



ANNUAL REPORT TO THE SBWMA
FOR YEAR 2013

Submitted February 14, 2014



February 14, 2014

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 Annual 2013 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

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

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

ANNUAL REPORT TO THE SBWMA

**For
Year 2013**

**Submitted
February 14, 2014**



ANNUAL 2013 REPORT
TABLE OF CONTENTS

	Page
A. Definitions	ii - iii
B. Summary	iv
C. Tonnage Summary and Cumulative Comparison	1 - 28
D. Inquiry, Service Request and Complaint Data	29
E. Call Center Data and Quality Assurance Calls Made	30
F. On-Site Customer Assessments, Visual Audits, and Recycling Tote-Bag Delivery Information	31
G. Liquidated Damages Summary	32 - 37
H. Performance Incentives and Disincentives	38 - 43
I. Operational Information	44 - 47
J. Organizational Chart	48
K. Billings	49
L. Customer Service Plan	50 - 53
M. Route Sheets and Maps	54 - 60
N. Climate Action Report	61 – 66
O. Disclosure Letter	67



ANNUAL 2013 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. This includes construction and demolition debris collected from agency facilities. 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. This includes construction and demolition debris. 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.

Tonnage Allocations – System tonnage allocations are updated on a quarterly basis for usual and customary service changes, and for substantive route changes when they occur.

Bulky item collection tonnage is allocated based on the number of collection events for solid waste and on the basis of the number of items collected for recyclables. The allocation methodology is applied consistently each month.



ANNUAL 2013 REPORT SUMMARY

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2013 Year End
---------	----------------------------	----------------------------	----------------------------	----------------------------	------------------

Commercial Tonnage Collected

Solid Waste	20,158.84	20,818.20	21,687.86	21,032.52	83,697.42
Recyclables	4,873.08	5,261.46	5,506.81	5,393.51	21,034.86
Organics	4,586.86	4,980.84	5,225.44	5,749.53	20,542.67

Multi-Family Tonnage Collected

Solid Waste	8,465.58	8,916.43	8,802.94	8,336.25	34,521.20
Recyclables	1,826.32	1,898.74	1,903.03	1,987.81	7,615.90
Organics	230.12	256.44	216.60	223.43	926.59

Residential Tonnage Collected

Solid Waste	14,141.01	14,699.73	15,076.46	14,865.69	58,782.89
Recyclables	9,936.23	10,170.08	10,157.75	10,936.95	41,201.01
Organics	17,438.09	21,195.41	19,189.54	19,786.33	77,609.37

Diversion Rates

Commercial	28.69%	29.43%	29.65%	31.26%	29.77%
Multi-Family	19.54%	19.47%	19.41%	20.96%	19.84%
Residential	65.94%	68.09%	66.06%	67.39%	66.90%
Overall	47.63%	49.62%	48.08%	49.91%	48.83%

Inquires, Service Requests & Complaints	13,441	15,721	16,581	15,179	60,922
Calls Received	39,507	40,644	43,460	40,928	164,539
Avg. Hold Time	16.73	14.08	16.63	19.57	16.75
Assessments	173	318	341	212	1,044
Quality Assurance	643	630	669	620	2,562

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
ATHERTON					
Commercial					
Commercial Solid Waste	108.15	120.10	114.24	104.96	447.45
Commercial Recycling	36.21	37.99	47.43	43.87	165.50
Commercial Organics	97.49	148.72	125.32	129.97	501.50
Subtotal - Disposed	108.15	120.10	114.24	104.96	447.45
Subtotal - Diverted	133.70	186.71	172.75	173.84	667.00
Diversion Rate	55.28%	60.86%	60.19%	62.35%	59.85%
MFD					
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off					
Roll-Off Solid Waste	0.00	0.43	0.00	0.00	0.43
Roll-Off Recycling	0.00	0.24	0.00	0.00	0.24
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.43	0.00	0.00	0.43
Subtotal - Diverted	0.00	0.24	0.00	0.00	0.24
Diversion Rate	0.00%	35.82%	0.00%	0.00%	35.82%
Residential					
Residential Solid Waste	416.18	431.63	424.69	430.27	1,702.77
Residential Curbside Recycling	322.91	342.07	331.40	376.45	1,372.83
Residential Curbside Organics	1,761.86	2,023.30	1,814.10	2,118.56	7,717.82
Subtotal - Disposed	416.18	431.63	424.69	430.27	1,702.77
Subtotal - Diverted	2,084.77	2,365.37	2,145.50	2,495.01	9,090.65
Diversion Rate	83.36%	84.57%	83.48%	85.29%	84.22%
Total Disposed	524.33	552.16	538.93	535.23	2,150.65
Total Diverted	2,218.47	2,552.32	2,318.25	2,668.85	9,757.89
Total Diversion Rate	80.88%	82.21%	81.14%	83.30%	81.94%
Single-Family Measured Diversion Rate	83.36%	84.57%	83.48%	85.29%	84.22%
Commercial Measured Diversion Rate	55.28%	60.80%	60.19%	62.35%	59.84%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	80.88%	82.21%	81.14%	83.30%	81.94%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Atherton					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	591.22	532.17	447.45	(84.72)	-15.92%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	0.43	100.00%
Commercial Recycling	200.36	154.17	165.50	11.33	7.35%
MFD Recycling	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.24	100.00%
Commercial Organics	426.87	393.80	501.50	107.70	27.35%
MFD Organics	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	(26.57)	-100.00%
SUBTOTAL - Disposed Tons	591.22	532.17	447.88	(84.29)	-15.84%
SUBTOTAL - Diverted Tons	637.37	574.54	667.24	92.70	16.13%
<u>Residential</u>					
Residential Solid Waste	1,989.71	1,775.72	1,702.77	(72.95)	-4.11%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	41.12	3.09%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	(523.65)	-6.35%
SUBTOTAL - Disposed Tons	1,989.71	1,775.72	1,702.77	(72.95)	-4.11%
SUBTOTAL - Diverted Tons	9,186.54	9,573.18	9,090.65	(482.53)	-5.04%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	2,580.93	2,307.89	2,150.65		
TOTAL TONS DIVERTED	9,823.91	10,147.72	9,757.89		
COMMERCIAL DIVERSION RATE	51.88%	51.91%	59.84%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	82.20%	84.35%	84.22%		
TOTAL DIVERSION RATE	79.19%	81.47%	81.94%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT					
Commercial					
Commercial Solid Waste	568.23	585.52	590.44	616.68	2,360.87
Commercial Recycling	148.62	159.34	166.60	181.54	656.10
Commercial Organics	112.82	127.18	131.22	141.19	512.41
Subtotal - Disposed	568.23	585.52	590.44	616.68	2,360.87
Subtotal - Diverted	261.44	286.52	297.82	322.73	1,168.51
Diversion Rate	31.51%	32.86%	33.53%	34.35%	33.11%
MFD					
MFD Solid Waste	535.26	555.18	575.70	557.85	2,223.99
MFD Recycling	123.22	126.34	130.15	136.33	516.04
MFD Organics	14.51	15.45	15.94	15.21	61.11
Subtotal - Disposed	535.26	555.18	575.70	557.85	2,223.99
Subtotal - Diverted	137.73	141.79	146.09	151.54	577.15
Diversion Rate	20.47%	20.34%	20.24%	21.36%	20.60%
Roll-Off					
Roll-Off Solid Waste	110.54	120.26	124.53	131.27	486.60
Roll-Off Recycling	1.80	0.82	0.00	0.00	2.62
Roll-Off Organics	0.22	0.00	0.00	9.52	9.74
Subtotal - Disposed	110.54	120.26	124.53	131.27	486.60
Subtotal - Diverted	2.02	0.82	0.00	9.52	12.36
Diversion Rate	1.79%	0.68%	0.00%	6.76%	2.48%
Residential					
Residential Solid Waste	795.35	825.72	836.80	847.85	3,305.72
Residential Curbside Recycling	695.96	702.18	703.08	752.70	2,853.92
Residential Curbside Organics	945.53	1,148.27	1,054.65	1,008.34	4,156.79
Subtotal - Disposed	795.35	825.72	836.80	847.85	3,305.72
Subtotal - Diverted	1,641.49	1,850.45	1,757.73	1,761.04	7,010.71
Diversion Rate	67.36%	69.15%	67.75%	67.50%	67.96%
Total Disposed	2,009.38	2,086.68	2,127.47	2,153.65	8,377.18
Total Diverted	2,042.68	2,279.58	2,201.64	2,244.83	8,768.73
Total Diversion Rate	50.41%	52.21%	50.86%	51.04%	51.14%
Single-Family Measured Diversion Rate	67.36%	69.15%	67.75%	67.50%	67.96%
Commercial Measured Diversion Rate	24.84%	25.39%	25.59%	27.03%	25.74%
MFD Measured Diversion Rate	20.47%	20.34%	20.24%	21.36%	20.60%
Overall Measured Diversion Rate	50.41%	52.21%	50.86%	51.04%	51.14%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Belmont					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	2,276.14	2,530.67	2,360.87	(169.80)	-6.71%
MFD Solid Waste	2,018.99	2,134.47	2,223.99	89.52	4.19%
Roll-Off Solid Waste	469.16	491.80	486.60	(5.20)	-1.06%
Commercial Recycling	536.32	614.13	656.10	41.97	6.83%
MFD Recycling	467.47	479.43	516.04	36.61	7.64%
Roll-Off Recycling	0.41	1.65	2.62	0.97	28.12%
Commercial Organics	412.88	440.09	512.41	72.32	16.43%
MFD Organics	25.68	41.96	61.11	19.15	45.64%
Roll-Off Organics	1.14	8.74	9.74	1.00	11.44%
SUBTOTAL - Disposed Tons	4,764.29	5,156.94	5,071.46	(85.48)	-1.66%
SUBTOTAL - Diverted Tons	1,443.90	1,586.00	1,758.02	172.02	10.85%
<u>Residential</u>					
Residential Solid Waste	3,281.73	3,391.24	3,305.72	(85.52)	-2.52%
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	(32.68)	-1.13%
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	40.82	0.99%
SUBTOTAL - Disposed Tons	3,281.73	3,391.24	3,305.72	(85.52)	-2.52%
SUBTOTAL - Diverted Tons	7,051.63	7,002.57	7,010.71	8.14	0.12%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	8,046.02	8,548.18	8,377.18		
TOTAL TONS DIVERTED	8,495.53	8,588.57	8,768.73		
COMMERCIAL DIVERSION RATE	23.26%	23.52%	25.74%		
MFD DIVERSION RATE	19.63%	19.63%	20.60%		
RESIDENTIAL DIVERSION RATE	68.24%	67.37%	67.96%		
TOTAL DIVERSION RATE	51.36%	50.12%	51.14%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME					
Commercial					
Commercial Solid Waste	1,993.69	2,087.30	2,117.41	2,069.97	8,268.37
Commercial Recycling	722.85	832.58	819.71	806.66	3,181.80
Commercial Organics	652.28	682.85	718.95	927.57	2,981.65
Subtotal - Disposed	1,993.69	2,087.30	2,117.41	2,069.97	8,268.37
Subtotal - Diverted	1,375.13	1,515.43	1,538.66	1,734.23	6,163.45
Diversion Rate	40.82%	42.06%	42.09%	45.59%	42.71%
MFD					
MFD Solid Waste	729.55	743.49	747.06	721.87	2,941.97
MFD Recycling	210.30	213.25	215.87	231.26	870.68
MFD Organics	16.52	18.06	12.59	13.22	60.39
Subtotal - Disposed	729.55	743.49	747.06	721.87	2,941.97
Subtotal - Diverted	226.82	231.31	228.46	244.48	931.07
Diversion Rate	23.72%	23.73%	23.42%	25.30%	24.04%
Roll-Off					
Roll-Off Solid Waste	1,831.23	1,770.00	1,877.99	1,764.50	7,243.72
Roll-Off Recycling	31.89	24.01	34.22	51.20	141.32
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	1,831.23	1,770.00	1,877.99	1,764.50	7,243.72
Subtotal - Diverted	31.89	24.01	34.22	51.20	141.32
Diversion Rate	1.71%	1.34%	1.79%	2.82%	1.91%
Residential					
Residential Solid Waste	878.60	933.00	945.63	952.58	3,709.81
Residential Curbside Recycling	732.80	746.38	733.41	821.13	3,033.72
Residential Curbside Organics	1,137.03	1,431.02	1,291.13	1,313.67	5,172.85
Subtotal - Disposed	878.60	933.00	945.63	952.58	3,709.81
Subtotal - Diverted	1,869.83	2,177.40	2,024.54	2,134.80	8,206.57
Diversion Rate	68.03%	70.00%	68.16%		68.87%
Total Disposed	5,433.07	5,533.79	5,688.09	5,508.92	22,163.87
Total Diverted	3,503.67	3,948.15	3,825.88	4,164.71	15,442.41
Total Diversion Rate	39.21%	41.64%	40.21%	43.05%	41.06%
Single-Family Measured Diversion Rate	68.03%	70.00%	68.16%	69.15%	68.87%
Commercial Measured Diversion Rate	26.40%	27.79%	27.53%	30.82%	28.17%
MFD Measured Diversion Rate	23.72%	23.73%	23.42%	25.30%	24.04%
Overall Measured Diversion Rate	39.21%	41.64%	40.21%	43.05%	41.06%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Burlingame					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	8,222.96	8,600.41	8,268.37	(332.04)	-3.86%
MFD Solid Waste	3,146.03	2,990.25	2,941.97	(48.28)	-1.61%
Roll-Off Solid Waste	7,638.95	8,771.06	7,243.72	(1,527.34)	-17.41%
Commercial Recycling	2,613.82	2,785.59	3,181.80	396.21	14.22%
MFD Recycling	732.09	776.45	870.68	94.23	12.14%
Roll-Off Recycling	125.71	224.48	141.32	(83.16)	-37.05%
Commercial Organics	2,329.15	2,466.36	2,981.65	515.29	20.89%
MFD Organics	77.69	63.48	60.39	(3.09)	-4.87%
Roll-Off Organics	1,141.95	238.87	0.00	(238.87)	-100.00%
SUBTOTAL - Disposed Tons	19,007.94	20,361.72	18,454.06	(1,907.66)	-9.37%
SUBTOTAL - Diverted Tons	7,020.41	6,555.23	7,235.84	680.61	10.38%
<u>Residential</u>					
Residential Solid Waste	3,913.73	3,764.78	3,709.81	(54.97)	-1.46%
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	(13.72)	-0.45%
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	(95.84)	-1.82%
SUBTOTAL - Disposed Tons	3,913.73	3,764.78	3,709.81	(54.97)	-1.46%
SUBTOTAL - Diverted Tons	8,111.04	8,316.13	8,206.57	(109.56)	-1.32%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	22,921.67	24,126.50	22,163.87		
TOTAL TONS DIVERTED	15,131.45	14,871.36	15,442.41		
COMMERCIAL DIVERSION RATE	26.97%	24.35%	28.17%		
MFD DIVERSION RATE	20.47%	21.93%	24.04%		
RESIDENTIAL DIVERSION RATE	67.45%	68.84%	68.87%		
TOTAL DIVERSION RATE	39.76%	38.13%	41.06%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO					
Commercial					
Commercial Solid Waste	310.85	344.96	345.62	308.79	1,310.22
Commercial Recycling	146.27	108.03	116.28	115.40	485.98
Commercial Organics	72.36	80.32	105.30	155.04	413.02
Subtotal - Disposed	310.85	344.96	345.62	308.79	1,310.22
Subtotal - Diverted	218.63	188.35	221.58	270.44	899.00
Diversion Rate	41.29%	35.32%	39.07%	46.69%	40.69%
MFD					
MFD Solid Waste	642.36	684.91	711.54	657.97	2,696.78
MFD Recycling	52.79	54.26	56.89	63.12	227.06
MFD Organics	18.81	23.19	21.54	17.40	80.94
Subtotal - Disposed	642.36	684.91	711.54	657.97	2,696.78
Subtotal - Diverted	71.60	77.45	78.43	80.52	308.00
Diversion Rate	10.03%	10.16%	9.93%	10.90%	10.25%
Roll-Off					
Roll-Off Solid Waste	323.55	314.09	348.32	315.05	1,301.01
Roll-Off Recycling	0.00	3.65	4.20	4.07	11.92
Roll-Off Organics	0.00	2.79	0.00	0.00	2.79
Subtotal - Disposed	323.55	314.09	348.32	315.05	1,301.01
Subtotal - Diverted	0.00	6.44	4.20	4.07	14.71
Diversion Rate	0.00%	2.01%	1.19%	1.28%	1.12%
Residential					
Residential Solid Waste	1,521.89	1,584.24	1,656.81	1,564.20	6,327.14
Residential Curbside Recycling	327.94	350.01	355.68	353.07	1,386.70
Residential Curbside Organics	836.16	1,004.57	915.74	840.95	3,597.42
Subtotal - Disposed	1,521.89	1,584.24	1,656.81	1,564.20	6,327.14
Subtotal - Diverted	1,164.10	1,354.58	1,271.42	1,194.02	4,984.12
Diversion Rate	43.34%	46.09%	43.42%	43.29%	44.06%
Total Disposed	2,798.65	2,928.20	3,062.29	2,846.01	11,635.15
Total Diverted	1,454.33	1,626.82	1,575.63	1,549.05	6,205.83
Total Diversion Rate	34.20%	35.71%	33.97%	35.25%	34.78%
Single-Family Measured Diversion Rate	43.34%	46.09%	43.42%	43.29%	44.06%
Commercial Measured Diversion Rate	18.52%	16.84%	17.79%	21.69%	18.71%
MFD Measured Diversion Rate	10.03%	10.16%	9.93%	10.90%	10.25%
Overall Measured Diversion Rate	34.20%	35.71%	33.97%	35.25%	34.78%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
East Palo Alto					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	1,419.75	1,415.09	1,310.22	(104.87)	-7.41%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	75.78	2.89%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	(20.93)	-1.58%
Commercial Recycling	564.07	1,038.49	485.98	(552.51)	-53.20%
MFD Recycling	28.13	203.81	227.06	23.25	11.41%
Roll-Off Recycling	37.53	18.71	11.92	(6.79)	-36.29%
Commercial Organics	313.21	303.45	413.02	109.57	36.11%
MFD Organics	54.96	71.19	80.94	9.75	13.70%
Roll-Off Organics	0.00	9.94	2.79	(7.15)	-71.93%
SUBTOTAL - Disposed Tons	4,964.52	5,358.03	5,308.01	(50.02)	-0.93%
SUBTOTAL - Diverted Tons	997.90	1,645.59	1,221.71	(423.88)	-25.76%
<u>Residential</u>					
Residential Solid Waste	6,288.92	6,430.77	6,327.14	(103.63)	-1.61%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	60.02	4.52%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	116.94	3.36%
SUBTOTAL - Disposed Tons	6,288.92	6,430.77	6,327.14	(103.63)	-1.61%
SUBTOTAL - Diverted Tons	4,750.31	4,807.16	4,984.12	176.96	3.68%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	11,253.44	11,788.80	11,635.15		
TOTAL TONS DIVERTED	5,748.21	6,452.75	6,205.83		
COMMERCIAL DIVERSION RATE	16.74%	23.50%	18.71%		
MFD DIVERSION RATE	3.04%	9.50%	10.25%		
RESIDENTIAL DIVERSION RATE	43.03%	42.78%	44.06%		
TOTAL DIVERSION RATE	33.81%	35.37%	34.78%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY					
Commercial					
Commercial Solid Waste	687.99	727.19	684.76	712.14	2,812.08
Commercial Recycling	230.89	251.44	251.07	265.33	998.73
Commercial Organics	414.90	485.82	507.30	464.57	1,872.59
Subtotal - Disposed	687.99	727.19	684.76	712.14	2,812.08
Subtotal - Diverted	645.79	737.26	758.37	729.90	2,871.32
Diversion Rate	48.42%	50.34%	52.55%	50.62%	50.52%
MFD					
MFD Solid Waste	784.54	845.19	894.02	831.49	3,355.24
MFD Recycling	179.85	193.47	221.02	234.06	828.40
MFD Organics	12.84	15.37	10.15	9.88	48.24
Subtotal - Disposed	784.54	845.19	894.02	831.49	3,355.24
Subtotal - Diverted	192.69	208.84	231.17	243.94	876.64
Diversion Rate	19.72%	19.81%	20.54%	22.68%	20.72%
Roll-Off					
Roll-Off Solid Waste	318.12	321.09	331.29	338.81	1,309.31
Roll-Off Recycling	5.73	7.64	0.00	3.99	17.36
Roll-Off Organics	113.63	137.57	137.44	134.51	523.15
Subtotal - Disposed	318.12	321.09	331.29	338.81	1,309.31
Subtotal - Diverted	119.36	145.21	137.44	138.50	540.51
Diversion Rate	27.28%	31.14%	29.32%	29.02%	29.22%
Residential					
Residential Solid Waste	783.42	809.42	844.34	844.66	3,281.84
Residential Curbside Recycling	582.55	596.94	599.22	629.19	2,407.90
Residential Curbside Organics	621.31	763.22	704.67	667.07	2,756.27
Subtotal - Disposed	783.42	809.42	844.34	844.66	3,281.84
Subtotal - Diverted	1,203.86	1,360.16	1,303.89	1,296.26	5,164.17
Diversion Rate	60.58%	62.69%	60.70%	60.55%	61.14%
Total Disposed	2,574.07	2,702.89	2,754.41	2,727.10	10,758.47
Total Diverted	2,161.70	2,451.47	2,430.87	2,408.60	9,452.64
Total Diversion Rate	45.65%	47.56%	46.88%	46.90%	46.77%
Single-Family Measured Diversion Rate	60.58%	62.69%	60.70%	60.55%	61.14%
Commercial Measured Diversion Rate	34.85%	36.56%	37.11%	37.14%	36.45%
MFD Measured Diversion Rate	19.72%	19.81%	20.54%	22.68%	20.72%
Overall Measured Diversion Rate	45.65%	47.56%	46.88%	46.90%	46.77%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Foster City					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	3,200.66	3,160.55	2,812.08	(348.47)	-11.03%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	152.08	4.75%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	(135.54)	-9.38%
Commercial Recycling	688.67	941.33	998.73	57.40	6.10%
MFD Recycling	601.97	657.90	828.40	170.50	25.92%
Roll-Off Recycling	46.60	22.90	17.36	(5.54)	-24.19%
Commercial Organics	1,469.88	1,587.85	1,872.59	284.74	17.93%
MFD Organics	35.51	34.96	48.24	13.28	37.99%
Roll-Off Organics	348.55	578.91	523.15	(55.76)	-9.63%
SUBTOTAL - Disposed Tons	8,935.59	7,808.56	7,476.63	(331.93)	-4.25%
SUBTOTAL - Diverted Tons	3,191.18	3,823.85	4,288.47	464.62	12.15%
<u>Residential</u>					
Residential Solid Waste	3,159.32	3,299.56	3,281.84	(17.72)	-0.54%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	(5.45)	-0.23%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	(73.45)	-2.60%
SUBTOTAL - Disposed Tons	3,159.32	3,299.56	3,281.84	(17.72)	-0.54%
SUBTOTAL - Diverted Tons	5,211.92	5,243.08	5,164.17	(78.91)	-1.50%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	12,094.91	11,108.12	10,758.47		
TOTAL TONS DIVERTED	8,403.10	9,066.93	9,452.64		
COMMERCIAL DIVERSION RATE	26.32%	32.87%	36.45%		
MFD DIVERSION RATE	13.86%	17.78%	20.72%		
RESIDENTIAL DIVERSION RATE	62.26%	61.38%	61.14%		
TOTAL DIVERSION RATE	40.99%	44.94%	46.77%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH					
Commercial					
Commercial Solid Waste	86.76	116.74	98.60	83.21	385.31
Commercial Recycling	82.16	121.54	227.65	61.28	492.63
Commercial Organics	68.47	130.24	75.46	80.18	354.35
Subtotal - Disposed	86.76	116.74	98.60	83.21	385.31
Subtotal - Diverted	150.63	251.78	303.11	141.46	846.98
Diversion Rate	63.45%	68.32%	75.45%	62.96%	68.73%
MFD					
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	540.11	563.71	585.57	583.79	2,273.18
Residential Curbside Recycling	465.30	481.57	477.70	525.02	1,949.59
Residential Curbside Organics	993.76	1,188.46	1,108.96	1,077.12	4,368.30
Subtotal - Disposed	540.11	563.71	585.57	583.79	2,273.18
Subtotal - Diverted	1,459.06	1,670.03	1,586.66	1,602.14	6,317.89
Diversion Rate	72.98%	74.76%	73.04%	73.29%	73.54%
Total Disposed	626.87	680.45	684.17	667.00	2,658.49
Total Diverted	1,609.69	1,921.81	1,889.77	1,743.60	7,164.87
Total Diversion Rate	71.97%	73.85%	73.42%	72.33%	72.94%
Single-Family Measured Diversion Rate	72.98%	74.76%	73.04%	73.29%	73.54%
Commercial Measured Diversion Rate	63.45%	68.32%	75.45%	62.96%	68.73%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	71.97%	73.85%	73.42%	72.33%	72.94%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Hillsborough					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	506.78	379.52	385.31	5.79	1.53%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	(1.80)	-100.00%
Commercial Recycling	590.06	229.44	492.63	263.19	114.71%
MFD Recycling	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	(10.32)	-100.00%
Commercial Organics	275.02	323.48	354.35	30.87	9.54%
MFD Organics	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	(5.52)	-100.00%
SUBTOTAL - Disposed Tons	512.02	381.32	385.31	3.99	1.05%
SUBTOTAL - Diverted Tons	872.62	568.76	846.98	278.22	48.92%
<u>Residential</u>					
Residential Solid Waste	2,767.86	2,359.06	2,273.18	(85.88)	-3.64%
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	15.11	0.78%
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	(180.36)	-3.97%
SUBTOTAL - Disposed Tons	2,767.86	2,359.06	2,273.18	(85.88)	-3.64%
SUBTOTAL - Diverted Tons	6,090.50	6,483.14	6,317.89	(165.25)	-2.55%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	3,279.88	2,740.38	2,658.49		
TOTAL TONS DIVERTED	6,963.12	7,051.90	7,164.87		
COMMERCIAL DIVERSION RATE	63.02%	59.86%	68.73%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	68.75%	73.32%	73.54%		
TOTAL DIVERSION RATE	67.98%	72.01%	72.94%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK					
Commercial					
Commercial Solid Waste	2,282.63	2,355.46	2,385.37	2,227.85	9,251.31
Commercial Recycling	675.80	678.88	657.05	676.08	2,687.81
Commercial Organics	1,015.69	1,006.35	1,007.52	1,315.81	4,345.37
Subtotal - Disposed	2,282.63	2,355.46	2,385.37	2,227.85	9,251.31
Subtotal - Diverted	1,691.49	1,685.23	1,664.57	1,991.89	7,033.18
Diversion Rate	42.56%	41.71%	41.10%	47.20%	43.19%
MFD					
MFD Solid Waste	519.64	547.56	558.57	527.29	2,153.06
MFD Recycling	178.41	183.88	186.32	197.02	745.63
MFD Organics	27.26	31.70	31.42	33.71	124.09
Subtotal - Disposed	519.64	547.56	558.57	527.29	2,153.06
Subtotal - Diverted	205.67	215.58	217.74	230.73	869.72
Diversion Rate	28.36%	28.25%	28.05%	30.44%	28.77%
Roll-Off					
Roll-Off Solid Waste	109.89	95.70	97.30	107.45	410.34
Roll-Off Recycling	84.93	143.58	164.21	167.81	560.53
Roll-Off Organics	92.61	55.24	53.52	69.36	270.73
Subtotal - Disposed	109.89	95.70	97.30	107.45	410.34
Subtotal - Diverted	177.54	198.82	217.73	237.17	831.26
Diversion Rate	61.77%	67.51%	69.11%	68.82%	66.95%
Residential					
Residential Solid Waste	1,050.43	1,096.40	1,124.75	1,104.27	4,375.85
Residential Curbside Recycling	876.85	892.55	886.47	956.86	3,612.73
Residential Curbside Organics	1,812.50	2,164.20	1,966.29	2,171.22	8,114.21
Subtotal - Disposed	1,050.43	1,096.40	1,124.75	1,104.27	4,375.85
Subtotal - Diverted	2,689.35	3,056.75	2,852.76	3,128.08	11,726.94
Diversion Rate	71.91%	73.60%	71.72%	73.91%	72.83%
Total Disposed	3,962.59	4,095.12	4,165.99	3,966.86	16,190.56
Total Diverted	4,764.05	5,156.38	4,952.80	5,587.87	20,461.10
Total Diversion Rate	54.59%	55.74%	54.31%	58.48%	55.83%
Single-Family Measured Diversion Rate	71.91%	73.60%	71.72%	73.91%	72.83%
Commercial Measured Diversion Rate	41.60%	41.18%	40.85%	46.22%	42.50%
MFD Measured Diversion Rate	28.36%	28.25%	28.05%	30.44%	28.77%
Overall Measured Diversion Rate	54.59%	55.74%	54.31%	58.48%	55.83%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Menlo Park					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	10,407.78	9,951.68	9,251.31	(700.37)	-7.04%
MFD Solid Waste	2,511.65	2,175.92	2,153.06	(22.86)	-1.05%
Roll-Off Solid Waste	630.67	532.98	410.34	(122.64)	-23.01%
Commercial Recycling	2,013.95	2,566.57	2,687.81	121.24	4.72%
MFD Recycling	527.40	663.85	745.63	81.78	12.32%
Roll-Off Recycling	481.46	268.82	560.53	291.71	108.51%
Commercial Organics	3,707.57	4,094.45	4,345.37	250.92	6.13%
MFD Organics	129.37	114.25	124.09	9.84	8.61%
Roll-Off Organics	103.10	356.99	270.73	(86.26)	-24.16%
SUBTOTAL - Disposed Tons	13,550.10	12,660.58	11,814.71	(845.87)	-6.68%
SUBTOTAL - Diverted Tons	6,962.85	8,064.93	8,734.16	669.23	8.30%
<u>Residential</u>					
Residential Solid Waste	4,366.97	4,459.31	4,375.85	(83.46)	-1.87%
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	(23.21)	-0.64%
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	(134.26)	-1.63%
SUBTOTAL - Disposed Tons	4,366.97	4,459.31	4,375.85	(83.46)	-1.87%
SUBTOTAL - Diverted Tons	11,785.12	11,884.41	11,726.94	(157.47)	-1.32%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	17,917.07	17,119.89	16,190.56		
TOTAL TONS DIVERTED	18,747.97	19,949.34	20,461.10		
COMMERCIAL DIVERSION RATE	33.94%	38.91%	42.50%		
MFD DIVERSION RATE	20.73%	26.34%	28.77%		
RESIDENTIAL DIVERSION RATE	72.96%	72.72%	72.83%		
TOTAL DIVERSION RATE	51.13%	53.82%	55.83%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS					
Commercial					
Commercial Solid Waste	486.22	479.36	495.27	481.93	1,942.78
Commercial Recycling	123.66	120.87	121.90	123.36	489.79
Commercial Organics	85.52	96.76	108.37	101.40	392.05
Subtotal - Disposed	486.22	479.36	495.27	481.93	1,942.78
Subtotal - Diverted	209.18	217.63	230.27	224.76	881.84
Diversion Rate	30.08%	31.22%	31.74%	31.80%	31.22%
MFD					
MFD Solid Waste	212.95	255.46	257.85	241.64	967.90
MFD Recycling	28.96	30.02	29.48	29.94	118.40
MFD Organics	0.40	0.00	0.49	0.69	1.58
Subtotal - Disposed	212.95	255.46	257.85	241.64	967.90
Subtotal - Diverted	29.36	30.02	29.97	30.63	119.98
Diversion Rate	12.12%	10.52%	10.41%	11.25%	11.03%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	675.33	710.60	743.98	702.52	2,832.43
Residential Curbside Recycling	277.26	293.19	297.27	302.40	1,170.12
Residential Curbside Organics	478.76	578.14	525.08	506.51	2,088.49
Subtotal - Disposed	675.33	710.60	743.98	702.52	2,832.43
Subtotal - Diverted	756.02	871.33	822.35	808.91	3,258.61
Diversion Rate	52.82%	55.08%	52.50%	53.52%	53.50%
Total Disposed	1,374.50	1,445.42	1,497.10	1,426.09	5,743.11
Total Diverted	994.56	1,118.98	1,082.59	1,064.30	4,260.43
Total Diversion Rate	41.98%	43.64%	41.97%	42.74%	42.59%
Single-Family Measured Diversion Rate	52.82%	55.08%	52.50%	53.52%	53.50%
Commercial Measured Diversion Rate	25.44%	25.21%	25.68%	26.09%	25.61%
MFD Measured Diversion Rate	12.12%	10.52%	10.41%	11.25%	11.03%
Overall Measured Diversion Rate	41.98%	43.64%	41.97%	42.74%	42.59%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
North Fair Oaks					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	1,729.60	2,033.91	1,942.78	(91.13)	-4.48%
MFD Solid Waste	785.27	822.70	967.90	145.20	17.65%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	418.58	477.20	489.79	12.59	2.64%
MFD Recycling	100.23	110.41	118.40	7.99	7.24%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	366.40	381.55	392.05	10.50	2.75%
MFD Organics	3.02	2.18	1.58	(0.60)	0.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	2,514.87	2,856.61	2,910.68	54.07	1.89%
SUBTOTAL - Diverted Tons	888.23	971.34	1,001.82	30.48	3.14%
<u>Residential</u>					
Residential Solid Waste	2,493.76	2,768.53	2,832.43	63.90	2.31%
Residential Curbside Recycling	989.25	1,154.24	1,170.12	15.88	1.38%
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	(35.88)	-1.69%
SUBTOTAL - Disposed Tons	2,493.76	2,768.53	2,832.43	63.90	2.31%
SUBTOTAL - Diverted Tons	3,040.48	3,278.61	3,258.61	(20.00)	-0.61%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	5,008.63	5,625.14	5,743.11		
TOTAL TONS DIVERTED	3,928.71	4,249.95	4,260.43		
COMMERCIAL DIVERSION RATE	26.10%	25.37%	25.61%		
MFD DIVERSION RATE	11.62%	12.04%	11.03%		
RESIDENTIAL DIVERSION RATE	54.94%	54.22%	53.50%		
TOTAL DIVERSION RATE	43.96%	43.04%	42.59%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY					
Commercial					
Commercial Solid Waste	3,675.35	3,781.28	4,017.68	3,847.09	15,321.40
Commercial Recycling	851.02	865.02	890.83	885.80	3,492.67
Commercial Organics	750.07	816.23	933.80	942.43	3,442.53
Subtotal - Disposed	3,675.35	3,781.28	4,017.68	3,847.09	15,321.40
Subtotal - Diverted	1,601.09	1,681.25	1,824.63	1,828.23	6,935.20
Diversion Rate	30.34%	30.78%	31.23%	32.21%	31.16%
MFD					
MFD Solid Waste	1,893.97	1,993.98	1,864.98	1,713.60	7,466.53
MFD Recycling	328.54	334.87	317.43	320.74	1,301.58
MFD Organics	29.69	32.75	30.34	30.86	123.64
Subtotal - Disposed	1,893.97	1,993.98	1,864.98	1,713.60	7,466.53
Subtotal - Diverted	358.23	367.62	347.77	351.60	1,425.22
Diversion Rate	15.91%	15.57%	15.72%	17.02%	16.03%
Roll-Off					
Roll-Off Solid Waste	941.47	1,015.74	1,021.49	1,031.89	4,010.59
Roll-Off Recycling	33.26	27.87	49.65	47.93	158.71
Roll-Off Organics	127.52	165.33	170.58	188.35	651.78
Subtotal - Disposed	941.47	1,015.74	1,021.49	1,031.89	4,010.59
Subtotal - Diverted	160.78	193.20	220.23	236.28	810.49
Diversion Rate	14.59%	15.98%	17.74%	18.63%	16.81%
Residential					
Residential Solid Waste	2,469.11	2,540.91	2,611.85	2,578.37	10,200.24
Residential Curbside Recycling	1,797.68	1,853.80	1,854.62	1,984.43	7,490.53
Residential Curbside Organics	2,829.54	3,497.70	3,095.54	3,290.57	12,713.35
Subtotal - Disposed	2,469.11	2,540.91	2,611.85	2,578.37	10,200.24
Subtotal - Diverted	4,627.22	5,351.50	4,950.16	5,275.00	20,203.88
Diversion Rate	65.21%	67.81%	65.46%	67.17%	66.45%
Total Disposed	8,979.90	9,331.91	9,516.00	9,170.95	36,998.76
Total Diverted	6,747.32	7,593.57	7,342.79	7,691.11	29,374.79
Total Diversion Rate	42.90%	44.86%	43.55%	45.61%	44.26%
Single-Family Measured Diversion Rate	65.21%	67.81%	65.46%	67.17%	66.45%
Commercial Measured Diversion Rate	24.56%	24.82%	25.74%	26.82%	25.50%
MFD Measured Diversion Rate	15.91%	15.57%	15.72%	17.02%	16.03%
Overall Measured Diversion Rate	42.90%	44.86%	43.55%	45.61%	44.26%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Redwood City					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	14,650.61	15,913.47	15,321.40	(592.07)	-3.72%
MFD Solid Waste	7,963.02	7,687.77	7,466.53	(221.24)	-2.88%
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	(153.25)	-3.68%
Commercial Recycling	2,984.86	3,477.58	3,492.67	15.09	0.43%
MFD Recycling	1,147.28	1,211.15	1,301.58	90.43	7.47%
Roll-Off Recycling	122.07	114.38	158.71	44.33	38.76%
Commercial Organics	2,656.97	3,229.20	3,442.53	213.33	6.61%
MFD Organics	136.97	129.08	123.64	(5.44)	-4.21%
Roll-Off Organics	616.13	747.42	651.78	(95.64)	-12.80%
SUBTOTAL - Disposed Tons	26,752.49	27,765.08	26,798.52	(966.56)	-3.48%
SUBTOTAL - Diverted Tons	7,664.28	8,908.81	9,170.91	262.10	2.94%
<u>Residential</u>					
Residential Solid Waste	10,544.13	10,381.14	10,200.24	(180.90)	-1.74%
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	181.89	2.49%
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	217.40	1.74%
SUBTOTAL - Disposed Tons	10,544.13	10,381.14	10,200.24	(180.90)	-1.74%
SUBTOTAL - Diverted Tons	18,660.37	19,804.59	20,203.88	399.29	2.02%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	37,296.62	38,146.22	36,998.76		
TOTAL TONS DIVERTED	26,324.65	28,713.40	29,374.79		
COMMERCIAL DIVERSION RATE	22.27%	24.29%	25.50%		
MFD DIVERSION RATE	13.89%	14.85%	16.03%		
RESIDENTIAL DIVERSION RATE	63.90%	65.61%	66.45%		
TOTAL DIVERSION RATE	41.38%	42.95%	44.26%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS					
Commercial					
Commercial Solid Waste	1,454.09	1,538.13	1,605.11	1,554.34	6,151.67
Commercial Recycling	431.88	452.64	528.35	482.28	1,895.15
Commercial Organics	191.03	212.99	228.83	230.62	863.47
Subtotal - Disposed	1,454.09	1,538.13	1,605.11	1,554.34	6,151.67
Subtotal - Diverted	622.91	665.63	757.18	712.90	2,758.62
Diversion Rate	29.99%	30.20%	32.05%	31.44%	30.96%
MFD					
MFD Solid Waste	397.98	400.09	404.00	391.37	1,593.44
MFD Recycling	106.28	109.85	110.83	117.54	444.50
MFD Organics	14.16	16.08	18.54	29.79	78.57
Subtotal - Disposed	397.98	400.09	404.00	391.37	1,593.44
Subtotal - Diverted	120.44	125.93	129.37	147.33	523.07
Diversion Rate	23.23%	23.94%	24.26%	27.35%	24.71%
Roll-Off					
Roll-Off Solid Waste	199.74	203.04	224.45	196.53	823.76
Roll-Off Recycling	26.39	35.26	67.44	44.97	174.06
Roll-Off Organics	9.28	0.00	0.00	0.00	9.28
Subtotal - Disposed	199.74	203.04	224.45	196.53	823.76
Subtotal - Diverted	35.67	35.26	67.44	44.97	183.34
Diversion Rate	15.15%	14.80%	23.10%		18.20%
Residential					
Residential Solid Waste	1,053.28	1,112.35	1,122.62	1,116.90	4,405.15
Residential Curbside Recycling	962.58	977.41	968.66	1,038.14	3,946.79
Residential Curbside Organics	1,378.24	1,716.79	1,525.33	1,550.68	6,171.04
Subtotal - Disposed	1,053.28	1,112.35	1,122.62	1,116.90	4,405.15
Subtotal - Diverted	2,340.82	2,694.20	2,493.99	2,588.82	10,117.83
Diversion Rate	68.97%	70.78%	68.96%		69.67%
Total Disposed	3,105.09	3,253.61	3,356.18	3,259.14	12,974.02
Total Diverted	3,119.84	3,521.02	3,447.98	3,494.02	13,582.86
Total Diversion Rate	50.12%	51.97%	50.67%	51.74%	51.15%
Single-Family Measured Diversion Rate	68.97%	70.78%	68.96%	69.86%	69.67%
Commercial Measured Diversion Rate	27.52%	27.86%	29.93%	29.70%	28.79%
MFD Measured Diversion Rate	23.23%	23.94%	24.26%	27.35%	24.71%
Overall Measured Diversion Rate	50.12%	51.97%	50.67%	51.74%	51.15%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
San Carlos					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	6,080.74	6,058.04	6,151.67	93.63	1.55%
MFD Solid Waste	1,756.00	1,556.17	1,593.44	37.27	2.39%
Roll-Off Solid Waste	1,336.01	976.84	823.76	(153.08)	-15.67%
Commercial Recycling	1,583.21	1,757.09	1,895.15	138.06	7.86%
MFD Recycling	407.67	375.77	444.50	68.73	18.29%
Roll-Off Recycling	345.23	186.22	174.06	(12.16)	-6.53%
Commercial Organics	687.65	838.14	863.47	25.33	3.02%
MFD Organics	86.80	73.08	78.57	5.49	7.51%
Roll-Off Organics	64.78	2.13	9.28	7.15	335.68%
SUBTOTAL - Disposed Tons	9,172.75	8,591.05	8,568.87	(22.18)	-0.26%
SUBTOTAL - Diverted Tons	3,175.34	3,232.43	3,465.03	232.60	7.20%
<u>Residential</u>					
Residential Solid Waste	4,498.48	4,489.04	4,405.15	(83.89)	-1.87%
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	(11.23)	-0.28%
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	(131.80)	-2.09%
SUBTOTAL - Disposed Tons	4,498.48	4,489.04	4,405.15	(83.89)	-1.87%
SUBTOTAL - Diverted Tons	10,010.71	10,260.86	10,117.83	(143.03)	-1.39%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	13,671.23	13,080.09	12,974.02		
TOTAL TONS DIVERTED	13,186.05	13,493.29	13,582.86		
COMMERCIAL DIVERSION RATE	25.72%	27.34%	28.79%		
MFD DIVERSION RATE	21.97%	22.39%	24.71%		
RESIDENTIAL DIVERSION RATE	69.00%	69.57%	69.67%		
TOTAL DIVERSION RATE	49.10%	50.78%	51.15%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO					
Commercial					
Commercial Solid Waste	3,311.03	3,419.31	3,679.97	3,624.64	14,034.95
Commercial Recycling	1,041.84	1,203.60	1,156.81	1,196.95	4,599.20
Commercial Organics	700.51	740.44	825.22	767.24	3,033.41
Subtotal - Disposed	3,311.03	3,419.31	3,679.97	3,624.64	14,034.95
Subtotal - Diverted	1,742.35	1,944.04	1,982.03	1,964.19	7,632.61
Diversion Rate	34.48%	36.25%	35.01%	35.14%	35.23%
MFD					
MFD Solid Waste	2,632.57	2,767.32	2,676.32	2,586.82	10,663.03
MFD Recycling	600.32	634.98	620.61	642.96	2,498.87
MFD Organics	94.71	102.48	74.17	71.37	342.73
Subtotal - Disposed	2,632.57	2,767.32	2,676.32	2,586.82	10,663.03
Subtotal - Diverted	695.03	737.46	694.78	714.33	2,841.60
Diversion Rate	20.89%	21.04%	20.61%	9.73%	21.04%
Roll-Off					
Roll-Off Solid Waste	1,037.58	1,081.77	1,170.34	1,165.56	4,455.25
Roll-Off Recycling	107.21	90.43	99.28	125.59	422.51
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	1,037.58	1,081.77	1,170.34	1,165.56	4,455.25
Subtotal - Diverted	107.21	90.43	99.28	125.59	422.51
Diversion Rate	9.37%	7.71%	7.82%	9.73%	8.66%
Residential					
Residential Solid Waste	3,040.82	3,124.68	3,205.16	3,150.13	12,520.79
Residential Curbside Recycling	2,045.95	2,075.84	2,088.48	2,260.42	8,470.69
Residential Curbside Organics	3,087.26	3,893.60	3,550.78	3,460.44	13,992.08
Subtotal - Disposed	3,040.82	3,124.68	3,205.16	3,150.13	12,520.79
Subtotal - Diverted	5,133.21	5,969.44	5,639.26	5,720.86	22,462.77
Diversion Rate	62.80%	65.64%	63.76%	64.49%	64.21%
Total Disposed	10,022.00	10,393.08	10,731.79	10,527.15	41,674.02
Total Diverted	7,677.80	8,741.37	8,415.35	8,524.97	33,359.49
Total Diversion Rate	43.38%	45.68%	43.95%	44.75%	44.46%
Single-Family Measured Diversion Rate	62.80%	65.64%	63.76%	64.49%	64.21%
Commercial Measured Diversion Rate	26.71%	27.61%	26.95%	27.54%	27.21%
MFD Measured Diversion Rate	20.89%	21.04%	20.61%	0.00%	21.04%
Overall Measured Diversion Rate	43.38%	45.68%	43.95%	44.75%	44.46%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
San Mateo					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	13,943.82	14,785.48	14,034.95	(750.53)	-5.08%
MFD Solid Waste	11,703.20	10,580.12	10,663.03	82.91	0.78%
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	(145.06)	-3.15%
Commercial Recycling	3,608.08	4,286.18	4,599.20	313.02	7.30%
MFD Recycling	2,365.38	2,278.04	2,498.87	220.83	9.69%
Roll-Off Recycling	438.38	498.93	422.51	(76.42)	-15.32%
Commercial Organics	2,646.99	3,006.65	3,033.41	26.76	0.89%
MFD Organics	382.22	357.70	342.73	(14.97)	-4.19%
Roll-Off Organics	0.47	18.50	0.00	(18.50)	-100.00%
SUBTOTAL - Disposed Tons	29,970.77	29,965.91	29,153.23	(812.68)	-2.71%
SUBTOTAL - Diverted Tons	9,441.52	10,446.00	10,896.72	450.72	4.31%
<u>Residential</u>					
Residential Solid Waste	12,310.20	12,733.82	12,520.79	(213.03)	-1.67%
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	(54.55)	-0.64%
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	(187.50)	-1.32%
SUBTOTAL - Disposed Tons	12,310.20	12,733.82	12,520.79	(213.03)	-1.67%
SUBTOTAL - Diverted Tons	22,323.72	22,704.82	22,462.77	(242.05)	-1.07%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	42,280.97	42,699.73	41,674.02		
TOTAL TONS DIVERTED	31,765.24	33,150.82	33,359.49		
COMMERCIAL DIVERSION RATE	23.96%	25.85%	27.21%		
MFD DIVERSION RATE	19.01%	19.94%	21.04%		
RESIDENTIAL DIVERSION RATE	64.46%	64.07%	64.21%		
TOTAL DIVERSION RATE	42.90%	43.71%	44.46%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO COUNTY					
Commercial					
Commercial Solid Waste	240.02	250.08	256.60	248.50	995.20
Commercial Recycling	61.48	63.94	68.48	70.17	264.07
Commercial Organics	50.98	56.41	57.81	58.26	223.46
Subtotal - Disposed	240.02	250.08	256.60	248.50	995.20
Subtotal - Diverted	112.46	120.35	126.29	128.43	487.53
Diversion Rate	31.91%	32.49%	32.98%	34.07%	32.88%
MFD					
MFD Solid Waste	99.71	106.32	106.05	99.23	411.31
MFD Recycling	12.54	12.59	11.41	11.64	48.18
MFD Organics	1.22	1.33	1.03	0.90	4.48
Subtotal - Disposed	99.71	106.32	106.05	99.23	411.31
Subtotal - Diverted	13.76	13.92	12.44	12.54	52.66
Diversion Rate	12.13%	11.58%	10.50%	11.22%	11.35%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	634.22	658.28	694.31	689.00	2,675.81
Residential Curbside Recycling	581.64	593.49	588.30	634.45	2,397.88
Residential Curbside Organics	970.50	1,162.64	1,065.36	1,080.39	4,278.89
Subtotal - Disposed	634.22	658.28	694.31	689.00	2,675.81
Subtotal - Diverted	1,552.14	1,756.13	1,653.66	1,714.84	6,676.77
Diversion Rate	70.99%	72.74%	70.43%	71.34%	71.39%
Total Disposed	973.95	1,014.68	1,056.96	1,036.73	4,082.32
Total Diverted	1,678.36	1,890.40	1,792.39	1,855.81	7,216.96
Total Diversion Rate	63.28%	65.07%	62.91%	64.16%	63.87%
Single-Family Measured Diversion Rate	70.99%	72.74%	70.43%	71.34%	71.39%
Commercial Measured Diversion Rate	27.09%	27.36%	27.67%	28.85%	27.75%
MFD Measured Diversion Rate	12.13%	11.58%	10.50%	11.22%	11.35%
Overall Measured Diversion Rate	63.28%	65.07%	62.91%	64.16%	63.87%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
San Mateo County					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	998.90	1,050.52	995.20	(55.32)	-5.27%
MFD Solid Waste	419.41	397.14	411.31	14.17	3.57%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	199.65	243.73	264.07	20.34	8.35%
MFD Recycling	60.39	49.96	48.18	(1.78)	-3.56%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	145.94	219.45	223.46	4.01	1.83%
MFD Organics	8.13	4.84	4.48	(0.36)	-7.44%
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,418.31	1,447.66	1,406.51	(41.15)	-2.84%
SUBTOTAL - Diverted Tons	414.21	517.98	540.19	22.21	4.29%
<u>Residential</u>					
Residential Solid Waste	2,596.84	2,706.08	2,675.81	(30.27)	-1.12%
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	(2.58)	-0.11%
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	4.33	0.10%
SUBTOTAL - Disposed Tons	2,596.84	2,706.08	2,675.81	(30.27)	-1.12%
SUBTOTAL - Diverted Tons	6,281.18	6,675.02	6,676.77	1.75	0.03%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	4,015.15	4,153.74	4,082.32		
TOTAL TONS DIVERTED	6,695.39	7,193.00	7,216.96		
COMMERCIAL DIVERSION RATE	22.60%	26.35%	27.75%		
MFD DIVERSION RATE	14.04%	12.13%	11.35%		
RESIDENTIAL DIVERSION RATE	70.75%	71.15%	71.39%		
TOTAL DIVERSION RATE	62.51%	63.39%	63.87%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY					
Commercial					
Commercial Solid Waste	81.71	90.65	101.08	101.36	374.80
Commercial Recycling	29.19	32.09	35.65	39.23	136.16
Commercial Organics	31.48	35.60	38.80	33.51	139.39
Subtotal - Disposed	81.71	90.65	101.08	101.36	374.80
Subtotal - Diverted	60.67	67.69	74.45	72.74	275.55
Diversion Rate	42.61%	42.75%	42.41%	41.78%	42.37%
MFD					
MFD Solid Waste	17.05	16.93	6.85	7.12	47.95
MFD Recycling	5.11	5.23	3.02	3.20	16.56
MFD Organics	0.00	0.03	0.39	0.40	0.82
Subtotal - Disposed	17.05	16.93	6.85	7.12	47.95
Subtotal - Diverted	5.11	5.26	3.41	3.60	17.38
Diversion Rate	23.06%	23.70%	33.24%	33.58%	26.60%
Roll-Off					
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%
Residential					
Residential Solid Waste	282.27	308.79	279.95	301.15	1,172.16
Residential Curbside Recycling	266.81	264.65	273.46	302.69	1,107.61
Residential Curbside Organics	585.64	623.50	571.91	700.81	2,481.86
Subtotal - Disposed	282.27	308.79	279.95	301.15	1,172.16
Subtotal - Diverted	852.45	888.15	845.37	1,003.50	3,589.47
Diversion Rate	75.12%	74.20%	75.12%	76.92%	75.38%
Total Disposed	381.03	416.37	387.88	409.63	1,594.91
Total Diverted	918.23	961.10	923.23	1,079.84	3,882.40
Total Diversion Rate	70.67%	69.77%	70.42%	72.50%	70.88%
Single-Family Measured Diversion Rate	75.12%	74.20%	75.12%	76.92%	75.38%
Commercial Measured Diversion Rate	39.98%	40.41%	41.91%	41.31%	40.93%
MFD Measured Diversion Rate	23.06%	23.70%	33.24%	33.58%	26.60%
Overall Measured Diversion Rate	70.67%	69.77%	70.42%	72.50%	70.88%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
West Bay Sanitary					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	392.32	379.90	374.80	(5.10)	-1.34%
MFD Solid Waste	72.55	61.63	47.95	(13.68)	-22.20%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	103.53	128.31	136.16	7.85	6.12%
MFD Recycling	16.80	18.33	16.56	(1.77)	-9.66%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	46.18	102.39	139.39	37.00	36.14%
MFD Organics	0.00	0.00	0.82	0.82	100.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	464.87	441.53	422.75	(18.78)	-4.25%
SUBTOTAL - Diverted Tons	166.51	249.03	292.93	43.90	17.63%
<u>Residential</u>					
Residential Solid Waste	1,094.48	1,204.69	1,172.16	(32.53)	-2.70%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	(16.99)	-1.51%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	(52.76)	-2.08%
SUBTOTAL - Disposed Tons	1,094.48	1,204.69	1,172.16	(32.53)	-2.70%
SUBTOTAL - Diverted Tons	3,462.82	3,659.22	3,589.47	(69.75)	-1.91%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	1,559.35	1,646.22	1,594.91		
TOTAL TONS DIVERTED	3,629.33	3,908.25	3,882.40		
COMMERCIAL DIVERSION RATE	26.37%	36.06%	40.93%		
MFD DIVERSION RATE	18.80%	22.92%	26.60%		
RESIDENTIAL DIVERSION RATE	75.98%	75.23%	75.38%		
TOTAL DIVERSION RATE	69.95%	70.36%	70.88%		

¹ Includes Agency facilities tonnage

RECOLOGY ANNUAL REPORT 2013

MEMBER AGENCY	2013					Days	Routes	Tons/Rt/Day
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date			
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected			
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	15,286.72	15,896.08	16,492.15	15,981.46	63,656.41	260	23	10.64
Commercial Recycling	4,581.87	4,927.96	5,087.81	4,947.95	19,545.59	260	15	5.01
Commercial Organics	4,243.60	4,619.91	4,863.90	5,347.79	19,075.20	260	3	24.46
Subtotal - Disposed	15,286.72	15,896.08	16,492.15	15,981.46	63,656.41			
Subtotal - Diverted	8,825.47	9,547.87	9,951.71	10,295.74	38,620.79			
Diversion Rate	36.60%	37.53%	37.63%	39.18%	37.76%			
MFD								
MFD Solid Waste	8,465.58	8,916.43	8,802.94	8,336.25	34,521.20	260	23	5.77
MFD Recycling	1,826.32	1,898.74	1,903.03	1,987.81	7,615.90	260	15	1.95
MFD Organics	230.12	256.44	216.60	223.43	926.59	260	3	1.19
Subtotal - Disposed	8,465.58	8,916.43	8,802.94	8,336.25	34,521.20			
Subtotal - Diverted	2,056.44	2,155.18	2,119.63	2,211.24	8,542.49			
Diversion Rate	19.54%	19.47%	19.41%	20.96%	19.84%			
Roll-Off								
Roll-Off Solid Waste	4,872.12	4,922.12	5,195.71	5,051.06	20,041.01	260	4	19.27
Roll-Off Recycling	291.21	333.50	419.00	445.56	1,489.27	260	4	1.43
Roll-Off Organics	343.26	360.93	361.54	401.74	1,467.47	260	4	1.41
Subtotal - Disposed	4,872.12	4,922.12	5,195.71	5,051.06	20,041.01			
Subtotal - Diverted	634.47	694.43	780.54	847.30	2,956.74			
Diversion Rate	11.52%	12.36%	13.06%	14.37%	12.86%			
Residential								
Residential Solid Waste	14,141.01	14,699.73	15,076.46	14,865.69	58,782.89	260	26	8.70
Residential Curbside Recycling	9,936.23	10,170.08	10,157.75	10,936.95	41,201.01	260	26	6.09
Residential Curbside Organics	17,438.09	21,195.41	19,189.54	19,786.33	77,609.37	260	23	12.98
Subtotal - Disposed	14,141.01	14,699.73	15,076.46	14,865.69	58,782.89			
Subtotal - Diverted	27,374.32	31,365.49	29,347.29	30,723.28	118,810.38			
Diversion Rate	65.94%	68.09%	66.06%	67.39%	66.90%			
Total Disposed	42,765.43	44,434.36	45,567.26	44,234.46	177,001.51			
Total Diverted	38,890.70	43,762.97	42,199.17	44,077.56	168,930.40			
Total Diversion Rate	47.63%	49.62%	48.08%	49.91%	48.83%			
Single-Family Measured Diversion Rate	65.94%	68.09%	66.06%	67.39%	66.90%			
Commercial Measured Diversion Rate	28.69%	29.43%	29.65%	31.26%	29.77%			
MFD Measured Diversion Rate	19.54%	19.47%	19.41%	20.96%	19.84%			
Overall Measured Diversion Rate	47.63%	49.62%	48.08%	49.91%	48.83%			

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: ANNUAL 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
TOTAL SBWMA					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	64,421.28	66,791.41	63,656.41	(3,135.00)	-4.69%
MFD Solid Waste	36,991.66	34,230.33	34,521.20	290.87	0.85%
Roll-Off Solid Waste	21,206.80	22,305.42	20,041.01	(2,264.41)	-10.15%
Commercial Recycling	16,105.16	18,699.81	19,545.59	845.78	4.52%
MFD Recycling	6,454.81	6,825.10	7,615.90	790.80	11.59%
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	142.86	10.61%
Commercial Organics	15,484.71	17,386.86	19,075.20	1,688.34	9.71%
MFD Organics	940.35	892.72	926.59	33.87	3.79%
Roll-Off Organics	2,287.29	1,993.59	1,467.47	(526.12)	-26.39%
SUBTOTAL - Disposed Tons	122,619.74	123,327.16	118,218.62	(5,108.54)	-4.14%
SUBTOTAL - Diverted Tons	42,876.32	47,144.49	50,120.02	2,975.53	6.31%
<u>Residential</u>					
Residential Solid Waste	59,306.13	59,763.74	58,782.89	(980.85)	-1.64%
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	153.60	0.37%
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	(1,036.01)	-1.32%
SUBTOTAL - Disposed Tons	59,306.13	59,763.74	58,782.89	(980.85)	-1.64%
SUBTOTAL - Diverted Tons	115,966.34	119,692.79	118,810.38	(882.41)	-0.74%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	181,925.87	183,090.90	177,001.51		
TOTAL TONS DIVERTED	158,842.66	166,837.28	168,930.40		
COMMERCIAL DIVERSION RATE	25.91%	27.66%	29.77%		
MFD DIVERSION RATE	16.66%	18.40%	19.84%		
RESIDENTIAL DIVERSION RATE	66.16%	66.70%	66.90%		
TOTAL DIVERSION RATE	46.61%	47.68%	48.83%		

¹ Includes Agency facilities tonnage

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2013

	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			
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4
Atherton	63	54	35	46	3	3	0	2	0	0	0	0	0	0	0	1	2	0	0	1	1	0	0	
Belmont	59	64	70	85	7	2	0	4	1	0	0	0	0	0	1	7	2	1	2	1	2	0	0	
Burlingame	130	113	90	103	5	3	3	4	0	0	0	0	0	0	1	2	4	4	5	3	2	1	1	
East Palo Alto	24	23	20	30	1	0	3	1	0	0	0	0	0	0	0	0	1	0	1	1	0	2	0	
Foster City	39	44	45	78	0	1	4	2	0	0	0	0	0	0	1	4	0	0	3	3	2	1	1	
Hillsborough	54	114	100	88	3	2	5	1	0	0	0	0	0	0	0	3	1	0	2	1	1	2	1	
Menlo Park	86	71	129	94	6	0	3	4	0	0	0	0	0	0	0	0	2	1	2	0	3	3	1	
North Fair Oaks	52	25	33	40	4	1	1	1	1	0	0	0	0	0	1	0	3	1	1	0	2	5	0	
Redwood City	271	199	280	269	8	2	7	6	0	0	0	0	0	0	1	8	7	8	4	5	4	6	4	
San Carlos	136	94	117	114	5	0	2	3	0	0	0	0	0	0	2	14	8	4	6	1	5	8	4	
San Mateo	225	234	252	395	9	4	6	9	0	3	3	0	0	0	4	10	8	8	4	9	12	6	10	
San Mateo County	53	58	59	90	1	1	4	5	0	0	0	0	0	0	0	1	1	0	1	0	3	3	2	
West Bay	21	21	43	25	4	0	0	1	0	0	0	0	0	0	1	1	1	0	1	0	0	0	3	
Totals	1,213	1,114	1,273	1,457	56	19	38	43	2	3	3	0	0	0	12	3	51	40	27	32	25	37	37	27

	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			
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4
Atherton	80	164	121	142	25	29	24	35	0	0	0	0	91	134	108	98	68	72	67	69
Belmont	347	555	583	735	43	48	51	55	0	0	0	0	295	291	281	235	248	159	153	131
Burlingame	357	568	573	585	66	68	95	93	0	0	0	0	364	394	322	298	178	177	166	134
East Palo Alto	235	253	315	273	6	14	24	12	0	0	0	0	140	146	157	110	8	16	20	14
Foster City	334	498	599	589	30	19	34	25	0	0	0	0	248	210	263	188	122	123	145	104
Hillsborough	162	265	291	304	30	37	34	54	0	0	0	0	174	173	162	165	88	87	90	65
Menlo Park	363	560	552	522	100	64	90	75	0	0	0	0	374	369	366	272	172	157	204	151
North Fair Oaks	97	166	165	163	18	24	31	31	0	0	0	0	107	112	110	90	32	29	25	25
Redwood City	882	1152	1299	1286	134	144	117	139	0	0	0	0	663	682	669	462	41	50	37	21
San Carlos	466	760	769	726	96	72	89	109	0	0	0	0	894	1322	1144	731	248	188	199	167
San Mateo	1249	1624	1861	1747	127	159	162	164	0	0	0	0	951	954	986	850	580	493	675	451
San Mateo County	218	333	384	406	18	30	28	31	0	0	0	0	173	187	184	149	147	100	90	89
West Bay	104	155	159	175	7	11	13	24	0	0	0	0	98	78	81	51	52	52	62	40
Totals	4,894	7,053	7,671	7,653	700	719	792	847	0	0	0	0	4,572	5,052	4,833	3,699	1,984	1,703	1,933	1,461

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2013

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
Quarter 1	39,507	38,528	979	2.48%	16.73	91.88%	643
Quarter 2	40,644	39,947	697	1.71%	14.08	95.29%	630
Quarter 3	43,460	42,455	1,005	2.31%	16.63	90.99%	669
Quarter 4	40,928	39,645	1,283	3.13%	19.57	88.76%	620
Annual Totals	164,539	160,575	3,964	2.41%	16.75	91.72%	2,562

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2013

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Qrt 1	Qrt 2	Qrt 3	Qrt 4
Atherton	0	0	7	0	0	0	0	0	0	0	0	0
Belmont	9	20	19	52	0	0	0	1	54	303	43	10
Burlingame	23	36	23	18	3	3	0	1	91	21	187	6
East Palo Alto	9	26	49	16	4	1	11	5	0	59	721	20
Foster City	12	20	55	7	0	0	0	2	391	1060	300	300
Hillsborough	3	0	1	1	0	0	0	0	0	0	0	0
Menlo Park	11	14	36	39	6	1	2	0	11	112	8	60
North Fair Oaks	2	19	17	12	2	5	0	3	0	0	22	0
Redwood City	25	37	20	19	6	3	5	0	190	484	257	0
San Carlos	15	29	45	11	4	10	7	4	224	102	95	5
San Mateo	26	51	16	4	5	2	4	1	130	733	705	130
San Mateo County	5	19	16	11	0	0	4	2	0	0	25	0
West Bay	3	22	3	2	0	0	1	1	0	11	0	0
Totals	143	293	307	192	30	25	34	20	1,091	2,885	2,363	531

**COLLECTION
QUALITY**

1.A, 1.B, 1.C

Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days

8.01.A, 8.02.H,

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of		Occurrences	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount			
Atherton	1	0	-	2	1	150	0	0	-	0	0	-	150	1	\$ 150
Belmont	7	3	450	2	0	-	2	0	-	2	0	-	450	2	\$ 150
Burlingame	2	0	-	4	0	-	4	0	-	6	0	-	-	2	\$ 150
East Palo Alto	0	0	-	1	0	-	0	0	-	1	0	-	-	1	\$ 150
Foster City	5	0	-	0	0	-	1	0	-	5	1	150	150	2	\$ 150
Hillsborough	3	1	150	1	0	-	0	0	-	2	1	150	300	1	\$ 150
Menlo Park	0	0	-	2	0	-	1	0	-	2	0	-	-	3	\$ 150
North Fair Oaks	0	0	-	3	0	-	1	0	-	1	0	-	-	1	\$ 150
Redwood City	8	0	-	7	0	-	8	0	-	5	0	-	-	6	\$ 150
San Carlos	14	5	750	9	2	300	5	0	-	6	0	-	1,050	3	\$ 150
San Mateo	10	0	-	9	0	-	10	0	-	4	0	-	-	6	\$ 150
San Mateo Cnty	1	0	-	1	0	-	2	0	-	1	0	-	-	2	\$ 150
West Bay	1	0	-	1	0	-	0	0	-	1	0	-	-	1	\$ 150
	52	9	1,350	42	3	450	34	0	-	36	2	300	2,100	31	

2.

Complaints regarding failure to provide new service or change existing service level within five (5) business days

8.02.C

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of		Occurrences	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
Burlingame	1	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
East Palo Alto	1	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 100
Foster City	1	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	5	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 100
Redwood City	1	0	-	0	0	-	0	0	-	0	0	-	-	11	\$ 100
San Carlos	1	0	-	0	0	-	0	0	-	0	0	-	-	6	\$ 100
San Mateo	2	0	-	0	0	-	0	0	-	0	0	-	-	13	\$ 100
San Mateo Cnty	2	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 100
West Bay	1	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 100
	10	0	-	-	0	-	-	0	-	-	0	-	-	59	

3.

Complaints regarding improper container placement

8.02.B.1

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of		Occurrences	Net of		Occurrences	Net of		Occurrences	Net of				
		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount		Allowances	LD Amount			
Atherton	2	0	-	1	0	-	4	0	-	1	0	-	-	12	\$ 50
Belmont	4	0	-	5	0	-	7	0	-	9	0	-	-	36	\$ 50
Burlingame	8	0	-	15	0	-	5	0	-	12	0	-	-	35	\$ 50
East Palo Alto	0	0	-	2	0	-	1	0	-	1	0	-	-	23	\$ 50
Foster City	1	0	-	0	0	-	1	0	-	2	0	-	-	35	\$ 50
Hillsborough	9	0	-	5	0	-	0	0	-	3	0	-	-	20	\$ 50
Menlo Park	3	0	-	6	0	-	16	0	-	6	0	-	-	42	\$ 50
North Fair Oaks	0	0	-	0	0	-	2	0	-	3	0	-	-	14	\$ 50
Redwood City	4	0	-	17	0	-	6	0	-	9	0	-	-	94	\$ 50
San Carlos	6	0	-	3	0	-	4	0	-	10	0	-	-	46	\$ 50
San Mateo	22	0	-	17	0	-	16	0	-	17	0	-	-	105	\$ 50
San Mateo Cnty	0	0	-	4	0	-	2	0	-	7	0	-	-	27	\$ 50
West Bay	1	0	-	2	0	-	0	0	-	3	0	-	-	11	\$ 50
	60	0	-	77	0	-	64	0	-	83	0	-	-	500	

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

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 25
	0	0	-	0	0	-	0	0	-	0	0	-	-	0	

5. **Excessive noise complaints**
8.02.J

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 50
Belmont	1	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 50
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 50
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 50
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	4	\$ 50
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 50
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	5	\$ 50
North Fair Oaks	1	0	-	0	0	-	0	0	-	0	0	-	-	2	\$ 50
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	11	\$ 50
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	6	\$ 50
San Mateo	0	0	-	3	0	-	3	0	-	0	0	-	-	13	\$ 50
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	3	\$ 50
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	1	\$ 50
	2	0	-	3	0	-	3	0	-	0	0	-	-	59	

6. **Complaints regarding unacceptable employee behavior**
8.06.J

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	1	1	250	1	1	250	0	0	-	500	0	\$ 250
Burlingame	0	0	-	0	0	-	1	1	250	0	0	-	250	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	1	1	250	0	0	-	250	0	\$ 250
Hillsborough	0	0	-	1	1	250	0	0	-	0	0	-	250	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	1	1	250	1	1	250	1	1	250	0	0	-	750	0	\$ 250
Redwood City	0	0	-	3	3	750	1	1	250	0	0	-	1,000	0	\$ 250
San Carlos	1	1	250	7	7	1,750	2	2	500	2	2	500	3,000	0	\$ 250
San Mateo	1	1	250	0	0	-	4	4	1,000	1	1	250	1,500	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	1	1	250	0	0	-	250	0	\$ 250
	3	3	750	13	13	3,250	12	12	3,000	3	3	750	7,750	-	

7.A, 7.B,

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

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	0	-	1	0	-	0	0	-	0	0	-	-	3	\$ 50
Belmont	1	0	-	2	0	-	0	0	-	0	0	-	-	9	\$ 50
Burlingame	3	0	-	2	0	-	1	0	-	1	0	-	-	8	\$ 50
East Palo Alto	1	0	-	0	0	-	1	0	-	0	0	-	-	5	\$ 50
Foster City	3	0	-	2	0	-	0	0	-	0	0	-	-	9	\$ 50
Hillsborough	1	0	-	1	0	-	2	0	-	1	0	-	-	5	\$ 50
Menlo Park	0	0	-	3	0	-	3	0	-	1	0	-	-	10	\$ 50
North Fair Oaks	0	0	-	2	0	-	5	1	50	0	0	50	50	3	\$ 50
Redwood City	5	0	-	4	0	-	6	0	-	3	0	-	-	22	\$ 50
San Carlos	1	0	-	5	0	-	8	0	-	4	0	-	-	11	\$ 50
San Mateo	9	0	-	12	0	-	5	0	-	9	0	-	-	25	\$ 50
San Mateo Cnty	0	0	-	3	0	-	3	0	-	2	0	-	-	6	\$ 50
West Bay	0	0	-	0	0	-	0	0	-	3	0	-	-	3	\$ 50
	25	0	-	37	0	-	34	1	50	24	0	-	50	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.I

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
East Palo Alto	0	0	-	0	0	-	1	1	500	0	0	-	500	0	\$ 500
Foster City	0	0	-	0	0	-	1	1	500	1	1	500	1,000	0	\$ 500
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
Redwood City	0	0	-	0	0	-	0	0	-	1	1	500	500	0	\$ 500
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
San Mateo	0	0	-	0	0	-	1	1	500	1	1	500	1,000	0	\$ 500
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 500
	0	0	-	0	0	-	3	3	1,500	3	3	1,500	3000	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

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

REPORTING

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

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

3. Late submittal of billing review report

7.01.E

	Q1			Q2			Q3			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 250
	0	0	-	0	0	-	0	0	-	0	0	-	-	0	

OTHER

1. Disposal of recyclable materials without written approval															
8.02.D															
	Q1			Q2			Q3			Q4			2013	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

Disposal of organic materials without written approval															
8.02.D															
	Q1			Q2			Q3			Q4			2013	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

2. Recyclable materials not delivered to the designated transfer and processing facility															
6.01															
	Q1			Q2			Q3			Q4			2013	Tonnage	LD per Ton
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 175
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	

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

6.01

	Q1			Q2			Q3			Q4			2013 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Belmont	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Burlingame	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
East Palo Alto	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Foster City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Hillsborough	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Menlo Park	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
Redwood City	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Carlos	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
West Bay	0	0	-	0	0	-	0	0	-	0	0	-	-	0	\$ 100
	0	0	-	0	0	-	0	0	-	0	0	-	-	-	-
			2,100			3,700			4,550			2,550	12,900		

Annual Single-Family Missed Pick-Up Initial Complaints Incentive/Disincentive Rate Year 2013

Agency	Monthly Service Opportunities Calculation	Number of Service Opportunities	Incentive Level Threshold Less than 1 per 3,000 Service Opportunities	Disincentive Level Threshold More than 1 per 1,000 Service Opportunities	Number of Complaints				Incentive				Disincentive				Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint
					Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
Atherton	N/A	N/A	N/A	N/A	63	54	35	46	0	0	3	0	0	0	0	0	\$0	\$0
Belmont	N/A	N/A	N/A	N/A	59	64	70	85	28	28	18	13	0	0	0	0	\$0	\$0
Burlingame	N/A	N/A	N/A	N/A	130	113	90	103	0	0	6	14	0	0	0	0	\$0	\$0
East Palo Alto	N/A	N/A	N/A	N/A	24	23	20	30	30	31	34	24	0	0	0	0	\$0	\$0
Foster City	N/A	N/A	N/A	N/A	39	44	45	78	48	43	42	12	0	0	0	0	\$0	\$0
Hillsborough	N/A	N/A	N/A	N/A	54	114	100	88	9	0	0	0	0	0	7	3	\$0	\$0
Menlo Park	N/A	N/A	N/A	N/A	86	71	129	94	20	34	0	17	0	0	0	0	\$0	\$0
North Fair Oaks	N/A	N/A	N/A	N/A	52	25	33	40	0	8	5	0	0	0	0	0	\$0	\$0
Redwood City	N/A	N/A	N/A	N/A	271	199	280	269	1	26	0	12	0	0	0	0	\$0	\$0
San Carlos	N/A	N/A	N/A	N/A	136	94	117	114	0	24	7	9	0	0	0	0	\$0	\$0
San Mateo	N/A	N/A	N/A	N/A	225	234	252	395	56	27	35	0	0	0	0	0	\$0	\$0
San Mateo County	N/A	N/A	N/A	N/A	53	58	59	90	13	14	8	3	0	0	0	0	\$0	\$0
West Bay	N/A	N/A	N/A	N/A	21	21	43	25	10	9	0	8	0	0	0	0	\$0	\$0
Totals																*	\$0	\$0

* Note: Approval by Member Agencies of contract amendments has eliminated this incentive/disincentive.

Annual Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2013

Agency	Number of Missed Pick-Up Events				Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4			Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Atherton	3	3	0	2	N/A	0	(\$150)	(\$150)	\$0	(\$100)	(\$400)
Belmont	7	2	0	4	N/A	0	(\$350)	(\$100)	\$0	(\$200)	(\$650)
Burlingame	5	3	3	4	N/A	0	(\$250)	(\$150)	(\$150)	(\$200)	(\$750)
East Palo Alto	1	0	3	1	N/A	0	(\$50)	\$0	(\$150)	(\$50)	(\$250)
Foster City	0	1	4	2	N/A	0	\$0	(\$50)	(\$200)	(\$100)	(\$350)
Hillsborough	3	2	5	1	N/A	0	(\$150)	(\$100)	(\$250)	(\$50)	(\$550)
Menlo Park	6	0	3	4	N/A	0	(\$300)	\$0	(\$150)	(\$200)	(\$650)
North Fair Oaks	4	1	1	1	N/A	0	(\$200)	(\$50)	(\$50)	(\$50)	(\$350)
Redwood City	8	2	7	6	N/A	0	(\$400)	(\$100)	(\$350)	(\$300)	(\$1,150)
San Carlos	5	0	2	3	N/A	0	(\$250)	\$0	(\$100)	(\$150)	(\$500)
San Mateo	9	4	6	9	N/A	0	(\$450)	(\$200)	(\$300)	(\$450)	(\$1,400)
San Mateo County	1	1	4	5	N/A	0	(\$50)	(\$50)	(\$200)	(\$250)	(\$550)
West Bay	4	0	0	1			(\$200)	\$0	\$0	(\$50)	(\$250)
Totals	56	19	38	43			(\$2,800)	(\$950)	(\$1,900)	(\$2,150)	(\$7,800)

Recology San Mateo County

Aggregate SBWMA	Annual	Average Speed of Answer	Incentive/Disincentive	Rate Year 2013		Net Amount		
				\$500	\$500			
Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Net Amount	
Annual Month								
January	15	15	30	0	0	\$215	\$0	\$215
February	18	15	30	0	0	\$0	\$0	\$0
March	14	15	30	1	0	\$480	\$0	\$480
April	13	15	30	2	0	\$1,085	\$0	\$1,085
May	12	15	30	4	0	\$1,750	\$0	\$1,750
June	12	15	30	3	0	\$1,435	\$0	\$1,435
July	15	15	30	0	0	\$155	\$0	\$155
August	12	15	30	3	0	\$1,730	\$0	\$1,730
September	18	15	30	0	0	\$0	\$0	\$0
October	10	15	30	5	0	\$2,340	\$0	\$2,340
November	13	15	30	2	0	\$1,170	\$0	\$1,170
December	29	15	30	0	0	\$0	\$0	\$0
Totals						\$10,360	\$0	\$10,360
		Year 2012						
	Agency	Solid Waste Tons						
	Atherton	2,308				\$131	\$0	\$131
	Belmont	8,548				\$484	\$0	\$484
	Burlingame	24,127				\$1,365	\$0	\$1,365
	East Palo Alto	11,789				\$667	\$0	\$667
	Foster City	11,108				\$629	\$0	\$629
	Hillsborough	2,740				\$155	\$0	\$155
	Menlo Park	17,120				\$969	\$0	\$969
	North Fair Oaks	5,625				\$318	\$0	\$318
	Redwood City	38,146				\$2,158	\$0	\$2,158
	San Carlos	13,080				\$740	\$0	\$740
	San Mateo	42,700				\$2,416	\$0	\$2,416
	San Mateo County	4,154				\$235	\$0	\$235
	West Bay	1,646				\$93	\$0	\$93
		183,091				\$10,360	\$0	\$10,360

Annual Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2013

Aggregate SBWMA

\$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Quarterly Number of Calls Received SBWMA Service Area	5% of Quarterly Number of Calls Received SBWMA Service Area	Incentive Number of Calls	Ninety Second Hold Time Calls in Excess of 5% of Quarterly Calls Received	Incentive Payment Due	Disincentive Payment due \$5 per Call
--	---	---	---------------------------	---	-----------------------	---------------------------------------

Annual 2013

\$5

Quarter 1	1,067	39,507	1,975	N/A	0	N/A	\$0
Quarter 2	606	40,644	2,032	N/A	0	N/A	\$0
Quarter 3	1,161	43,460	2,173	N/A	0	N/A	\$0
Quarter 4	1,773	40,928	2,046	N/A	0	N/A	\$0
Annual Totals					0		\$0
			Year 2012 Tons of Solid Waste Collected				
		Agency					
		Atherton	2,308			N/A	\$0
		Belmont	8,548			N/A	\$0
		Burlingame	24,127			N/A	\$0
		East Palo Alto	11,789			N/A	\$0
		Foster City	11,108			N/A	\$0
		Hillsborough	2,740			N/A	\$0
		Menlo Park	17,120			N/A	\$0
		North Fair Oaks	5,625			N/A	\$0
		Redwood City	38,146			N/A	\$0
		San Carlos	13,080			N/A	\$0
		San Mateo	42,700			N/A	\$0
		San Mateo County	4,154			N/A	\$0
		West Bay	1,646			N/A	\$0
			183,091			N/A	\$0

* Note: Approval by Member Agencies of contract amendments has changed the calculation of this disincentive.

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2013

Annual		Aggregate SBWMA					
Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted							
Recyclable Materials							
Quarter 1	9,863.30	8.50%	8.60%	0.10%	N/A	\$175	\$0
Quarter 2	10,072.65	8.50%	8.60%	0.10%	10	\$175	\$1,763
Quarter 3	10,064.33	8.50%	7.50%	-1.00%	N/A	\$175	N/A
Quarter 4	10,820.66	8.50%	7.50%	-1.00%	N/A	\$175	N/A
Commercial Targeted							
Recyclable Materials							
Quarter 1	6,102.01	10.00%	8.40%	-1.60%	N/A	\$70	N/A
Quarter 2	6,475.69	10.00%	8.40%	-1.60%	N/A	\$70	N/A
Quarter 3	6,733.40	10.00%	7.80%	-2.20%	N/A	\$70	N/A
Quarter 4	6,991.67	10.00%	7.80%	-2.20%	N/A	\$70	N/A
Residential Organic							
Materials							
Quarter 1	17,438.09	5.00%	0.40%	-4.60%	N/A	\$70	N/A
Quarter 2	21,195.41	5.00%	0.40%	-4.60%	N/A	\$70	N/A
Quarter 3	19,189.54	5.00%	2.20%	-2.80%	N/A	\$70	N/A
Quarter 4	19,786.33	5.00%	2.20%	-2.80%	N/A	\$70	N/A
Commercial Organic							
Materials							
Quarter 1	3,832.46	10.00%	3.30%	-6.70%	N/A	\$70	N/A
Quarter 2	4,309.41	10.00%	3.30%	-6.70%	N/A	\$70	N/A
Quarter 3	4,483.26	10.00%	7.40%	-2.60%	N/A	\$70	N/A
Quarter 4	4,404.20	10.00%	7.40%	-2.60%	N/A	\$70	N/A
Multi-Family and							
Commercial Plant							
Materials							
Quarter 1	984.52	5.00%	2.10%	-2.90%	N/A	\$70	N/A
Quarter 2	927.87	5.00%	2.10%	-2.90%	N/A	\$70	N/A
Quarter 3	958.78	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Quarter 4	1,568.76	5.00%	0.00%	-5.00%	N/A	\$70	N/A
						Total	\$1,763

Recology San Mateo County
 Annual Diversion Incentive
 Calculation
 Rate Year 2013

Aggregate SBWMA

Rate Year	Diversion Level	Tons Diverted	Tons Disposed	Total Tons Collected	Disincentive Payment \$70.00 per net Ton Diverted	Incentive Payment \$70.00 per net Ton Diverted
Calculated Single-Family Diversion Level for 2013	64.48%	114,518	63,076	177,593		
Calculated Single-Family Diversion Level for 2012	64.10%	115,028	64,429	179,457		
Variance from 2012 to 2013	0.39%			683.73	0	N/A

Calculated Commercial Diversion Level for 2013	27.94%	47,026	121,312	168,339		
Calculated Commercial Diversion Level for 2012	26.20%	44,659	125,812	170,472		
Variance from 2012 to 2013	1.74%			2,927.41	0	N/A

Calculated Overall Diversion Level for 2013	46.70%	161,544	184,388	345,932		
Calculated Overall Diversion Level for 2012	45.63%	159,687	190,241	349,928		
Variance from 2012 to 2013	1.06%			3,680.72	None	\$257,650.09

New Targeted Overall Diversion Level for 2014	46.70%					
---	--------	--	--	--	--	--

Summary	Variance				
Single-Family Diversion	0.39%	Positive results in no Disincentive due		Net Payment Due: Positive Amount Due	\$257,650.09
Commercial Diversion	1.74%	Negative results in Disincentive due		Contractor and Negative Amount Due Agencies	
Overall Diversion	1.06%	Positive results in Incentive due			

Member Agency	Solid Waste Tons	Percentage	Member Agency Distribution
Atherton	2,308	1.26%	\$3,247.72
Belmont	8,548	4.67%	\$12,029.21
Burlingame	24,127	13.18%	\$33,951.41
East Palo Alto	11,789	6.44%	\$16,589.49
Foster City	11,108	6.07%	\$15,631.62
Hillsborough	2,740	1.50%	\$3,856.33
Menlo Park	17,120	9.35%	\$24,091.54
North Fair Oaks	5,625	3.07%	\$7,915.84
Redwood City	38,146	20.83%	\$53,680.31
San Carlos	13,080	7.14%	\$18,406.63
San Mateo	42,700	23.32%	\$60,088.13
San Mateo County	4,154	2.27%	\$5,845.25
West Bay	1,646	0.90%	\$2,316.60
	183,091	100.00%	\$257,650.09

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

Number of Routes by Service Sector per Day				
SBWMA Member Agency	Single-Family	Multi-Family and Commercial	Multi-Family and Commercial Roll-off	Member Agency Facilities
Atherton	3.5	0.2	0.1	0.0
Belmont	4.9	2.6	0.1	0.1
Burlingame	5.2	4.9	1.0	0.4
East Palo Alto	3.4	1.3	0.2	0.0
Foster City	4.6	2.6	0.4	0.1
Hillsborough	4.5	0.1	0.1	0.0
Menlo Park	6.4	4.6	0.3	0.5
Redwood City	12.8	7.1	0.8	0.5
San Carlos	7.1	3.6	0.3	0.2
San Mateo	14.1	9.8	0.8	0.3
North Fair Oaks	2.1	1.3	0.0	0.0
WBSD	1.9	0.3	0.0	0.1
Uninc. County	4.6	0.4	0.0	0.0
TOTAL	75.0	38.8	4.0	2.2

Number of Vehicles by Type by Service Sector			
Type of Vehicle	Single-Family	Multi-Family, Commercial and Agency Facilities	Multi-Family, Commercial and Agency Roll-off
Side Load	73		
Front Load		25	
Rear Load		28	
Roll Off			5
Pick up	13		
Flat Bed	5		
Van	3		

Average Cost Per Route by Service Sector			
SBWMA	Single-Family	Multi-Family and Commercial	Member Agency Facilities
Average Cost per all Routes	435,031	549,643	445,229
FY 2013 compensation	32,627,330	23,511,291	990,123

Tons per Route Per Day										
Single Family Dwelling	Solid Waste	Recyclable Materials	Organic Materials (including Holiday Trees)	Multi-Family, Commercial & Agency Facilities	Cart and Bin Solid Waste	Cart and Bin Recyclable Materials	Cart and Bin Organic Materials (including Holiday Trees)	Drop Box Solid Waste	Drop Box Recyclable Materials	Drop Box Organic Materials
Number of Routes	26	26	23	Number of Routes	23	15	3	4	4	4
Tons per Route Per Day	8.70	6.09	12.98	Tons per Route Per Day	16.41	6.96	25.65	19.27	1.43	1.41

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

Route Labor Hours by Service Sector						
SBWMA Member Agency	Single-Family Annual	Single-Family per Day	Multi-Family and Commercial Annual	Multi-Family and Commercial per Day	Member Agency Facilities Annual	Member Agency Facilities per Day
Atherton	6,591.20	25.35	492.38	1.89	194.43	0.75
Belmont	9,649.85	37.11	6,064.06	23.32	211.43	0.81
Burlingame	10,263.10	39.47	12,648.27	48.65	1,796.25	6.91
East Palo Alto	6,697.56	25.76	2,660.37	10.23	150.76	0.58
Foster City	9,167.48	35.26	5,437.69	20.91	207.69	0.80
Hillsborough	8,536.85	32.83	160.66	0.62	159.89	0.61
Menlo Park	12,449.81	47.88	9,672.82	37.20	1,065.00	4.10
Redwood City	24,984.46	96.09	15,980.91	61.47	1,861.67	7.16
San Carlos	13,604.52	52.33	7,548.64	29.03	622.82	2.40
San Mateo	27,356.23	105.22	23,794.08	91.52	878.51	3.38
North Fair Oaks	4,191.17	16.12	2,914.40	11.21	107.32	0.41
WBSD	3,845.04	14.79	588.90	2.27	7.63	0.03
Uninc. County	8,749.86	33.65	864.39	3.32	23.82	0.09
TOTAL	146,087.12	561.87	88,827.55	341.64	7,287.22	28.03

Set-Outs		
Single-Family Solid Waste	Single-Family Recyclable Materials	Single-Family Organic Materials
113,776	106,145	300,872
312,000	297,427	227,513
313,755	298,896	261,131
200,525	169,221	145,353
271,141	250,692	193,622
170,833	175,227	175,032
378,378	369,148	325,156
826,007	772,785	592,111
413,634	393,445	344,903
982,527	923,858	705,796
121,862	114,686	103,844
106,301	110,019	103,259
239,018	234,715	217,490
4,449,757	4,216,264	3,696,082

MSW Accounts by Service Sector				
Accounts - MSW	Single-Family		Multi-Family and Commercial	Member Agency Facilities
Atherton	2,355		12	6
Belmont	6,726		441	17
Burlingame	6,590		1,396	94
East Palo Alto	4,165		348	39
Foster City	6,717		549	7
Hillsborough	3,610		8	4
Menlo Park	7,845		1,166	139
Redwood City	17,347		2,025	130
San Carlos	8,595		1,187	42
San Mateo	19,989		2,677	68
North Fair Oaks	2,664		455	16
WBSD	2,212		32	1
Uninc. County	5,004		183	0
TOTAL	93,819		10,479	563

RECOLOGY SAN MATEO COUNTY

OPERATIONAL INFORMATION

ACCOUNTS PER ROUTE AND CREW SIZE

RESIDENTIAL								
Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size
MSW			Recy			Organics		
801	4044	1	831	4127	1	861	4743	1
802	3795	1	832	3936	1	862	4344	1
803	3252	1	833	3133	1	863	4269	1
804	3707	1	834	4109	1	864	4635	1
805	4457	1	835	4452	1	865	4826	1
806	4109	1	836	4056	1	866	5030	1
807	4148	1	837	4608	1	867	4719	1
808	4450	1	838	4197	1	868	4829	1
809	4289	1	839	3386	1	869	4246	1
810	3389	1	840	4084	1	870	3940	1
811	4126	1	841	3890	1	871	3849	1
812	2826	1	842	3593	1	872	2824	1
813	3989	1	843	3182	1	873	4862	1
814	3647	1	844	3831	1	874	5075	1
815	4184	1	845	3891	1	875	5265	1
816	3477	1	846	4087	1	876	4841	1
817	4058	1	847	4070	1	877	4731	1
818	4008	1	848	4328	1	878	1853	1
819	4433	1	849	3621	1	887	3591	1
820	3779	1	850	4145	1	888	3204	1
821	3182	1	851	2947	1	889	1408	1
822	3098	1	852	3130	1	890	56	1
823	3259	1	853	3116	1	891	3601	1
824	1423	1	854	1417	1			
825	830	1	855	97	1			
826	4040	1	856	3917	1			

Totals 93271

93350

90741

FTE Routes 25.6

25.6

22.6

COMMERCIAL FEL								
Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size
MSW			Recy			Organics		
902	649	1	931	910	1	951	605	1
903	588	1	932	869	1	952	555	1
904	739	1	933	677	1	953	625	1
905	687	1	934	678	1			
906	635	1	935	976	1			
907	620	1	936	821	1			
908	753	1	938	540	1			
909	522	1						
912	442	1						
913	456	1						
914	686	1						
915	91	2						

Totals 6868

5471

1785

FTE Routes 11.4

7.0

3.0

COMMERCIAL REL					
Rt #	Accounts	Crew Size	Rt #	Accounts	Crew Size
MSW			Recy		
601	1028	2	623	725	1
602	979	2	631	1035	1
603	688	2	632	880	1
604	1262	2	633	1005	1
605	592	2	634	408	1
606	999	2	637	993	1
607	1117	2	638	1889	1
608	640	2	639	882	1
609	676	2			
610	755	2			
611	1121	1			

Totals 9857

7817

FTE Routes 11.0

8.0

BULKY ITEM		
Rt #	Accounts Per Day	Crew Size
701/201	50 - 75	2
702/202	50 - 75	2

ROLL OFF		
Rt #	Accounts Per Day	Crew Size
401	10	1
402	10	1
403	10	1
404	10	1

FTE Routes Bulky Rolloff 4.0

RECOLOGY SAN MATEO COUNTY

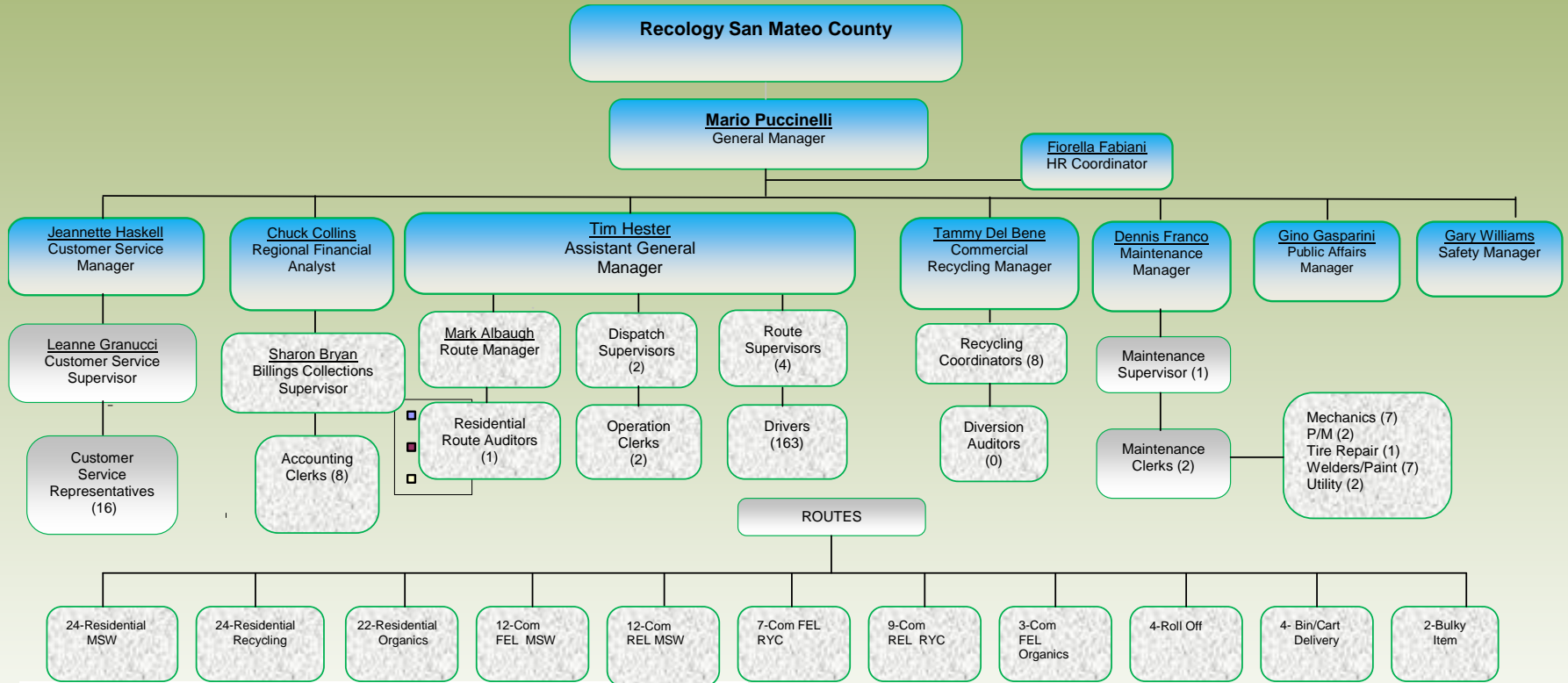
OPERATIONAL INFORMATION

Job Classifications and Annual Wages							
	Job Type	Job Title	Full Time Equivalents	Job Step	Hourly Rate	Hourly Pension*	Hourly H&W**
DRIVERS	DRIVER	Driver	140	4	38.55	5.50	13.49
	DRFTLR	Driver - Frontloader	11	4	39.05	5.50	13.49
	DRFTLR	Driver - Frontloader	11	5	39.70	5.50	13.49
	HELPER	Helper	1	4	37.30	5.50	13.49
MECHANICS	MAINT	Bin Repair/Paint/Wash	6	4	35.43	5.50	13.49
	MAINT	Bin Repair/Paint/Wash	1	LD	36.93	5.50	13.49
	MECH	Mechanic	7	4	38.72	5.50	13.49
	MECH	Mechanic	1	LD	40.22	5.50	13.49
	PMTCH	Preventative Maintenance Tech	2	4	34.15	5.50	13.49
	UTLTYS	Utility Person - Shop	2	4	20.95	5.50	13.49
CLERICAL	ACTCK	Accounting Clerk	2	4	25.23	3.00	13.49
	ACTCK2	Accounting Clerk II	1	4	30.93	3.00	13.49
	CSREP	Customer Service Rep	12	4	23.50	3.00	13.49
	CSREP	Customer Service Rep	3	LD	24.50	3.00	13.49
	MNTCK	Maintenance Clerk	2	4	27.30	3.00	13.49
	OPSCK	Operations Clerk	2	4	27.84	3.00	13.49

* - Hourly pension is paid on straight time hours worked up to a maximum of 184 hours per month.

** - Hourly H&W is based on average monthly Health and Welfare premiums multiplied by 12 months then divided by 2080 hours

Recology San Mateo County Organizational Chart FY 2013



Recology San Mateo County Headcount = 238

Contractor's Review of Billings

Pursuant to Section 7.01.F of the contract, Recology San Mateo County (RSMC) cooperates fully with all requests from Member Agencies and the SBWMA for billing reviews. Also each Member Agency and the SBWMA have access to the RSMC AS400 billing system. Access to the billing system can be done remotely by portal.

Recology San Mateo County manually reviews all rates keyed into the AS400 billing system. Each rate is reviewed against the Agency provided rates by service size and frequency, or reviewed to verify rates agree with Agency provided increase percentages.

Each month, billings are reviewed for accuracy, pursuant to our protocol and practice. After generation and prior to final approval, RSMC generates a random sampling of every 100th billing from that month's function. These billings are reviewed to verify that rates are accurately presented to the customer, and accuracy of messages included by Member Agencies, SBWMA or RSMC. Additionally, a summary report is reviewed to verify that billing counts and amounts are consistent with anticipated revenue totals.

Additionally, pursuant to Section 7.01E, the Recology Audit team physically audited 39,912 accounts during 2013. The source files contain the routes that were audited as well as the audit plan for 2014. This is in addition to the daily data collection done by our on-board electronic route management system, Routeware, to process, track and report on all in-field pick up activity. Any exceptions to the cart or container sizes are noted by the driver and reported electronically or at the end of the day to an operations clerk.

2014 Customer Service Plan

Pursuant to Section 9.07 C. of the contract, Recology San Mateo County (RSMC) submits the following Customer Service Plan for 2014.

The Customer Service Call Center

A well trained and motivated staff is key to superior customer service. RSMC has a staff of 15 full-time Customer Service Representatives, 1 Customer Service Supervisor, and 1 Customer Service Manager.

Job duties for **Customer Service Representatives** include the following tasks:

- Answers telephone, or greets customers at the counter.
- Provides information about residential, multi-family and commercial collections, rates, billing, and account status promptly and correctly.
- Addresses customer questions and resolves complaints through a combination of telephone service, computer data entry, billing, balancing and reconciling customer payments.
- Communicates with customers, peers, supervisors and managers, and representatives from other departments or subsidiaries about current customer service standards and service options.
- Maintains appropriate records, prepares requested reports and performs related word processing, data entry and/or clerical duties.
- Expedites communications and services between customers and co-workers by radio, in person, or through written communications to coordinate services, records, and account status.
- Participates in training related to customer service work processes, procedures, skills and safety to ensure optimum customer service.
- Handles hot calls, escrow, bankruptcy, delinquent accounts by telephone contact and monitoring delinquent accounts to point of resolution, as appropriate.

Job duties for **Customer Service Supervisor** include the following tasks:

- Coordinates and oversees the work of customer service team.
- Maintains phone statistics and monitors daily call volumes to ensure adequate phone coverage at all times.
- Participates in training and may coordinate training related to customer service work processes, procedures, skills and safety to ensure optimum customer service.
- Handles hot calls, delinquent accounts by telephone contact and monitoring delinquent accounts to point of resolution, as appropriate.

Job duties for the **Customer Service Manager** include the following:

- Receives and investigates customer complaints regarding services and rates.
- Corrects service problems through or in coordination with appropriate supervisor.
- Adjusts rate and billing disputes on own authority.
- Assists operation supervisors with unusual problems or incidents in the field.
- Develops and implements business processes and procedures to improve and ensure customer satisfaction.
- Develops and prepares reports as directed.
- Responsibilities include interviewing, hiring, and training employees, planning, assigning, and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.

Training Strategy

In striving to maintain a consistently high level of service to all of our customers, we appreciate and understand the need to maintain a first-class Customer Service staff. We acknowledge that any of our CSRs who answer the telephone may be the customer's only direct contact with us, and that CSRs' conduct reflects upon Recology San Mateo County and the municipalities we serve.

As our direct contact with the customers, our CSRs training helps to strengthen RSMC's desire that all calls be answered courteously, with pleasant voices and using good diction. In particular, training will include how to handle stressful calls, including upset customers, with customer service solutions being the objective.

Quarterly Training Topics

- ❖ Franchise Facts - this training will take place during the first quarter of the calendar year and will focus on the differences and similarities for each of the franchises RSMC services. Some member agencies have recently initiated service fees for additional organics and recycling. New rate codes have been created and the rules for their use will be discussed. This is typically the time of year when rate increases take place so training will include rate increase sound bites to help the Customer Service Representatives speak to our customers confidently about recent rate increases.

Each of the following quarterly training topics will be addressed interactively through group exercises, puzzles, games, and incentives to continually put emphasis on the training topic.

- ❖ Customer Service Excellence
- ❖ Diversion Improvement
- ❖ Keeping Customers Satisfied

In-Field Hands-on Introduction to the Routes

Communication between the CSR, operations, and the route driver is vital to insure that the needs of the customer are taken care of. The primary method of communication between the CSR and the route driver is through the creation of work orders. Drivers, dispatchers, and supervisors fulfill service requests and resolve field issues using these work orders.

It has proven very beneficial to have the CSRs ride along with the route drivers to observe field conditions. This hands-on observation provides the CSR a visual perspective of the variety of conditions that a driver may face. With this knowledge, the CSR is better able to understand the needs of the customer, communicate with the driver, and more easily formulate the best resolution to issues communicated by customers. For 2014, the In-Field Training will include a day in dispatch with a route supervisor. This training will stress the importance of accurate ticket information to allow Operations to respond properly and quickly to customer requests.

On-Going Continuous Improvement Training

Recology provides ongoing and refresher training to insure that CSRs maintain their professional and courteous attitudes. Training classes are scheduled monthly through Recology's Training Department in order to help subsidiaries schedule their employees and ensure that training is available on a regular basis. Ongoing training is required as internal Recology Customer Relations Management (RCRM) system changes are made or service enhancements are instituted.

The Quality Assurance programs in place offer another avenue to help identify areas for improvement. Our internal call monitoring allows for immediate feedback on performance, and items for improvement

Attracting and Retaining High Quality CSR Staff

When the need arises to hire a Customer Service Representative, Recology San Mateo County posts the position on the internet and with outreach agencies we partner with. Recology San Mateo County offers a competitive compensation and benefits package in order to retain staff.

The hiring process includes different level of interviews to ensure candidates suitability. The phone interview helps to determine phone etiquette, tone, and voice quality. The in person interview includes the hiring manager, the Customer Service Supervisor and a representative of Human Resources. The interview questions are designed to determine a number of desirable qualities in a candidate and the process is designed to determine the best qualified candidate.

Website

Customers continue to embrace RSMC's Online Bill-Pay service and have made payments through the website either by one-time payment or recurring payments. The website payments made by customers has increased by 17%. Phone payments called in to the call center increased by approximately 900 payments over the previous year. Electronic communication continues to grow at a rapid pace. There was an increase in electronic service reports in the reported categories of 50%.

Member Agency	# of e-bill Payments	# of Online Phone Payments	# of BICs Scheduled	# of extra MSW services scheduled	# of extra REC/ORG services scheduled	# of service change Requests	# of Complaints resolved
Atherton	-	296	38	3	6	2	7
Belmont	-	903	275	20	14	44	27
Burlingame	-	890	261	16	13	13	27
East Palo Alto	-	53	11	1	0	1	2
North Fair Oaks	-	149	53	5	4	7	6
Foster City	-	785	301	5	17	51	23
Hillsborough	-	382	114	2	11	6	11
Menlo Park	-	860	308	22	27	33	29
Redwood City	-	41	493	24	35	45	61
San Carlos	-	984	399	25	35	39	52
San Mateo	-	3201	619	58	32	81	87
Unincorporated SMC	-	575	159	11	12	13	11
West Bay Sanitary District	-	201	80	8	8	11	17
Total	85,354	9,320	3,111	200	214	346	360

CUSTOMER INFORMATION SYSTEM

Status of Changes or Upgrades made to System Software

Nothing to report.

Description of Proposed Changes to System Software

Nothing to report.

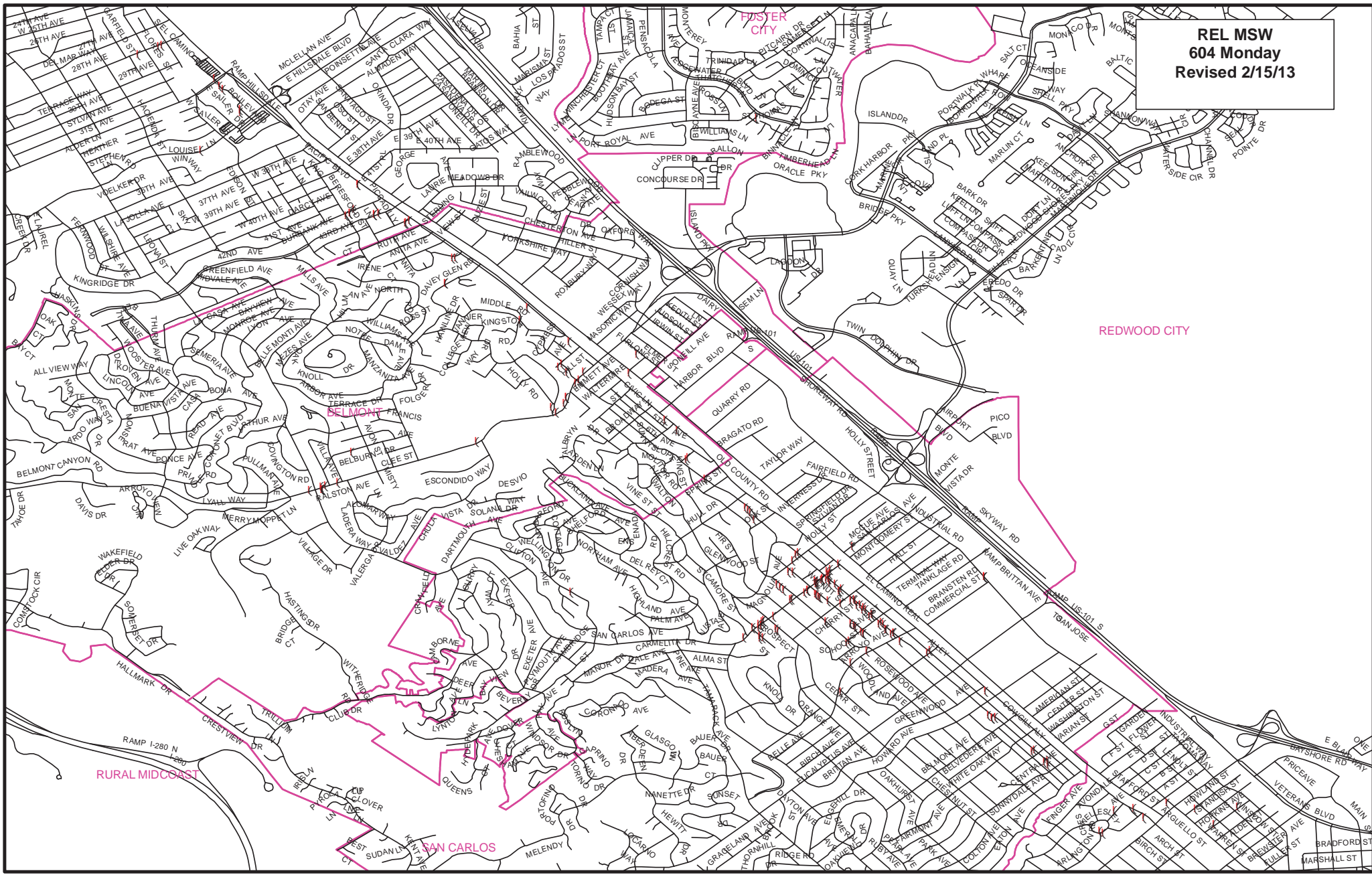
Explanation and Schedule of Training Activities

Nothing to report.

Contractor's Route Sheets and Maps

Pursuant to Section 9.07 A.1.i., the following pages include 3 sample route maps and route sheets. Due to the size of file, we have included the remaining route maps and corresponding route sheets on a flash drive that will be submitted to the SBWMA.

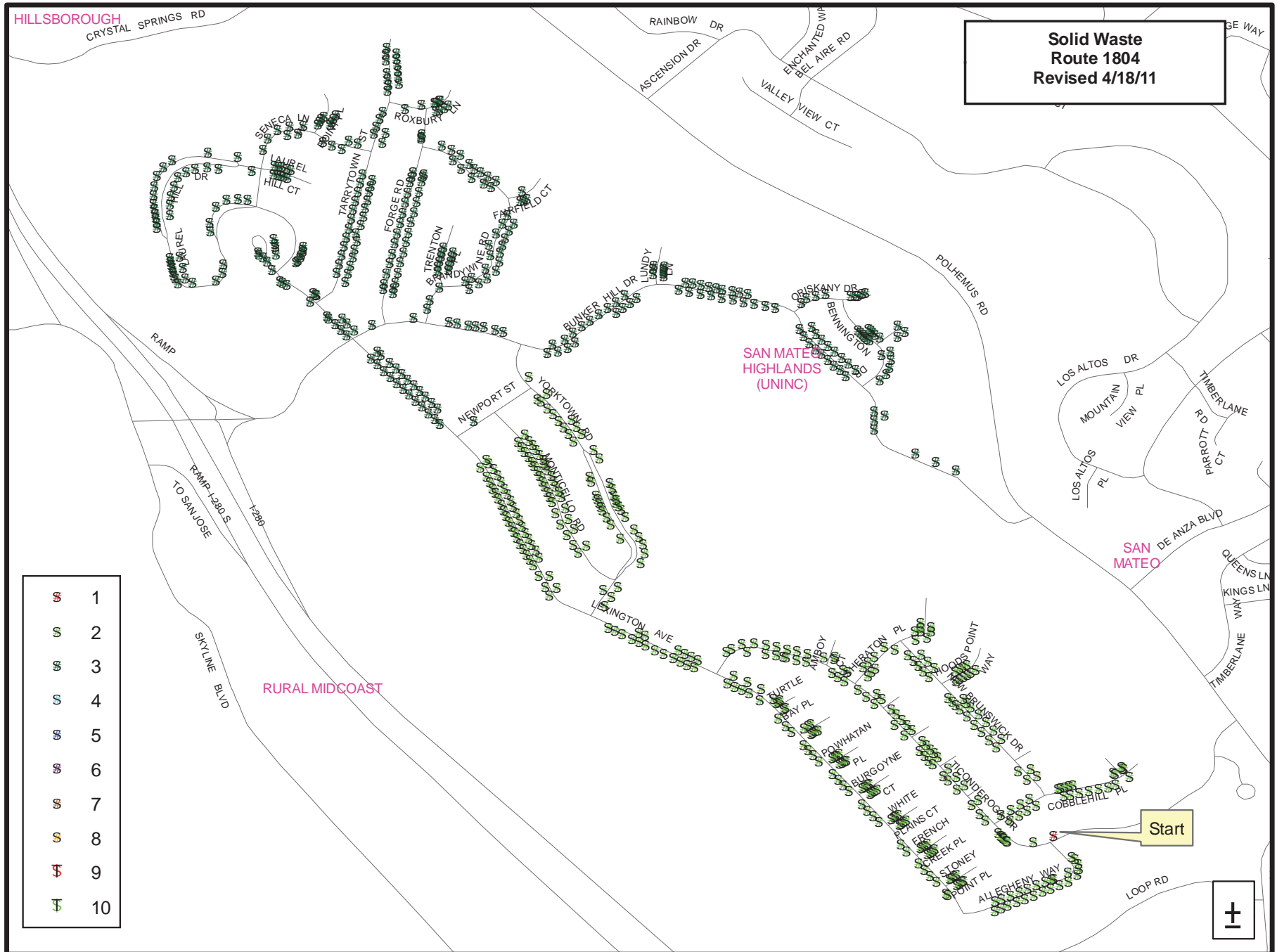
REL MSW
604 Monday
Revised 2/15/13



RTMST84
 PRINTED: 1/28/14 10.03.50
 ROUTE 604 LOAD 02
 FOR MONDAY 2/03/2014
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO COUNTY

STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV DESC	NOTE
10	887 INDUSTRIAL RD NORCAL WHOLESale	I SAN CARLOS	1286145	C96G1 COMMERCIAL WASTE 96 GALLON	
20	887 INDUSTRIAL RD AXIOM MOBILE IMAGING	G SAN CARLOS	1085695	C64G1 COMMERCIAL WASTE 64 GALLON	
30	1071 MCCUE AVE TACK SHOP UPHOLSTERY	SAN CARLOS	1150382	C64G1 COMMERCIAL WASTE 64 GALLON	
40	491 LAUREL ST HOLLY MARKET	SAN CARLOS	0986786	C1YG1 COMML WASTE 1 YD	**MUST BE UNLOCKED**
40	PLS DO NOT SVC THE AREA UNTIL 7AM. NOISE				
40	COMPLAINT ON 400 BLOCK OF LAUREL ST.				
40					
40	BIN #1R0062				
50	1148 SAN CARLOS AVE TUTTI FRUTTI	SAN CARLOS	0989731	C32G1 COMML WASTE 32 GALLON	IN ALLEY
50	IN ALLEY				
60	1178 SAN CARLOS AVE SPECIAL F/X SALON	SAN CARLOS	0989780	C96G1 COMMERCIAL WASTE 96 GALLON	IN ALLEY
60	IN ALLEY				
60	LOCATED IN THE ALLEY IN THE BACK				
70	1201 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1208693	C32G COMMERCIAL WASTE 32 GAL	
80	1187 SAN CARLOS AVE STARBUCKS #608	SAN CARLOS	0989806	C96G1 COMMERCIAL WASTE 96 GALLON	
80	Please return carts to the enclousre after service				
90	1187 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1441062	C32G COMMERCIAL WASTE 32 GAL	
100	603 LAUREL ST SUN CHASE LLC	SAN CARLOS	1301258	C64G1 COMMERCIAL WASTE 64 GALLON	
100	back of the building , in the alley				
110	1171 SAN CARLOS AVE PLAZA FLORIST SAN CARLOS	SAN CARLOS	1416452	C20G1 COMMERCIAL WASTE 20 GALLON	P/U IN ALLEY
110	P/U IN ALLEY				
120	1213 SAN CARLOS AVE CITY CAN - SAN CARLOS	SAN CARLOS	1217538	C32G COMMERCIAL WASTE 32 GAL	
130	1253 SAN CARLOS AVE LOOKIN'GOOD AT VICTORIA P	SAN CARLOS	0989889	C32G1 COMML WASTE 32 GALLON	
130	GATE CODE 2749 *PUSH LOCK IN THEN PULL OUT				

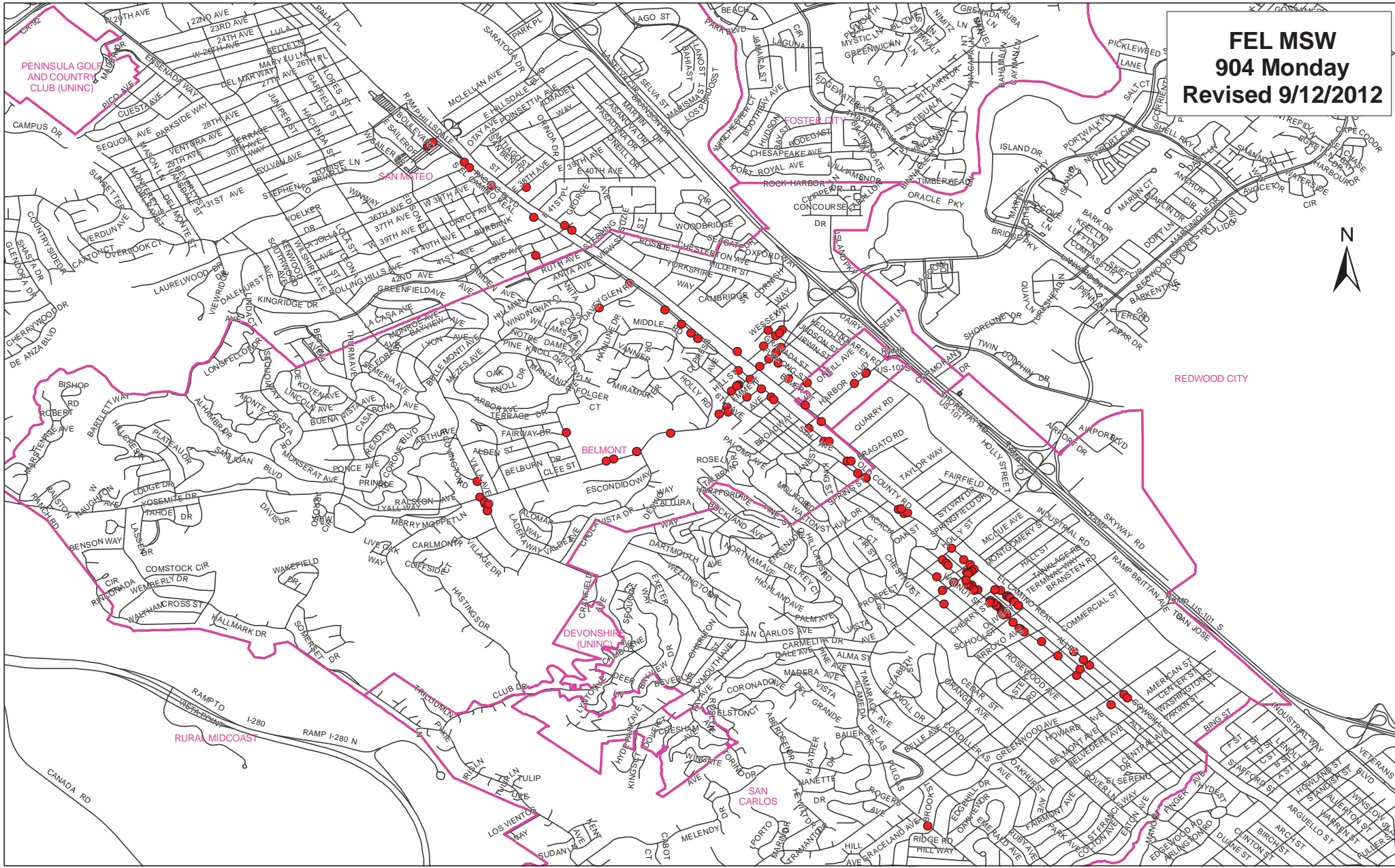


RTMSTT84
 PRINTED: 1/28/14 10.03.50
 ROUTE 804 LOAD 01
 FOR MONDAY 2/03/2014
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO COUNTY

	APT CITY	ACCT #	SERV DESC	NOTE
5	2127 TICONDEROGA DR JOYCE PENNELL SAN MATEO	0194936	R20G RES WASTE 20G	
10	2121 TICONDEROGA DR MARCO HYMAN SAN MATEO	0194910	R20G RES WASTE 20G	
15	2083 TICONDEROGA DR THOMAS VARGHESE SAN MATEO	1447184	R20G RES WASTE 20G	
20	2075 TICONDEROGA DR LILA BILMES SAN MATEO	0194811	R32G RESIDENTIAL WASTE 32 GAL	
25	2067 TICONDEROGA DR DEBBIE TOBIN SAN MATEO	0194795	R32G RESIDENTIAL WASTE 32 GAL	
30	2059 TICONDEROGA DR FRANK BELL SAN MATEO	0495317	R32G RESIDENTIAL WASTE 32 GAL	
35	2055 TICONDEROGA DR MELVIN B SCHWARTZ SAN MATEO	0194761	R64G RESIDENTIAL WASTE 64 GAL	
40	2051 TICONDEROGA DR PAUL J COSPER SAN MATEO	0194746	R20G RES WASTE 20G	
45	2047 TICONDEROGA DR J MAHON SAN MATEO	0194720	R20G RES WASTE 20G	
45	**DISABILITY APPROVED** BACK YARD SVC			
45	LOCATED IN BACK GATE. MUST RETURN CARTS TO ORIGINA			
45	LOCATION AFTER SVC			
50	2043 TICONDEROGA DR KIM SANGALLI SAN MATEO	1237213	R32G RESIDENTIAL WASTE 32 GAL	
55	2039 TICONDEROGA DR C R SHUDEBOOM SAN MATEO	0194688	R20G RES WASTE 20G	
60	2035 TICONDEROGA DR DANIEL BECKER SAN MATEO	0194670	R64G RESIDENTIAL WASTE 64 GAL	
60	***** DO NOT BLOCK DRWY WITH CARTS *****			
65	2031 TICONDEROGA DR STEPHEN LEE SAN MATEO	0194654	R20G RES WASTE 20G	
70	2027 TICONDEROGA DR MARTHA GEHRE SAN MATEO	0194647	R32G RESIDENTIAL WASTE 32 GAL	
75	2023 TICONDEROGA DR A L CALFAS SAN MATEO	0194621	R20G RES WASTE 20G	
80	2019 TICONDEROGA DR D L COLLINS SAN MATEO	0194613	R32G RESIDENTIAL WASTE 32 GAL	

FEL MSW
904 Monday
Revised 9/12/2012



RTMST84
 PRINTED: 1/28/14 10.03.50
 ROUTE 904 LOAD 01
 FOR MONDAY 2/03/2014
 STOP STOP ADDRESS
 ACCOUNT NAME

Customer Route Pickup Listing
 RECOLOGY SAN MATEO COUNTY

PAGE 65

STOP	STOP ADDRESS ACCOUNT NAME	APT CITY	ACCT #	SERV DESC	NOTE
1	663 LAUREL ST TRID, LLC	SAN CARLOS	1351352	C64G1 COMMERCIAL WASTE 64 GALLON	PICK UP BEFORE 8:00
1	890 LAUREL ST TASTEBIN	SAN CARLOS	1428721	C1YG1 COMML WASTE 1 YD	1F0780
1	1312 LAUREL ST THE SANDWICH SPOT	A SAN CARLOS	1466291	C1YG1 COMML WASTE 1 YD	
2	1500 RALSTON AVE NOTRE DAME DE NAMUR UNIVE	BELMONT	0930909	C3YG1 COMML WASTE 3 YD QTY 1 C4YG1 COMMERCIAL WASTE 4 YARD C6YG1 COMMERCIAL WASTE 6 YARD	
2	3YD GREY LOC (J.B. HALL ENCLOSURE)				
2	3YD BLUE LOC ST MARY HALL ENCLOSURE				
2	2/3YD GREY LOC ST MARY HALL ENCLOSURE				
2	6YD GREY LOC CAMPUS CENTER				
2	6YD BLUE LOC CAMPUS CENTER				
2	2YD GREEN LOC CAMPUS CENTER				
2	4YD GREY LOC ST JOSEPH'S HALL				
2	2YD BLUE LOC NEW HALL				
3	1280 ALAMEDA SOUTH COUNTY FIRE STN #16	SAN CARLOS	0932376	C2YG1 COMMERCIAL WASTE 2 YD	
3	ALAMEDA & HOWARD				
5	566 RALSTON AVE CONSOR BUISAN	BELMONT	0911354	C2YG1 COMML WASTE 2 YARD	
10	698 RALSTON AVE WENDY'S RESTAURANT	BELMONT	0930768	C2YG1 COMML WASTE 2 YARD	
15	390 EL CAMINO REAL CULLIGAN MANAGEMENT INC.	BELMONT	0928671	C4YG1 COMMERCIAL WASTE 4 YARD	
20	510 EL CAMINO REAL IHOP	BELMONT	0928705	C1YG1 COMML WASTE 1 YD	
25	630 N EL CAMINO REAL HILLSIDE LODGE	BELMONT	0930016	C96G COMMERCIAL WASTE 96 GALLON	
30	700 EL CAMINO REAL BELMONT PALMS MOTEL	BELMONT	0928770	C96G COMMERCIAL WASTE 96 GALLON	
35	750 EL CAMINO REAL OUR COMMON GROUND, INC.	BELMONT	0928796	C96G COMMERCIAL WASTE 96 GALLON	
40	1000 EL CAMINO REAL BELMONT VILLAGE CENTER	BELMONT	0928861	C3YG1 COMML WASTE 3 YD QTY 1	#3F1867 3F1868



Climate Action Report

2013



Recology San Mateo County
225 Shoreway Road
San Carlos, CA 94070

ABOUT RECOLOGY

COMPANY PROFILE

Recology is a diversified resource recovery company, providing residential and commercial recycling, materials recovery, construction and demolition debris recycling, large-scale composting of food and other organic waste, waste collection, compost sales, transfer and landfill operations, and green planning services. Recology is known for leading the industry evolution from a focus on waste management to one on resource recovery and exploring new technologies to facilitate landfill diversion. Our commitment to providing the highest level of service in the industry dates back to the company's founding in 1921.

Recology is:

- Recognized as the industry leader in resource recovery, having established the first and largest curbside yard debris and food scraps collection program in the country in 1996, handling more than 880,000 tons of organics since inception
- Recology is parent to three dozen subsidiaries that provide collection, recycling and diversion services to over 600,000 residential and 60,000 businesses in California, Oregon and Nevada
- The largest employee-owned company in the solid waste industry, providing refuse collection and resource recovery services to residential and commercial customers

We have developed particular expertise in handling source separated food scraps from commercial sources. Our experience includes operating 9 composting facilities and pre-processing food scraps for anaerobic digestion in a POTW digester.



OUR APPROACH

We define sustainability as an evaluative approach to making operational and managerial decisions through economic, social and environmental perspectives. We believe that sustainability is a process, and this report provides a snapshot of the collection operations in San Mateo County through 2013.

Central to sustainability is the concept of WASTE ZERO—making the best and highest use of all resources—and includes recycling and composting, engaging our employees and the general public through educational efforts.

CARBON PROFILE OF RECOLOGY SAN MATEO COUNTY

Recology San Mateo County (RSMC) is pleased to submit this annual climate action report. The report covers the period from January 1, 2013 to December 31, 2013.

From the very start of operations in the county, Recology employees have developed and changed the operation to raise environmental standards. Recology is very proud of our employees' efforts and accomplishments during this very busy period.

The journey to a sustainable operation is a process which this report summarizes through a snapshot of the second year of operation. We look forward to working with the SBWMA to further refine our sustainability programs.

GREENHOUSE GAS REPORTING THROUGH THE CLIMATE REGISTRY

Since 2006 Recology (and previously, Norcal Waste Systems) has been a voluntary member of the California Climate Action Registry (CCAR), an organization that is part of the Climate Action Reserve¹, a national carbon offset registry and protocol setting body. Membership requires that we inventory, report, and verify through a third-party our company-wide greenhouse gas (GHG) source emissions. The source emissions include direct and indirect emissions within a defined or controlled boundary.

CARBON FOOTPRINT

Because an official greenhouse gas footprint is currently unavailable for the 2013 calendar year, Recology is reporting the unofficial GHG emissions estimates based on The Climate Registry's reporting protocol, version 1. It is the version that is currently in use by the Registry and all reporting members. Our estimates report only CO2 emissions. Scope 3 emissions reporting are optional, and will not be included in this report.

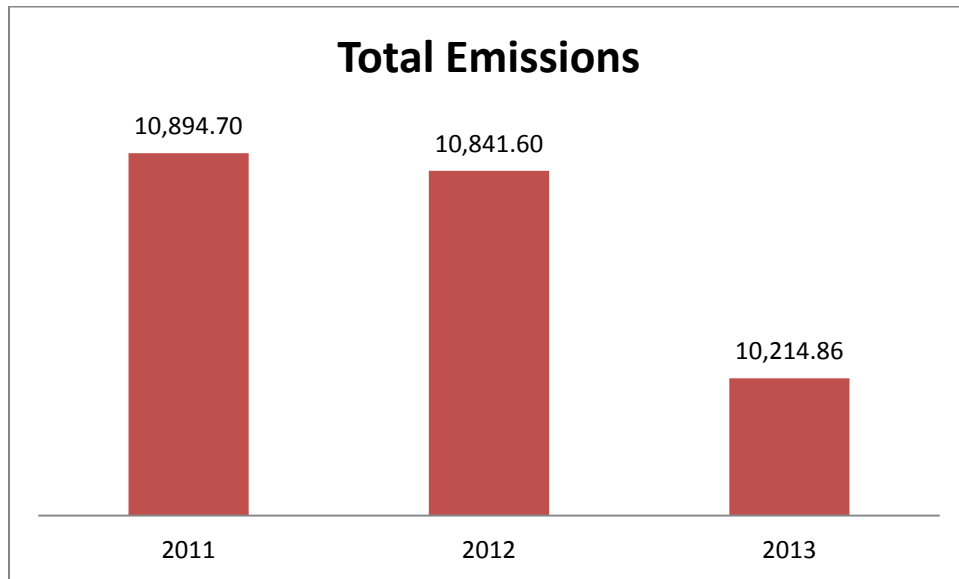
Recology San Mateo County has within its emissions boundary the equipment that operates the facility and administrative buildings. Our direct emissions include stationary and mobile combustion of fossil fuels from our machinery and onsite mobile equipment. Emissions from our collection fleet are shared within the boundaries of the communities we serve.

Greenhouse Gas Emissions Inventory Boundaries
Scopes 1 & 2: Operator-Owned Operational Emissions Sources <ul style="list-style-type: none">• Electricity• Natural Gas• Owned-Fleet
Scope 3: Community-Owned Waste System and Landfill Emissions Sources <ul style="list-style-type: none">• Inbound commercial and residential transport of waste<ul style="list-style-type: none">▪ Transport to facility▪ Vehicle idling while at facility• Outbound transport of waste<ul style="list-style-type: none">▪ Landfill▪ Composting▪ Recyclables• Employee commute• Embodied emissions in purchased goods and services• Landfill emissions from transfer station waste<ul style="list-style-type: none">▪ Material diversion emissions displacement

¹ Visit <http://www.climateactionreserve.org> for more information on GHG reporting protocols.

Indirect emissions are created off-site through the generation of electricity by Pacific Gas and Electric. Carbon credit offsets are created by increased recycling or composting. Long-haul trips to the landfill are not within Recology San Mateo County’s boundary and not considered in the evaluation.

In 2013, Recology San Mateo County’s carbon emissions totaled 10,214.86 metric tons of carbon dioxide equivalents (MTCO₂E), a decrease of 5.8% from 2012.



Scope 1 Emissions

Mobile Combustion

Recology San Mateo County uses three fuels in our hauling operations: B-5 diesel fuel, gasoline, and compressed natural gas (CNG).

Fuel	B5 Biodiesel	Gasoline	CNG
MTCO ₂ E	9,731.897	86.245	5.729
% of total mobile emissions	99.06%	0.88%	0.06%

Stationary Combustion

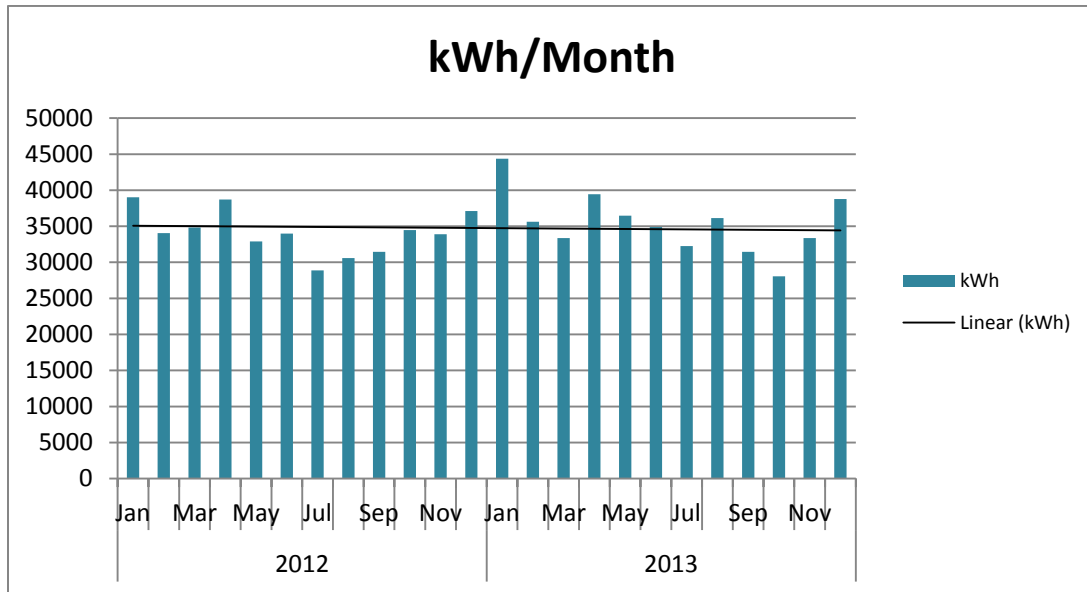
Our sources of stationary emissions were acetylene in our maintenance shop and purchased natural gas. Acetylene use resulted in 0.797 MTCO₂E emitted and purchased natural gas, which resulted in 83.051 MTCO₂E.

Direct Fugitive Emissions from Air Conditioning

The Recology fleet generated 102.775 MTCO₂E from the use of air conditioning. This accounted for less than 1% of emissions in 2013.

Scope 2 Emissions

Recology San Mateo County shares an electric meter with the facility adjacent to the operation. That adjacent facility's electricity bills are paid by the South Bayside Waste Management Authority. South Bay Recycling broke down the usage by facility and provided the kWh for RSMC, whose usage is shown below. Recology San Mateo County's total kWh for January through December 2013 was 424,176 kWh, which is equivalent to 191.628 MTCO₂E.



IMPLEMENTED AND PLANNED ACTIVITIES TO REDUCE GHG EMISSIONS

Vehicle Fleet

Prior to commencing operations, Recology San Mateo County purchased new 2010 vehicles for the operation and continues to operate these same vehicles. These 2010 EPA-compliant Cummins engines employ the best available emissions control technology to reduce both NO_x and Particulate Matter. Recology San Mateo County is committed to meet or exceed all Department of Transportation and California Air Resource Board regulations and standards.

Ongoing Reduction Activities

Recology San Mateo County will continue its ongoing efforts to reduce the Carbon Footprint by directing/promoting these issues:

- Power savings through employee practices such as turning off the lights, computers, and other office equipment when not in use, and pre-set thermostats, promotion of paper-less methods of communication, including email instead of printing and faxing
- Implementing Environmentally Preferred Purchasing, which reduces the impact on human health and the environment when compared to competing products or services that serve the same service. Office supplies purchased through "Give Something Back", a company that donates 75% of their profits to local non-profit organizations
- Painting all containers with the latest and highest efficiency CARB compliant paints

- Facility improvements and modifications including capital improvements and retrofits and cleaning of the heating and cooling systems, upgrade electrical boxes for more energy efficient boxes, and lighting improvements, such as occupancy sensors
- Strict enforcement of anti-idling policies

2013 Improvements

- Upgraded the HVAC System to better monitor and control heating and cooling issues in the Recology Administrative Building
- Replaced the main high output transfer in the administration building to a low heat energy efficient transformer that affects all the power usage in the administration building
- Replaced air, water and electrical lines throughout the facility to stop leaks and wasted energy at the source. We met all test requirements for these systems.
- The Maintenance Shop installed new “skylights” allowing for better lighting in the building and less use of the existing lights.
- Replaced all the lights in the Customer Service Department with energy efficient/low wattage bulbs
- Upgraded building windows in the administration office
- Implementation of a staff education effort relating to sustainability and energy efficiency
- Replaced and upgraded high volume air compressors for maximize energy efficiency

Future Reduction Strategies

- Schedule periodic reviews/audits of operations to ensure reduction standards are being met
- Clean existing HVAC equipment and controls
- Extend use of automatic lighting controls into the office and outer buildings in the shop restrooms and meeting rooms
- Install low-flow water fixtures and/or auto shut off valves

LOOKING FORWARD

Equipment Emissions

Recology performs preventative maintenance on all equipment operated at the facility. Our plans include analyzing our collection activities to develop and incorporate sustainable equipment procurement policies and systems in advance of expected large capital improvements and replacements.



November 29, 2013

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

Dear Mr. McCarthy:

In accordance with Section 9.07 D of the Agreement, this is the disclosure of financial transactions between Recology San Mateo County and related parties for the year ended September 30, 2013.

Costs allocated from the Parent company are health insurance \$437,016, workers' compensation \$1,326,151, non-union pensions \$196,660, general and vehicle insurance \$1,017,547, corporate management and support services \$2,756,173. Management and accounting services fees allocated from the regional office affiliate are \$900,901. Equipment rental costs allocated from Recology Leasing Inc are \$7,391,964.

Health insurance is based on actual rates and the number of participants. Workers' compensation is based on experience modified standard rates for specific job classifications and actual payroll. Non-union pension cost is based on actuarially determined cost. General and vehicle insurance is based on actual cost, historical claims experience, property values, personnel count, type of operation and number of vehicles. Corporate management and support services cost is based on actual cost, personnel count, data systems usage and revenue.

Regional management and accounting services fees are based on actual cost and are allocated on estimated annual hauling revenue.

Equipment rental costs are based on lease terms of seven years and ten years for computer and operating equipment.

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

Sincerely,


Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran