



QUARTERLY REPORT TO THE SBWMA  
FOR 4<sup>th</sup> Quarter 2011

Submitted January 30, 2012



January 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 4<sup>th</sup> Quarter 2011 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

A handwritten signature in black ink that reads 'Mario Puccinelli'. The signature is written in a cursive style with a large, looped 'M' and a long, sweeping tail.

Mario Puccinelli  
General Manager

cc: Cliff Feldman  
Marshall Moran



# **RECOLOGY SAN MATEO COUNTY**

## **QUARTERLY REPORT TO THE SBWMA**

**For  
4<sup>th</sup> Quarter 2011**

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## 4th QUARTER 2011 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 - 31
J. Commercial Recycling Promotion Program Status Report	32 - 39



## 4th QUARTER 2011 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.



## 4th QUARTER 2011 REPORT

### SUMMARY

Total commercial solid waste tonnage collected:	29,932.93
Total commercial recyclables tonnage collected:	6,119.78
Total commercial organics tonnage collected:	5,444.37
Total residential solid waste tonnage collected:	14,733.48
Total residential recyclables tonnage collected:	10,433.65
Total residential organics tonnage collected:	19,466.40
Overall Calculated Diversion rate:	48.14% (44.58%) <sup>1</sup>
Commercial Diversion rate:	27.87% (25.60%) <sup>1</sup>
Residential Diversion rate:	66.99% (62.22%) <sup>1</sup>
Number of inquiries, service requests and complaints received:	1,052
Number of Customer Service calls received:	49,846
Average Hold Time for Customer Service calls:	18.56 seconds
On-site customer assessments and visual audits conducted:	201
Quality Assurance Program contact calls initiated:	651

<sup>1</sup> This percentage includes the calculated contamination

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Recycling Rate	RSMC Collection Diversion Quarter 4				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage		Net Collected	Total Diversion	Single-Family	Commercial	Overall
<b>ATHERTON</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	46.34	46.20	46.46	139.00			6.69	145.69					
Commercial Recycling	RSMC	12.27	12.20	11.77	36.24	15.00%	15.00%	(5.44)	30.80					
Commercial Organics	RSMC	27.88	25.19	34.16	87.23	2.2%, 0.0%	1.44%	(1.26)	85.97					
Subtotal - Disposed		46.34	46.20	46.46	139.00			6.69	145.69					
Subtotal - Diverted		40.15	37.39	45.93	123.47			(6.69)	116.78	44.49%				
<b>MFD</b>														
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	15.00%	0.00%	0.00	0.00					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	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%				
<b>Roll-Off</b>														
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	15.00%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	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%				
<b>Residential</b>														
Residential Solid Waste	RSMC	141.68	155.52	154.73	451.93			144.76	596.69					
Residential Curbside Recycling	RSMC	104.54	122.59	117.77	344.90	11.70%	11.59%	(39.99)	304.91					
Residential Curbside Organics	RSMC	700.78	779.34	749.06	2,229.18	4.70%	4.70%	(104.77)	2,124.41					
Subtotal - Disposed		141.68	155.52	154.73	451.93			144.76	596.69					
Subtotal - Diverted		805.32	901.93	866.83	2,574.08			(144.76)	2,429.32	80.28%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>188.02</b>	<b>201.72</b>	<b>201.19</b>	<b>590.93</b>			<b>151.45</b>	<b>742.38</b>		<b>742.38</b>	<b>596.69</b>	<b>145.69</b>	<b>742.38</b>
<b>Total Diverted</b>		<b>845.47</b>	<b>939.32</b>	<b>912.76</b>	<b>2,697.55</b>			<b>(151.45)</b>	<b>2,546.10</b>		<b>2,546.10</b>	<b>2,429.32</b>	<b>116.78</b>	<b>2,546.10</b>
<b>Total Diversion Rate</b>		<b>81.81%</b>	<b>82.32%</b>	<b>81.94%</b>	<b>82.03%</b>				<b>77.42%</b>		<b>77.42%</b>	<b>80.28%</b>	<b>44.49%</b>	<b>77.42%</b>



Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Recycling Rate	RSMC Collection Diversion Quarter 4				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage		Net Collected	Total Diversion	Single-Family	Commercial	Overall
<b>BELMONT</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	268.65	264.09	258.45	791.19			29.50	820.69					
Commercial Recycling	RSMC	59.79	61.63	61.52	182.94	15.00%	15.00%	(27.44)	155.50					
Commercial Organics	RSMC	40.56	35.01	33.16	108.73	2.2%, 0.0%	1.90%	(2.06)	106.67					
Subtotal - Disposed		268.65	264.09	258.45	791.19			29.50	820.69					
Subtotal - Diverted		100.35	96.64	94.68	291.67			(29.50)	262.17	24.21%				
<b>MFD</b>														
MFD Solid Waste	RSMC	128.43	123.54	135.64	387.61			13.32	400.93					
MFD Recycling	RSMC	27.06	29.57	31.78	88.41	15.00%	15.00%	(13.26)	75.15					
MFD Organics	RSMC	1.01	0.94	0.87	2.82	2.2%, 0.0%	2.20%	(0.06)	2.76					
Subtotal - Disposed		128.43	123.54	135.64	387.61			13.32	400.93					
Subtotal - Diverted		28.07	30.51	32.65	91.23			(13.32)	77.91	16.27%				
<b>Roll-Off</b>														
Roll-Off Solid Waste	RSMC	33.32	32.78	43.35	109.45			0.00	109.45					
Roll-Off Recycling	RSMC	0.00	0.00	0.00	0.00	15.00%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	0.00%	0.00	0.00					
Subtotal - Disposed		33.32	32.78	43.35	109.45			0.00	109.45					
Subtotal - Diverted		0.00	0.00	0.00	0.00			0.00	0.00	0.00%				
<b>Residential</b>														
Residential Solid Waste	RSMC	256.37	288.21	283.28	827.86			131.32	959.18					
Residential Curbside Recycling	RSMC	222.79	264.03	258.55	745.37	11.70%	11.63%	(86.70)	658.67					
Residential Curbside Organics	RSMC	324.46	329.40	295.31	949.17	4.70%	4.70%	(44.61)	904.56					
Subtotal - Disposed		256.37	288.21	283.28	827.86			131.32	959.18					
Subtotal - Diverted		547.25	593.43	553.86	1,694.54			(131.32)	1,563.22	61.97%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>686.77</b>	<b>708.62</b>	<b>720.72</b>	<b>2,116.11</b>			<b>174.14</b>	<b>2,290.25</b>		<b>2,290.25</b>	<b>959.18</b>	<b>1,331.07</b>	<b>2,290.25</b>
<b>Total Diverted</b>		<b>675.67</b>	<b>720.58</b>	<b>681.19</b>	<b>2,077.44</b>			<b>(174.14)</b>	<b>1,903.30</b>		<b>1,903.30</b>	<b>1,563.22</b>	<b>340.08</b>	<b>1,903.30</b>
<b>Total Diversion Rate</b>		<b>49.59%</b>	<b>50.42%</b>	<b>48.59%</b>	<b>49.54%</b>				<b>45.39%</b>		<b>45.39%</b>	<b>61.97%</b>	<b>20.35%</b>	<b>45.39%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 4			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination on Tonnage			Total Diversion	Single-Family	Commercial	Overall
<b>BURLINGAME</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	787.40	746.95	742.33	2,276.68			91.47	2,368.15					
Commercial Recycling	RSMC	232.09	233.65	284.87	750.61	15.00%	11.06%	(83.03)	667.58					
Commercial Organics	RSMC	182.52	226.50	213.23	622.25	2.2%, 0.0%	1.36%	(8.44)	613.81					
Subtotal - Disposed		787.40	746.95	742.33	2,276.68			91.47	2,368.15					
Subtotal - Diverted		414.61	460.15	498.10	1,372.86			(91.47)	1,281.39	35.11%				
<b>MFD</b>														
MFD Solid Waste	RSMC	171.79	173.54	170.78	516.11			18.18	534.29					
MFD Recycling	RSMC	37.51	41.57	40.85	119.93	15.00%	15.00%	(17.98)	101.95					
MFD Organics	RSMC	3.15	2.81	2.75	8.71	2.2%, 0.0%	2.20%	(0.19)	8.52					
Subtotal - Disposed		171.79	173.54	170.78	516.11			18.18	534.29					
Subtotal - Diverted		40.66	44.38	43.60	128.64			(18.18)	110.46	17.13%				
<b>Roll-Off</b>														
Roll-Off Solid Waste	RSMC	310.81	684.10	669.64	1,664.55			12.75	1,677.30					
Roll-Off Recycling	RSMC	13.06	14.20	12.29	39.55	15.00%	11.19%	(4.43)	35.12					
Roll-Off Organics	RSMC	427.41	0.00	0.00	427.41	2.2%, 0.0%	1.95%	(8.32)	419.09					
Subtotal - Disposed		310.81	684.10	669.64	1,664.55			12.75	1,677.30					
Subtotal - Diverted		440.47	14.20	12.29	466.96			(12.75)	454.21	21.31%				
<b>Residential</b>														
Residential Solid Waste	RSMC	303.78	323.26	300.70	927.74			153.42	1,081.16					
Residential Curbside Recycling	RSMC	236.88	279.26	270.78	786.92	11.70%	11.66%	(91.73)	695.19					
Residential Curbside Organics	RSMC	437.40	451.13	423.96	1,312.49	4.70%	4.70%	(61.69)	1,250.80					
Subtotal - Disposed		303.78	323.26	300.70	927.74			153.42	1,081.16					
Subtotal - Diverted		674.28	730.39	694.74	2,099.41			(153.42)	1,945.99	64.28%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>1,573.78</b>	<b>1,927.85</b>	<b>1,883.45</b>	<b>5,385.08</b>			<b>275.81</b>	<b>5,660.89</b>		<b>5,660.89</b>	<b>1,081.16</b>	<b>4,579.73</b>	<b>5,660.89</b>
<b>Total Diverted</b>		<b>1,570.02</b>	<b>1,249.12</b>	<b>1,248.73</b>	<b>4,067.87</b>			<b>(275.81)</b>	<b>3,792.06</b>		<b>3,792.06</b>	<b>1,945.99</b>	<b>1,846.07</b>	<b>3,792.06</b>
<b>Total Diversion Rate</b>		<b>49.94%</b>	<b>39.32%</b>	<b>39.87%</b>	<b>43.03%</b>				<b>40.12%</b>		<b>40.12%</b>	<b>64.28%</b>	<b>28.73%</b>	<b>40.12%</b>

Recology San Mateo County  
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Member Agency/Type	Data Source	October	November	December	Quarter 4				Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 4		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Percentage on Tonnage				Single-Family	Commercial	Overall
<b>EAST PALO ALTO</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	148.75	150.28	134.59	433.62			16.85	450.47					
Commercial Recycling	RSMC	34.16	43.67	52.32	130.15	15.00%	11.80%	(15.36)	114.79					
Commercial Organics	RSMC	35.62	26.81	27.37	89.80	2.2%, 0.0%	1.66%	(1.49)	88.31					
Subtotal - Disposed		148.75	150.28	134.59	433.62			16.85	450.47					
Subtotal - Diverted		69.78	70.48	79.69	219.95			(16.85)	203.10	31.08%				
<b>MFD</b>														
MFD Solid Waste	RSMC	195.29	196.53	186.06	577.88			4.54	582.42					
MFD Recycling	RSMC	9.67	10.49	9.99	30.15	15.00%	15.00%	(4.52)	25.63					
MFD Organics	RSMC	0.22	0.32	0.26	0.80	2.2%, 0.0%	2.20%	(0.02)	0.78					
Subtotal - Disposed		195.29	196.53	186.06	577.88			4.54	582.42					
Subtotal - Diverted		9.89	10.81	10.25	30.95			(4.54)	26.41	4.34%				
<b>Roll-Off</b>														
Roll-Off Solid Waste	RSMC	100.87	105.65	108.58	315.10			1.33	316.43					
Roll-Off Recycling	RSMC	0.00	2.96	10.02	12.98	15.00%	10.28%	(1.33)	11.65					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	0.00%	0.00	0.00					
Subtotal - Disposed		100.87	105.65	108.58	315.10			1.33	316.43					
Subtotal - Diverted		0.00	2.96	10.02	12.98			(1.33)	11.65	3.55%				
<b>Residential</b>														
Residential Solid Waste	RSMC	514.76	520.86	516.72	1,552.34			77.10	1,629.44					
Residential Curbside Recycling	RSMC	105.60	108.32	115.90	329.82	11.70%	11.59%	(38.22)	291.60					
Residential Curbside Organics	RSMC	281.18	267.62	278.53	827.33	4.70%	4.70%	(38.88)	788.45					
Subtotal - Disposed		514.76	520.86	516.72	1,552.34			77.10	1,629.44					
Subtotal - Diverted		386.78	375.94	394.43	1,157.15			(77.10)	1,080.05	39.86%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>959.67</b>	<b>973.32</b>	<b>945.95</b>	<b>2,878.94</b>			<b>99.83</b>	<b>2,978.77</b>		<b>2,978.77</b>	<b>1,629.44</b>	<b>1,349.32</b>	<b>2,978.77</b>
<b>Total Diverted</b>		<b>466.45</b>	<b>460.19</b>	<b>494.39</b>	<b>1,421.03</b>			<b>(99.83)</b>	<b>1,321.20</b>		<b>1,321.20</b>	<b>1,080.05</b>	<b>241.16</b>	<b>1,321.20</b>
<b>Total Diversion Rate</b>		<b>32.71%</b>	<b>32.10%</b>	<b>34.32%</b>	<b>33.05%</b>				<b>30.73%</b>		<b>30.73%</b>	<b>39.86%</b>	<b>15.16%</b>	<b>30.73%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 4		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Agency	Contamination on Tonnage				Single-Family	Commercial	Overall
<b>FOSTER CITY</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	352.06	353.47	336.57	1,042.10			50.91	1,093.01					
Commercial Recycling	RSMC	94.41	93.94	97.77	286.12	15.00%	15.00%	(42.92)	243.20					
Commercial Organics	RSMC	135.03	123.31	133.91	392.25	2.2%, 0.0%	2.04%	(7.99)	384.26					
Subtotal - Disposed		352.06	353.47	336.57	1,042.10			50.91	1,093.01					
Subtotal - Diverted		229.44	217.25	231.68	678.37			(50.91)	627.46	36.47%				
<b>MFD</b>														
MFD Solid Waste	RSMC	165.29	156.96	166.12	488.37			10.70	499.07					
MFD Recycling	RSMC	22.89	24.64	23.33	70.86	15.00%	15.00%	(10.63)	60.23					
MFD Organics	RSMC	1.07	1.30	1.01	3.38	2.2%, 0.0%	2.20%	(0.07)	3.31					
Subtotal - Disposed		165.29	156.96	166.12	488.37			10.70	499.07					
Subtotal - Diverted		23.96	25.94	24.34	74.24			(10.70)	63.54	11.29%				
<b>Roll-Off</b>														
Roll-Off Solid Waste	RSMC	119.95	110.43	119.36	349.74			3.95	353.69					
Roll-Off Recycling	RSMC	2.26	4.04	4.56	10.86	15.00%	15.00%	(1.63)	9.23					
Roll-Off Organics	RSMC	46.20	33.61	34.03	113.84	2.2%, 0.0%	2.04%	(2.32)	111.52					
Subtotal - Disposed		119.95	110.43	119.36	349.74			3.95	353.69					
Subtotal - Diverted		48.46	37.65	38.59	124.70			(3.95)	120.75	25.45%				
<b>Residential</b>														
Residential Solid Waste	RSMC	256.86	277.94	289.25	824.05			107.22	931.27					
Residential Curbside Recycling	RSMC	193.90	219.66	230.75	644.31	11.70%	11.64%	(75.02)	569.29					
Residential Curbside Organics	RSMC	216.67	236.01	232.44	685.12	4.70%	4.70%	(32.20)	652.92					
Subtotal - Disposed		256.86	277.94	289.25	824.05			107.22	931.27					
Subtotal - Diverted		410.57	455.67	463.19	1,329.43			(107.22)	1,222.21	56.75%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>894.16</b>	<b>898.80</b>	<b>911.30</b>	<b>2,704.26</b>			<b>172.79</b>	<b>2,877.05</b>		<b>2,877.05</b>	<b>931.27</b>	<b>1,945.78</b>	<b>2,877.05</b>
<b>Total Diverted</b>		<b>712.43</b>	<b>736.51</b>	<b>757.80</b>	<b>2,206.74</b>			<b>(172.79)</b>	<b>2,033.95</b>		<b>2,033.95</b>	<b>1,222.21</b>	<b>811.75</b>	<b>2,033.95</b>
<b>Total Diversion Rate</b>		<b>44.34%</b>	<b>45.04%</b>	<b>45.40%</b>	<b>44.93%</b>				<b>41.42%</b>		<b>41.42%</b>	<b>56.75%</b>	<b>29.44%</b>	<b>41.42%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Recycling Rate	RSMC Collection Diversion Quarter 4				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage		Net Collected	Total Diversion	Single-Family	Commercial	Overall
<b>HILLSBOROUGH</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	36.28	35.44	54.62	126.34			2.36	128.70					
Commercial Recycling	RSMC	16.78	10.79	11.78	39.35	15.00%	4.45%	(1.75)	37.60					
Commercial Organics	RSMC	31.01	22.00	18.42	71.43	2.2%, 0.0%	0.86%	(0.61)	70.82					
Subtotal - Disposed		36.28	35.44	54.62	126.34			2.36	128.70					
Subtotal - Diverted		47.79	32.79	30.20	110.78			(2.36)	108.42	45.72%				
<b>MFD</b>														
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	15.00%	0.00%	0.00	0.00					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	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%				
<b>Roll-Off</b>														
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	15.00%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	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%				
<b>Residential</b>														
Residential Solid Waste	RSMC	199.51	210.96	198.44	608.91			106.30	715.21					
Residential Curbside Recycling	RSMC	146.82	169.85	160.84	477.51	11.70%	11.66%	(55.66)	421.85					
Residential Curbside Organics	RSMC	351.05	362.27	364.05	1,077.37	4.70%	4.70%	(50.64)	1,026.73					
Subtotal - Disposed		199.51	210.96	198.44	608.91			106.30	715.21					
Subtotal - Diverted		497.87	532.12	524.89	1,554.88			(106.30)	1,448.58	66.95%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>235.79</b>	<b>246.40</b>	<b>253.06</b>	<b>735.25</b>			<b>108.66</b>	<b>843.91</b>		<b>843.91</b>	<b>715.21</b>	<b>128.70</b>	<b>843.91</b>
<b>Total Diverted</b>		<b>545.66</b>	<b>564.91</b>	<b>555.09</b>	<b>1,665.66</b>			<b>(108.66)</b>	<b>1,557.00</b>		<b>1,557.00</b>	<b>1,448.58</b>	<b>108.42</b>	<b>1,557.00</b>
<b>Total Diversion Rate</b>		<b>69.83%</b>	<b>69.63%</b>	<b>68.69%</b>	<b>69.38%</b>				<b>64.85%</b>		<b>64.85%</b>	<b>66.95%</b>	<b>45.72%</b>	<b>64.85%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 4		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Agency	Contamination on Tonnage				Single-Family	Commercial	Overall
<b>MENLO PARK</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	922.19	908.84	903.02	2,734.05			102.59	2,836.64					
Commercial Recycling	RSMC	191.26	209.27	214.66	615.19	15.00%	14.22%	(87.46)	527.73					
Commercial Organics	RSMC	421.68	448.81	434.08	1,304.57	2.2%, 0.0%	1.16%	(15.13)	1,289.44					
Subtotal - Disposed		922.19	908.84	903.02	2,734.05			102.59	2,836.64					
Subtotal - Diverted		612.94	658.08	648.74	1,919.76			(102.59)	1,817.17	39.05%				
<b>MFD</b>														
MFD Solid Waste	RSMC	98.65	99.95	97.71	296.31			12.10	308.41					
MFD Recycling	RSMC	24.95	26.41	27.84	79.20	15.00%	15.00%	(11.88)	67.32					
MFD Organics	RSMC	3.24	3.38	3.33	9.95	2.2%, 0.0%	2.20%	(0.22)	9.73					
Subtotal - Disposed		98.65	99.95	97.71	296.31			12.10	308.41					
Subtotal - Diverted		28.19	29.79	31.17	89.15			(12.10)	77.05	19.99%				
<b>Roll-Off</b>														
Roll-Off Solid Waste	RSMC	41.37	40.36	66.26	147.99			7.79	155.78					
Roll-Off Recycling	RSMC	17.47	16.19	18.70	52.36	15.00%	14.23%	(7.45)	44.91					
Roll-Off Organics	RSMC	0.00	3.83	27.14	30.97	2.2%, 0.0%	1.10%	(0.34)	30.63					
Subtotal - Disposed		41.37	40.36	66.26	147.99			7.79	155.78					
Subtotal - Diverted		17.47	20.02	45.84	83.33			(7.79)	75.54	32.66%				
<b>Residential</b>														
Residential Solid Waste	RSMC	348.34	362.53	384.47	1,095.34			215.35	1,310.69					
Residential Curbside Recycling	RSMC	288.41	317.11	351.27	956.79	11.70%	11.60%	(110.97)	845.82					
Residential Curbside Organics	RSMC	672.24	729.92	818.74	2,220.90	4.70%	4.70%	(104.38)	2,116.52					
Subtotal - Disposed		348.34	362.53	384.47	1,095.34			215.35	1,310.69					
Subtotal - Diverted		960.65	1,047.03	1,170.01	3,177.69			(215.35)	2,962.34	69.33%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>1,410.55</b>	<b>1,411.68</b>	<b>1,451.46</b>	<b>4,273.69</b>			<b>337.83</b>	<b>4,611.52</b>		<b>4,611.52</b>	<b>1,310.69</b>	<b>3,300.83</b>	<b>4,611.52</b>
<b>Total Diverted</b>		<b>1,619.25</b>	<b>1,754.92</b>	<b>1,895.76</b>	<b>5,269.93</b>			<b>(337.83)</b>	<b>4,932.10</b>		<b>4,932.10</b>	<b>2,962.34</b>	<b>1,969.76</b>	<b>4,932.10</b>
<b>Total Diversion Rate</b>		<b>53.44%</b>	<b>55.42%</b>	<b>56.64%</b>	<b>55.22%</b>				<b>51.68%</b>		<b>51.68%</b>	<b>69.33%</b>	<b>37.37%</b>	<b>51.68%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 4			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage			Total Diversion	Single-Family	Commercial	Overall
<b>NORTH FAIR OAKS</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	186.78	184.22	192.13	563.13			19.99	583.12					
Commercial Recycling	RSMC	38.26	41.07	39.12	118.45	15.00%	15.00%	(17.77)	100.68					
Commercial Organics	RSMC	35.17	32.18	33.92	101.27	2.2%, 0.0%	2.20%	(2.23)	99.04					
Subtotal - Disposed		186.78	184.22	192.13	563.13			19.99	583.12					
Subtotal - Diverted		73.43	73.25	73.04	219.72			(19.99)	199.73	25.51%				
<b>MFD</b>														
MFD Solid Waste	RSMC	37.07	35.63	39.45	112.15			1.79	113.94					
MFD Recycling	RSMC	3.60	4.30	4.07	11.97	15.00%	14.99%	(1.79)	10.18					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	0.00%	0.00	0.00					
Subtotal - Disposed		37.07	35.63	39.45	112.15			1.79	113.94					
Subtotal - Diverted		3.60	4.30	4.07	11.97			(1.79)	10.18	8.20%				
<b>Roll-Off</b>														
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	15.00%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	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%				
<b>Residential</b>														
Residential Solid Waste	RSMC	220.80	232.14	205.15	658.09			56.43	714.52					
Residential Curbside Recycling	RSMC	91.13	93.07	90.62	274.82	11.70%	11.60%	(31.88)	242.94					
Residential Curbside Organics	RSMC	169.69	180.30	172.20	522.19	4.70%	4.70%	(24.54)	497.65					
Subtotal - Disposed		220.80	232.14	205.15	658.09			56.43	714.52					
Subtotal - Diverted		260.82	273.37	262.82	797.01			(56.43)	740.58	50.90%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>444.65</b>	<b>451.99</b>	<b>436.73</b>	<b>1,333.37</b>			<b>78.21</b>	<b>1,411.58</b>		<b>1,411.58</b>	<b>714.52</b>	<b>697.07</b>	<b>1,411.58</b>
<b>Total Diverted</b>		<b>337.85</b>	<b>350.92</b>	<b>339.93</b>	<b>1,028.70</b>			<b>(78.21)</b>	<b>950.49</b>		<b>950.49</b>	<b>740.58</b>	<b>209.90</b>	<b>950.49</b>
<b>Total Diversion Rate</b>		<b>43.18%</b>	<b>43.71%</b>	<b>43.77%</b>	<b>43.55%</b>				<b>40.24%</b>		<b>40.24%</b>	<b>50.90%</b>	<b>23.14%</b>	<b>40.24%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4			RSMC Collection Diversion Quarter 4						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
<b>REDWOOD CITY</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	1,535.71	1,503.30	1,511.79	4,550.80			149.74	4,700.54					
Commercial Recycling	RSMC	295.30	317.97	299.25	912.52	15.00%	14.95%	(136.47)	776.05					
Commercial Organics	RSMC	293.40	311.87	266.90	872.17	2.2%, 0.0%	1.52%	(13.28)	858.89					
Subtotal - Disposed		1,535.71	1,503.30	1,511.79	4,550.80			149.74	4,700.54					
Subtotal - Diverted		588.70	629.84	566.15	1,784.69			(149.74)	1,634.95	25.81%				
<b>MFD</b>														
MFD Solid Waste	RSMC	408.88	396.90	401.51	1,207.29			20.50	1,227.79					
MFD Recycling	RSMC	44.35	45.69	44.29	134.33	15.00%	14.99%	(20.14)	114.19					
MFD Organics	RSMC	5.63	5.76	5.00	16.39	2.2%, 0.0%	2.20%	(0.36)	16.03					
Subtotal - Disposed		408.88	396.90	401.51	1,207.29			20.50	1,227.79					
Subtotal - Diverted		49.98	51.45	49.29	150.72			(20.50)	130.22	9.59%				
<b>Roll-Off</b>														
Roll-Off Solid Waste	RSMC	303.48	345.00	388.30	1,036.78			7.19	1,043.97					
Roll-Off Recycling	RSMC	11.81	7.98	11.62	31.41	15.00%	14.97%	(4.70)	26.71					
Roll-Off Organics	RSMC	58.06	57.32	48.01	163.39	2.2%, 0.0%	1.52%	(2.49)	160.90					
Subtotal - Disposed		303.48	345.00	388.30	1,036.78			7.19	1,043.97					
Subtotal - Diverted		69.87	65.30	59.63	194.80			(7.19)	187.61	15.23%				
<b>Residential</b>														
Residential Solid Waste	RSMC	842.00	887.57	863.04	2,592.61			355.07	2,947.68					
Residential Curbside Recycling	RSMC	563.65	633.13	627.45	1,824.23	11.70%	11.64%	(212.35)	1,611.88					
Residential Curbside Organics	RSMC	943.08	1,045.82	1,047.60	3,036.50	4.70%	4.70%	(142.72)	2,893.78					
Subtotal - Disposed		842.00	887.57	863.04	2,592.61			355.07	2,947.68					
Subtotal - Diverted		1,506.73	1,678.95	1,675.05	4,860.73			(355.07)	4,505.66	60.45%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>3,090.07</b>	<b>3,132.77</b>	<b>3,164.64</b>	<b>9,387.48</b>			<b>532.50</b>	<b>9,919.98</b>		<b>9,919.98</b>	<b>2,947.68</b>	<b>6,972.30</b>	<b>9,919.98</b>
<b>Total Diverted</b>		<b>2,215.28</b>	<b>2,425.54</b>	<b>2,350.12</b>	<b>6,990.94</b>			<b>(532.50)</b>	<b>6,458.44</b>		<b>6,458.44</b>	<b>4,505.66</b>	<b>1,952.78</b>	<b>6,458.44</b>
<b>Total Diversion Rate</b>		<b>41.76%</b>	<b>43.64%</b>	<b>42.62%</b>	<b>42.68%</b>				<b>39.43%</b>		<b>39.43%</b>	<b>60.45%</b>	<b>21.88%</b>	<b>39.43%</b>



Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Net Collected	Recycling Rate	Total Diversion	RSMC Collection Diversion Quarter 4		
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Agency	Contaminati on Tonnage				Single-Family	Commercial	Overall
<b>SAN CARLOS</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	580.56	559.18	555.95	1,695.69			68.72	1,764.41					
Commercial Recycling	RSMC	139.22	148.28	146.87	434.37	15.00%	15.00%	(65.15)	369.22					
Commercial Organics	RSMC	64.25	63.47	62.51	190.23	2.2%, 0.0%	1.88%	(3.57)	186.66					
Subtotal - Disposed		580.56	559.18	555.95	1,695.69			68.72	1,764.41					
Subtotal - Diverted		203.47	211.75	209.38	624.60			(68.72)	555.88	23.96%				
<b>MFD</b>														
MFD Solid Waste	RSMC	69.30	73.34	76.93	219.57			6.97	226.54					
MFD Recycling	RSMC	14.11	15.80	16.09	46.00	15.00%	14.98%	(6.89)	39.11					
MFD Organics	RSMC	1.24	1.33	1.07	3.64	2.2%, 0.0%	2.20%	(0.08)	3.56					
Subtotal - Disposed		69.30	73.34	76.93	219.57			6.97	226.54					
Subtotal - Diverted		15.35	17.13	17.16	49.64			(6.97)	42.67	15.85%				
<b>Roll-Off</b>														
Roll-Off Solid Waste	RSMC	74.54	87.23	69.85	231.62			12.64	244.26					
Roll-Off Recycling	RSMC	29.51	30.63	24.12	84.26	15.00%	15.00%	(12.64)	71.62					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	0.00%	0.00	0.00					
Subtotal - Disposed		74.54	87.23	69.85	231.62			12.64	244.26					
Subtotal - Diverted		29.51	30.63	24.12	84.26			(12.64)	71.62	22.67%				
<b>Residential</b>														
Residential Solid Waste	RSMC	353.45	364.80	398.27	1,116.52			186.21	1,302.73					
Residential Curbside Recycling	RSMC	303.06	333.51	351.95	988.52	11.70%	11.62%	(114.83)	873.69					
Residential Curbside Organics	RSMC	480.67	491.43	546.51	1,518.61	4.70%	4.70%	(71.37)	1,447.24					
Subtotal - Disposed		353.45	364.80	398.27	1,116.52			186.21	1,302.73					
Subtotal - Diverted		783.73	824.94	898.46	2,507.13			(186.21)	2,320.92	64.05%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>1,077.85</b>	<b>1,084.55</b>	<b>1,101.00</b>	<b>3,263.40</b>			<b>274.54</b>	<b>3,537.94</b>		<b>3,537.94</b>	<b>1,302.73</b>	<b>2,235.22</b>	<b>3,537.94</b>
<b>Total Diverted</b>		<b>1,032.06</b>	<b>1,084.45</b>	<b>1,149.12</b>	<b>3,265.63</b>			<b>(274.54)</b>	<b>2,991.09</b>		<b>2,991.09</b>	<b>2,320.92</b>	<b>670.16</b>	<b>2,991.09</b>
<b>Total Diversion Rate</b>		<b>48.91%</b>	<b>50.00%</b>	<b>51.07%</b>	<b>50.02%</b>				<b>45.81%</b>		<b>45.81%</b>	<b>64.05%</b>	<b>23.07%</b>	<b>45.81%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4			RSMC Collection Diversion Quarter 4						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
<b>SAN MATEO</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	1,662.59	1,615.65	1,637.28	4,915.52			194.51	5,110.03					
Commercial Recycling	RSMC	430.99	423.96	460.37	1,315.32	15.00%	13.66%	(179.73)	1,135.59					
Commercial Organics	RSMC	256.00	242.90	246.63	745.53	2.2%, 0.0%	1.98%	(14.78)	730.75					
Subtotal - Disposed		1,662.59	1,615.65	1,637.28	4,915.52			194.51	5,110.03					
Subtotal - Diverted		686.99	666.86	707.00	2,060.85			(194.51)	1,866.34	26.75%				
<b>MFD</b>														
MFD Solid Waste	RSMC	459.21	451.58	465.06	1,375.85			37.78	1,413.63					
MFD Recycling	RSMC	77.39	83.65	87.61	248.65	15.00%	14.99%	(37.28)	211.37					
MFD Organics	RSMC	7.52	7.80	7.40	22.72	2.2%, 0.0%	2.20%	(0.50)	22.22					
Subtotal - Disposed		459.21	451.58	465.06	1,375.85			37.78	1,413.63					
Subtotal - Diverted		84.91	91.45	95.01	271.37			(37.78)	233.59	14.18%				
<b>Roll-Off</b>														
Roll-Off Solid Waste	RSMC	345.00	401.83	395.52	1,142.35			18.51	1,160.86					
Roll-Off Recycling	RSMC	28.76	58.19	47.69	134.64	15.00%	13.74%	(18.50)	116.14					
Roll-Off Organics	RSMC	0.00	0.00	0.47	0.47	2.2%, 0.0%	1.94%	(0.01)	0.46					
Subtotal - Disposed		345.00	401.83	395.52	1,142.35			18.51	1,160.86					
Subtotal - Diverted		28.76	58.19	48.16	135.11			(18.51)	116.60	9.13%				
<b>Residential</b>														
Residential Solid Waste	RSMC	996.14	1,052.43	1,080.76	3,129.33			409.97	3,539.30					
Residential Curbside Recycling	RSMC	648.82	726.42	782.53	2,157.77	11.70%	11.65%	(251.38)	1,906.39					
Residential Curbside Organics	RSMC	1,113.82	1,109.51	1,150.93	3,374.26	4.70%	4.70%	(158.59)	3,215.67					
Subtotal - Disposed		996.14	1,052.43	1,080.76	3,129.33			409.97	3,539.30					
Subtotal - Diverted		1,762.64	1,835.93	1,933.46	5,532.03			(409.97)	5,122.06	59.14%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>3,462.94</b>	<b>3,521.49</b>	<b>3,578.62</b>	<b>10,563.05</b>			<b>660.77</b>	<b>11,223.82</b>		<b>11,223.82</b>	<b>3,539.30</b>	<b>7,684.52</b>	<b>11,223.82</b>
<b>Total Diverted</b>		<b>2,563.30</b>	<b>2,652.43</b>	<b>2,783.63</b>	<b>7,999.36</b>			<b>(660.77)</b>	<b>7,338.59</b>		<b>7,338.59</b>	<b>5,122.06</b>	<b>2,216.53</b>	<b>7,338.59</b>
<b>Total Diversion Rate</b>		<b>42.54%</b>	<b>42.96%</b>	<b>43.75%</b>	<b>43.09%</b>				<b>39.53%</b>		<b>39.53%</b>	<b>59.14%</b>	<b>22.39%</b>	<b>39.53%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Net Collected	Recycling Rate	RSMC Collection Diversion Quarter 4			
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination Tonnage			Total Diversion	Single-Family	Commercial	Overall
<b>SAN MATEO COUNTY</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	118.94	111.99	116.51	347.44			10.71	358.15					
Commercial Recycling	RSMC	20.38	23.32	21.71	65.41	15.00%	15.00%	(9.81)	55.60					
Commercial Organics	RSMC	13.12	12.57	15.26	40.95	4.70%	2.20%	(0.90)	40.05					
Subtotal - Disposed		118.94	111.99	116.51	347.44			10.71	358.15					
Subtotal - Diverted		33.50	35.89	36.97	106.36			(10.71)	95.65	21.08%				
<b>MFD</b>														
MFD Solid Waste	RSMC	9.23	8.23	9.23	26.69			0.59	27.28					
MFD Recycling	RSMC	1.37	1.24	1.33	3.94	15.00%	15.00%	(0.59)	3.35					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	4.70%	0.00%	0.00	0.00					
Subtotal - Disposed		9.23	8.23	9.23	26.69			0.59	27.28					
Subtotal - Diverted		1.37	1.24	1.33	3.94			(0.59)	3.35	10.93%				
<b>Roll-Off</b>														
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	15.00%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	4.70%	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%				
<b>Residential</b>														
Residential Solid Waste	RSMC	213.84	223.95	223.90	661.69			119.47	781.16					
Residential Curbside Recycling	RSMC	190.40	203.36	210.42	604.18	11.70%	11.69%	(70.60)	533.58					
Residential Curbside Organics	RSMC	347.42	340.86	351.50	1,039.78	4.70%	4.70%	(48.87)	990.91					
Subtotal - Disposed		213.84	223.95	223.90	661.69			119.47	781.16					
Subtotal - Diverted		537.82	544.22	561.92	1,643.96			(119.47)	1,524.49	66.12%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>342.01</b>	<b>344.17</b>	<b>349.64</b>	<b>1,035.82</b>			<b>130.77</b>	<b>1,166.59</b>		<b>1,166.59</b>	<b>781.16</b>	<b>385.43</b>	<b>1,166.59</b>
<b>Total Diverted</b>		<b>572.69</b>	<b>581.35</b>	<b>600.22</b>	<b>1,754.26</b>			<b>(130.77)</b>	<b>1,623.49</b>		<b>1,623.49</b>	<b>1,524.49</b>	<b>99.00</b>	<b>1,623.49</b>
<b>Total Diversion Rate</b>		<b>62.61%</b>	<b>62.81%</b>	<b>63.19%</b>	<b>62.87%</b>				<b>58.19%</b>		<b>58.19%</b>	<b>66.12%</b>	<b>20.44%</b>	<b>58.19%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4				Recycling Rate	RSMC Collection Diversion Quarter 4				
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination on Tonnage		Net Collected	Total Diversion	Single-Family	Commercial	Overall
<b>WEST BAY</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	37.05	36.55	33.84	107.44			5.18	112.62					
Commercial Recycling	RSMC	11.56	11.16	9.83	32.55	15.00%	15.00%	(4.88)	27.67					
Commercial Organics	RSMC	4.87	4.52	4.08	13.47	2.2%, 0.0%	2.20%	(0.30)	13.17					
Subtotal - Disposed		37.05	36.55	33.84	107.44			5.18	112.62					
Subtotal - Diverted		16.43	15.68	13.91	46.02			(5.18)	40.84	26.61%				
<b>MFD</b>														
MFD Solid Waste	RSMC	1.34	1.41	1.77	4.52			0.16	4.68					
MFD Recycling	RSMC	0.32	0.38	0.36	1.06	15.00%	15.00%	(0.16)	0.90					
MFD Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	0.00%	0.00	0.00					
Subtotal - Disposed		1.34	1.41	1.77	4.52			0.16	4.68					
Subtotal - Diverted		0.32	0.38	0.36	1.06			(0.16)	0.90	16.15%				
<b>Roll-Off</b>														
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	15.00%	0.00%	0.00	0.00					
Roll-Off Organics	RSMC	0.00	0.00	0.00	0.00	2.2%, 0.0%	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%				
<b>Residential</b>														
Residential Solid Waste	RSMC	88.54	101.79	96.74	287.07			66.54	353.61					
Residential Curbside Recycling	RSMC	86.68	105.89	105.94	298.51	11.70%	11.69%	(34.89)	263.62					
Residential Curbside Organics	RSMC	196.89	246.98	229.63	673.50	4.70%	4.70%	(31.65)	641.85					
Subtotal - Disposed		88.54	101.79	96.74	287.07			66.54	353.61					
Subtotal - Diverted		283.57	352.87	335.57	972.01			(66.54)	905.47	71.91%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>126.93</b>	<b>139.75</b>	<b>132.35</b>	<b>399.03</b>			<b>71.88</b>	<b>470.91</b>		<b>470.91</b>	<b>353.61</b>	<b>117.30</b>	<b>470.91</b>
<b>Total Diverted</b>		<b>300.32</b>	<b>368.93</b>	<b>349.84</b>	<b>1,019.09</b>			<b>(71.88)</b>	<b>947.21</b>		<b>947.21</b>	<b>905.47</b>	<b>41.74</b>	<b>947.21</b>
<b>Total Diversion Rate</b>		<b>70.29%</b>	<b>72.53%</b>	<b>72.55%</b>	<b>71.86%</b>				<b>66.79%</b>		<b>66.79%</b>	<b>71.91%</b>	<b>26.25%</b>	<b>66.79%</b>

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	October	November	December	Quarter 4			RSMC Collection Diversion Quarter 4						
		Tons Collected	Tons Collected	Tons Collected	Tons Collected	Contamination Percentage Measured	Contamination Percentage Agency	Contamination on Tonnage	Net Collected	Recycling Rate	Total Diversion	Single-Family	Commercial	Overall
<b>TOTAL SBWMA</b>														
<b>Commercial</b>														
Commercial Solid Waste	RSMC	6,683.30	6,516.16	6,523.54	19,723.00			749.23	20,472.23					
Commercial Recycling	RSMC	1,576.47	1,630.91	1,711.84	4,919.22	15.00%	13.77%	(677.20)	4,242.02					
Commercial Organics	RSMC	1,541.11	1,575.14	1,523.63	4,639.88	2.2%, 0.0%	1.55%	(72.04)	4,567.84					
Subtotal - Disposed		6,683.30	6,516.16	6,523.54	19,723.00			749.23	20,472.23					
Subtotal - Diverted		3,117.58	3,206.05	3,235.47	9,559.10			(749.23)	8,809.87	30.09%				
<b>MFD</b>														
MFD Solid Waste	RSMC	1,744.48	1,717.61	1,750.26	5,212.35			126.63	5,338.98					
MFD Recycling	RSMC	263.22	283.74	287.54	834.50	15.00%	14.99%	(125.13)	709.37					
MFD Organics	RSMC	23.08	23.64	21.69	68.41	2.2%, 0.0%	2.20%	(1.51)	66.90					
Subtotal - Disposed		1,744.48	1,717.61	1,750.26	5,212.35			126.63	5,338.98					
Subtotal - Diverted		286.30	307.38	309.23	902.91			(126.63)	776.28	12.69%				
<b>Roll-Off</b>														
Roll-Off Solid Waste	RSMC	1,329.34	1,807.38	1,860.86	4,997.58			64.16	5,061.74					
Roll-Off Recycling	RSMC	102.87	134.19	129.00	366.06	15.00%	13.84%	(50.68)	315.38					
Roll-Off Organics	RSMC	531.67	94.76	109.65	736.08	2.2%, 0.0%	1.83%	(13.48)	722.60					
Subtotal - Disposed		1,329.34	1,807.38	1,860.86	4,997.58			64.16	5,061.74					
Subtotal - Diverted		634.54	228.95	238.65	1,102.14			(64.16)	1,037.98	17.02%				
<b>Residential</b>														
Residential Solid Waste	RSMC	4,736.07	5,001.96	4,995.45	14,733.48			2,129.15	16,862.63					
Residential Curbside Recycling	RSMC	3,182.68	3,576.20	3,674.77	10,433.65	11.70%	11.64%	(1,214.23)	9,219.42					
Residential Curbside Organics	RSMC	6,235.35	6,570.59	6,660.46	19,466.40	4.70%	4.70%	(914.92)	18,551.48					
Subtotal - Disposed		4,736.07	5,001.96	4,995.45	14,733.48			2,129.15	16,862.63					
Subtotal - Diverted		9,418.03	10,146.79	10,335.23	29,900.05			(2,129.15)	27,770.90	62.22%				
<b>Member Agency Vehicles</b>														
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%				
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>														
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%				
<b>Total Disposed</b>		<b>14,493.19</b>	<b>15,043.11</b>	<b>15,130.11</b>	<b>44,666.41</b>			<b>3,069.18</b>	<b>47,735.59</b>		<b>47,735.59</b>	<b>16,862.63</b>	<b>30,872.96</b>	<b>47,735.59</b>
<b>Total Diverted</b>		<b>13,456.45</b>	<b>13,889.17</b>	<b>14,118.58</b>	<b>41,464.20</b>			<b>(3,069.18)</b>	<b>38,395.02</b>		<b>38,395.02</b>	<b>27,770.90</b>	<b>10,624.12</b>	<b>38,395.02</b>
<b>Total Diversion Rate</b>		<b>48.15%</b>	<b>48.01%</b>	<b>48.27%</b>	<b>48.14%</b>				<b>44.58%</b>		<b>44.58%</b>	<b>62.22%</b>	<b>25.60%</b>	<b>44.58%</b>

Recology San Mateo County  
 Inquiry, Service Request and  
 Complaint Summary  
 Rate Year 2011

	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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Belmont	1	1	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	1	0	0	1	
Burlingame	0	5	1	6	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	
East Palo Alto	1	1	1	3	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	1	1	
Foster City	2	1	0	3	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1	
Hillsborough	0	3	1	4	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	
Menlo Park	1	1	1	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
North Fair Oaks	0	2	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	2	1	0	3	0	0	0	0	0	0	0	0	0	0	0	4	0	0	4	0	0	0	0	
San Carlos	1	3	3	7	0	0	1	1	0	0	0	0	0	0	0	2	1	0	3	0	0	0	0	
San Mateo	1	6	4	11	0	0	0	0	0	0	1	1	0	1	0	3	0	0	3	0	0	0	0	
San Mateo County	0	1	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
West Bay	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals	9	25	16	50	1	0	2	3	0	0	1	1	0	1	0	13	3	2	18	2	0	1	3	

	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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	2	11	2	15	3	1	0	4	0	0	0	0	1	2	2	5	1	7	1	9
Belmont	11	23	9	43	0	3	2	5	0	0	0	0	1	3	6	10	2	5	1	8
Burlingame	9	9	4	22	2	2	3	7	0	0	0	0	7	6	4	17	5	8	2	15
East Palo Alto	10	8	8	26	0	2	0	2	0	0	0	0	9	1	5	15	0	0	1	1
Foster City	14	8	13	35	0	0	2	2	0	0	0	0	7	3	5	15	2	2	2	6
Hillsborough	7	6	6	19	3	2	1	6	0	0	0	0	2	0	3	5	2	3	3	8
Menlo Park	17	6	15	38	4	2	2	8	0	0	0	0	14	5	6	25	8	2	0	10
North Fair Oaks	3	6	5	14	0	0	0	0	0	0	0	0	4	4	1	9	2	1	0	3
Redwood City	27	31	21	79	3	8	3	14	0	0	0	0	28	14	13	55	4	3	0	7
San Carlos	6	18	13	37	11	4	1	16	0	0	0	0	25	38	17	80	3	15	6	24
San Mateo	35	54	18	107	4	3	2	9	0	0	0	0	28	17	21	66	13	12	2	27
San Mateo County	2	9	7	18	1	2	0	3	0	0	0	0	0	4	2	6	1	1	1	3
West Bay	6	4	4	14	0	0	0	0	0	0	0	0	3	0	1	4	1	0	2	3
Totals	149	193	125	467	31	29	16	76	0	0	0	0	129	97	86	312	44	59	21	124

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

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
October	16,908	16,438	470	2.78%	19.21	85.75%	219
November	16,732	16,283	449	2.68%	17.93	87.35%	217
December	16,206	15,755	451	2.78%	18.52	86.48%	215
Quarter 4	49,846	48,476	1,370	2.75%	18.56	85.52%	651

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

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	1	1	2	<b>4</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	1	4	0	<b>5</b>	0	0	0	<b>0</b>	3	100	16	<b>119</b>
Burlingame	9	4	6	<b>19</b>	0	0	0	<b>0</b>	24	20	10	<b>54</b>
East Palo Alto	18	6	0	<b>24</b>	0	0	0	<b>0</b>	8	123	17	<b>148</b>
Foster City	15	7	5	<b>27</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Hillsborough	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	0	5	10	<b>15</b>	0	0	0	<b>0</b>	26	0	0	<b>26</b>
North Fair Oaks	10	20	5	<b>35</b>	0	0	0	<b>0</b>	56	58	0	<b>114</b>
Redwood City	10	4	9	<b>23</b>	0	0	0	<b>0</b>	28	80	0	<b>108</b>
San Carlos	6	6	1	<b>13</b>	0	0	0	<b>0</b>	34	30	19	<b>83</b>
San Mateo	1	13	5	<b>19</b>	0	0	0	<b>0</b>	135	25	56	<b>216</b>
San Mateo County	3	4	4	<b>11</b>	0	0	0	<b>0</b>	17	0	0	<b>17</b>
West Bay	2	3	1	<b>6</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Totals	76	77	48	<b>201</b>	0	0	0	<b>0</b>	331	436	118	<b>885</b>



## 2011 LIQUIDATED DAMAGES

**COLLECTION  
QUALITY**

1.A, 1.B, 1.C	Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days												
	October			November			December			Q4	2011	Monthly	LD per
	8.01.A, 8.02.H,	Net of	LD	Net of	LD	Net of	LD	Net of	LD				
	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount				
Atherton	-	0	0	-	0	0	-	0	0	-	150	1	\$ 150
Belmont	-	0	0	-	0	0	2	0	0	-	150	2	\$ 150
Burlingame	1	0	0	1	0	0	-	0	0	-	-	2	\$ 150
East Palo Alto	1	0	0	1	0	0	-	0	0	-	-	1	\$ 150
Foster City	1	0	0	-	0	0	-	0	0	-	-	2	\$ 150
Hillsborough	1	0	0	-	0	0	-	0	0	-	-	1	\$ 150
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	1	\$ 150
Redwood City	4	0	0	-	0	0	-	0	0	-	-	6	\$ 150
San Carlos	2	0	0	1	0	0	-	0	0	-	-	3	\$ 150
San Mateo	3	0	0	-	0	0	-	0	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	-	-	1	\$ 150
	13	0	0	3	0	0	2	0	0	-	300	31	

2.	Complaints regarding failure to provide new service or change existing service level within five (5) business days												
	October			November			December			Q4	2011	Monthly	LD per
	8.02.C	Net of	LD	Net of	LD	Net of	LD	Net of	LD				
	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount				
Atherton	-	0	0	-	0	0	-	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	-	-	1	\$ 100
	-	0	0	-	0	0	-	0	0	-	-	59	

3.	Complaints regarding improper container placement												
	October			November			December			Q4	2011	Monthly	LD per
	8.02.B.1	Net of	LD	Net of	LD	Net of	LD	Net of	LD				
	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount	Occurrences	Allowances	Amount				
Atherton	-	0	0	-	0	0	-	0	0	-	-	12	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	-	-	36	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	23	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	-	-	35	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	20	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	14	\$ 50
Redwood City	-	0	0	4	0	0	-	0	0	-	-	94	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	-	-	46	\$ 50
San Mateo	1	0	0	2	0	0	-	0	0	-	-	105	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	-	-	11	\$ 50
	1	0	0	6	0	0	-	0	0	-	-	500	

## 2011 LIQUIDATED DAMAGES

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

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

**5. Excessive noise complaints**

**8.02.J**

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

**6. Complaints regarding unacceptable employee behavior**

**8.06.J**

	October			November			December			Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount				
Atherton	-	-	0	-	-	0	-	-	0	-	250	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	-	250	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	-	250	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	-	250	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	-	250	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	-	500	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	-	1,250	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	-	2,000	0	\$ 250
San Mateo	-	-	0	1	1	250	-	-	0	250	1,000	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
	-	0	0	1	1	250	-	0	0	250	6,000	-	

## 2011 LIQUIDATED DAMAGES

7.A, 7.B,

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

8.02.I

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

8.

**Complaints regarding unreasonable leaks or spills of vehicle fluids**

8.02.I

	October			November			December			Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount				
Atherton	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Belmont	1	1	500	-	0	0	-	0	0	500	500	0	\$ 500
Burlingame	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Foster City	1	1	500	-	0	0	-	0	0	500	500	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Redwood City	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
San Carlos	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
San Mateo	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
	2	2	1,000	-	0	0	-	0	0	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

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

# 2011 LIQUIDATED DAMAGES

**REPORTING**

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

	October			November			December			Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount				
Atherton	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	-	-	-	

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

	October			November			December			Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount				
Atherton	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	-	-	-	

**3. Late submittal of billing review report**

**7.01.E**

	October			November			December			Q4 LD Amount	2011 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount				
Atherton	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	-	-	0	

## 2011 LIQUIDATED DAMAGES

**OTHER**

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

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

Recyclable materials not delivered to the designated transfer and processing facility													
6.01													
	October			November			December			Q4	2011	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	LD Amount	LD Amount	Allowance	Recyclables
Atherton	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	-	-	-	

## 2011 LIQUIDATED DAMAGES

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

6.01

	October			November			December			Q4 LD Amount	2011 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				
Atherton	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0			-	
										1,250	7,300		

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

Agency	Monthly Service Opportunities Calculation	Number of Monthly Service Opportunities	0.0333%	0.1000%	Number of Complaints			Incentive			Disincentive			\$50	\$50
			Incentive Level Threshold Less than 1 per 3,000 Service Opportunities	Disincentive Level Threshold More than 1 per 1,000 Service Opportunities	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec	Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint
Quarter 4															
Atherton	2369 x 3 x 4.33	30,773	10	31	0	0	1	10	10	9	0	0	0	\$1,450	\$0
Belmont	6712 x 3 x 4.33	87,189	29	87	1	1	1	28	28	28	0	0	0	\$4,200	\$0
Burlingame	6557 x 3 x 4.33	85,175	28	85	0	5	1	28	23	27	0	0	0	\$3,900	\$0
East Palo Alto	4165 x 3 x 4.33	54,103	18	54	1	1	1	17	17	17	0	0	0	\$2,550	\$0
Foster City	6735 x 3 x 4.33	87,488	29	87	2	1	0	27	28	29	0	0	0	\$4,200	\$0
Hillsborough	3637 x 3 x 4.33	47,245	16	47	0	3	1	16	13	15	0	0	0	\$2,200	\$0
Menlo Park	7937 x 3 x 4.33	103,102	34	103	1	1	1	33	33	33	0	0	0	\$4,950	\$0
North Fair Oaks	2640 x 3 x 4.33	34,294	11	34	0	2	1	11	9	10	0	0	0	\$1,500	\$0
Redwood City	17310 x 3 x 4.33	224,857	75	225	2	1	0	73	74	75	0	0	0	\$11,100	\$0
San Carlos	8596 x 3 x 4.33	111,662	37	112	1	3	3	36	34	34	0	0	0	\$5,200	\$0
San Mateo	19989 x 3 x 4.33	259,657	86	260	1	6	4	85	80	82	0	0	0	\$12,350	\$0
San Mateo County	4978 x 3 x 4.33	64,664	22	65	0	1	2	22	21	20	0	0	0	\$3,150	\$0
West Bay	2119 x 3 x 4.33	27,526	9	28	0	0	0	9	9	9	0	0	0	\$1,350	\$0
Totals														\$58,100	\$0

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

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Oct	Nov	Dec			Oct	Nov	Dec	Total
Quarter 4	Oct	Nov	Dec			Oct	Nov	Dec	Total
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	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
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	1	N/A	0	\$0	\$0	(\$50)	(\$50)
San Mateo	0	0	0	N/A	0	\$0	\$0	\$0	\$0
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
<b>Totals</b>	<b>1</b>	<b>0</b>	<b>2</b>			<b>(\$50)</b>	<b>\$0</b>	<b>(\$100)</b>	<b>(\$150)</b>





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

Aggregate SBWMA \$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Incentive Threshold of Calls SBWMA Service Area	Disincentive Threshold of Calls SBWMA Service Area	Incentive Number of Calls	Disincentive Number of Calls	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Quarter 4 \$5  
Month

October	828	N/A	0	N/A	828	N/A	(\$4,140)
November	677	N/A	0	N/A	677	N/A	(\$3,385)
December	660	N/A	0	N/A	660	N/A	(\$3,300)
<b>Totals</b>					<u>2,165</u>		<u>(\$10,825)</u>

Year 2010		Tons of Solid Waste Collected			
Agency					
Atherton	3,031			\$0	(\$157)
Belmont	11,159			\$0	(\$579)
Burlingame	25,339			\$0	(\$1,314)
East Palo Alto	13,120			\$0	(\$680)
Foster City	13,589			\$0	(\$705)
Hillsborough	3,805			\$0	(\$197)
Menlo Park	19,265			\$0	(\$999)
North Fair Oaks	6,849			\$0	(\$355)
Redwood City	42,677			\$0	(\$2,213)
San Carlos	15,351			\$0	(\$796)
San Mateo	47,351			\$0	(\$2,455)
San Mateo County	5,278			\$0	(\$274)
West Bay	1,955			\$0	(\$101)
	<u>208,769</u>			<u>N/A</u>	<u>(\$10,825)</u>

Recology San Mateo County  
 Quarterly Contamination  
 Disincentive Calculation  
 Rate Year 2011

Quarter 4

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,378.07	20.00%	11.70%	-8.30%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	5,686.70	8.00%	15.00%	7.00%	398	\$70	\$27,865
Residential Organic Materials	19,466.40	5.00%	4.70%	-0.30%	N/A	\$70	N/A
Commercial Organic Materials	3,955.52	10.00%	2.20%	-7.80%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	1,488.85	5.00%	0.00%	-5.00%	N/A	\$70	N/A
						Total	\$27,865

## I. SUMMARY ASSESSMENT

### SIGNIFICANT CHALLENGES

#### Scavenging of Recyclable Materials

Scavenging of recycling materials continues to be a major problem throughout San Mateo County and we believe it accounts for a significant reduction in the volume of recyclables delivered to the Shoreway Environmental Center. Over Quarter 4, many RSMC team members have reported seeing incidents of scavenging throughout all of the member agencies.

Cardboard scavenging out of RSMC recycling bins is most often reported by our team members. Unemployment rates coupled with the increased value of cardboard, recently as high as \$245.00/ton, makes scavenging this commodity a lucrative enterprise. The photo to the right, taken by an RSMC supervisor in November 2011, shows a pick-up truck loaded with cardboard scavenged from the Hillsdale Mall in San Mateo. Large volume scavenging like this occurs throughout all 12 Member Agencies, though it is most common in areas with large commercial customers and in lower income neighborhoods.



Smaller volume scavenging of commodities with CRV (California Redemption Value) occurs throughout San Mateo County as well. This has been witnessed by RSMC team members most often at large MFDs located in lower income areas. The picture to the left was taken by an RSMC supervisor and shows a man that scavenged bottles and cans from an MFD in East Palo Alto on Cooley Ave. This may explain why diversion rates are lower at many MFDs, despite the existence of recycling programs.

The table below shows our photo documented sightings of scavenging throughout Quarter 4:

Date & Location	Photo
<p>10/9/2011 W 25<sup>th</sup> Avenue San Mateo</p>	
<p>10/24/2011 1419 Burlingame Ave Burlingame</p>	
<p>11/15/2011 East Palo Alto</p>	
<p>11/15/2011 1721 E Bayshore Road East Palo Alto</p>	

<p>12/13/2011</p> <p>Ralston Ave</p> <p>San Carlos</p>	
<p>12/13/2011</p> <p>Ralston Ave</p> <p>San Carlos</p>	

Scavenging results in a loss in recycling revenue for the local jurisdictions and those caught scavenging can be fined by state law. The California Public Resources Code Section 41950-41956 states that materials placed in designated recycling collection locations become the property of the “authorized recycling agent of the city or county”. Per the Franchise Agreements with the 12 member agencies, RSMC is authorized to collect and required to bring the recyclable materials to the Shoreway Environmental Center.

RSMC understands that resources are limited and enforcement of the California Public Resource Codes are difficult at best. RSMC would like to collaborate with the Member Agencies to develop a plan to address the issues associated with scavenging with the hopes of increasing the collection of valuable resources, such as cardboard and CRV bottle and cans for processing at the Shoreway Environmental Center. Increased commodity revenues and diversion levels for the Member Agencies can be achieved through education about where recycling revenues end up, how to report scavenging and increased code enforcement.

## 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 the 4th Quarter 2011 training and professional development activities for the Commercial Recycling Promotion Team:

Attendee	Leary Communications Training	EPA Webinar on Community Recycling Programs	Zero Waste Events Webinar	EPA Webinar on Recycling at Sporting Events	Showcase Training	Shoreway Environmental Education Center Tour
Maybo AuYeung	X	X			X	
Erin McNichol	X		X	X		
Mia Rossi	X	X				X
Sarah Prescott	X	X				X
Yvette Madera	X	X				X
Misty McKinney	X	X	X	X		X
Nikoleta Vicsapiova	X	X				
Jessica Connolly	X		X	X		X
Sandra Tinoco	X					
Emmanuel Nava			X	X		

**Mike Leary Communications Training** On December 7<sup>th</sup> and 8<sup>th</sup>, Mike Leary of Leary Communications conducted a two-day workshop for RSMC. The training focused on building client relationships through developing sales strategies, interpersonal and communication skills. Subtopics included: speaking for results, organizing and preparing for meetings and presentations, active listening, question and answer skills, deliberate non-verbal communication, confidence-building, and managing dialogues.

The first day of the workshop focused on enhancement of sales tactics, speaking for results, critical to recruiting and retaining customers. Attendees learned the importance of eye-contact and physically supporting the message being presented. We first held a discussion about speaking for results and then practiced the principles outlined below:

- Locking eyes with someone before beginning to speak
- Finishing a thought eye-to-eye

- Recognizing non verbal feedback from individuals
- Using pauses to regulate rate of speech
- Becoming aware of scanning with your eyes or flicking away
- Eliminating non-words, such as um, and, so, etc.
- Projecting your voice.
- Emphasizing key words and phrases
- Pausing to breathe properly
- Balancing your stance
- Using your hands to describe, punctuate or emphasize
- Returning your hands to your sides
- Being big enough to be visually accurate for the room

The training included interactive role playing, discussions, and activities, providing a multi-layered educational approach and allowing the entire group to absorb and implement the above principles. The exercises practiced during the training helped attendees learn to slow the rate of speech and reinforce the importance of eye-contact to establish clarity when conducting sales calls with customers.

Another significant component of the training was “listening to sell”. The training emphasized that an essential component to selling is listening to what is important to a customer. Practicing “listening to sell” allowed the speaker to more clearly identify goals a customer wants to achieve. Being attuned to customers’ requests and concerns allows RSMC to cater programs specific to the customer’s needs, and implement them more successfully.

The training also included how to handle questions from customers in a public setting, such as a presentation or community meeting. Learning how to rephrase open-ended or hostile questions into closed questions can significantly improve the tone of the room and allows the question and answer session to stay on point during a presentation. It can also deescalate a heated question and help manage the audience.

When asked about what was gained, a majority of attendees said that learning the importance of eye-contact and active listening was most helpful. These skills have already been utilized with some customers, with remarkable results. For example, following the training one of the WZSs met with a customer from a large apartment complex experiencing frequent recycling contamination. The contamination was causing overflow and making it difficult for the driver to access the container. During the meeting the WZS practiced active listening and asked open-ended questions, allowing the customer to vent her frustrations and explain the situation fully. These tools helped turn the meeting into a positive experience and the customer was more receptive to hearing about and implementing the WZS’s recommendations.

Another example of the positive impact the training had was used by another WZS at a large commercial account. The WZS had gone to the site to verify a container exchange and verify that the service levels were adequate. Through building a relationship with the customer and listening to their concerns the WZS increased recycling service an additional 1 yard per week and compost service an additional 5 yards per week.

Leary Communication Training helped the RSMC participants become more effective communicators and listeners. Developing better sales strategies and improving interpersonal communication and presentation skills has been beneficial for RSMC and will continue to be used when working with our customers in the RethinkWaste service area.



**EPA SMM Web Academy Webinar - Community Recycling Programs** WZSs Mia Rossi, Sarah Prescott, Yvette Madera, Misty McKinney and Nikoleta Vicsapiova participated in a webinar on October 20, 2011 entitled, “Community Recycling Programs: What’s Working, What’s Not?”. The webinar featured talks from experts in the field about community recycling programs from the South Eastern United States. The talks focused on lessons learned on the path to creating successful community recycling programs.

**Zero Waste Events Webinar** WZSs Misty McKinney and Erin McNichol and DAs Jessica Connolly and Emmanuel Nava participated in a webinar on October 26, 2011 presented by California Resources Recovery Association (CRRA). The two-hour webinar discussed waste reduction laws in place, best practices for greening events, including pre-planning with vendors, reporting tonnages, a variety of successful case studies and follow through, in addition to electronic communications for outreach to vendors and event attendees.

**EPA SMM Web Academy Webinar - Sporting Events** WZSs Misty McKinney and Erin McNichol and DAs Jessica Connolly and Emmanuel Nava participated in the “Creating Winning Recycling Programs at Sporting Events” webinar on November 17, 2011. The webinar discussed basic principles for setting up a multifaceted program beyond the venue site such as public spaces, pedestrian areas, hotels, restaurants and outdoor event areas including streets and plazas. Real world case studies were presented by panelists with experience in planning and executing recycling and waste management programs at such events.

**Showcase Report Training** WZS Maybo AuYeung attended a full day training session on December 9, 2011 with Recology’s IT Department on Showcase queries, report writing and AS400 database. The purpose of the training was to learn how to create and streamline data entry required for the commercial diversion team to report on activities, such as the Top 100 site assessments and commercial site checks.

**Shoreway Environmental Education Center Tour** WZSs Misty McKinney, Sarah Prescott, Mia Rossi and Yvette Madera and DA Jessica Connolly participated in a tour given by Monica Devincenzi and Faustina Mututa on November 9, 2011 at the Shoreway Environmental Education Center. The purpose of the tour was to understand the process of sorting recyclables at the Shoreway facility, experience the environmental education center school tour and to be apprised of sustainable construction projects, such as the installation of solar panels and rainwater catchment system.

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

As previously stated in our 2011 Quarter 3 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.**

**New/Increased Recycling and Compost Customers** As stated in our 2011 3rd Quarter Report, our goals were to recruit new recycling and compost customers and enhance the existing diversion programs in order to increase the volume of recyclable materials and the tonnages for compostable materials at the Shoreway facility. The following is an update on the Waste Zero Specialists’ goal of recruiting or increasing recycling and compost customers in Q4 2011:

Q4 2011 Goal New and/or Increased Recycling and Compost Customer	Q4 2011 Actual New and/or Increased Recycling and Compost Customers
70	149

To support the new starts, the team 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.

**Site Assessments and Site Checks** We are pleased to report we conducted all Top 100 Site Assessments, with the exception of closed and residential accounts noted below by the stated completion date of December 31, 2011 and exceeded our Q4 2011 goal for site checks:

Please see the summary of Q4 goals for site assessments\* and site checks†:

Q4 2011 Goal Site Assessments*	Q4 2011 Actual Site Assessments	Q4 2011 Goal Site Checks**	Q4 2011 Actual Site Checks
209	193‡	675	764

\*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 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.

‡193 site assessments were performed in Quarter 4 to complete our annual site assessment goal for all franchises.

Site Assessments performed during 2011 in each Member Agency are summarized below:

Member Agency	Number of Top 100 MSW Generators	Site Assessments Completed 2011				Number of Site Assessments Completed
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Atherton	24	0	4	0	4	8*
Belmont	100	39	41	15	5	100
Burlingame	100	18	44	20	18	100
East Palo Alto	100	21	34	24	21	100
Foster City	100	30	26	18	26	100
Hillsborough	6	0	6	0	0	6

Member Agency	Number of Top 100 MSW Generators	Site Assessments Completed 2011				Number of Site Assessments Completed
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Menlo Park	100	8	38	37	15	98†
North Fair Oaks / County	100	6	17	28	46	97†
Redwood City	100	17	39	27	17	100
San Carlos	100	16	50	23	11	100
San Mateo	100	29	53	0	18	100
West Bay Sanitary District	28	0	12	9	6	27‡
<b>Total</b>	<b>958</b>	<b>184</b>	<b>364</b>	<b>201</b>	<b>187</b>	<b>936</b>

\*Atherton had 16 accounts that were coded as commercial, but in actuality are large residential properties subscribed to commercial services. The residents at these 16 properties declined waste audits.

† Menlo Park had 2 Top 100 commercial accounts that closed during 2011 before site assessments could be conducted. North Fair Oaks/County of San Mateo had 3 Top 100 commercial accounts that closed during 2011 before site assessments could be conducted.

‡ West Bay Sanitary District had one Top 100 account that was a large residential property subscribed to commercial services that also declined a waste audit.

**Load Checks** The Diversion Auditors' Q4 goal was to conduct a combined 30 load checks at the Shoreway Environmental Center. We are pleased to report that the goal for load checks was exceeded as noted below:

Q4 2011 Goal Load Checks	Q4 2011 Actual Load Checks
30	34

**Quarter 1 2012 Goals** RSMC's goal is to continue to increase diversion by implementing new compost and recycling programs and working with customers to maximize their existing programs. It is important to make sure that the recycling and compost materials being transported to the Shoreway Environmental Center have limited contamination as well. We will continue to perform Site Assessments of the Top 100 MSW Generators and conduct Site Checks to verify service levels and program efficiencies.

With that in mind, the following goals have been set for the Commercial Recycling Promotion Team for Q1 2012:

- Increase commercial diversion tonnage
- Increase the commercial recycling customer base
- Decrease commercial solid waste disposal tonnage
- Perform Annual Site Assessments on the Top 100 MSW Generators
- Conduct Site Checks and bin verification of on-site collection container assessments at commercial accounts to meet our requirement of one Site Check every 3 years

- Monitor contamination of Commercial Recycling and Compost materials by performing Contamination Site Checks

The Commercial Recycling Promotion Team Q1 2012 goals will be achieved through the metrics outlined below:

- Conduct 235 Site Assessments of the Top 100 MSW Generators
- Each WZS to provide a minimum of 10 Cost Savings Analysis' to commercial or MFD customers each month, in order to collectively implement new and/or increase a minimum of 100 recycling or compost services
- Conduct a minimum of 750 Site Checks of Commercial or MFD customers
- Conduct a minimum of 150 Contamination Site Checks at Commercial or MFD locations

**Compensation Incentive Plan** The Commercial Recycling Promotion Team does not have a compensation incentive plan for achieving their 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 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 our 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.

- Collaborate with RethinkWaste to develop a business toolkit. Ideally, the toolkit would include an Introduction letter from Recology and RethinkWaste and information such as the following:
  - Fact Sheet on the importance of diversion
  - Commercial brochure, recycling and/or compost stickers
  - Local and state mandates related to solid waste and recycling ( i.e., AB939, SB1016, AB341)
  - Cost saving benefits of diversion programs
  - Steps to help mitigate contamination and/or scavenging

The Toolkit could also be used to provide details of waste audits conducted at a particular business, and would include photos and recommended changes to programs and services.

- Utilize techniques learned from the Leary Communications Training
- Compare monthly diversion tonnages of 2011 to 2012 in each Member Agency to verify if diversion levels are increasing. RSMC is currently working with Recology's IT Department to develop a report that will identify monthly tonnages gained and/or lost, thereby providing the Commercial Recycling Promotion Team with customer accounts that have either increased or decreased MSW, recycling and/or compost volumes, so contact can be made with the customers to insure that identified changes are warranted and work directly with those customers to maximize diversion efforts.

- Utilize SIC data to identify customers that are not recycling or composting to their fullest potential, so a targeted approach can be made that relates to a particular sector. For instance, a grocery store that does not have a compost program would be identified and contacted to verify if they are back-hauling, and if not, provided with information about the environmental and cost saving benefits of composting, with the goal of implementing a compost program.
- Data entry performed by the Commercial Recycling Promotion Team has been extremely time consuming, thus reducing the amount of time they spend in the field and with customers. Therefore, our strategy to mitigate this issue is to work with Recology's IT Department to streamline the data entry process in order to provide the numerous reports required and collaborate with the SBWMA and Member Agencies to identify what reports are beneficial and where applicable, which reports could be minimized or potentially eliminated.
- Connect with business members in the RethinkWaste service area through our participation in local Chambers of Commerce:
  - Mia Rossi, WZS for the City of San Carlos, is a newly elected member of the San Carlos Chamber of Commerce Board of Directors. She is actively participating in the Chamber's Ambassador Program, which provides her with regular opportunities to meet business owners and discuss programs and services available that will help them reduce their waste stream. Mia played an integral part in the Chamber's recent green business awards by assisting each of the four winning businesses with their diversion programs.
  - Misty McKinney, WZS for Redwood City, is serving as an Ambassador for the Redwood City Chamber of Commerce. As a part of her commitment to the Chamber she is expected to attend scheduled events and network with members of the business community in Redwood City, which again provides RSMC with the opportunity to meet business owners, build a positive working relationship with a goal of helping them improve their waste reduction efforts.
  - Nikoleta Vicsapiova, WZS for Foster City, currently sits on the Board of Directors for the Foster City Chamber of Commerce. As an official member she is committed to being a part of the Board of Directors for a three-year term, attending Chamber events, and networking with the Foster City business community. She is also leading the Business Impact Task Force, which will seek opportunities for making Foster City businesses more sustainable.

The Commercial Recycling Promotion Team will continue to utilize strategies developed in 2011 to mitigate contamination of materials collected by RSMC. These strategies include the following:

### **Contamination Site Checks**

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

Recology representatives will speak to the customer on-site to immediately address the contamination issue. Speaking with the customer directly allows the Team to supply the customer with the needed resources to reduce contamination at that time and/or in the future. If a customer is not available, a WZS assigned to that customer will be notified to provide follow up, thus offering customers the necessary tools to properly handle materials, including internal containers, posters, dock signs, presentations and/or trainings.

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

### **Ride-A-Longs**

Ride-A-Longs have proven to be extremely helpful and utilized to monitor contamination in the Commercial and MFD Sectors. Throughout Q4, the Commercial Recycling Promotion Team collectively participated in approximately 30 ride-a-longs with commercial recycling and compost drivers. Working collaboratively with the drivers to identify “troubled accounts”, recycling containers are 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 Commercial Recycling Promotion Team with first-hand knowledge that can be used when meeting with a customer.

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

Services provided by RSMC to our Commercial and Agency Facility sectors include Single-Stream Recycling, Compost and Solid Waste Material collection. Support services provided include conducting Site Assessments and Site Checks, determining adequate and most cost effective service levels, providing presentations and trainings and distributing public education materials and internal containers.

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

A detailed account of the diversion statistics is included in the 2011 4<sup>th</sup> Quarter Report detail file in the tab labeled “M1d. Diversion Level”.