



QUARTERLY REPORT TO THE SBWMA
FOR 2nd Quarter 2012

Submitted July 30, 2012



July 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 2nd 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
2nd Quarter 2012**

**Submitted
JULY 30, 2012**



2nd QUARTER 2012 REPORT

TABLE OF CONTENTS

	Page
A. Definitions	ii - iii
B. Summary	iv
C. Tonnage Summary	1 - 14
D. Inquiry, Service Request and Complaint Data	15
E. Call Center Data and Quality Assurance Calls Made	16
F. On-Site Customer Assessments, Visual Audits, and Recycling Tote-Bag Delivery Information	17
G. Liquidated Damages Summary	18 - 23
H. Performance Incentives and Disincentives	24 - 28
I. Summary Assessment	29 - 30
J. Commercial Recycling Promotion Program Status Report	31 - 38



2nd 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.



2nd QUARTER 2012 REPORT

SUMMARY

Total commercial solid waste tonnage collected:	31,028.58
Total commercial recyclables tonnage collected:	6,625.33
Total commercial organics tonnage collected:	4,985.04
Total residential solid waste tonnage collected:	14,828.88
Total residential recyclables tonnage collected:	10,066.25
Total residential organics tonnage collected:	20,833.12
Overall Calculated Diversion rate:	48.11%
Commercial Diversion rate:	27.23%
Residential Diversion rate:	67.57%
Number of inquiries, service requests and complaints received:	13,456
Number of Customer Service calls received:	41,259
Average Hold Time for Customer Service calls:	14.41 seconds
On-site customer assessments and visual audits conducted:	274
Quality Assurance Program contact calls initiated:	640

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency			Tonnage	Total Diversion	Single-Family
ATHERTON												
Commercial												
Commercial Solid Waste	RSMC	46.46	44.90	42.80	134.16			0.00	134.16			
Commercial Recycling	RSMC	10.91	12.23	12.21	35.35	0.00%	0.00%	0.00	35.35			
Commercial Organics	RSMC	30.91	19.82	30.11	80.84	0.00%	0.00%	0.00	80.84			
Subtotal - Disposed		46.46	44.90	42.80	134.16			0.00	134.16			
Subtotal - Diverted		41.82	32.05	42.32	116.19			0.00	116.19	46.41%		
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	0.00%	0.00%	0.00	0.00			
MFD Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	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			0.00	0.00			
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	0.00%	0.00%	0.00	0.00			
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	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	139.98	153.98	147.25	441.21			0.00	441.21			
Residential Curbside Recycling	RSMC	100.96	116.34	108.97	326.27	0.00%	0.00%	0.00	326.27			
Residential Curbside Organics	RSMC	707.10	730.99	605.32	2,043.41	0.00%	0.00%	0.00	2,043.41			
Subtotal - Disposed		139.98	153.98	147.25	441.21			0.00	441.21			
Subtotal - Diverted		808.06	847.33	714.29	2,369.68			0.00	2,369.68	84.30%		
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		186.44	198.88	190.05	575.37			0.00	575.37		575.37	441.21
Total Diverted		849.88	879.38	756.61	2,485.87			0.00	2,485.87	2,485.87	2,369.68	116.19
Total Diversion Rate		82.01%	81.56%	79.92%	81.20%				81.20%	81.20%	84.30%	46.41%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency			ation Tonnage	Total Diversion	Single-Family	Commercial	Overall
BELMONT														
Commercial														
Commercial Solid Waste	RSMC	210.96	219.29	201.58	631.83			0.00	631.83					
Commercial Recycling	RSMC	47.91	50.18	48.60	146.69	0.00%	0.00%	0.00	146.69					
Commercial Organics	RSMC	36.65	34.25	33.64	104.54	0.00%	0.00%	0.00	104.54					
Subtotal - Disposed		210.96	219.29	201.58	631.83			0.00	631.83					
Subtotal - Diverted		84.56	84.43	82.24	251.23			0.00	251.23	28.45%				
MFD														
MFD Solid Waste	RSMC	189.47	190.77	184.07	564.31			0.00	564.31					
MFD Recycling	RSMC	40.58	43.50	39.12	123.20	0.00%	0.00%	0.00	123.20					
MFD Organics	RSMC	2.10	2.41	1.93	6.44	0.00%	0.00%	0.00	6.44					
Subtotal - Disposed		189.47	190.77	184.07	564.31			0.00	564.31					
Subtotal - Diverted		42.68	45.91	41.05	129.64			0.00	129.64	18.68%				
Roll-Off														
Roll-Off Solid Waste	RSMC	32.44	51.32	32.40	116.16			0.00	116.16					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	0.00%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	0.00%	0.00	0.00					
Subtotal - Disposed		32.44	51.32	32.40	116.16			0.00	116.16					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
Residential														
Residential Solid Waste	RSMC	259.83	297.32	283.79	840.94			0.00	840.94					
Residential Curbside Recycling	RSMC	222.53	252.40	240.70	715.63	0.00%	0.00%	0.00	715.63					
Residential Curbside Organics	RSMC	353.97	418.68	349.03	1,121.68	0.00%	0.00%	0.00	1,121.68					
Subtotal - Disposed		259.83	297.32	283.79	840.94			0.00	840.94					
Subtotal - Diverted		576.50	671.08	589.73	1,837.31			0.00	1,837.31	68.60%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00				0.00					
Member Agency Recycling	SBR				0.00				0.00					
Member Agency Organics	SBR				0.00				0.00					
Member Agency Inert / C&D	SBR				0.00				0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00				0.00					
Subtotal - Diverted		0.00	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				0.00					
MRF Residue					0.00				0.00					
Buyback Recycling	SBR				0.00				0.00					
Self-Haul Green Waste	SBR				0.00				0.00					
Self-Haul Inert / C&D	SBR				0.00				0.00					
Other Transfer Station Diversion	SBR				0.00				0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00				0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00				0.00	0.00%				
Total Disposed		692.70	758.70	701.84	2,153.24			0.00	2,153.24		2,153.24	840.94	1,312.30	2,153.24
Total Diverted		703.74	801.42	713.02	2,218.18			0.00	2,218.18		2,218.18	1,837.31	380.87	2,218.18
Total Diversion Rate		50.40%	51.37%	50.40%	50.74%						50.74%	68.60%	22.49%	50.74%

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 Rate Year 2012
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Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency Tonnage			Total Diversion	Single-Family	Commercial
BURLINGAME												
Commercial												
Commercial Solid Waste	RSMC	709.29	721.33	690.09	2,120.71			0.00	2,120.71			
Commercial Recycling	RSMC	237.17	278.98	198.77	714.92	0.00%	0.00%	0.00	714.92			
Commercial Organics	RSMC	185.87	200.62	220.95	607.44	0.00%	0.00%	0.00	607.44			
Subtotal - Disposed		709.29	721.33	690.09	2,120.71			0.00	2,120.71			
Subtotal - Diverted		423.04	479.60	419.72	1,322.36			0.00	1,322.36	38.41%		
MFD												
MFD Solid Waste	RSMC	265.74	278.22	263.24	807.20			0.00	807.20			
MFD Recycling	RSMC	61.85	69.30	66.20	197.35	0.00%	0.00%	0.00	197.35			
MFD Organics	RSMC	5.53	6.06	5.32	16.91	0.00%	0.00%	0.00	16.91			
Subtotal - Disposed		265.74	278.22	263.24	807.20			0.00	807.20			
Subtotal - Diverted		67.38	75.36	71.52	214.26			0.00	214.26	20.98%		
Roll-Off												
Roll-Off Solid Waste	RSMC	672.69	786.09	738.91	2,197.69			0.00	2,197.69			
Roll-Off Recycling	RSMC	8.12	10.42	4.77	23.31	0.00%	0.00%	0.00	23.31			
Roll-Off Organics	RSMC	45.82	9.96	10.00	65.78	0.00%	0.00%	0.00	65.78			
Subtotal - Disposed		672.69	786.09	738.91	2,197.69			0.00	2,197.69			
Subtotal - Diverted		53.94	20.38	14.77	89.09			0.00	89.09	3.90%		
Residential												
Residential Solid Waste	RSMC	296.84	329.73	299.83	926.40			0.00	926.40			
Residential Curbside Recycling	RSMC	232.86	261.25	239.78	733.89	0.00%	0.00%	0.00	733.89			
Residential Curbside Organics	RSMC	465.48	528.04	412.10	1,405.62	0.00%	0.00%	0.00	1,405.62			
Subtotal - Disposed		296.84	329.73	299.83	926.40			0.00	926.40			
Subtotal - Diverted		698.34	789.29	651.88	2,139.51			0.00	2,139.51	69.78%		
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		1,944.56	2,115.37	1,992.07	6,052.00			0.00	6,052.00		6,052.00	926.40
Total Diverted		1,242.70	1,364.63	1,157.89	3,765.22			0.00	3,765.22	38.35%	3,765.22	2,139.51
Total Diversion Rate		38.99%	39.21%	36.76%	38.35%					38.35%	38.35%	24.08%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency			Contamination Tonnage	Total Diversion	Single-Family	Commercial	Overall
EAST PALO ALTO														
Commercial														
Commercial Solid Waste	RSMC	111.86	118.70	108.74	339.30			0.00	339.30					
Commercial Recycling	RSMC	212.17	28.25	41.65	282.07	0.00%	0.00%	0.00	282.07					
Commercial Organics	RSMC	22.20	26.80	30.22	79.22	0.00%	0.00%	0.00	79.22					
Subtotal - Disposed		111.86	118.70	108.74	339.30			0.00	339.30					
Subtotal - Diverted		234.37	55.05	71.87	361.29			0.00	361.29	51.57%				
MFD														
MFD Solid Waste	RSMC	223.94	219.94	219.03	662.91			0.00	662.91					
MFD Recycling	RSMC	18.39	18.59	17.93	54.91	0.00%	0.00%	0.00	54.91					
MFD Organics	RSMC	9.04	7.55	7.04	23.63	0.00%	0.00%	0.00	23.63					
Subtotal - Disposed		223.94	219.94	219.03	662.91			0.00	662.91					
Subtotal - Diverted		27.43	26.14	24.97	78.54			0.00	78.54	10.59%				
Roll-Off														
Roll-Off Solid Waste	RSMC	87.44	125.07	114.77	327.28			0.00	327.28					
Roll-Off Recycling	RSMC	0.00	0.00	5.95	5.95	0.00%	0.00%	0.00	5.95					
Roll-Off Organics	RSMC	0.00	0.00	0.53	0.53	0.00%	0.00%	0.00	0.53					
Subtotal - Disposed		87.44	125.07	114.77	327.28			0.00	327.28					
Subtotal - Diverted		0.00	0.00	6.48	6.48			0.00	6.48	1.94%				
Residential														
Residential Solid Waste	RSMC	524.97	564.34	519.82	1,609.13			0.00	1,609.13					
Residential Curbside Recycling	RSMC	104.22	108.54	105.13	317.89	0.00%	0.00%	0.00	317.89					
Residential Curbside Organics	RSMC	335.79	344.11	298.18	978.08	0.00%	0.00%	0.00	978.08					
Subtotal - Disposed		524.97	564.34	519.82	1,609.13			0.00	1,609.13					
Subtotal - Diverted		440.01	452.65	403.31	1,295.97			0.00	1,295.97	44.61%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00				0.00					
Member Agency Recycling	SBR				0.00				0.00					
Member Agency Organics	SBR				0.00				0.00					
Member Agency Inert / C&D	SBR				0.00				0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00				0.00					
Subtotal - Diverted		0.00	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				0.00					
MRF Residue					0.00				0.00					
Buyback Recycling	SBR				0.00				0.00					
Self-Haul Green Waste	SBR				0.00				0.00					
Self-Haul Inert / C&D	SBR				0.00				0.00					
Other Transfer Station Diversion	SBR				0.00				0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00				0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00				0.00	0.00%				
Total Disposed		948.21	1,028.05	962.36	2,938.62			0.00	2,938.62		2,938.62	1,609.13	1,329.49	2,938.62
Total Diverted		701.81	533.84	506.63	1,742.28			0.00	1,742.28		1,742.28	1,295.97	446.31	1,742.28
Total Diversion Rate		42.53%	34.18%	34.49%	37.22%				37.22%		37.22%	44.61%	25.13%	37.22%

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		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency			Contamination Tonnage	Total Diversion	Single-Family	Commercial	Overall
FOSTER CITY														
Commercial														
Commercial Solid Waste	RSMC	245.32	264.05	247.60	756.97			0.00	756.97					
Commercial Recycling	RSMC	70.18	74.27	77.36	221.81	0.00%	0.00%	0.00	221.81					
Commercial Organics	RSMC	123.46	136.00	125.53	384.99	0.00%	0.00%	0.00	384.99					
Subtotal - Disposed		245.32	264.05	247.60	756.97			0.00	756.97					
Subtotal - Diverted		193.64	210.27	202.89	606.80			0.00	606.80	44.49%				
MFD														
MFD Solid Waste	RSMC	296.34	284.51	280.00	860.85			0.00	860.85					
MFD Recycling	RSMC	59.56	61.14	58.19	178.89	0.00%	0.00%	0.00	178.89					
MFD Organics	RSMC	2.92	3.53	2.87	9.32	0.00%	0.00%	0.00	9.32					
Subtotal - Disposed		296.34	284.51	280.00	860.85			0.00	860.85					
Subtotal - Diverted		62.48	64.67	61.06	188.21			0.00	188.21	17.94%				
Roll-Off														
Roll-Off Solid Waste	RSMC	101.87	128.27	134.06	364.20			0.00	364.20					
Roll-Off Recycling	RSMC	0.55	4.58	0.00	5.13	0.00%	0.00%	0.00	5.13					
Roll-Off Organics	RSMC	40.42	56.68	51.36	148.46	0.00%	0.00%	0.00	148.46					
Subtotal - Disposed		101.87	128.27	134.06	364.20			0.00	364.20					
Subtotal - Diverted		40.97	61.26	51.36	153.59			0.00	153.59	29.66%				
Residential														
Residential Solid Waste	RSMC	255.00	293.15	275.89	824.04			0.00	824.04					
Residential Curbside Recycling	RSMC	179.24	207.46	194.69	581.39	0.00%	0.00%	0.00	581.39					
Residential Curbside Organics	RSMC	237.11	313.04	244.90	795.05	0.00%	0.00%	0.00	795.05					
Subtotal - Disposed		255.00	293.15	275.89	824.04			0.00	824.04					
Subtotal - Diverted		416.35	520.50	439.59	1,376.44			0.00	1,376.44	62.55%				
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		898.53	969.98	937.55	2,806.06			0.00	2,806.06		2,806.06	824.04	1,982.02	2,806.06
Total Diverted		713.44	856.70	754.90	2,325.04			0.00	2,325.04		2,325.04	1,376.44	948.60	2,325.04
Total Diversion Rate		44.26%	46.90%	44.60%	45.31%						45.31%	62.55%	32.37%	45.31%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency Tonnage			Total Diversion	Single-Family	Commercial
HILLSBOROUGH												
Commercial												
Commercial Solid Waste	RSMC	47.12	42.05	25.82	114.99			0.00	114.99			
Commercial Recycling	RSMC	17.66	25.49	3.27	46.42	0.00%	0.00%	0.00	46.42			
Commercial Organics	RSMC	17.04	22.76	24.41	64.21	0.00%	0.00%	0.00	64.21			
Subtotal - Disposed		47.12	42.05	25.82	114.99			0.00	114.99			
Subtotal - Diverted		34.70	48.25	27.68	110.63			0.00	110.63	49.03%		
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	0.00%	0.00%	0.00	0.00			
MFD Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	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			0.00	0.00			
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	0.00%	0.00%	0.00	0.00			
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	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	185.99	209.84	188.42	584.25			0.00	584.25			
Residential Curbside Recycling	RSMC	150.69	168.31	150.68	469.68	0.00%	0.00%	0.00	469.68			
Residential Curbside Organics	RSMC	381.70	416.82	342.68	1,141.20	0.00%	0.00%	0.00	1,141.20			
Subtotal - Disposed		185.99	209.84	188.42	584.25			0.00	584.25			
Subtotal - Diverted		532.39	585.13	493.36	1,610.88			0.00	1,610.88	73.38%		
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		233.11	251.89	214.24	699.24			0.00	699.24		699.24	584.25
Total Diverted		567.09	633.38	521.04	1,721.51			0.00	1,721.51	71.11%	1,721.51	1,610.88
Total Diversion Rate		70.87%	71.55%	70.86%	71.11%					71.11%	71.11%	73.38%
												110.63
												114.99
												1,721.51
												49.03%
												71.11%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency			ation Tonnage	Total Diversion	Single-Family	Commercial	Overall
MENLO PARK														
Commercial														
Commercial Solid Waste	RSMC	812.06	849.55	799.41	2,461.02			0.00	2,461.02					
Commercial Recycling	RSMC	197.66	247.29	185.32	630.27	0.00%	0.00%	0.00	630.27					
Commercial Organics	RSMC	343.72	326.22	298.77	968.71	0.00%	0.00%	0.00	968.71					
Subtotal - Disposed		812.06	849.55	799.41	2,461.02			0.00	2,461.02					
Subtotal - Diverted		541.38	573.51	484.09	1,598.98			0.00	1,598.98	39.38%				
MFD														
MFD Solid Waste	RSMC	202.78	208.61	197.94	609.33			0.00	609.33					
MFD Recycling	RSMC	57.80	61.42	59.97	179.19	0.00%	0.00%	0.00	179.19					
MFD Organics	RSMC	10.88	11.72	9.78	32.38	0.00%	0.00%	0.00	32.38					
Subtotal - Disposed		202.78	208.61	197.94	609.33			0.00	609.33					
Subtotal - Diverted		68.68	73.14	69.75	211.57			0.00	211.57	25.77%				
Roll-Off														
Roll-Off Solid Waste	RSMC	43.55	41.11	55.42	140.08			0.00	140.08					
Roll-Off Recycling	RSMC	19.52	20.94	28.19	68.65	0.00%	0.00%	0.00	68.65					
Roll-Off Organics	RSMC	21.15	18.73	12.78	52.66	0.00%	0.00%	0.00	52.66					
Subtotal - Disposed		43.55	41.11	55.42	140.08			0.00	140.08					
Subtotal - Diverted		40.67	39.67	40.97	121.31			0.00	121.31	46.41%				
Residential														
Residential Solid Waste	RSMC	340.46	393.46	373.15	1,107.07			0.00	1,107.07					
Residential Curbside Recycling	RSMC	284.84	315.72	307.14	907.70	0.00%	0.00%	0.00	907.70					
Residential Curbside Organics	RSMC	701.54	732.68	623.12	2,057.34	0.00%	0.00%	0.00	2,057.34					
Subtotal - Disposed		340.46	393.46	373.15	1,107.07			0.00	1,107.07					
Subtotal - Diverted		986.38	1,048.40	930.26	2,965.04			0.00	2,965.04	72.81%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00				0.00					
Member Agency Recycling	SBR				0.00				0.00					
Member Agency Organics	SBR				0.00				0.00					
Member Agency Inert / C&D	SBR				0.00				0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00				0.00					
Subtotal - Diverted		0.00	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				0.00					
MRF Residue					0.00				0.00					
Buyback Recycling	SBR				0.00				0.00					
Self-Haul Green Waste	SBR				0.00				0.00					
Self-Haul Inert / C&D	SBR				0.00				0.00					
Other Transfer Station Diversion	SBR				0.00				0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00				0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00				0.00	0.00%				
Total Disposed		1,398.85	1,492.73	1,425.92	4,317.50			0.00	4,317.50		4,317.50	1,107.07	3,210.43	4,317.50
Total Diverted		1,637.11	1,734.72	1,525.07	4,896.90			0.00	4,896.90		4,896.90	2,965.04	1,931.86	4,896.90
Total Diversion Rate		53.92%	53.75%	51.68%	53.14%				53.14%		53.14%	72.81%	37.57%	53.14%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency			ation Tonnage	Total Diversion	Single-Family	Commercial	Overall
NORTH FAIR OAKS														
Commercial														
Commercial Solid Waste	RSMC	162.29	173.86	157.39	493.54			0.00	493.54					
Commercial Recycling	RSMC	39.91	42.74	39.97	122.62	0.00%	0.00%	0.00	122.62					
Commercial Organics	RSMC	31.14	32.04	30.78	93.96	0.00%	0.00%	0.00	93.96					
Subtotal - Disposed		162.29	173.86	157.39	493.54			0.00	493.54					
Subtotal - Diverted		71.05	74.78	70.75	216.58			0.00	216.58	30.50%				
MFD														
MFD Solid Waste	RSMC	72.59	76.46	68.51	217.56			0.00	217.56					
MFD Recycling	RSMC	10.22	10.42	10.15	30.79	0.00%	0.00%	0.00	30.79					
MFD Organics	RSMC	0.22	0.29	0.23	0.74	0.00%	0.00%	0.00	0.74					
Subtotal - Disposed		72.59	76.46	68.51	217.56			0.00	217.56					
Subtotal - Diverted		10.44	10.71	10.38	31.53			0.00	31.53	12.66%				
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	0.00%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	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	236.23	231.28	226.87	694.38			0.00	694.38					
Residential Curbside Recycling	RSMC	97.30	92.54	94.85	284.69	0.00%	0.00%	0.00	284.69					
Residential Curbside Organics	RSMC	197.16	199.61	179.30	576.07	0.00%	0.00%	0.00	576.07					
Subtotal - Disposed		236.23	231.28	226.87	694.38			0.00	694.38					
Subtotal - Diverted		294.46	292.15	274.15	860.76			0.00	860.76	55.35%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00				0.00					
Member Agency Recycling	SBR				0.00				0.00					
Member Agency Organics	SBR				0.00				0.00					
Member Agency Inert / C&D	SBR				0.00				0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00				0.00					
Subtotal - Diverted		0.00	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				0.00					
MRF Residue					0.00				0.00					
Buyback Recycling	SBR				0.00				0.00					
Self-Haul Green Waste	SBR				0.00				0.00					
Self-Haul Inert / C&D	SBR				0.00				0.00					
Other Transfer Station Diversion	SBR				0.00				0.00					
Subtotal - Disposed		0.00	0.00	0.00	0.00				0.00					
Subtotal - Diverted		0.00	0.00	0.00	0.00				0.00	0.00%				
Total Disposed		471.11	481.60	452.77	1,405.48			0.00	1,405.48		1,405.48	694.38	711.10	1,405.48
Total Diverted		375.95	377.64	355.28	1,108.87			0.00	1,108.87		1,108.87	860.76	248.11	1,108.87
Total Diversion Rate		44.38%	43.95%	43.97%	44.10%				44.10%		44.10%	55.35%	25.87%	44.10%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency Tonnage			Total Diversion	Single-Family	Commercial
REDWOOD CITY												
Commercial												
Commercial Solid Waste	RSMC	1,248.23	1,302.26	1,256.84	3,807.33			0.00	3,807.33			
Commercial Recycling	RSMC	268.11	269.88	255.73	793.72	0.00%	0.00%	0.00	793.72			
Commercial Organics	RSMC	246.58	282.84	325.37	854.79	0.00%	0.00%	0.00	854.79			
Subtotal - Disposed		1,248.23	1,302.26	1,256.84	3,807.33			0.00	3,807.33			
Subtotal - Diverted		514.69	552.72	581.10	1,648.51			0.00	1,648.51	30.22%		
MFD												
MFD Solid Waste	RSMC	710.41	717.92	677.57	2,105.90			0.00	2,105.90			
MFD Recycling	RSMC	109.27	113.03	108.12	330.42	0.00%	0.00%	0.00	330.42			
MFD Organics	RSMC	12.29	13.00	11.88	37.17	0.00%	0.00%	0.00	37.17			
Subtotal - Disposed		710.41	717.92	677.57	2,105.90			0.00	2,105.90			
Subtotal - Diverted		121.56	126.03	120.00	367.59			0.00	367.59	14.86%		
Roll-Off												
Roll-Off Solid Waste	RSMC	323.30	361.01	340.49	1,024.80			0.00	1,024.80			
Roll-Off Recycling	RSMC	7.94	6.05	10.35	24.34	0.00%	0.00%	0.00	24.34			
Roll-Off Organics	RSMC	63.23	58.00	43.62	164.85	0.00%	0.00%	0.00	164.85			
Subtotal - Disposed		323.30	361.01	340.49	1,024.80			0.00	1,024.80			
Subtotal - Diverted		71.17	64.05	53.97	189.19			0.00	189.19	15.58%		
Residential												
Residential Solid Waste	RSMC	823.87	923.81	842.20	2,589.88			0.00	2,589.88			
Residential Curbside Recycling	RSMC	582.23	644.36	588.61	1,815.20	0.00%	0.00%	0.00	1,815.20			
Residential Curbside Organics	RSMC	1,121.33	1,265.07	969.00	3,355.40	0.00%	0.00%	0.00	3,355.40			
Subtotal - Disposed		823.87	923.81	842.20	2,589.88			0.00	2,589.88			
Subtotal - Diverted		1,703.56	1,909.43	1,557.61	5,170.60			0.00	5,170.60	66.63%		
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		3,105.81	3,305.00	3,117.10	9,527.91			0.00	9,527.91		9,527.91	2,589.88
Total Diverted		2,410.98	2,652.23	2,312.68	7,375.89			0.00	7,375.89		7,375.89	5,170.60
Total Diversion Rate		43.70%	44.52%	42.59%	43.63%				43.63%		43.63%	24.12%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency			ation Tonnage	Total Diversion	Single-Family	Commercial	Overall
SAN CARLOS														
Commercial														
Commercial Solid Waste	RSMC	507.88	511.76	462.10	1,481.74			0.00	1,481.74					
Commercial Recycling	RSMC	133.22	136.12	130.01	399.35	0.00%	0.00%	0.00	399.35					
Commercial Organics	RSMC	64.78	76.58	70.94	212.30	0.00%	0.00%	0.00	212.30					
Subtotal - Disposed		507.88	511.76	462.10	1,481.74			0.00	1,481.74					
Subtotal - Diverted		198.00	212.70	200.95	611.65			0.00	611.65	29.22%				
MFD														
MFD Solid Waste	RSMC	143.49	144.34	135.92	423.75			0.00	423.75					
MFD Recycling	RSMC	33.77	35.80	30.80	100.37	0.00%	0.00%	0.00	100.37					
MFD Organics	RSMC	8.50	9.12	7.97	25.59	0.00%	0.00%	0.00	25.59					
Subtotal - Disposed		143.49	144.34	135.92	423.75			0.00	423.75					
Subtotal - Diverted		42.27	44.92	38.77	125.96			0.00	125.96	22.91%				
Roll-Off														
Roll-Off Solid Waste	RSMC	85.50	95.56	76.08	257.14			0.00	257.14					
Roll-Off Recycling	RSMC	9.64	21.61	14.91	46.16	0.00%	0.00%	0.00	46.16					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	#DIV/0!	0.00	0.00					
Subtotal - Disposed		85.50	95.56	76.08	257.14			0.00	257.14					
Subtotal - Diverted		9.64	21.61	14.91	46.16			0.00	46.16	15.22%				
Residential														
Residential Solid Waste	RSMC	346.47	384.05	375.07	1,105.59			0.00	1,105.59					
Residential Curbside Recycling	RSMC	295.88	324.93	328.34	949.15	0.00%	0.00%	0.00	949.15					
Residential Curbside Organics	RSMC	544.84	628.90	524.82	1,698.56	0.00%	0.00%	0.00	1,698.56					
Subtotal - Disposed		346.47	384.05	375.07	1,105.59			0.00	1,105.59					
Subtotal - Diverted		840.72	953.83	853.16	2,647.71			0.00	2,647.71	70.54%				
Member Agency Vehicles														
Member Agency Solid Waste	SBR				0.00									
Member Agency Recycling	SBR				0.00									
Member Agency Organics	SBR				0.00									
Member Agency Inert / C&D	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Transfer Station / Third Party/ Other														
Transfer Station Diversion														
Self-Haul Solid Waste	SBR				0.00									
MRF Residue					0.00									
Buyback Recycling	SBR				0.00									
Self-Haul Green Waste	SBR				0.00									
Self-Haul Inert / C&D	SBR				0.00									
Other Transfer Station Diversion	SBR				0.00									
Subtotal - Disposed		0.00	0.00	0.00	0.00									
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%				
Total Disposed		1,083.34	1,135.71	1,049.17	3,268.22			0.00	3,268.22		3,268.22	1,105.59	2,162.63	3,268.22
Total Diverted		1,090.63	1,233.06	1,107.79	3,431.48			0.00	3,431.48		3,431.48	2,647.71	783.77	3,431.48
Total Diversion Rate		50.17%	52.05%	51.36%	51.22%					51.22%	70.54%	26.60%	51.22%	

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency Tonnage			Total Diversion	Single-Family	Commercial	Overall	
SAN MATEO														
Commercial														
Commercial Solid Waste	RSMC	1,124.36	1,172.45	1,116.34	3,413.15			0.00	3,413.15					
Commercial Recycling	RSMC	311.52	370.26	353.90	1,035.68	0.00%	0.00%	0.00	1,035.68					
Commercial Organics	RSMC	235.51	277.75	243.61	756.87	0.00%	0.00%	0.00	756.87					
Subtotal - Disposed		1,124.36	1,172.45	1,116.34	3,413.15			0.00	3,413.15					
Subtotal - Diverted		547.03	648.01	597.51	1,792.55			0.00	1,792.55	34.43%				
MFD														
MFD Solid Waste	RSMC	986.55	1,001.92	960.61	2,949.08			0.00	2,949.08					
MFD Recycling	RSMC	200.07	212.15	202.15	614.37	0.00%	0.00%	0.00	614.37					
MFD Organics	RSMC	33.83	36.82	34.02	104.67	0.00%	0.00%	0.00	104.67					
Subtotal - Disposed		986.55	1,001.92	960.61	2,949.08			0.00	2,949.08					
Subtotal - Diverted		233.90	248.97	236.17	719.04			0.00	719.04	19.60%				
Roll-Off														
Roll-Off Solid Waste	RSMC	369.91	394.61	379.15	1,143.67			0.00	1,143.67					
Roll-Off Recycling	RSMC	30.17	41.40	36.11	107.68	0.00%	0.00%	0.00	107.68					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	0.00%	0.00	0.00					
Subtotal - Disposed		369.91	394.61	379.15	1,143.67			0.00	1,143.67					
Subtotal - Diverted		30.17	41.40	36.11	107.68			0.00	107.68	8.61%				
Residential														
Residential Solid Waste	RSMC	998.26	1,101.59	1,046.24	3,146.09			0.00	3,146.09					
Residential Curbside Recycling	RSMC	650.99	731.72	705.21	2,087.92	0.00%	0.00%	0.00	2,087.92					
Residential Curbside Organics	RSMC	1,295.13	1,438.92	1,203.42	3,937.47	0.00%	0.00%	0.00	3,937.47					
Subtotal - Disposed		998.26	1,101.59	1,046.24	3,146.09			0.00	3,146.09					
Subtotal - Diverted		1,946.12	2,170.64	1,908.63	6,025.39			0.00	6,025.39	65.70%				
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		3,479.08	3,670.57	3,502.34	10,651.99			0.00	10,651.99		10,651.99	3,146.09	7,505.90	10,651.99
Total Diverted		2,757.22	3,109.02	2,778.42	8,644.66			0.00	8,644.66		8,644.66	6,025.39	2,619.27	8,644.66
Total Diversion Rate		44.21%	45.86%	44.24%	44.80%				44.80%		44.80%	65.70%	25.87%	44.80%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency Tonnage			Total Diversion	Single-Family	Commercial
SAN MATEO COUNTY												
Commercial												
Commercial Solid Waste	RSMC	92.34	96.08	91.01	279.43			0.00	279.43			
Commercial Recycling	RSMC	17.56	18.56	17.35	53.47	0.00%	0.00%	0.00	53.47			
Commercial Organics	RSMC	18.04	19.16	17.99	55.19	0.00%	0.00%	0.00	55.19			
Subtotal - Disposed		92.34	96.08	91.01	279.43			0.00	279.43			
Subtotal - Diverted		35.60	37.72	35.34	108.66			0.00	108.66	28.00%		
MFD												
MFD Solid Waste	RSMC	40.00	40.00	36.64	116.64			0.00	116.64			
MFD Recycling	RSMC	5.26	5.28	5.39	15.93	0.00%	0.00%	0.00	15.93			
MFD Organics	RSMC	0.61	0.65	0.60	1.86	0.00%	0.00%	0.00	1.86			
Subtotal - Disposed		40.00	40.00	36.64	116.64			0.00	116.64			
Subtotal - Diverted		5.87	5.93	5.99	17.79			0.00	17.79	13.23%		
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	0.00%	0.00%	0.00	0.00			
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	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	208.98	232.43	224.96	666.37			0.00	666.37			
Residential Curbside Recycling	RSMC	187.33	206.33	200.61	594.27	0.00%	0.00%	0.00	594.27			
Residential Curbside Organics	RSMC	369.46	402.15	341.40	1,113.01	0.00%	0.00%	0.00	1,113.01			
Subtotal - Disposed		208.98	232.43	224.96	666.37			0.00	666.37			
Subtotal - Diverted		556.79	608.48	542.01	1,707.28			0.00	1,707.28	71.93%		
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		341.32	368.51	352.61	1,062.44			0.00	1,062.44		1,062.44	666.37
Total Diverted		598.26	652.13	583.34	1,833.73			0.00	1,833.73	1,833.73	1,707.28	126.45
Total Diversion Rate		63.67%	63.89%	62.33%	63.32%				63.32%	63.32%	71.93%	24.20%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 2			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency Tonnage				Single-Family	Commercial	Overall	
WEST BAY														
Commercial														
Commercial Solid Waste	RSMC	29.15	30.65	29.29	89.09			0.00	89.09					
Commercial Recycling	RSMC	9.70	10.72	10.67	31.09	0.00%	0.00%	0.00	31.09					
Commercial Organics	RSMC	10.51	10.73	9.75	30.99	0.00%	0.00%	0.00	30.99					
Subtotal - Disposed		29.15	30.65	29.29	89.09			0.00	89.09					
Subtotal - Diverted		20.21	21.45	20.42	62.08			0.00	62.08	41.07%				
MFD														
MFD Solid Waste	RSMC	5.22	5.98	5.57	16.77			0.00	16.77					
MFD Recycling	RSMC	1.65	1.84	1.74	5.23	0.00%	0.00%	0.00	5.23					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	0.00%	0.00	0.00					
Subtotal - Disposed		5.22	5.98	5.57	16.77			0.00	16.77					
Subtotal - Diverted		1.65	1.84	1.74	5.23			0.00	5.23	23.77%				
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	0.00%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	0.00%	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	87.61	114.11	91.81	293.53			0.00	293.53					
Residential Curbside Recycling	RSMC	85.60	106.54	90.43	282.57	0.00%	0.00%	0.00	282.57					
Residential Curbside Organics	RSMC	198.67	240.10	171.46	610.23	0.00%	0.00%	0.00	610.23					
Subtotal - Disposed		87.61	114.11	91.81	293.53			0.00	293.53					
Subtotal - Diverted		284.27	346.64	261.89	892.80			0.00	892.80	75.26%				
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									
Total Disposed		121.98	150.74	126.67	399.39			0.00	399.39		399.39	293.53	105.86	399.39
Total Diverted		306.13	369.93	284.05	960.11			0.00	960.11		960.11	892.80	67.31	960.11
Total Diversion Rate		71.51%	71.05%	69.16%	70.62%				70.62%		70.62%	75.26%	38.87%	70.62%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

Member Agency/Type	Data Source	April	May	June	Quarter 2			Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 2		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Agency			ation Tonnage	Total Diversion	Single-Family
TOTAL SBWMA												
Commercial												
Commercial Solid Waste	RSMC	5,347.32	5,546.93	5,229.01	16,123.26			0.00	16,123.26			
Commercial Recycling	RSMC	1,573.68	1,564.97	1,374.81	4,513.46	0.00%	0.00%	0.00	4,513.46			
Commercial Organics	RSMC	1,366.41	1,465.57	1,462.07	4,294.05	0.00%	0.00%	0.00	4,294.05			
Subtotal - Disposed		5,347.32	5,546.93	5,229.01	16,123.26			0.00	16,123.26			
Subtotal - Diverted		2,940.09	3,030.54	2,836.88	8,807.51			0.00	8,807.51	35.33%		
MFD												
MFD Solid Waste	RSMC	3,136.53	3,168.67	3,029.10	9,334.30			0.00	9,334.30			
MFD Recycling	RSMC	598.42	632.47	599.76	1,830.65	0.00%	0.00%	0.00	1,830.65			
MFD Organics	RSMC	85.92	91.15	81.64	258.71	0.00%	0.00%	0.00	258.71			
Subtotal - Disposed		3,136.53	3,168.67	3,029.10	9,334.30			0.00	9,334.30			
Subtotal - Diverted		684.34	723.62	681.40	2,089.36			0.00	2,089.36	18.29%		
Roll-Off												
Roll-Off Solid Waste	RSMC	1,716.70	1,983.04	1,871.28	5,571.02			0.00	5,571.02			
Roll-Off Recycling	RSMC	75.94	105.00	100.28	281.22	0.00%	0.00%	0.00	281.22			
Roll-Off Organics	RSMC	170.62	143.37	118.29	432.28	0.00%	0.00%	0.00	432.28			
Subtotal - Disposed		1,716.70	1,983.04	1,871.28	5,571.02			0.00	5,571.02			
Subtotal - Diverted		246.56	248.37	218.57	713.50			0.00	713.50	11.35%		
Residential												
Residential Solid Waste	RSMC	4,704.49	5,229.09	4,895.30	14,828.88			0.00	14,828.88			
Residential Curbside Recycling	RSMC	3,174.67	3,536.44	3,355.14	10,066.25	0.00%	0.00%	0.00	10,066.25			
Residential Curbside Organics	RSMC	6,909.28	7,659.11	6,264.73	20,833.12	0.00%	0.00%	0.00	20,833.12			
Subtotal - Disposed		4,704.49	5,229.09	4,895.30	14,828.88			0.00	14,828.88			
Subtotal - Diverted		10,083.95	11,195.55	9,619.87	30,899.37			0.00	30,899.37	67.57%		
Member Agency Vehicles												
Member Agency Solid Waste	SBR	0.00	0.00	0.00	0.00							
Member Agency Recycling	SBR	0.00	0.00	0.00	0.00							
Member Agency Organics	SBR	0.00	0.00	0.00	0.00							
Member Agency Inert / C&D	SBR	0.00	0.00	0.00	0.00							
Subtotal - Disposed		0.00	0.00	0.00	0.00							
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%		
Transfer Station / Third Party/ Other												
Transfer Station Diversion												
Self-Haul Solid Waste	SBR				0.00							
MRF Residue					0.00							
Buyback Recycling	SBR				0.00							
Self-Haul Green Waste	SBR				0.00							
Self-Haul Inert / C&D	SBR				0.00							
Other Transfer Station Diversion	SBR				0.00							
Subtotal - Disposed		0.00	0.00	0.00	0.00							
Subtotal - Diverted		0.00	0.00	0.00	0.00					0.00%		
Total Disposed		14,905.04	15,927.73	15,024.69	45,857.46			0.00	45,857.46		45,857.46	14,828.88
Total Diverted		13,954.94	15,198.08	13,356.72	42,509.74			0.00	42,509.74		42,509.74	30,899.37
Total Diversion Rate		48.35%	48.83%	47.06%	48.11%				48.11%		48.11%	67.57%
											27.23%	48.11%

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2012

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	3	6	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Belmont	2	2	2	6	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	1	0	1	2	
Burlingame	5	6	4	15	0	0	0	0	0	0	1	1	0	0	0	0	1	0	1	0	0	1	1	
East Palo Alto	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0	0	
Foster City	5	2	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	
Hillsborough	2	7	4	13	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	
Menlo Park	6	2	5	13	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	
North Fair Oaks	0	2	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	15	6	10	31	0	0	0	0	0	0	0	0	0	0	0	2	0	2	4	2	1	1	4	
San Carlos	8	9	4	21	0	0	0	0	1	0	0	1	0	0	0	2	0	1	3	1	1	0	2	
San Mateo	7	14	3	24	0	0	1	1	0	0	0	0	0	0	0	3	0	1	4	0	2	0	2	
San Mateo County	2	4	3	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
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	57	61	37	155	0	0	1	1	1	0	1	2	0	0	0	8	3	8	19	6	5	3	14	

	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			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	31	33	48	112	13	16	16	45	0	0	0	0	30	54	47	131	5	47	13	65
Belmont	122	174	170	466	13	14	10	37	0	0	0	0	66	78	108	252	39	41	70	150
Burlingame	142	180	195	517	20	8	28	56	0	0	0	0	104	111	134	349	47	99	44	190
East Palo Alto	88	82	73	243	11	11	9	31	0	0	0	0	32	59	46	137	4	3	9	16
Foster City	95	120	146	361	13	11	9	33	0	0	0	0	48	60	88	196	41	58	68	167
Hillsborough	57	82	105	244	13	7	19	39	0	0	0	0	41	37	72	150	34	31	123	188
Menlo Park	114	134	164	412	28	27	30	85	0	0	0	0	130	106	146	382	94	55	46	195
North Fair Oaks	45	40	43	128	11	3	9	23	0	0	0	0	21	36	35	92	7	3	12	22
Redwood City	321	362	397	1080	29	42	67	138	0	0	0	0	198	238	259	695	16	22	18	56
San Carlos	161	200	209	570	34	39	38	111	0	0	0	0	274	398	452	1124	56	156	70	282
San Mateo	435	492	444	1371	47	42	74	163	0	0	0	0	275	266	316	857	200	126	111	437
San Mateo County	72	102	124	298	5	6	12	23	0	0	0	0	50	47	71	168	28	34	64	126
West Bay	39	55	54	148	4	3	2	9	0	0	0	0	22	18	24	64	21	5	6	32
Totals	1,722	2,056	2,172	5,950	241	229	323	793	0	0	0	0	1,291	1,508	1,798	4,597	592	680	654	1,926

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
April	12,878	12,661	217	1.69%	12.66	95.73%	212
May	13,868	13,583	285	2.06%	14.51	92.78%	198
June	14,513	14,238	275	1.89%	15.99	92.42%	230
Quarter 2	41,259	40,482	777	1.88%	14.41	93.57%	640

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			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	1	0	0	1	0	0	0	0	0	0	0	0
Belmont	4	14	14	32	0	0	0	0	0	71	0	71
Burlingame	21	17	8	46	0	0	0	0	12	17	18	47
East Palo Alto	13	10	7	30	0	0	0	0	0	24	77	101
Foster City	1	11	11	23	0	0	0	0	370	20	0	390
Hillsborough	1	1	0	2	0	0	0	0	0	0	0	0
Menlo Park	11	20	4	35	0	0	0	0	300	97	4	401
North Fair Oaks	2	8	4	14	0	0	0	0	0	0	0	0
Redwood City	1	4	3	8	0	0	0	0	10	35	245	290
San Carlos	10	6	10	26	0	0	0	0	11	10	65	86
San Mateo	18	14	9	41	0	0	0	0	40	506	43	589
San Mateo County	0	2	3	5	0	0	0	0	0	0	0	0
West Bay	1	8	2	11	0	0	0	0	0	0	0	0
Totals	84	115	75	274	0	0	0	0	743	780	452	1,975

2012 LIQUIDATED DAMAGES

**COLLECTION
QUALITY**

	Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days													2012 LD Amount	Monthly Allowance	LD per Occurrence
	April			May			June			Q2						
	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	0	-	-	1	\$ 150
Belmont	1	0	0	1	0	0	-	0	0	2	0	0	-	-	2	\$ 150
Burlingame	-	0	0	1	0	0	-	0	0	1	0	0	-	-	2	\$ 150
East Palo Alto	-	0	0	1	0	0	1	0	0	2	0	0	-	-	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	1	0	0	1	0	0	-	-	1	\$ 150
Menlo Park	-	0	0	-	0	0	2	0	0	2	0	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	-	1	\$ 150
Redwood City	2	0	0	-	0	0	2	0	0	4	0	0	-	-	6	\$ 150
San Carlos	2	0	0	-	0	0	1	0	0	3	0	0	-	-	3	\$ 150
San Mateo	3	0	0	-	0	0	1	0	0	4	0	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	-	1	\$ 150
	8	0	0	3	0	0	8	0	0	19	0	0	-	-	31	

	Complaints regarding failure to provide new service or change existing service level within five (5) business days													2012 LD Amount	Monthly Allowance	LD per Occurrence
	8.02.C * Per Attachment J, to be reported after month six															
	April			May			June			Q2						
Occurrences	Net of Allowances	LD Amount	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	-	0	0	0	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	
	-	0	0	-	0	0	-	0	0	-	0	-	-	59		

	Complaints regarding improper container placement													2012 LD Amount	Monthly Allowance	LD per Occurrence
	8.02.B.1 * Per Attachment J, to be reported after month six															
	April			May			June			Q2						
Occurrences	Net of Allowances	LD Amount	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	1	0	0	-	0	0	-	0	0	1	0	-	-	12	\$ 50	
Belmont	-	0	0	2	0	0	8	0	0	10	0	-	-	36	\$ 50	
Burlingame	-	0	0	-	0	0	1	0	0	1	0	-	-	35	\$ 50	
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	23	\$ 50	
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	35	\$ 50	
Hillsborough	2	0	0	3	0	0	2	0	0	7	0	-	-	20	\$ 50	
Menlo Park	-	0	0	1	0	0	3	0	0	4	0	-	-	42	\$ 50	
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50	
Redwood City	-	0	0	2	0	0	4	0	0	6	0	-	-	94	\$ 50	
San Carlos	7	0	0	1	0	0	-	0	0	8	0	-	-	46	\$ 50	
San Mateo	1	0	0	5	0	0	9	0	0	15	0	-	-	105	\$ 50	
San Mateo Cnty	5	0	0	-	0	0	2	0	0	7	0	-	-	27	\$ 50	
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50	
	16	0	0	14	0	0	29	0	0	59	0	-	-	500		

2012 LIQUIDATED DAMAGES

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

	April			May			June			Q2			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	-	-	0	\$ 25
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
	-	0	0	-	0	0	0	0	0	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	April			May			June			Q2			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	1	0	0	1	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	1	0	0	-	0	0	-	0	0	1	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
	1	0	0	-	0	0	1	0	0	2	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	April			May			June			Q2			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	-	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
	0	0	0	0	0	0	0	0	0	0	0	-	250	-	

2012 LIQUIDATED DAMAGES

7.A, 7.B,

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

8.02.1

	April			May			June			Q2			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	1	0	0	-	0	0	-	0	0	1	0	-	-	3	\$ 50
Belmont	1	0	0	-	0	0	1	0	0	2	0	-	-	9	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	8	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
Foster City	1	0	0	-	0	0	-	0	0	1	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	-	0	0	0	0	-	-	3	\$ 50
Redwood City	2	0	0	1	0	0	1	0	0	4	0	-	-	22	\$ 50
San Carlos	1	0	0	1	0	0	-	0	0	2	0	-	-	11	\$ 50
San Mateo	-	0	0	2	0	0	-	0	0	2	0	-	-	25	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	6	0	0	4	0	0	2	0	0	12	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.1

	April			May			June			Q2			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	-	-	0	\$ 500
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Burlingame	-	0	0	-	0	0	1	1	500	1	1	500	500	0	\$ 500
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Foster City	-	0	0	1	1	500	-	0	0	1	1	500	500	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
	-	0	0	1	1	500	1	1	500	2	2	1,000	1000	0	

CUSTOMER SERVICE QUALITY

1.

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

7.02.D

* Per Attachment J, to be reported after month six

	April			May			June			Q2			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	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	100	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	100	-	

2012 LIQUIDATED DAMAGES

REPORTING

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

	April			May			June			Q2			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	0	0	-	-	-	

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

	April			May			June			Q2			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	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

3. Late submittal of billing review report

7.01.E

	April			May			June			Q2			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	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

2012 LIQUIDATED DAMAGES

OTHER

1. Disposal of recyclable materials without written approval																
8.02.D																
	April			May			June			Q2			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				LD Amount
Atherton	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	0	-	-	-	

Disposal of organic materials without written approval																
8.02.D																
	April			May			June			Q2			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				LD Amount
Atherton	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	0	-	-	-	

2. Recyclable materials not delivered to the designated transfer and processing facility																
6.01																
	April			May			June			Q2			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				LD Amount
Atherton	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	0	-	-	-	

2012 LIQUIDATED DAMAGES

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

6.01

	April			May			June			Q2			2012 LD Amount	Tonnage Allowance	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			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	1,000	1,350	-

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	Apr	May	Jun	Apr	May	Jun	Apr	May	Jun	Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint
Quarter 2					Apr	May	Jun	Apr	May	Jun	Apr	May	Jun		
Atherton	2362 x 3 x 4.33	30,682	10	31	3	6	0	7	4	10	0	0	0	\$1,050	\$0
Belmont	6698 x 3 x 4.33	87,007	29	87	2	2	2	27	27	27	0	0	0	\$4,050	\$0
Burlingame	6544 x 3 x 4.33	85,007	28	85	5	6	4	23	22	24	0	0	0	\$3,450	\$0
East Palo Alto	4166 x 3 x 4.33	54,116	18	54	1	1	0	17	17	18	0	0	0	\$2,600	\$0
Foster City	6750 x 3 x 4.33	87,683	29	88	5	2	0	24	27	29	0	0	0	\$4,000	\$0
Hillsborough	3615 x 3 x 4.33	46,959	16	47	2	7	4	14	9	12	0	0	0	\$1,750	\$0
Menlo Park	7838 x 3 x 4.33	101,816	34	102	6	2	5	28	32	29	0	0	0	\$4,450	\$0
North Fair Oaks	2644 x 3 x 4.33	34,346	11	34	0	2	2	11	9	9	0	0	0	\$1,450	\$0
Redwood City	17357 x 3 x 4.33	225,467	75	225	15	6	10	60	69	65	0	0	0	\$9,700	\$0
San Carlos	8601 x 3 x 4.33	111,727	37	112	8	9	4	29	28	33	0	0	0	\$4,500	\$0
San Mateo	20031 x 3 x 4.33	260,203	87	260	7	14	3	80	73	84	0	0	0	\$11,850	\$0
San Mateo County	4985 x 3 x 4.33	64,755	22	65	2	4	3	20	18	19	0	0	0	\$2,850	\$0
West Bay	2216 x 3 x 4.33	28,786	10	29	1	0	0	9	10	10	0	0	0	\$1,450	\$0
Totals														\$53,150	\$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			
	Apr	May	Jun			Apr	May	Jun	Total
Quarter 2									
Atherton	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Belmont	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Burlingame	0	0	0	N/A	0	\$0	\$0	\$0	\$0
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
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	0	0	N/A	0	\$0	\$0	\$0	\$0
San Carlos	0	0	0	N/A	0	\$0	\$0	\$0	\$0
San Mateo	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
San Mateo County	0	0	0	N/A	0	\$0	\$0	\$0	\$0
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	0	0	1			\$0	\$0	(\$50)	(\$50)

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	\$500	\$500	Quarterly Net Amount	
					Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second		
Quarter 2								
Month								
April	11	15	30	4	0	\$1,754	\$0	\$1,754
May	14	15	30	1	0	\$685	\$0	\$685
June	14	15	30	1	0	\$375	\$0	\$375
Totals						\$2,814	\$0	\$2,814
Year 2011								
	Agency	Solid Waste Tons						
	Atherton	2,593				\$40	\$0	\$40
	Belmont	8,086				\$125	\$0	\$125
	Burlingame	22,957				\$355	\$0	\$355
	East Palo Alto	11,265				\$174	\$0	\$174
	Foster City	12,095				\$187	\$0	\$187
	Hillsborough	3,308				\$51	\$0	\$51
	Menlo Park	17,946				\$277	\$0	\$277
	North Fair Oaks	5,028				\$78	\$0	\$78
	Redwood City	37,336				\$577	\$0	\$577
	San Carlos	13,720				\$212	\$0	\$212
	San Mateo	42,281				\$653	\$0	\$653
	San Mateo County	4,015				\$62	\$0	\$62
	West Bay	1,559				\$24	\$0	\$24
		182,190				\$2,814	\$0	\$2,814

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 2 \$5
 Month

April	86	N/A	0	N/A	86	N/A	(\$430)
May	291	N/A	0	N/A	291	N/A	(\$1,455)
June	257	N/A	0	N/A	257	N/A	(\$1,285)
Totals					634		(\$3,170)

		Year 2011 Tons of Solid Waste Collected			
	Agency				
	Atherton		2,593		N/A (\$45)
	Belmont		8,086		N/A (\$141)
	Burlingame		22,957		N/A (\$399)
	East Palo Alto		11,265		N/A (\$196)
	Foster City		12,095		N/A (\$210)
	Hillsborough		3,308		N/A (\$58)
	Menlo Park		17,946		N/A (\$312)
	North Fair Oaks		5,028		N/A (\$87)
	Redwood City		37,336		N/A (\$650)
	San Carlos		13,720		N/A (\$239)
	San Mateo		42,281		N/A (\$736)
	San Mateo County		4,015		N/A (\$70)
	West Bay		1,559		N/A (\$27)
			182,190		N/A (\$3,170)

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2012

Quarter 2

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,000.11	8.50%		-8.50%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	5,897.25	8.00%		-8.00%	N/A	\$70	N/A
Residential Organic Materials	20,833.12	5.00%		-5.00%	N/A	\$70	N/A
Commercial Organic Materials	4,040.17	10.00%		-10.00%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	944.87	5.00%		-5.00%	N/A	\$70	N/A
Total						\$0	

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

BizSMART Awards

The BizSMART Awards are an annual awards program organized by RethinkWaste and recognizes businesses and MFDs who are leading the way to reduce waste and conserve natural resources.

The CRPT submitted 24 applications for commercial customers they worked with directly on their recycling and compost programs. A total of 16 commercial and MFD accounts were recognized for their diversion efforts at the first BizSMART Awards ceremony, which was held at RSMC on June 22, 2012.

The BizSMART Awards were well attended and included the award recipients, Board Members and city staff from various Member Agencies, RethinkWaste and RSMC representatives. California State Assembly member Jerry Hill presented each of the winners with their awards and acknowledged their dedication to helping preserve resources through recycling efforts.

The awards ceremony also served to inspire award winners to further improve existing programs, as well as motivate other businesses and multi-family dwellings to compost and recycle more in hopes of being recognized next year.



St. Anthony's Padua Dining Room, one of the 16 BizSMART Award Recipients is presented the award from Assembly Member Jerry Hill, SBWMA Board Chair Jim Porter and SBWMA Executive Director Kevin McCarthy



Gilead Sciences, Inc. in Foster City received the BizSMART Rethinker's Choice Award and is seen here in a photo opportunity with Assembly Member Jerry Hill, SBWMA Board Chair Jim Porter, SBWMA Executive Director Kevin McCarthy, RSMC General Manager Mario Puccinelli and Waste Zero Manager Tammy Del Bene.

SIGNIFICANT CHALLENGES

Scavenging of Recyclable Materials

Scavenging of recyclable materials continues to be a major problem throughout the SBWMA service area, which results in a reduction in the volume of recyclables delivered to the Shoreway Environmental Center. RSMC continues to document incidents of scavenging. The pictures below are just two examples of RSMC's sightings of recycling scavenging during Q2 2012:

Date & Location	Photo/Comment
<p data-bbox="526 747 646 779">4/02/2012</p> <p data-bbox="492 816 683 848">Buyback Center</p> <p data-bbox="459 884 716 915">Delaware and Concar</p> <p data-bbox="521 951 654 982">San Mateo</p>	
<p data-bbox="526 1209 646 1241">4/16/2012</p> <p data-bbox="451 1276 721 1308">Dumbarton and Calvin</p> <p data-bbox="492 1344 680 1375">North Fair Oaks</p>	

As discussed at the Commercial Recycling Workshop held in Q1 2012 and stated in our Q2 2012 Report, 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 this ongoing problem that is prevalent throughout the SBWMA service area.

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 2 2012 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

Attendee	CalRecycle AB 341 Roundtable	Foster City Chamber of Commerce Business Impact Task Force	Recology Academy	NCRA Recycling Updates	San Mateo Area Chamber Leadership Program
Maybo AuYeung	X				
Nikoleta Vicsapiova	X	X	X		
Erin McNichol	X				
Mia Rossi	X				
Sarah Prescott	X				X
Yvette Madera	X				
Jessica Connolly	X			X	
Sandra Tinoco	X				

CalRecycle Assembly Bill 341 (AB341) Roundtable – On April 25th 2012 Supervising Integrated Waste Management Specialist, John Muma, and Integrated Waste Management Specialist, Rhonda Andrade, of CalRecycle conducted a roundtable discussion at Recology San Mateo County. Along with the CRPT, Monica Devincenzi of RethinkWaste and representatives from multiple Member Agencies were also in attendance. The roundtable focused on the responsibilities of jurisdictions, RethinkWaste and Recology related to the commercial recycling standards set by AB341 and the resources available to help jurisdictions comply with the state mandate.

Foster City Chamber of Commerce Business Impact Task Force - On May 10, 2012 WZS Nikoleta Vicsapiova was appointed as Chair of the Business Impact Task Force for the Foster City Chamber of Commerce. In her role Niki will work closely with the Vice Chair of Business Community and Development to implement programs to assist the Foster City community, businesses and local commerce.

Recology Academy – On May 17th, 2012, WZS Nikoleta Vicsapiova graduated from the Recology Academy. The academy was a nine month program with monthly one-day learning sessions that focused on short presentations, group discussions and included exercises related to such topics as leadership styles, how to build an effective network, fundamentals of process improvement and operational efficiency, public speaking, how to create and deliver an elevator speech, fundamentals of giving and receiving feedback, methods for exercising influence, program planning, fundamentals of financial management, and customer service.

In addition to these discussions, participants were exposed to a series of presentations by department heads from various Recology companies and senior executives to provide participants with a broad understanding of the company. The program also included tours of multiple company facilities to give participants direct exposure to the people and operations at key sites throughout Recology in order to have a better understanding of all aspects of the company.

Northern California Recycling Association Updates – DA Jessica Connolly attended the NCRA Board Meetings on April 19, 2012 in Hayward and on May 17, 2012 in Oakland. The meetings included a review of the NCRA Recycling Update held in March and planning of the next conference for 2013, as well as discussion about the Intro to Recycling course run by NCRA board member Arthur Boone and a discussion of Extended Producer Responsibility.

San Mateo Area Chamber of Commerce Leadership Program- On June 12, 2012, WZS Sarah Prescott graduated from the San Mateo Area Chamber Leadership Program. The purpose of the Leadership program is to increase the participant's knowledge of the San Mateo Area community and community issues and enhance the participant's leadership skills.

This ten month program consisted of monthly day-long seminars where participants engaged in face-to-face discussions with experts and key decision makers from San Mateo, Foster City, Burlingame, and Hillsborough. This comprehensive program included presentations, tours, and interactive activities focusing on areas of vital interest to the community including Business and Economic Development; Government; Education; Law Enforcement and the Judicial System; Health Care, Human Services; Arts, Culture, and Media Relations; the Environment; Fire and Emergency Services; Transportation, Housing, and Planning.

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 2012 1st Quarter Report, 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.

Our goals are to continue 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 and objectives set for Q2 2012:

New/Increased Recycling and Compost Customers

RSMC is pleased to report that the CRPT exceeded the Q2 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.

Q2 2012 Goal New and/or Increased Recycling or Compost Customer	Q2 2012 Actual New and/or Increased Recycling or Compost Customers
100	166

Site Assessments

RSMC is pleased to report that the CRPT exceeded the Q2 2012 goals set for conducting Site Assessments* of the Top 100 MSW Generators:

Q2 2012 Goal Site Assessments*	Q2 2012 Actual Site Assessments
235	251

Site Assessments performed during Q2 2012 in each Member Agency are summarized below:

Member Agency	Number of Top 100 MSW Generators	Site Assessments Completed 2012 Quarter 1	Site Assessments Completed 2012 Quarter 2	Number of Site Assessments Remaining
Atherton	7	0	1	6
Belmont	100	28	32	40
Burlingame	100	31	46	23
East Palo Alto	100	27	30	43
Foster City	100	25	23	52
Hillsborough	5	3	2	0
Menlo Park	100	26	35	39
North Fair Oaks / County	100	23	19	58
Redwood City	100	24	8	68
San Carlos	100	26	26	48
San Mateo	100	34	41	25
West Bay Sanitary District	28	4	11	13
Total	940	251	274	415

A detailed accounting of the Top 100 Accounts summarized above is included in the 2nd 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 Q2 2012 goal set for conducting Site Checks†:

Q2 2012 Goal Site Checks	Q2 2012 Actual Site Checks
750	884

†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.

AB341 Outreach

RSMC is pleased to report that the CRPT exceeded the Q2 2012 goal set for contacting commercial or MFD customers that fall within the mandate of AB341‡, who were not subscribing to recycling service with RSMC. **More importantly, this outreach resulted in the CRPT recruiting 28 new recycling accounts.**

Q2 2012 Goal AB 341 Outreach	Q2 2012 Actual AB 341 Outreach
100	105

‡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 composting. AB 341 creates a policy goal of at least 75% of all solid waste generated be source reduced, recycled, or composted by 2020. 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.

Earth Day Outreach

Earth Day provides additional opportunities for the CRPT to educate our communities about the importance of preserving our environment and we do so with the purpose of increasing awareness and appreciation of the Earth's natural environment. During Quarter 2 2012 the CRPT was asked to participate in various Earth Day Events by commercial customers and Member Agencies, which resulted in directly communicating with approximately 1,450 people about single stream recycling, composting and waste reduction. These Earth Day Events are highlighted below:

Earth Day Events 2012	Address	Date and Time of Event	Number of Attendees
Oracle Earth Week Event	400 Oracle Pkwy, Redwood City	April 16 th , 11:30 am – 1:30 pm	50
VISA Earth Day Fair	901 Metro Center Blvd, Foster City	April 17 th , 9:00 am – 2:00 pm	500

Insignia Commercial Group, Inc Earth Day Event	3 Lagoon Drive, Redwood City	April 20 th , 11:30 am – 2:30 pm	50
Pacific Biosciences Green Fair	1380 Willow Road, Menlo Park	April 20 th 11:30 am – 2:00 pm	50
City of Foster City Earth Day Event	610 Foster City Blvd, Foster City	April 21 st , 10:00 am to 3:00 pm	800
Belmont Compost Giveaway and Shredding Event	One Twins Pine Lane, Belmont	April 21 st , 8:30 am to 2:30 pm	60
Redwood City Shredding Event	1400 Broadway Street, Redwood City	April 21 st , 9:00 am to 3:00 pm	50
Earth Day Event at Shoreway	333 Shoreway Road, San Carlos	April 21 st , 9:00 am to 12:00 pm	150
San Carlos Compost Giveaway	2600 Melendy Drive, San Carlos	April 22 nd , 9:00 am to 12:00 pm	20

CalRecycle Ride-A-Longs

CalRecycle Integrated Waste Management Specialist, Rhonda Andrade, joined Recology’s Waste Zero Specialists on ride-a-longs from June 25th – June 27th. The ride-a-longs provided Ms. Andrade with an opportunity to better acquaint herself with the commercial customer base in the RethinkWaste service area and build rapport with the WZSs assisting the various jurisdictions to which she is assigned.

The ride-a-longs also helped demonstrate the challenges that the CRPT faces when trying to recruit new recycling and compost customers, including hard-to-service buildings, large multi-tenant office complexes, Multi-Family Dwellings that may only have garbage chutes and little space for bins and carts, and locations with enclosures that are shared by multiple businesses. The ride-alongs also provided additional time to discuss AB341 and the collaboration between RSMC, RethinkWaste, the Member Agencies and CalRecycle, which will help make compliance of AB341 successful for the Member Agencies.

Quarter 3 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. As previously stated in our Q2 2012 Quarterly Report, 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 of 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
- Continue the monitoring aspect of customers that fall under the Mandatory Commercial Recycling mandate of Assembly Bill 341

The Quarter 3 2012 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 225 Site Assessments of the Top 100 MSW Generators
- Complete a minimum of 650 Site Checks of Commercial or MFD customers
- Recruit or increase a minimum of 100 recycling or compost services
- Perform a minimum of 50 Contamination Site Checks at Commercial or MFD locations
- Contact a minimum of 175 commercial or MFD customers that fall within the mandate of AB341, who currently do not subscribe to recycling service with RSMC.

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

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.

AB 341

As stated in our Q1 2012 Report, RSMC estimates that there are approximately 6,000 accounts in the SBWMA service area that fall under the mandate of AB341. At that time, there were approximately 500 accounts that were not subscribing to recycling services with RSMC. Through the efforts of the CRPT who contacted over 100 of these customers directly and the distribution of a utility insert collaboratively developed by RSMC and RethinkWaste, which was sent to all commercial and MFD customers, that number has dropped down to approximately 350 accounts.

Directly contacting customers to notify them about AB341 has been a successful strategy for recruiting new recycling customers. The CPRT will continue these efforts by contacting 50% of the remaining customers. For those customers who do not subscribe to recycling, RSMC will document in our AS400 data base the reasons given for declining service, which may include backhauling or self-hauling recycling, baling or selling cardboard, retaining CRV materials for redemption or subscribing to recycling services with companies other than RSMC.

Focus on Large Accounts

In Q1 2012 the CPRT dedicated a significant amount of time to several accounts in their territories, to build rapport with the customers, and basically “hold-their-hands” when it came to increasing diversion through the implementation or enhancement of recycling and/or compost programs. Given too that recycling is non-franchised, it’s imperative that we nurture these accounts and continue to capture the cardboard and other valuable commodities that will benefit the Member Agencies. The CPRT will continue to use this strategy of focusing on several main accounts each quarter, with the goal of increasing diversion and reducing the amount of waste going to the landfill.

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 Q2, the CRPT collectively participated in 19 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.

In Q3, the CRPT will conduct Ride-A-Longs with garbage drivers to identify commercial and MFD customers that may not be utilizing the recycling and/or organics programs in the most effective manor. Ride-A-Longs will target routes that have a high volume of MFDs, which will provide more detail about individual complexes that can benefit from the technical assistance of the team in an effort to increase diversion. This same strategy will be used to target routes that service a high volume of restaurant and other food service establishments. This will allow the CRPT to follow-up with individual customers with the first-hand knowledge of what materials are being disposed of at their establishment that could otherwise be composted or recycled.

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.

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.

RSMC is currently revising the NCNs to include a Spanish translation, which we feel will be extremely helpful and provide a broader based opportunity to educate customers, tenants, custodial staff and landscapers that may be responsible for the use or maintenance of containers.

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 2nd Quarter Report detail file in the tab labeled "M1d. Diversion Level".