485.03	142.06	627.09
Total Diverted		863.86	723.72	752.22	2,339.80			(65.89)	2,273.91		2,273.91	2,146.39	127.52	2,273.91
Total Diversion Rate		81.71%	79.91%	80.19%	80.65%				78.38%		78.38%	81.57%	47.30%	78.38%

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 Rate Year 2012
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Member Agency/Type	Data Source	January	February	March	Quarter 1			Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency				Contamination Percentage on Tonnage	Single-Family	Commercial	Overall
BELMONT														
Commercial														
Commercial Solid Waste	RSMC	261.02	239.20	211.99	712.21			14.95	727.16					
Commercial Recycling	RSMC	61.89	52.89	47.53	162.31	7.80%	7.80%	(12.66)	149.65					
Commercial Organics	RSMC	30.49	37.57	36.81	104.87	2.6%, 0.1%	2.19%	(2.30)	102.57					
Subtotal - Disposed		261.02	239.20	211.99	712.21			14.95	727.16					
Subtotal - Diverted		92.38	90.46	84.34	267.18			(14.95)	252.23	25.75%				
MFD														
MFD Solid Waste	RSMC	138.22	122.58	188.04	448.84			7.83	456.67					(2)
MFD Recycling	RSMC	31.58	26.05	41.43	99.06	7.80%	7.80%	(7.72)	91.34					(2)
MFD Organics	RSMC	0.78	0.92	2.29	3.99	2.6%, 0.1%	2.60%	(0.10)	3.89					(2)
Subtotal - Disposed		138.22	122.58	188.04	448.84			7.83	456.67					
Subtotal - Diverted		32.36	26.97	43.72	103.05			(7.83)	95.22	17.25%				
Roll-Off														
Roll-Off Solid Waste	RSMC	39.57	43.49	33.57	116.63			0.15	116.78					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	7.80%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	7.02	0.00	0.00	7.02	2.6%, 0.1%	2.13%	(0.15)	6.87					
Subtotal - Disposed		39.57	43.49	33.57	116.63			0.15	116.78					
Subtotal - Diverted		7.02	0.00	0.00	7.02			(0.15)	6.87	5.56%				
Residential														
Residential Solid Waste	RSMC	270.61	270.72	278.89	820.22			84.23	904.45					
Residential Curbside Recycling	RSMC	249.83	224.08	232.26	706.17	10.00%	9.93%	(70.13)	636.04					
Residential Curbside Organics	RSMC	331.93	276.71	272.59	881.23	1.60%	1.60%	(14.10)	867.13					
Subtotal - Disposed		270.61	270.72	278.89	820.22			84.23	904.45					
Subtotal - Diverted		581.76	500.79	504.85	1,587.40			(84.23)	1,503.17	62.43%				
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		709.42	675.99	712.49	2,097.90			107.16	2,205.06		2,205.06	904.45	1,300.61	2,205.06
Total Diverted		713.52	618.22	632.91	1,964.65			(107.16)	1,857.48		1,857.48	1,503.17	354.32	1,857.48
Total Diversion Rate		50.14%	47.77%	47.04%	48.36%				45.72%		45.72%	62.43%	21.41%	45.72%

(2) Previously a significant portion of the Multi-Family Dwelling (MFD) tons were allocated under Commercial. Beginning in March, 2012 all MFD tons will be allocated under MFD.

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Member Agency/Type	Data Source	January	February	March	Quarter 1			Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency				Contamination Percentage on Tonnage	Single-Family	Commercial	Overall
BURLINGAME														
Commercial														
Commercial Solid Waste	RSMC	783.30	737.53	713.48	2,234.31			45.17	2,279.48					
Commercial Recycling	RSMC	191.71	269.57	228.93	690.21	7.80%	5.29%	(36.51)	653.70					
Commercial Organics	RSMC	114.72	178.31	170.90	463.93	2.6%, 0.1%	1.87%	(8.66)	455.27					
Subtotal - Disposed		783.30	737.53	713.48	2,234.31			45.17	2,279.48					
Subtotal - Diverted		306.43	447.88	399.83	1,154.14			(45.17)	1,108.97	32.73%				
MFD														
MFD Solid Waste	RSMC	175.71	161.11	272.97	609.79			11.53	621.32					(2)
MFD Recycling	RSMC	43.47	37.07	64.12	144.66	7.80%	7.79%	(11.27)	133.39					(2)
MFD Organics	RSMC	2.21	2.13	5.70	10.04	2.6%, 0.1%	2.60%	(0.26)	9.78					(2)
Subtotal - Disposed		175.71	161.11	272.97	609.79			11.53	621.32					
Subtotal - Diverted		45.68	39.20	69.82	154.70			(11.53)	143.17	18.73%				
Roll-Off														
Roll-Off Solid Waste	RSMC	683.91	645.47	645.09	1,974.47			9.73	1,984.20					
Roll-Off Recycling	RSMC	108.93	8.10	10.53	127.56	7.80%	5.26%	(6.70)	120.86					
Roll-Off Organics	RSMC	109.48	13.14	36.75	159.37	2.6%, 0.1%	1.90%	(3.03)	156.34					
Subtotal - Disposed		683.91	645.47	645.09	1,974.47			9.73	1,984.20					
Subtotal - Diverted		218.41	21.24	47.28	286.93			(9.73)	277.20	12.26%				
Residential														
Residential Solid Waste	RSMC	325.17	286.62	290.68	902.47			91.61	994.08					
Residential Curbside Recycling	RSMC	276.34	225.50	236.34	738.18	10.00%	9.96%	(73.53)	664.65					
Residential Curbside Organics	RSMC	447.27	327.28	355.76	1,130.31	1.60%	1.60%	(18.08)	1,112.23					
Subtotal - Disposed		325.17	286.62	290.68	902.47			91.61	994.08					
Subtotal - Diverted		723.61	552.78	592.10	1,868.49			(91.61)	1,776.88	64.13%				
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		1,968.09	1,830.73	1,922.22	5,721.04			158.05	5,879.09		5,879.09	994.08	4,885.01	5,879.09
Total Diverted		1,294.13	1,061.10	1,109.03	3,464.26			(158.05)	3,306.21		3,306.21	1,776.88	1,529.33	3,306.21
Total Diversion Rate		39.67%	36.69%	36.59%	37.72%				35.99%		35.99%	64.13%	23.84%	35.99%

(2) Previously a significant portion of the Multi-Family Dwelling (MFD) tons were allocated under Commercial. Beginning in March, 2012 all MFD tons will be allocated under MFD.

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 Rate Year 2012
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Member Agency/Type	Data Source	January	February	March	Quarter 1				Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Percentage on Tonnage				Single-Family	Commercial	Overall
EAST PALO ALTO														
Commercial														
Commercial Solid Waste	RSMC	131.58	127.43	119.87	378.88			8.68	387.56					
Commercial Recycling	RSMC	32.89	156.94	354.30	544.13	7.80%	1.36%	(7.42)	536.71					
Commercial Organics	RSMC	19.90	24.43	29.92	74.25	2.6%, 0.1%	1.71%	(1.27)	72.98					
Subtotal - Disposed		131.58	127.43	119.87	378.88			8.68	387.56					
Subtotal - Diverted		52.79	181.37	384.22	618.38			(8.68)	609.70	61.14%				
MFD														
MFD Solid Waste	RSMC	187.59	172.35	223.95	583.89			3.07	586.96					(2)
MFD Recycling	RSMC	10.75	9.02	17.67	37.44	7.80%	7.80%	(2.92)	34.52					(2)
MFD Organics	RSMC	0.27	0.29	5.25	5.81	2.6%, 0.1%	2.60%	(0.15)	5.66					(2)
Subtotal - Disposed		187.59	172.35	223.95	583.89			3.07	586.96					
Subtotal - Diverted		11.02	9.31	22.92	43.25			(3.07)	40.18	6.41%				
Roll-Off														
Roll-Off Solid Waste	RSMC	118.47	96.66	126.46	341.59			0.21	341.80					
Roll-Off Recycling	RSMC	0.00	0.00	6.44	6.44	7.80%	0.71%	(0.05)	6.39					
Roll-Off Organics	RSMC	9.41	0.00	0.00	9.41	2.6%, 0.1%	1.80%	(0.17)	9.24					
Subtotal - Disposed		118.47	96.66	126.46	341.59			0.21	341.80					
Subtotal - Diverted		9.41	0.00	6.44	15.85			(0.21)	15.64	4.37%				
Residential														
Residential Solid Waste	RSMC	541.09	498.68	506.71	1,546.48			44.32	1,590.80					
Residential Curbside Recycling	RSMC	121.19	102.26	105.80	329.25	10.00%	9.90%	(32.59)	296.66					
Residential Curbside Organics	RSMC	268.01	225.61	239.66	733.28	1.60%	1.60%	(11.73)	721.55					
Subtotal - Disposed		541.09	498.68	506.71	1,546.48			44.32	1,590.80					
Subtotal - Diverted		389.20	327.87	345.46	1,062.53			(44.32)	1,018.21	39.03%				
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		978.73	895.12	976.99	2,850.84			56.29	2,907.13		2,907.13	1,590.80	1,316.33	2,907.13
Total Diverted		462.42	518.55	759.04	1,740.01			(56.29)	1,683.72		1,683.72	1,018.21	665.51	1,683.72
Total Diversion Rate		32.09%	36.68%	43.72%	37.90%				36.68%		36.68%	39.03%	33.58%	36.68%

(2) Previously a significant portion of the Multi-Family Dwelling (MFD) tons were allocated under Commercial. Beginning in March, 2012 all MFD tons will be allocated under MFD.

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		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency				Contamination Percentage on Tonnage	Single-Family	Commercial	Overall
FOSTER CITY														
Commercial														
Commercial Solid Waste	RSMC	338.53	324.39	243.28	906.20			29.56	935.76					
Commercial Recycling	RSMC	99.33	89.64	70.93	259.90	7.80%	7.80%	(20.27)	239.63					
Commercial Organics	RSMC	122.86	123.90	126.26	373.02	2.6%, 0.1%	2.49%	(9.28)	363.74					
Subtotal - Disposed		338.53	324.39	243.28	906.20			29.56	935.76					
Subtotal - Diverted		222.19	213.54	197.19	632.92			(29.56)	603.36	39.20%				
MFD														
MFD Solid Waste	RSMC	174.71	154.16	301.23	630.10			8.82	638.92					(2)
MFD Recycling	RSMC	26.16	23.13	62.00	111.29	7.80%	7.80%	(8.68)	102.61					(2)
MFD Organics	RSMC	0.94	1.36	3.05	5.35	2.6%, 0.1%	2.60%	(0.14)	5.21					(2)
Subtotal - Disposed		174.71	154.16	301.23	630.10			8.82	638.92					
Subtotal - Diverted		27.10	24.49	65.05	116.64			(8.82)	107.82	14.44%				
Roll-Off														
Roll-Off Solid Waste	RSMC	142.17	87.05	119.92	349.14			4.22	353.36					
Roll-Off Recycling	RSMC	2.10	2.35	4.61	9.06	7.80%	7.80%	(0.71)	8.35					
Roll-Off Organics	RSMC	41.86	54.82	44.05	140.73	2.6%, 0.1%	2.49%	(3.51)	137.22					
Subtotal - Disposed		142.17	87.05	119.92	349.14			4.22	353.36					
Subtotal - Diverted		43.96	57.17	48.66	149.79			(4.22)	145.57	29.18%				
Residential														
Residential Solid Waste	RSMC	266.87	253.40	266.58	786.85			69.39	856.24					
Residential Curbside Recycling	RSMC	218.68	181.67	199.84	600.19	10.00%	9.95%	(59.70)	540.49					
Residential Curbside Organics	RSMC	232.33	182.48	190.86	605.67	1.60%	1.60%	(9.69)	595.98					
Subtotal - Disposed		266.87	253.40	266.58	786.85			69.39	856.24					
Subtotal - Diverted		451.01	364.15	390.70	1,205.86			(69.39)	1,136.47	57.03%				
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		922.28	819.00	931.01	2,672.29			111.98	2,784.27		2,784.27	856.24	1,928.03	2,784.27
Total Diverted		744.26	659.35	701.60	2,105.21			(111.98)	1,993.23		1,993.23	1,136.47	856.76	1,993.23
Total Diversion Rate		44.66%	44.60%	42.97%	44.07%				41.72%		41.72%	57.03%	30.77%	41.72%

(2) Previously a significant portion of the Multi-Family Dwelling (MFD) tons were allocated under Commercial. Beginning in March, 2012 all MFD tons will be allocated under MFD.

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Member Agency/Type	Data Source	January	February	March	Quarter 1			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 1				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency			Contamination Percentage on Tonnage	Total Diversion	Single-Family	Commercial	Overall
HILLSBOROUGH														
Commercial														
Commercial Solid Waste	RSMC	23.41	30.14	33.39	86.94			1.25	88.19					
Commercial Recycling	RSMC	3.63	11.59	23.35	38.57	7.80%	1.51%	(0.58)	37.99					
Commercial Organics	RSMC	9.81	13.29	30.99	54.09	2.6%, 0.1%	1.23%	(0.67)	53.42					
Subtotal - Disposed		23.41	30.14	33.39	86.94			1.25	88.19					
Subtotal - Diverted		13.44	24.88	54.34	92.66			(1.25)	91.41	50.90%				
MFD														
MFD Solid Waste	RSMC	0.00	0.00	0.00	0.00			0.00	0.00					
MFD Recycling	RSMC	0.00	0.00	0.00	0.00	7.80%	0.00%	0.00	0.00					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	2.6%, 0.1%	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%				
Roll-Off														
Roll-Off Solid Waste	RSMC	1.80	0.00	0.00	1.80			0.29	2.09					
Roll-Off Recycling	RSMC	10.32	0.00	0.00	10.32	7.80%	2.03%	(0.21)	10.11					
Roll-Off Organics	RSMC	5.52	0.00	0.00	5.52	2.6%, 0.1%	1.54%	(0.08)	5.44					
Subtotal - Disposed		1.80	0.00	0.00	1.80			0.29	2.09					
Subtotal - Diverted		15.84	0.00	0.00	15.84			(0.29)	15.55	88.13%				
Residential														
Residential Solid Waste	RSMC	231.95	181.74	182.26	595.95			60.99	656.94					
Residential Curbside Recycling	RSMC	165.71	138.95	143.82	448.48	10.00%	9.98%	(44.75)	403.73					
Residential Curbside Organics	RSMC	404.35	304.36	306.16	1,014.87	1.60%	1.60%	(16.24)	998.63					
Subtotal - Disposed		231.95	181.74	182.26	595.95			60.99	656.94					
Subtotal - Diverted		570.06	443.31	449.98	1,463.35			(60.99)	1,402.36	68.10%				
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		257.16	211.88	215.65	684.69			62.53	747.22		747.22	656.94	90.28	747.22
Total Diverted		599.34	468.19	504.32	1,571.85			(62.53)	1,509.32		1,509.32	1,402.36	106.96	1,509.32
Total Diversion Rate		69.98%	68.84%	70.05%	69.66%				66.89%		66.89%	68.10%	54.23%	66.89%

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Member Agency/Type	Data Source	January	February	March	Quarter 1			Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency				Contamination Tonnage	Single-Family	Commercial	Overall
MENLO PARK														
Commercial														
Commercial Solid Waste	RSMC	918.90	851.35	849.19	2,619.44			60.21	2,679.65					
Commercial Recycling	RSMC	201.95	202.85	223.32	628.12	7.80%	7.11%	(44.68)	583.44					
Commercial Organics	RSMC	237.43	305.84	282.57	825.84	2.6%, 0.1%	1.88%	(15.53)	810.31					
Subtotal - Disposed		918.90	851.35	849.19	2,619.44			60.21	2,679.65					
Subtotal - Diverted		439.38	508.69	505.89	1,453.96			(60.21)	1,393.75	34.22%				
MFD														
MFD Solid Waste	RSMC	98.93	89.97	204.93	393.83			9.00	402.83					(2)
MFD Recycling	RSMC	27.27	24.50	58.48	110.25	7.80%	7.80%	(8.59)	101.66					(2)
MFD Organics	RSMC	2.77	2.81	9.86	15.44	2.6%, 0.1%	2.60%	(0.40)	15.04					(2)
Subtotal - Disposed		98.93	89.97	204.93	393.83			9.00	402.83					
Subtotal - Diverted		30.04	27.31	68.34	125.69			(9.00)	116.69	22.46%				
Roll-Off														
Roll-Off Solid Waste	RSMC	64.33	58.99	31.43	154.75			8.75	163.50					
Roll-Off Recycling	RSMC	37.47	20.38	21.81	79.66	7.80%	7.22%	(5.75)	73.91					
Roll-Off Organics	RSMC	134.05	18.26	20.35	172.66	2.6%, 0.1%	1.74%	(3.00)	169.66					
Subtotal - Disposed		64.33	58.99	31.43	154.75			8.75	163.50					
Subtotal - Diverted		171.52	38.64	42.16	252.32			(8.75)	243.57	59.83%				
Residential														
Residential Solid Waste	RSMC	356.68	337.11	374.20	1,067.99			117.64	1,185.63					
Residential Curbside Recycling	RSMC	305.01	269.61	306.67	881.29	10.00%	9.92%	(87.39)	793.89					
Residential Curbside Organics	RSMC	712.08	555.89	622.40	1,890.37	1.60%	1.60%	(30.25)	1,860.12					
Subtotal - Disposed		356.68	337.11	374.20	1,067.99			117.64	1,185.63					
Subtotal - Diverted		1,017.09	825.50	929.07	2,771.66			(117.64)	2,654.02	69.12%				
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		1,438.84	1,337.42	1,459.75	4,236.01			195.60	4,431.61		4,431.61	1,185.63	3,245.98	4,431.61
Total Diverted		1,658.03	1,400.14	1,545.46	4,603.63			(195.60)	4,408.02		4,408.02	2,654.02	1,754.01	4,408.02
Total Diversion Rate		53.54%	51.15%	51.43%	52.08%				49.87%		49.87%	69.12%	35.08%	49.87%

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Member Agency/Type	Data Source	January	February	March	Quarter 1				Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Percentage on Tonnage				Single-Family	Commercial	Overall
NORTH FAIR OAKS														
Commercial														
Commercial Solid Waste	RSMC	192.94	178.22	165.19	536.35			11.85	548.20					
Commercial Recycling	RSMC	42.35	38.66	41.93	122.94	7.80%	7.80%	(9.59)	113.35					
Commercial Organics	RSMC	28.46	27.07	31.58	87.11	2.6%, 0.1%	2.60%	(2.26)	84.85					
Subtotal - Disposed		192.94	178.22	165.19	536.35			11.85	548.20					
Subtotal - Diverted		70.81	65.73	73.51	210.05			(11.85)	198.20	26.55%				
MFD														
MFD Solid Waste	RSMC	39.67	35.60	75.00	150.27			1.45	151.72					(2)
MFD Recycling	RSMC	4.54	3.92	10.04	18.50	7.80%	7.79%	(1.44)	17.06					(2)
MFD Organics	RSMC	0.00	0.00	0.26	0.26	2.6%, 0.1%	2.60%	(0.01)	0.25					(2)
Subtotal - Disposed		39.67	35.60	75.00	150.27			1.45	151.72					
Subtotal - Diverted		4.54	3.92	10.30	18.76			(1.45)	17.31	10.24%				
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	7.80%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.6%, 0.1%	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	235.69	203.63	194.70	634.02			33.83	667.85					
Residential Curbside Recycling	RSMC	101.31	85.32	82.79	269.42	10.00%	9.93%	(26.75)	242.67					
Residential Curbside Organics	RSMC	175.70	137.84	128.82	442.36	1.60%	1.60%	(7.08)	435.28					
Subtotal - Disposed		235.69	203.63	194.70	634.02			33.83	667.85					
Subtotal - Diverted		277.01	223.16	211.61	711.78			(33.83)	677.96	50.38%				
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		468.30	417.45	434.89	1,320.64			47.13	1,367.77		1,367.77	667.85	699.92	1,367.77
Total Diverted		352.36	292.81	295.42	940.59			(47.13)	893.46		893.46	677.96	215.51	893.46
Total Diversion Rate		42.94%	41.23%	40.45%	41.60%				39.51%		39.51%	50.38%	23.54%	39.51%

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Member Agency/Type	Data Source	January	February	March	Quarter 1			Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency				Contamination Percentage on Tonnage	Single-Family	Commercial	Overall
REDWOOD CITY														
Commercial														
Commercial Solid Waste	RSMC	1,478.70	1,405.29	1,286.52	4,170.51			84.68	4,255.19					
Commercial Recycling	RSMC	332.16	303.55	298.83	934.54	7.80%	7.67%	(71.65)	862.89					
Commercial Organics	RSMC	174.83	204.47	216.67	595.97	2.6%, 0.1%	2.19%	(13.03)	582.94					
Subtotal - Disposed		1,478.70	1,405.29	1,286.52	4,170.51			84.68	4,255.19					
Subtotal - Diverted		506.99	508.02	515.50	1,530.51			(84.68)	1,445.83	25.36%				
MFD														
MFD Solid Waste	RSMC	418.15	368.43	699.26	1,485.84			16.52	1,502.36					(2)
MFD Recycling	RSMC	47.70	42.19	114.86	204.75	7.80%	7.79%	(15.96)	188.79					(2)
MFD Organics	RSMC	5.18	5.19	11.17	21.54	2.6%, 0.1%	2.60%	(0.56)	20.98					(2)
Subtotal - Disposed		418.15	368.43	699.26	1,485.84			16.52	1,502.36					
Subtotal - Diverted		52.88	47.38	126.03	226.29			(16.52)	209.77	12.25%				
Roll-Off														
Roll-Off Solid Waste	RSMC	414.77	322.86	358.35	1,095.98			8.05	1,104.03					
Roll-Off Recycling	RSMC	13.48	11.88	10.19	35.55	7.80%	7.68%	(2.73)	32.82					
Roll-Off Organics	RSMC	160.53	44.28	57.65	262.46	2.6%, 0.1%	2.03%	(5.33)	257.13					
Subtotal - Disposed		414.77	322.86	358.35	1,095.98			8.05	1,104.03					
Subtotal - Diverted		174.01	56.16	67.84	298.01			(8.05)	289.96	20.80%				
Residential														
Residential Solid Waste	RSMC	891.66	803.88	820.67	2,516.21			214.14	2,730.35					
Residential Curbside Recycling	RSMC	627.11	542.60	563.22	1,732.93	10.00%	9.94%	(172.20)	1,560.74					
Residential Curbside Organics	RSMC	1,020.95	789.63	811.06	2,621.64	1.60%	1.60%	(41.95)	2,579.69					
Subtotal - Disposed		891.66	803.88	820.67	2,516.21			214.14	2,730.35					
Subtotal - Diverted		1,648.06	1,332.23	1,374.28	4,354.57			(214.14)	4,140.43	60.26%				
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		3,203.28	2,900.46	3,164.80	9,268.54			323.40	9,591.94		9,591.94	2,730.35	6,861.59	9,591.94
Total Diverted		2,381.94	1,943.79	2,083.65	6,409.38			(323.40)	6,085.98		6,085.98	4,140.43	1,945.55	6,085.98
Total Diversion Rate		42.65%	40.13%	39.70%	40.88%				38.82%		38.82%	60.26%	22.09%	38.82%

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		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency				Contamination Percentage Tonnage	Single-Family	Commercial	Overall
SAN CARLOS														
Commercial														
Commercial Solid Waste	RSMC	530.41	501.46	498.58	1,530.45			37.50	1,567.95					
Commercial Recycling	RSMC	150.92	135.33	139.42	425.67	7.80%	7.80%	(33.20)	392.47					
Commercial Organics	RSMC	62.49	66.32	64.72	193.53	2.6%, 0.1%	2.22%	(4.30)	189.23					
Subtotal - Disposed		530.41	501.46	498.58	1,530.45			37.50	1,567.95					
Subtotal - Diverted		213.41	201.65	204.14	619.20			(37.50)	581.70	27.06%				
MFD														
MFD Solid Waste	RSMC	78.63	70.13	143.98	292.74			5.33	298.07					(2)
MFD Recycling	RSMC	15.80	13.20	35.90	64.90	7.80%	7.78%	(5.05)	59.85					(2)
MFD Organics	RSMC	1.46	1.14	8.17	10.77	2.6%, 0.1%	2.60%	(0.28)	10.49					(2)
Subtotal - Disposed		78.63	70.13	143.98	292.74			5.33	298.07					
Subtotal - Diverted		17.26	14.34	44.07	75.67			(5.33)	70.34	19.09%				
Roll-Off														
Roll-Off Solid Waste	RSMC	106.18	76.25	94.89	277.32			4.13	281.45					
Roll-Off Recycling	RSMC	23.05	9.36	19.89	52.30	7.80%	7.80%	(4.08)	48.22					
Roll-Off Organics	RSMC	2.13	0.00	0.00	2.13	2.6%, 0.1%	2.52%	(0.05)	2.08					
Subtotal - Disposed		106.18	76.25	94.89	277.32			4.13	281.45					
Subtotal - Diverted		25.18	9.36	19.89	54.43			(4.13)	50.30	15.16%				
Residential														
Residential Solid Waste	RSMC	374.71	346.45	376.63	1,097.79			116.03	1,213.82					
Residential Curbside Recycling	RSMC	333.29	290.32	327.80	951.41	10.00%	9.91%	(94.30)	857.10					
Residential Curbside Organics	RSMC	503.66	403.00	451.05	1,357.71	1.60%	1.60%	(21.72)	1,335.99					
Subtotal - Disposed		374.71	346.45	376.63	1,097.79			116.03	1,213.82					
Subtotal - Diverted		836.95	693.32	778.85	2,309.12			(116.03)	2,193.09	64.37%				
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		1,089.93	994.29	1,114.08	3,198.30			162.99	3,361.29		3,361.29	1,213.82	2,147.47	3,361.29
Total Diverted		1,092.80	918.67	1,046.95	3,058.42			(162.99)	2,895.43		2,895.43	2,193.09	702.34	2,895.43
Total Diversion Rate		50.07%	48.02%	48.45%	48.88%				46.28%		46.28%	64.37%	24.64%	46.28%

(2) Previously a significant portion of the Multi-Family Dwelling (MFD) tons were allocated under Commercial. Beginning in March, 2012 all MFD tons will be allocated under MFD.

Recology San Mateo County
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 Summary

Member Agency/Type	Data Source	January	February	March	Quarter 1			Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency				Contamination Percentage on Tonnage	Single-Family	Commercial	Overall
SAN MATEO														
Commercial														
Commercial Solid Waste	RSMC	1,608.75	1,510.56	1,168.65	4,287.96			99.63	4,387.59					
Commercial Recycling	RSMC	423.80	411.03	309.04	1,143.87	7.80%	7.21%	(82.46)	1,061.41					
Commercial Organics	RSMC	244.58	253.86	237.68	736.12	2.6%, 0.1%	2.33%	(17.17)	718.95					
Subtotal - Disposed		1,608.75	1,510.56	1,168.65	4,287.96			99.63	4,387.59					
Subtotal - Diverted		668.38	664.89	546.72	1,879.99			(99.63)	1,780.36	28.86%				
MFD														
MFD Solid Waste	RSMC	479.58	430.01	980.86	1,890.45			29.75	1,920.20					(2)
MFD Recycling	RSMC	86.52	76.54	202.60	365.66	7.80%	7.79%	(28.48)	337.18					(2)
MFD Organics	RSMC	6.94	7.52	34.32	48.78	2.6%, 0.1%	2.60%	(1.27)	47.51					(2)
Subtotal - Disposed		479.58	430.01	980.86	1,890.45			29.75	1,920.20					
Subtotal - Diverted		93.46	84.06	236.92	414.44			(29.75)	384.69	16.69%				
Roll-Off														
Roll-Off Solid Waste	RSMC	453.41	339.25	348.40	1,141.06			11.18	1,152.24					
Roll-Off Recycling	RSMC	78.33	29.48	40.29	148.10	7.80%	7.26%	(10.76)	137.34					
Roll-Off Organics	RSMC	18.50	0.00	0.00	18.50	2.6%, 0.1%	2.27%	(0.42)	18.08					
Subtotal - Disposed		453.41	339.25	348.40	1,141.06			11.18	1,152.24					
Subtotal - Diverted		96.83	29.48	40.29	166.60			(11.18)	155.42	11.89%				
Residential														
Residential Solid Waste	RSMC	1,049.81	993.01	1,020.63	3,063.45			251.37	3,314.82					
Residential Curbside Recycling	RSMC	717.46	633.18	698.07	2,048.71	10.00%	9.95%	(203.91)	1,844.80					
Residential Curbside Organics	RSMC	1,067.67	899.23	999.54	2,966.44	1.60%	1.60%	(47.46)	2,918.98					
Subtotal - Disposed		1,049.81	993.01	1,020.63	3,063.45			251.37	3,314.82					
Subtotal - Diverted		1,785.13	1,532.41	1,697.61	5,015.15			(251.37)	4,763.77	58.97%				
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	SBR				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		3,591.55	3,272.83	3,518.54	10,382.92			391.93	10,774.85		10,774.85	3,314.82	7,460.03	10,774.85
Total Diverted		2,643.80	2,310.84	2,521.54	7,476.18			(391.93)	7,084.24		7,084.24	4,763.77	2,320.47	7,084.24
Total Diversion Rate		42.40%	41.39%	41.75%	41.86%				39.67%		39.67%	58.97%	23.73%	39.67%

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Member Agency/Type	Data Source	January	February	March	Quarter 1			Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 1			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency				Contamination on Tonnage	Single-Family	Commercial	Overall
SAN MATEO COUNTY														
Commercial														
Commercial Solid Waste	RSMC	131.63	121.89	96.72	350.24			6.03	356.27					
Commercial Recycling	RSMC	24.79	21.28	17.39	63.46	7.80%	7.80%	(4.95)	58.51					
Commercial Organics	RSMC	21.28	21.42	10.22	52.92	2.6%, 0.1%	2.04%	(1.08)	51.84					
Subtotal - Disposed		131.63	121.89	96.72	350.24			6.03	356.27					
Subtotal - Diverted		46.07	42.70	27.61	116.38			(6.03)	110.35	23.65%				
MFD														
MFD Solid Waste	RSMC	10.51	8.56	40.61	59.68			0.65	60.33					(2)
MFD Recycling	RSMC	1.56	1.26	5.26	8.08	7.80%	7.80%	(0.63)	7.45					(2)
MFD Organics	RSMC	0.01	0.01	0.57	0.59	2.6%, 0.1%	2.60%	(0.02)	0.57					(2)
Subtotal - Disposed		10.51	8.56	40.61	59.68			0.65	60.33					
Subtotal - Diverted		1.57	1.27	5.83	8.67			(0.65)	8.02	11.74%				
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	7.80%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.6%, 0.1%	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	233.81	205.53	213.42	652.76			72.26	725.02					
Residential Curbside Recycling	RSMC	209.13	176.71	189.37	575.21	10.00%	9.98%	(57.42)	517.79					
Residential Curbside Organics	RSMC	353.03	284.44	290.25	927.72	1.60%	1.60%	(14.84)	912.88					
Subtotal - Disposed		233.81	205.53	213.42	652.76			72.26	725.02					
Subtotal - Diverted		562.16	461.15	479.62	1,502.93			(72.26)	1,430.67	66.37%				
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		375.95	335.98	350.75	1,062.68			78.94	1,141.62		1,141.62	725.02	416.60	1,141.62
Total Diverted		609.80	505.12	513.06	1,627.98			(78.94)	1,549.04		1,549.04	1,430.67	118.37	1,549.04
Total Diversion Rate		61.86%	60.05%	59.40%	60.50%				57.57%		57.57%	66.37%	22.13%	57.57%

(2) Previously a significant portion of the Multi-Family Dwelling (MFD) tons were allocated under Commercial. Beginning in March, 2012 all MFD tons will be allocated under MFD.

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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 Percentage Measured	Contamination Percentage Agency	Contamination Tonnage			Net Collected	Single-Family	Commercial	Overall
WEST BAY														
Commercial														
Commercial Solid Waste	RSMC	37.93	34.72	29.85	102.50			2.96	105.46					
Commercial Recycling	RSMC	11.37	10.66	10.48	32.51	7.80%	7.80%	(2.54)	29.97					
Commercial Organics	RSMC	5.32	4.94	8.17	18.43	2.6%, 0.1%	2.28%	(0.42)	18.01					
Subtotal - Disposed		37.93	34.72	29.85	102.50			2.96	105.46					
Subtotal - Diverted		16.69	15.60	18.65	50.94			(2.96)	47.98	31.27%				
MFD														
MFD Solid Waste	RSMC	1.14	1.16	5.52	7.82			0.18	8.00 ⁽²⁾					
MFD Recycling	RSMC	0.36	0.31	1.70	2.37	7.80%	7.80%	(0.18)	2.19 ⁽²⁾					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	2.6%, 0.1%	0.00%	0.00	0.00					
Subtotal - Disposed		1.14	1.16	5.52	7.82			0.18	8.00					
Subtotal - Diverted		0.36	0.31	1.70	2.37			(0.18)	2.19	21.44%				
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	7.80%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.6%, 0.1%	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	96.36	90.71	90.00	277.07			37.18	314.25					
Residential Curbside Recycling	RSMC	100.88	86.71	96.29	283.88	10.00%	9.99%	(28.35)	255.54					
Residential Curbside Organics	RSMC	216.13	169.49	166.45	552.07	1.60%	1.60%	(8.83)	543.24					
Subtotal - Disposed		96.36	90.71	90.00	277.07			37.18	314.25					
Subtotal - Diverted		317.01	256.20	262.74	835.95			(37.18)	798.77	71.77%				
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		135.43	126.59	125.37	387.39			40.32	427.71		427.71	314.25	113.46	427.71
Total Diverted		334.06	272.11	283.09	889.26			(40.32)	848.94		848.94	798.77	50.17	848.94
Total Diversion Rate		71.15%	68.25%	69.31%	69.66%				66.50%		66.50%	71.77%	30.66%	66.50%

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Recology San Mateo County
Monthly Tonnage Report
Rate Year 2012
Summary

Member Agency/Type	Data Source	January	February	March	Quarter 1			RSMC Collection Diversion Quarter 1						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination on Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
TOTAL SBWMA														
Commercial														
Commercial Solid Waste	RSMC	6,483.19	6,106.55	5,464.16	18,053.90			406.34	18,460.24					
Commercial Recycling	RSMC	1,587.99	1,715.36	1,777.32	5,080.67	7.80%	6.48%	(329.19)	4,751.48					
Commercial Organics	RSMC	1,091.02	1,286.65	1,273.07	3,650.74	2.6%, 0.1%	2.11%	(77.14)	3,573.60					
Subtotal - Disposed		6,483.19	6,106.55	5,464.16	18,053.90			406.34	18,460.24					
Subtotal - Diverted		2,679.01	3,002.01	3,050.39	8,731.41			(406.34)	8,325.07	31.08%				
MFD														
MFD Solid Waste	RSMC	1,802.84	1,614.06	3,136.35	6,553.25			94.13	6,647.38					(2)
MFD Recycling	RSMC	295.71	257.19	614.06	1,166.96	7.80%	7.79%	(90.94)	1,076.02					(2)
MFD Organics	RSMC	20.56	21.37	80.64	122.57	2.6%, 0.1%	2.60%	(3.19)	119.38					(2)
Subtotal - Disposed		1,802.84	1,614.06	3,136.35	6,553.25			94.13	6,647.38					
Subtotal - Diverted		316.27	278.56	694.70	1,289.53			(94.13)	1,195.40	15.24%				
Roll-Off														
Roll-Off Solid Waste	RSMC	2,024.61	1,670.02	1,758.11	5,452.74			47.02	5,499.76					
Roll-Off Recycling	RSMC	273.68	81.55	113.76	468.99	7.80%	6.61%	(30.98)	438.01					
Roll-Off Organics	RSMC	515.07	130.50	158.80	804.37	2.6%, 0.1%	1.99%	(16.03)	788.34					
Subtotal - Disposed		2,024.61	1,670.02	1,758.11	5,452.74			47.02	5,499.76					
Subtotal - Diverted		788.75	212.05	272.56	1,273.36			(47.02)	1,226.34	18.23%				
Residential														
Residential Solid Waste	RSMC	5,021.69	4,609.08	4,753.78	14,384.55			1,254.73	15,639.28					
Residential Curbside Recycling	RSMC	3,538.94	3,055.70	3,286.93	9,881.57	10.00%	9.94%	(982.49)	8,899.08					
Residential Curbside Organics	RSMC	6,427.34	5,144.29	5,443.71	17,015.34	1.60%	1.60%	(272.25)	16,743.09					
Subtotal - Disposed		5,021.69	4,609.08	4,753.78	14,384.55			1,254.73	15,639.28					
Subtotal - Diverted		9,966.28	8,199.99	8,730.64	26,896.91			(1,254.73)	25,642.17	62.12%				
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									
Total Disposed		15,332.33	13,999.71	15,112.40	44,444.44			1,802.21	46,246.65		46,246.65	15,639.28	30,607.37	46,246.65
Total Diverted		13,750.31	11,692.61	12,748.29	38,191.21			(1,802.21)	36,388.99		36,388.99	25,642.17	10,746.82	36,388.99
Total Diversion Rate		47.28%	45.51%	45.76%	46.22%				44.04%		44.04%	62.12%	25.99%	44.04%

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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	2	3	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Belmont	5	6	4	15	1	2	0	3	0	0	0	0	0	0	0	1	0	1	2	1	0	1	2	
Burlingame	9	11	5	25	1	1	0	2	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1	
East Palo Alto	0	1	1	2	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1	
Foster City	0	7	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	3	
Hillsborough	13	2	3	18	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	
Menlo Park	3	4	2	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
North Fair Oaks	0	1	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
Redwood City	15	25	13	53	0	2	0	2	0	0	0	0	0	0	0	1	0	2	3	1	0	0	1	
San Carlos	7	3	10	20	0	1	1	2	0	0	0	0	0	0	0	2	1	1	4	1	0	1	2	
San Mateo	15	21	11	47	2	0	1	3	0	0	0	0	0	0	0	2	2	0	4	1	0	2	3	
San Mateo County	10	4	1	15	2	0	0	2	0	0	0	0	0	0	0	2	0	0	2	1	0	0	1	
West Bay	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals	80	88	52	220	6	7	2	15	0	0	0	0	1	0	0	1	10	3	4	17	8	2	5	15

	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	14	17	22	53	4	1	0	5	0	0	0	0	28	59	15	102	10	109	14	133
Belmont	115	110	116	341	6	4	5	15	0	0	0	0	74	58	77	209	38	45	156	239
Burlingame	110	90	124	324	18	10	16	44	0	0	0	0	78	146	105	329	27	126	78	231
East Palo Alto	64	78	55	197	7	5	3	15	0	0	0	0	33	32	35	100	6	4	7	17
Foster City	104	101	102	307	101	21	2	124	0	0	0	0	63	61	73	197	28	44	84	156
Hillsborough	43	45	45	133	10	2	4	16	0	0	0	0	39	42	93	174	15	24	226	265
Menlo Park	116	113	115	344	21	8	12	41	0	0	0	0	91	101	83	275	80	61	43	184
North Fair Oaks	36	32	27	95	15	5	3	23	0	0	0	0	29	32	30	91	6	4	8	18
Redwood City	279	287	292	858	41	27	21	89	0	0	0	0	183	228	186	597	12	24	24	60
San Carlos	138	184	135	457	17	12	11	40	0	0	0	0	206	398	296	900	52	171	76	299
San Mateo	426	332	357	1115	53	30	23	106	0	0	0	0	274	249	224	747	237	162	126	525
San Mateo County	80	76	88	244	7	6	7	20	0	0	0	0	48	34	56	138	30	23	148	201
West Bay	31	45	23	99	2	4	1	7	0	0	0	0	21	26	15	62	26	20	4	50
Totals	1,556	1,510	1,501	4,567	302	135	108	545	0	0	0	0	1,167	1,466	1,288	3,921	567	817	994	2,378

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2012

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
January	16,438	15,950	488	2.97%	19.06	85.89%	206
February	12,598	12,307	291	2.31%	15.04	92.13%	186
March	13,633	13,151	482	3.54%	18.96	86.03%	213
Quarter 1	42,669	41,408	1,261	2.96%	17.82	87.79%	605

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2012

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	8	8	12	28	0	0	0	0	95	26	24	145
Burlingame	1	11	19	31	0	0	0	0	5	0	41	46
East Palo Alto	2	17	8	27	0	0	0	0	0	0	214	214
Foster City	6	7	12	25	0	0	0	0	0	0	0	0
Hillsborough	0	0	3	3	0	0	0	0	0	0	0	0
Menlo Park	4	12	10	26	0	0	0	0	0	92	0	92
North Fair Oaks	4	2	6	12	0	0	0	0	0	0	11	11
Redwood City	23	1	0	24	0	0	0	0	30	34	64	128
San Carlos	9	3	14	26	0	0	0	0	0	0	5	5
San Mateo	3	16	15	34	0	0	0	0	20	0	53	73
San Mateo County	1	2	8	11	0	0	0	0	0	0	0	0
West Bay	1	2	1	4	0	0	0	0	0	0	0	0
Totals	62	81	108	251	0	0	0	0	150	152	412	714

2012 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			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Belmont	1	0	0	-	0	0	1	0	0	2	0	-	-	2	\$ 150
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 150
East Palo Alto	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 150
Hillsborough	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Redwood City	1	0	0	-	0	0	2	0	0	3	0	-	-	6	\$ 150
San Carlos	2	0	0	1	0	0	1	0	0	4	0	-	-	3	\$ 150
San Mateo	2	0	0	2	0	0	-	0	0	4	0	-	-	6	\$ 150
San Mateo Cnty	2	0	0	-	0	0	-	0	0	2	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Total	10	0	0	3	0	0	4	0	0	17	0	-	-	31	

2. **Complaints regarding failure to provide new service or change existing service level within five (5) business days**
8.02.C

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	1	0	0	1	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Total	-	0	0	-	0	0	1	0	0	1	0	-	-	59	

3. **Complaints regarding improper container placement**
8.02.B.1

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	12	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	36	\$ 50
Burlingame	1	0	0	2	0	0	1	0	0	4	0	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	23	\$ 50
Foster City	-	0	0	-	0	0	1	0	0	1	0	-	-	35	\$ 50
Hillsborough	3	0	0	-	0	0	-	0	0	3	0	-	-	20	\$ 50
Menlo Park	-	0	0	5	0	0	-	0	0	5	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50
Redwood City	-	0	0	3	0	0	3	0	0	6	0	-	-	94	\$ 50
San Carlos	2	0	0	1	0	0	1	0	0	4	0	-	-	46	\$ 50
San Mateo	7	0	0	2	0	0	1	0	0	10	0	-	-	105	\$ 50
San Mateo Cnty	-	0	0	-	0	0	1	0	0	1	0	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
Total	13	0	0	13	0	0	8	0	0	34	0	-	-	500	

2012 LIQUIDATED DAMAGES

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

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	-	-	0	-	-	0	-	-	0	0	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	1	1	250	-	-	0	-	-	0	1	1	250	250	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	1	1	250	-	-	0	-	-	0	1	1	250	250	-	

2012 LIQUIDATED DAMAGES

7.A, 7.B,

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

8.02.1

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Belmont	1	0	0	-	0	0	1	0	0	2	0	-	-	9	\$ 50
Burlingame	1	0	0	-	0	0	-	0	0	1	0	-	-	8	\$ 50
East Palo Alto	1	0	0	-	0	0	-	0	0	1	0	-	-	5	\$ 50
Foster City	1	0	0	2	0	0	-	0	0	3	0	-	-	9	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 50
Redwood City	1	0	0	-	0	0	-	0	0	1	0	-	-	22	\$ 50
San Carlos	1	0	0	-	0	0	1	0	0	2	0	-	-	11	\$ 50
San Mateo	1	0	0	-	0	0	2	0	0	3	0	-	-	25	\$ 50
San Mateo Cnty	1	0	0	-	0	0	-	0	0	1	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	8	0	0	2	0	0	5	0	0	15	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.1

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
	-	-	0	-	-	0	-	-	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

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	1	1	100	1	1	100	100	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
	-	-	0	-	-	0	1	1	100	1	1	100	100	-	

2012 LIQUIDATED DAMAGES

REPORTING

1. Late submittal of reports, applications, proposals or other submittals

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

2. Accuracy of submittals: corrections or restatements submitted more than two (2) business after notification

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

3. Late submittal of billing review report

7.01.E

	January			February			March			Q1			2012 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	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

2012 LIQUIDATED DAMAGES

OTHER

1. Disposal of recyclable materials without written approval															
8.02.D															
	January			February			March			Q1			2012	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

Disposal of organic materials without written approval															
8.02.D															
	January			February			March			Q1			2012	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
	-	-	0	-	-	0	-	-	-	0	0	-	-	-	

2. Recyclable materials not delivered to the designated transfer and processing facility															
6.01															
	January			February			March			Q1			2012	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

2012 LIQUIDATED DAMAGES

Solid waste or organic materials not delivered to the designated transfer and processing facility

6.01

	January			February			March			Q1			2012	Tonnage	LD per Ton Solid Waste/ Organics	
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount				LD Amount
Atherton	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	0	-	-	0	\$ 100
	-	-	0	-	-	0	-	-	0	0	0	0	350	350	-	

Quarterly Single-Family Missed Pick-Up Initial Complaints Incentive/Disincentive Rate Year 2012

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	2357 x 3 x 4.33	30,617	10	31	2	3	0	8	7	10	0	0	0	\$1,250	\$0
Belmont	6693 x 3 x 4.33	86,942	29	87	5	6	4	24	23	25	0	0	0	\$3,600	\$0
Burlingame	6549 x 3 x 4.33	85,072	28	85	9	11	5	19	17	23	0	0	0	\$2,950	\$0
East Palo Alto	4167 x 3 x 4.33	54,129	18	54	0	1	1	18	17	17	0	0	0	\$2,600	\$0
Foster City	6749 x 3 x 4.33	87,670	29	88	0	7	0	29	22	29	0	0	0	\$4,000	\$0
Hillsborough	3622 x 3 x 4.33	47,050	16	47	13	2	3	3	14	13	0	0	0	\$1,500	\$0
Menlo Park	7863 x 3 x 4.33	102,140	34	102	3	4	2	31	30	32	0	0	0	\$4,650	\$0
North Fair Oaks	2643 x 3 x 4.33	34,333	11	34	0	1	2	11	10	9	0	0	0	\$1,500	\$0
Redwood City	17302 x 3 x 4.33	224,753	75	225	15	25	13	60	50	62	0	0	0	\$8,600	\$0
San Carlos	8588 x 3 x 4.33	111,558	37	112	7	3	10	30	34	27	0	0	0	\$4,550	\$0
San Mateo	19999 x 3 x 4.33	259,787	87	260	15	21	11	72	66	76	0	0	0	\$10,700	\$0
San Mateo County	4998 x 3 x 4.33	64,924	22	65	10	4	1	12	18	21	0	0	0	\$2,550	\$0
West Bay	2208 x 3 x 4.33	28,682	10	29	1	0	0	9	10	10	0	0	0	\$1,450	\$0
Totals														\$49,900	\$0

Quarterly Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2012

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Jan	Feb	Mar			Jan	Feb	Mar	Total
Quarter 1									
Atherton	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Belmont	1	2	0	N/A	0	(\$50)	(\$100)	\$0	(\$150)
Burlingame	1	1	0	N/A	0	(\$50)	(\$50)	\$0	(\$100)
East Palo Alto	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Foster City	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	0	0	0	N/A	0	\$0	\$0	\$0	\$0
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
San Carlos	0	1	1	N/A	0	\$0	(\$50)	(\$50)	(\$100)
San Mateo	2	0	1	N/A	0	(\$100)	\$0	(\$50)	(\$150)
San Mateo County	2	0	0	N/A	0	(\$100)	\$0	\$0	(\$100)
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	6	7	2			(\$300)	(\$350)	(\$100)	(\$750)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2012

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 Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Quarterly Net Amount
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Quarter 1
Month

January	18	15	30	0	0	\$0	\$0	\$0
February	14	15	30	1	0	\$505	\$0	\$505
March	18	15	30	0	0	\$0	\$0	\$0
Totals						\$505	\$0	\$505

Year 2011

Agency	Solid Waste Tons	Incentive	Disincentive	Net Amount
Atherton	2,593	\$7	\$0	\$7
Belmont	8,086	\$22	\$0	\$22
Burlingame	22,957	\$64	\$0	\$64
East Palo Alto	11,265	\$31	\$0	\$31
Foster City	12,095	\$34	\$0	\$34
Hillsborough	3,308	\$9	\$0	\$9
Menlo Park	17,946	\$50	\$0	\$50
North Fair Oaks	5,028	\$14	\$0	\$14
Redwood City	37,336	\$104	\$0	\$104
San Carlos	13,720	\$38	\$0	\$38
San Mateo	42,281	\$117	\$0	\$117
San Mateo County	4,015	\$11	\$0	\$11
West Bay	1,559	\$4	\$0	\$4
Total Tons	182,190	\$505	\$0	\$505

Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2012

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	811	N/A	0	N/A	811	N/A	(\$4,055)
February	303	N/A	0	N/A	303	N/A	(\$1,515)
March	923	N/A	0	N/A	923	N/A	(\$4,615)
Totals					<u>2,037</u>		<u>(\$10,185)</u>

Year 2011
Tons of Solid
Waste Collected

Agency	Tons of Solid Waste Collected	Incentive Payment Due	Disincentive Payment due
Atherton	2,593	N/A	(\$145)
Belmont	8,086	N/A	(\$452)
Burlingame	22,957	N/A	(\$1,283)
East Palo Alto	11,265	N/A	(\$630)
Foster City	12,095	N/A	(\$676)
Hillsborough	3,308	N/A	(\$185)
Menlo Park	17,946	N/A	(\$1,003)
North Fair Oaks	5,028	N/A	(\$281)
Redwood City	37,336	N/A	(\$2,087)
San Carlos	13,720	N/A	(\$767)
San Mateo	42,281	N/A	(\$2,364)
San Mateo County	4,015	N/A	(\$224)
West Bay	1,559	N/A	(\$87)
Total Tons	<u>182,190</u>	<u>N/A</u>	<u>(\$10,185)</u>

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2012

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	9,824.86	8.50%	10.00%	1.50%	147	\$175	\$25,790
Commercial Targeted Recyclable Materials	5,783.58	8.00%	7.80%	-0.20%	N/A	\$70	N/A
Residential Organic Materials	17,015.34	5.00%	1.60%	-3.40%	N/A	\$70	N/A
Commercial Organic Materials	3,671.43	10.00%	2.60%	-7.40%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	906.25	5.00%	0.10%	-4.90%	N/A	\$70	N/A
						Total	\$25,790

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Completion of SIC (Standard Industrial Category) Classification and Jurisdictional Packets

In Q1 2011 RSMC launched a significant project to classify the entire commercial and multi-family accounts in the SBWMA service area, assigning 15 different business sectors to the accounts based upon the Standard Industrial Classification (SIC). This was a monumental accomplishment that came to fruition due to the tireless efforts and hundreds of hours contributed by both RSMC and Recology's corporate staff.

First, the Commercial Recycling Promotion Team (CRPT) conducted site visits, phone calls, and website research to classify over 10,000 commercial customers that RSMC services. Once classified, each account was manually updated in our AS400 database by customer service representatives to include the newly determined SIC classification. Between the time that the CRPT identified the accounts and when they were entered into the AS400 system, many new accounts had started service. RSMC customer service representatives worked to identify these new accounts through phone calls so that all accounts would have an SIC coding. It is now our standard procedure for RSMC to ask a new customer their commercial classification when opening an account.

With the SIC classification of all commercial accounts complete Recology's IT department developed a query to capture the volume of garbage, recycling and compost by service sector for every jurisdiction. This allowed for the creation of reports that showed the diversion by service level volumes for all SIC classifications in each jurisdiction.

These classifications and their subsequent reports can be used to assist RSMC and the Member Agencies in customizing strategies and public education activities that target specific sectors with the purpose of achieving increased diversion. Additionally, the SIC classifications will enhance/assist with the Member Agencies AB 341 monitoring efforts.

In Q1 2012, RSMC used the new SIC coding to develop a report, which was provided to the Member Agencies at the Commercial Recycling Workshop. The report included service levels and volume based diversion of the commercial customer base. The report also identified that the largest commercial sectors throughout the SBWMA service area are Multi-family Dwellings (MFD), Retail/Service (RTL), Office Buildings (OFC) and Food Service and Grocery establishments (FDS), together comprising nearly 90% of the commercial customer base. MFDs alone, account for over 43% of the overall commercial customer base.

The individualized Member Agencies SIC packet provided at the Commercial Recycling Workshop included the following:

- A breakdown of the 15 SIC categories and examples
- A report on the annual tonnage of materials generated
- A pie chart on commercial sector distribution of accounts

- A table on the weekly volume in cubic yards per week of garbage, recycling and compost generated by each service sector
- A table of total accounts subscribed to each of the seven service options (i.e. Garbage only, Garbage and Recycling, Recycling Only, Garbage and Compost, Compost Only, Garbage and Recycling and Compost, Recycling and Compost) by service sector
- Pie charts of the top 4 service sectors (MFD, Retail/Service, Office, Food Service/Grocery) and the service level subscription
- Introduction to the jurisdiction’s RSMC Waste Zero Specialist and examples of diversion achievements

All information provided included both the jurisdiction as well as SBWMA-wide data in order to allow for comparison.

Conversion of Commercial Accounts to Multi-Family Dwellings (MFDs)

In addition to the utilization of the SIC classifications mentioned above, this project also provided RSMC the means to re-classify approximately 2700 MFD accounts that were transferred from the previous service provider under the “Commercial” sector. Working closely with Recology’s IT Department, a major data transfer transpired in mid-March allowing RSMC to move those accounts from the Commercial sector to the Apartment sector, without having to close and re-open accounts, for a more accurate accounting of tonnages collected and diversion statistics from both the Commercial and MFD sectors.

RSMC is currently working on re-stating commercial and MFD tons for all commodities from January 2011 through February 2012.

Net Changes Report

In an effort to reduce the time consuming efforts of producing additional requested reports that require manual functions, RSMC developed a Net Change Analysis Report that identifies changes in MSW, Recycling, and Organics yards, by jurisdictions, on a monthly basis. The goal of this report will be to identify trends in volume migration to improve on migration forecasts and identify customers that significantly increase or decrease diversion levels.

2011/2012 First Quarter Tonnage Comparison

The first quarter of 2012 marks a significant milestone as we can now analyze tonnage data in an “apples to apples” comparison.

Residential

Commodity	1 st Quarter 2011	1 st Quarter 2012	Difference
Garbage	15,082 tons	14,384 tons	(698 tons or 4.8%)
Recycling	10,837 tons	9,881 tons	(956 tons or 9.6%)
Organics	17,198 tons	17,016 tons	(182 tons or .01%)
Total Diversion %	65.02%	65.15%	.13%

In Q1 2012, residential garbage, or what is going to the landfill was down by almost 5 % (698 tons) compared to Q1 2011 while recycling is also down 9.6% (956 tons) when compared to Q1 2011. The decrease in recycling is not as alarming as it appears as January of 2011 had 760 tons, or 75% of the 956 ton difference, than January of 2012. This increase is due in large part to the on-set of the CartSMART program. February and March of 2011 align very closely to the same months in 2012. Organics tons continue to remain strong with a very negligible difference. Nevertheless, a 698 ton reduction in garbage tons is a noteworthy achievement!

Commercial/MFD

Commodity	1 st Quarter 2011	1 st Quarter 2012	Difference
Garbage	25,236 tons	24,616 tons	(620 tons or 2.5%)
Recycling	5,223 tons	6,246 tons	1023 tons or 19.58%
Organics	4,042 tons	3,772 tons	(270 tons or 7.1%)
Total Diversion %	26.85%	28.92%	2.07% increase

RSMC is pleased to report that in addition to a 620 ton decrease in garbage, there was a 1,023 ton increase in recycling when comparing Q1 2011 to that of Q1 2012. That is a swing of over 1600 tons! This is truly a remarkable accomplishment given the amount of scavenging that is occurring on an ongoing basis. Commercial organics declined as a direct result of a change on a commercial organics compactor which was converted to garbage due to continual contamination.

SIGNIFICANT CHALLENGES

Conversion of Commercial Accounts to Multi-Family Dwellings (MFDs)

In addition to the utilization of the SIC classifications to create customized packets for the Member Agencies mentioned in the accomplishments above, the SIC project also provided RSMC the means to re-classify approximately 2700 MFD accounts that were transferred from the previous service provider under the “Commercial” sector. Working closely with Recology’s IT Department, a major data transfer transpired in mid-March allowing RSMC to move those accounts from the Commercial sector to the Apartment sector for a more accurate accounting of tonnages collected from both the Commercial and MFD sectors.

Working with Volatile Customers

RSMC’s strives to educate customer about the importance of diversion and how to correctly use the recycling and compost programs to help mitigate contamination. In the majority of cases working directly with customers on the education aspect and providing tools, such as posters, brochures and internal recycling receptacles, this works well, but in some cases customers can become defensive and unwilling to address concerns with contamination.

For instance, RSMC approached a business in a large downtown area about a recycling bin that was continually contaminated and unserviceable. The account was shared by multiple retail tenants, making it difficult to determine who was responsible for contaminating the recycling container. A member of our Commercial Recycling Promotion Team went on-site to speak with all of the tenants about single stream recycling and to hand out recycling posters. Although materials identified as contamination was clearly




from one particular business owner who is a tenant at that complex, the tenant denied any responsibility for the contamination. He became very agitated and confrontational when he was approached, refusing to take any of the public education materials and even spewed expletives at the WZS.

A subsequent meeting was set-up with the property manager and the challenging tenant to discuss the tenant's concerns and possible options to correct recycling contamination on-site. By the end of the meeting, the WZS was able to persuade the tenant to accept the recycling posters and consider participation in the compost program that the property manager wanted to start. After the meeting the property manager and WZS went door-to-door to speak with the rest of the tenants on-site about how to properly sort materials. Contamination issues at this site have been eliminated and they are looking to reduce their garbage and increase composting in the near future.

Scavenging of Recyclable Materials

Scavenging of recyclable materials continues to be a major problem throughout the SBWMA service area, which accounts for a significant reduction in the volume of recyclables delivered to the Shoreway Environmental Center. Many RSMC team members have documented incidents of scavenging. The table below represents a fraction of RSMC's recorded sightings of recycling scavenging during Q1 2012:

Date & Location	Photo/Comment
<p>1/12/2012 Downtown Redwood City</p>	
<p>1/16/2012 3rd Ave San Mateo</p>	
<p>1/17/2012 Bay Road East Palo Alto</p>	<p>At approximately 9:30am, a man was seen removing cardboard from RSMC recycling containers on Bay Road</p>
<p>1/19/2012</p>	<p>At 4:30pm, a man was witnessed removing cardboard from several 3 and 6yd RSMC</p>

<p>340 Woodside Plaza Redwood City</p>	<p>recycling bins located in the alleyway behind this complex. Cardboard theft is consistently witnessed at this location.</p>
<p>1/23/2012 Marsten Road Burlingame</p>	
<p>1/25/2012 3515 Edison Way North Fair Oaks</p>	<p>A man was seen at approximately 1:30pm removing cardboard from a 6yd RSMC recycling bin and loading it into his white Astro minivan.</p>
<p>1/30/2012 Clarke Ave East Palo Alto</p>	
<p>1/31/2012 1100 block of Industrial Road San Carlos</p>	<p>A few people in a gold Ford pick-up truck and silver blue pick-up truck were observed removing cardboard from several 2 and 6 yard RSMC recycling bins</p>
<p>2/1/2012 TJ Maxx San Carlos</p>	
<p>2/29/2012 411 San Mateo Ave San Mateo</p>	<p>A person driving a black Toyota pick-up truck was spotted removing recycling from a 64g RSMC recycling cart</p>

<p>2/29/2012 55 43rd Ave San Mateo</p>	<p>A person in a blue Toyota/Mazda pick-up truck was seen at around 11:30 am removing cardboard from 2 and 6 yd RSMC recycling bins in the alley behind the stores.</p>
<p>3/12/2012 S B Street San Mateo</p>	<p>A person in a maroon Dodge Ram was seen around 10:45am removing cardboard from several RSMC carts.</p>
<p>3/14/2012 1235 Jefferson Ave Redwood City</p>	<p>A person walking was seen taking bottles and cans out of 4-96g blue RSMC recycling carts at 10:10am.</p>
<p>3/21/2012 1421 Bay Road East Palo Alto</p>	<p>A bicyclist in East Palo Alto was witnessed removing cardboard from 2yd and 3yd RSMC recycling bins at approximately 2:30pm. This man is seen regularly in East Palo Alto removing cardboard from RSMC containers.</p>

The California Public Resources Code Section 41950-41956 states that materials placed in designated recycling collection containers become the property of the “authorized recycling agent of the city or county” and it is unlawful for people to scavenge recyclable materials from these containers. As discussed at the Commercial Recycling Workshop held March 29, 2012, a model anti-recycling theft ordinance is being developed by the SBWMA for all Member Agencies to implement in their respective jurisdictions. RSMC welcomes the opportunity to collaborate with the Member Agencies to address recycling theft.

J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT

SUMMARY OF TRAINING AND PROFESSIONAL DEVELOPMENT ACTIVITIES FOR THE COMMERCIAL DIVERSION TEAM AND SUPERVISORY STAFF

The table below presents a summary of Quarter 1 2012 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

Attendee	RMC/NRC Webinar on Food Waste Composting	RMC/NRC Webinar on Single Stream Recycling	EPA Webinar on Reducing Waste in Schools	Webinar on Leadership in Energy and Environmental Design (LEED) Standard and Recycling	San Mateo Area Chamber of Commerce Collective Roots Leadership Meeting	NCRA Recycling Update Conference
Maybo AuYeung			X	X		
Erin McNichol			X			X
Mia Rossi		X				X
Sarah Prescott		X			X	
Yvette Madera	X					
Jessica Connolly	X		X			X
Sandra Tinoco		X	X			

Recycling Markets Center (RMC) and National Recycling Coalition, Inc (NRC) Webinar on Food Waste Composting – This webinar is part of a series provided by RMC and NRC on Sustainable Materials Management. Waste Zero Specialist (WZS) Yvette Madera and Diversion Auditor (DA) Jessica Connolly participated in this webinar on January 9, 2012. The session covered critical factors waste generators, haulers and food waste composting facilities must consider when developing and implementing food waste diversion programs.

Recycling Markets Center (RMC) and National Recycling Coalition, Inc. (NRC) Webinar on Single Stream Recycling – WZSs Mia Rossi, Sarah Prescott and Sandra Tinoco participated in this webinar on February 13, 2012, which focused on the single-stream processing of glass. A recent report stated that single stream processing can result in increased glass residue when compared to dual stream processing. Speakers addressed this issue and spoke about opportunities for glass recycling, including highway construction projects.

EPA Webinar on Reducing Waste in Schools – WZSs Erin McNichol, Maybo AuYeung, Sandra Tinoco and DA Jessica Connolly participated in this webinar on March 1, 2012, offered by EPA Region 2. The webinar discussed the “Trayless Tuesday’s” program and the progress in New York City to reduce

landfill waste and reduce the use of polystyrene trays in schools. Speakers from the NYC Department of Education, NYC Department of Sanitation and Styrofoam Out of Schools NYC (SOSNYC)/Cafeteria Culture spoke about their innovative collaboration to institute an alternative to the foam lunch trays for NYC's schools.

RMC/NRC Webinar on Leadership in Energy and Environmental Design (LEED) Standard and Recycling – This webinar provided by RMC and NRC focused on how LEED standards and recycling fit together. WZS Maybo AuYeung participated in this webinar on March 12, 2012. The course spoke about how to acquire LEED rating points by reusing and recycling demolition waste, utilizing recycled content building materials, and establishing LEED building recycling programs.

San Mateo Area Chamber of Commerce (SMACC) Leadership Training, Meeting with Collective Roots – On March 23, 2012 WZS Sarah Prescott, who is currently enrolled in the SMACC Leadership Training, participated in a meeting with Collective Roots a nonprofit organization in East Palo Alto that seeks to educate and engage youth and communities in food system change through garden-based learning and food system change. The purpose of the meeting was to discuss the possibilities of working with Collective Roots for SMACC Leadership Training's Childhood Obesity Project. These two organizations have since partnered and will be working on garden projects and helping to promote healthier eating.

Northern California Recycling Association (NCRA) Recycling Update – On March 27, 2012 WZSs Erin McNichol and Mia Rossi, and DA Jessica Connolly attended NCRA's 17th annual Recycling Update. NCRA is a non-profit organization comprised of individuals representing the recycling industry, including haulers, community groups, municipalities, and students, who are committed to promoting, expanding, and institutionalizing recycling. The annual update focused on what is new and different in the recycling industry with over thirty 10-min presentations on projects, trends and legislation undertaken within the last year. Monica Devincenzi with RethinkWaste presented on public education and outreach for the roll-out of the new recycling, compost and solid waste services in the SBWMA service area.

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

As previously stated in our 2011 Quarterly Reports, Recology is recognized in the industry for its environmental commitments. We utilize our well-established networks to recruit the best-suited members for our diversion teams by posting on specific "green industry" LISTSERVs that target individuals in the field of waste reduction. We support growth and leadership development amongst our employees and encourage educational opportunities both internally and externally.

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 competitive benefits package Recology is able to attract and retain highly qualified employees.

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.

As stated in our 2011 4th Quarter Report, our goals are to recruit new recycling and compost customers and enhance the existing diversion programs in order to increase the volume of recyclable and compostable materials collected and delivered to the Shoreway Environmental Center. The following is an update on the goals set for Q1 2012:

New/Increased Recycling and Compost Customers

RSMC is pleased to report that the CRPT exceeded the Q1 2012 goal of recruiting new or increasing existing recycling and compost services in the commercial and MFD sectors as noted in the chart below. To support the new starts, the CRPT provided technical assistance and follow-up necessary for a successful program, which included on-site trainings and presentations, delivery of internal containers and the distribution of public education materials. Detailed information about these accounts is available to the Member Agencies upon request.

Q1 2012 Goal New and/or Increased Recycling or Compost Customer	Q1 2012 Actual New and/or Increased Recycling or Compost Customers
100	180

Cost Savings Analysis

To achieve the goal of recruiting 100 new and/or increased recycling or compost accounts, Waste Zero Specialists set a goal of providing a minimum of 10 Cost Savings Analyses to Commercial or MFD customers each month for a combined total of 210 for Q1 2012. As the quarter progressed, the CRPT recognized that many customers were not interested in, nor did they require such a formal presentation of proposed service level changes in order to implement new services or programs. Communications in person, via the telephone and through email proved to be an effective means to convey cost savings and/or increased diversion opportunities. Although a total of 151 Cost Savings Analyses were provided to customers in Q1 2012, and it did serve in implementing new and/or increased recycling and compost accounts, it was not the main factor in achieving our goal. With that in mind, the Cost Savings Analyses will continue to be used as a tool to recruit and/or increase recycling and compost services, but the number of forms provided will not be factored into the goals.

Q1 2012 Goal Cost Savings Analysis	Q1 2012 Actual Cost Savings Analysis
210	151

Site Assessments

RSMC is pleased to report that the CRPT exceeded the Q1 2012 goals set for conducting Site Assessments* of the Top 100 MSW Generators:

Q1 2012 Goal Site Assessments*	Q1 2012 Actual Site Assessments
235	251

Site Assessments performed during Q1 2012 in each Member Agency are summarized below:

Member Agency	Number of Top 100 MSW Generators	Site Assessments Completed 2012 Quarter 1	Number of Site Assessments Remaining
Atherton	7	0	7
Belmont	100	28	72
Burlingame	100	31	69
East Palo Alto	100	27	73
Foster City	100	25	75
Hillsborough	5	3	2
Menlo Park	100	26	74
North Fair Oaks / County	100	23	77
Redwood City	100	24	76
San Carlos	100	26	74
San Mateo	100	34	66
West Bay Sanitary District	28	4	24
Total	940	251	689

A detailed accounting of the Top 100 Accounts summarized above is included in the 1st Quarter 2012 Report detail file in the tab labeled “ M10a. Top 100 MSW Generators.”

*Site Assessments are waste audits that are performed for the Top 100 MSW Generators in each Member Agency. Per Franchise Agreement Section 7.04, RSMC is required to conduct these Site Assessments annually.

Site Checks

RSMC is pleased to report that the CRPT exceeded the Q1 2012 goal set for conducting Site Checks†:

Q1 2012 Goal Site Checks	Q1 2012 Actual Site Checks
750	867

†Site Checks are visual on-site collection container assessments for all commercial generators. Per Franchise Agreement Section 7.04, RSMC is required to conduct Site Checks at least once every three years for all commercial accounts.

Top 100 Site Assessments are performed annually for all jurisdictions. The purpose is to track waste disposal and identify diversion opportunities for the highest waste generators in the SBWMA service area. With the requirement of performing Site Assessments for the Top 100 MSW Generators in each Member Agency, which in 2012 equates to 940, RSMC would like to demonstrate a breakdown of the steps related to this activity.

Below is an outline of the activities and range of time necessary to perform a single Top 100 Site Assessment, including the potential follow-up with customers:

Communication with customer (in-person, email, telephone)	10	90
Data Entry in RSMC AS400 System, Excel Spreadsheet and Internal Communications	5	30
Uploading Documents (photos, copies of documents, etc)	10	40
Diversion Auditor follow up with WZS	5	45
Customer Meetings	0	120
Presentations	0	60
Trainings	0	90
Buddy Bag Deliveries (typically Door-to-Door)	0	180
Internal Container Deliveries	0	80
Total (in minutes):	50	865

Times notated above are based on an *individual* CRPT member conducting the activity. However, there are occasions when multiple team members may be required to conduct the activity more comprehensively or efficiently and would increase the maximum time spent with an individual Top 100 MSW generator account. These activities may include Presentations, Trainings and Site Assessments of large facilities. Times that reflect a “0” indicate that no activity may have been required under this category.

As illustrated in the chart above, a site assessment can take anywhere from 50 minutes to over 14 hours depending on the customer’s need. A variety of factors contribute to the range in time for each site assessment, such as the number of containers at a customers’ requiring an audit, type of business, number of employees or departments that need assistance, number of MFD units that require door-to-door delivery of containers, and if a customer would benefit from additional educational materials and/or a training or presentation from the CRPT.

Quarter 2 2012 Goals RSMC’s goal is to continue to increase diversion by implementing new recycling and compost programs, and work directly with customers to maximize their existing programs. Further, it is imperative to ensure that the recycling and compost materials being transported to the Shoreway Environmental Center have limited contamination. RSMC will continue to perform Site Assessments of the Top 100 MSW Generators, conduct Site Checks to verify service levels and program efficiencies, and Contamination Site Checks to monitor and mitigate contamination of the materials collected. With that in mind, the following goals have been set for the CRPT:

- Increase commercial recycling and compost service level volumes
- Increase the commercial recycling and compost customer base
- Decrease commercial solid waste disposal
- Perform Annual Site Assessments on the Top 100 MSW Generators to meet the annual requirements of the Franchise Agreements

- Conduct Site Checks for bin verification of on-site collection containers at commercial accounts to meet the Franchise Agreement requirement of conducting one Site Check for each commercial account every 3 years
- Monitor contamination of commercial recycling and compost materials by performing Contamination Site Checks
- Generate a report and commence the monitoring of all customers that fall under the Mandatory Commercial Recycling mandate of Assembly Bill 341*

The Quarter 2 2012 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 235 Site Assessments of the Top 100 MSW Generators
- Complete a minimum of 750 Site Checks of Commercial or MFD customers
- Recruit or increase a minimum of 100 recycling or compost services
- Perform a minimum of 75 Contamination Site Checks at Commercial or MFD locations
- Contact a minimum of 100 commercial or MFD customers that fall within the mandate of AB341, who currently do not subscribe to recycling service with RSMC.
 - Recology estimates that there are approximately 6,000 accounts in the SBWMA service area that fall under the mandate of AB341. Of that 6,000 approximately 500 accounts currently do not reflect having recycling service with RSMC. For those customers contacted that do not choose to implement a diversion program, when available, RSMC will document in our AS400 data base if a customer is utilizing other means of diversion, such as backhauling or self-hauling recycling, baling or selling cardboard, retaining CRV materials for redemption or subscribing to recycling services with companies other than RSMC.

* The Californian Waste Management Act of 1989 (AB 939) requires each city, county or regional agency, if any, to divert 50% of all solid waste from landfill or incineration by January 1, 2000, by practicing source reduction, and resource recovery through recycling and composting¹. AB 341 creates a policy goal of at least 75% of all solid waste generated be source reduced, recycled, or composted by 2020². AB 341 requires businesses that generate 4-cubic yards or more per week and all multi-family dwellings of 5 units or more to subscribe to recycling service.

Compensation Incentive Plan The CRPT does not have a compensation incentive plan for achieving set goals. However, Recology management conducts annual performance reviews to verify achievement of goals, as well as evaluate an employee’s level of Recology’s Leadership Competencies, which include items such as strategic thinking, business acumen, communications and customer relations. The annual performance review is then used to determine potential merit increases.

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

¹ Legislative Counsel’s Digest, Assembly Bill 341, Chapter 476, Statutes of 2011, http://www.leginfo.ca.gov/pub/11-12/bill/asm/ab_0301-0350/ab_341_bill_20111006_chaptered.pdf

² Ibid

To support goals of increasing diversion and minimizing contamination, RSMC will utilize Site Assessments, Contamination Site Checks and Site Checks to identify the needs of customers and provide the most effective technical assistance to them. RSMC will use the following strategies to support these efforts.

- Since the commercial base in each jurisdiction varies, the strategies the CRPT applies may vary. Methods in which this can transpire are outlined below:
 - Jurisdictions with a significant percentage of MSW waste coming from MFDs may be targeted for increased recycling and/or compost services. Given the challenges associated with this sector, including transient occupancy, language barriers, off-site or absent Property Managers/Owners and the financial impact of implementing compost services, the CRPT will focus their efforts on 2-3 accounts at a time, working more in depth with those accounts. By working closely with Recology's Operations staff to identify the most efficient container placements, where appropriate, WZSs will develop a diversion plan for the Property Manager/Owner to help increase diversion. Additional support may include the delivery of the new bins, internal recycling receptacles, posters, dock signs and the distribution of Recycling Buddy Bags to each tenant. RSMC has found that going door-to-door to deliver the Recycling Buddy Bags provides RSMC with the opportunity to answer questions and educate tenants about the programs and services and aids in reduced contamination and greater participation in the programs.
 - Perform Ride-A-Longs with commercial garbage drivers to identify diversion opportunities. For instance, MSW routes with a high number of restaurant accounts may prompt a Ride-A-Long to identify and target customers with a high proportion of food going into their garbage, so that new customers can be targeted for compost starts, as well as increasing diversion and decreasing garbage.
- Utilize the SIC packet developed in Quarter 1 to identify customers that are not recycling or composting to their highest potential, so a targeted approach to a particular sector can be administered. For instance, a grocery store that does not have a compost program would be identified and contacted to verify if they are back-hauling, and if not, provided with information about the environmental benefits and prospective cost savings for composting.
- Retain customers subscribing to recycling and/or compost services by building rapport and furnishing them with excellent customer service. Providing hands-on assistance whenever necessary will allow RSMC to work collaboratively with customers to adjust services for increased diversion and maintain positive customer relations.

The CRPT will continue to utilize the following strategies to mitigate contamination of materials collected by RSMC:

Contamination Site Checks

Members of the CRPT routinely conduct Contamination Site Checks (CSC) at commercial accounts. Accounts selected for CSCs are chosen based upon numerous activities, including previous contamination found while performing a Top 100 Site Assessment, conducting a Site Check, participating in Ride-A-Longs with a driver, through the route history and/or from a Route Supervisor or other RSMC team member. Occasionally, accounts are selected by area and every account on a particular block is checked for contamination.

Recology representatives will speak to the customer on-site to immediately address the contamination issue. Speaking with the customer directly allows the Team to supply the customer with the needed resources to reduce contamination at that time and/or in the future. If a customer is not available, a WZS

assigned to that customer will be notified to provide follow up, thus offering customers the necessary tools to properly handle materials, including internal containers, posters, dock signs, presentations and/or trainings.

When customers are not available to discuss the contamination found, Non-Collection/Correction Notices (NCNs) are left on containers. Copies of the NCNs are submitted to the Customer Service Department so Customer Service Representatives can notify the customer of the contamination found. The customer has the option of removing the contamination so the container can be serviced properly or approves the container contents being serviced as garbage for a fee.

Ride-A-Longs

Ride-A-Longs have proven to be extremely helpful and are utilized to monitor contamination in the Commercial and MFD Sectors. Throughout Q1, the CRPT collectively participated in 18 ride-a-longs with commercial recycling and compost drivers. Working collaboratively with the drivers to identify “troubled accounts”, recycling containers were tagged and procedures outlined in the “Contamination Site Checks” section above are followed.

Ride-A-Longs are also used to determine adequate service levels and can facilitate recycle and compost increases or other adjustments. In some cases, Ride-A-Longs help identify potential efficiencies, such as switching from cart to bin service, or changing service days. Ride-A-Longs also provide the CRPT with first-hand knowledge that can be used when meeting with a customer.

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

Services provided by RSMC to our Commercial and Agency Facility sectors include Single-Stream Recycling, Compost and Solid Waste Material collection. Support services provided include conducting 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 2012 1th Quarter Report detail file in the tab labeled “M1d. Diversion Level”.