



QUARTERLY REPORT TO THE SBWMA
FOR 1st Quarter 2013

Submitted April 30, 2013



April 30, 2013

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

Dear Mr. McCarthy:

Enclosed is a copy of the Recology 1st Quarter 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

QUARTERLY REPORT TO THE SBWMA

**For
1st Quarter 2013**

**Submitted
APRIL 30, 2013**



1ST QUARTER 2013 REPORT

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1ST QUARTER 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 – During Quarter1, system tonnage allocations were updated as follows: effective January 1 for usual and customary service changes; effective February 16 due to the reduction of a Saturday only commercial solid waste route.

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.



1st QUARTER 2013 QUARTERLY REPORT SUMMARY

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2013 Year End
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Commercial Tonnage Collected

Solid Waste	20,158.84				20,158.84
Recyclables	4,873.08				4,873.08
Organics	4,586.86				4,586.86

Multi-Family Tonnage Collected

Solid Waste	8,465.58				8,465.58
Recyclables	1,826.32				1,826.32
Organics	230.12				230.12

Residential Tonnage Collected

Solid Waste	14,141.01				14,141.01
Recyclables	9,936.23				9,936.23
Organics	17,438.09				17,438.09

Diversion Rates

Commercial	28.69%				28.69%
Multi-Family	19.54%				19.54%
Residential	65.94%				65.94%
Overall	47.63%				47.63%

Inquires & Complaints	13,441				13,441
Calls Received	39,507				39,507
Avg. Hold Time	16.73				16.73
Assessments	173				173
Quality Assurance	643				643

RECOLOGY QUARTERLY REPORT 2013

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
ATHERTON								
Commercial								
Commercial Solid Waste	42.08	31.78	34.29	108.15	0.00	0.00	0.00	108.15
Commercial Recycling	13.00	11.14	12.07	36.21	0.00	0.00	0.00	36.21
Commercial Organics	38.84	30.69	27.96	97.49	0.00	0.00	0.00	97.49
Subtotal - Disposed	42.08	31.78	34.29	108.15	0.00	0.00	0.00	108.15
Subtotal - Diverted	51.84	41.83	40.03	133.70	0.00	0.00	0.00	133.70
Diversion Rate	55.20%	56.83%	53.86%	55.28%	0.00%	0.00%	0.00%	55.28%
MFD								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	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	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	152.12	130.25	133.81	416.18	0.00	0.00	0.00	416.18
Residential Curbside Recycling	121.08	98.13	103.70	322.91	0.00	0.00	0.00	322.91
Residential Curbside Organics	698.80	504.69	558.37	1,761.86	0.00	0.00	0.00	1,761.86
Subtotal - Disposed	152.12	130.25	133.81	416.18	0.00	0.00	0.00	416.18
Subtotal - Diverted	819.88	602.82	662.07	2,084.77	0.00	0.00	0.00	2,084.77
Diversion Rate	84.35%	82.23%	83.19%	83.36%	0.00%	0.00%	0.00%	83.36%
Total Disposed	194.20	162.03	168.10	524.33	0.00	0.00	0.00	524.33
Total Diverted	871.72	644.65	702.10	2,218.47	0.00	0.00	0.00	2,218.47
Total Diversion Rate	81.78%	79.91%	80.68%	80.88%	0.00%	0.00%	0.00%	80.88%
Single-Family Measured Diversion Rate	84.35%	82.23%	83.19%	83.36%	0.00%	0.00%	0.00%	83.36%
Commercial Measured Diversion Rate	55.20%	56.83%	53.86%	55.28%	0.00%	0.00%	0.00%	55.28%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	81.78%	79.91%	80.68%	80.88%	0.00%	0.00%	0.00%	80.88%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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	149.57	137.91	108.15	(29.76)	-21.58%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	43.12	34.44	36.21	1.77	5.14%
MFD Recycling	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	122.81	70.66	97.49	26.83	37.97%
MFD Organics	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	0.00	26.57	0.00	(26.57)	-100.00%
SUBTOTAL - Disposed Tons	149.57	137.91	108.15	(29.76)	-21.58%
SUBTOTAL - Diverted Tons	165.93	131.67	133.70	2.03	1.54%
<u>Residential</u>					
Residential Solid Waste	599.09	423.29	416.18	(7.11)	-1.68%
Residential Curbside Recycling	311.50	316.27	322.91	6.64	2.10%
Residential Curbside Organics	1,810.92	1,891.67	1,761.86	(129.81)	-6.86%
SUBTOTAL - Disposed Tons	599.09	423.29	416.18	(7.11)	-1.68%
SUBTOTAL - Diverted Tons	2,122.42	2,207.94	2,084.77	(123.17)	-5.58%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	748.66	561.20	524.33		
TOTAL TONS DIVERTED	2,288.35	2,339.61	2,218.47		
COMMERCIAL DIVERSION RATE	52.59%	48.84%	55.28%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	77.99%	83.91%	83.36%		
TOTAL DIVERSION RATE	75.35%	80.65%	80.88%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	197.38	178.75	192.10	568.23	0.00	0.00	0.00	568.23
Commercial Recycling	52.22	46.09	50.31	148.62	0.00	0.00	0.00	148.62
Commercial Organics	38.40	36.83	37.59	112.82	0.00	0.00	0.00	112.82
Subtotal - Disposed	197.38	178.75	192.10	568.23	0.00	0.00	0.00	568.23
Subtotal - Diverted	90.62	82.92	87.90	261.44	0.00	0.00	0.00	261.44
Diversion Rate	31.47%	31.69%	31.39%	31.51%	0.00%	0.00%	0.00%	31.51%
MFD								
MFD Solid Waste	187.86	168.65	178.75	535.26	0.00	0.00	0.00	535.26
MFD Recycling	44.73	38.44	40.05	123.22	0.00	0.00	0.00	123.22
MFD Organics	5.00	4.60	4.91	14.51	0.00	0.00	0.00	14.51
Subtotal - Disposed	187.86	168.65	178.75	535.26	0.00	0.00	0.00	535.26
Subtotal - Diverted	49.73	43.04	44.96	137.73	0.00	0.00	0.00	137.73
Diversion Rate	20.93%	20.33%	20.10%	20.47%	0.00%	0.00%	0.00%	20.47%
Roll-Off								
Roll-Off Solid Waste	32.44	46.21	31.89	110.54	0.00	0.00	0.00	110.54
Roll-Off Recycling	0.00	1.80	0.00	1.80	0.00	0.00	0.00	1.80
Roll-Off Organics	0.22	0.00	0.00	0.22	0.00	0.00	0.00	0.22
Subtotal - Disposed	32.44	46.21	31.89	110.54	0.00	0.00	0.00	110.54
Subtotal - Diverted	0.22	1.80	0.00	2.02	0.00	0.00	0.00	2.02
Diversion Rate	0.67%	3.75%	0.00%	1.79%	0.00%	0.00%	0.00%	1.79%
Residential								
Residential Solid Waste	284.94	248.73	261.68	795.35	0.00	0.00	0.00	795.35
Residential Curbside Recycling	264.85	209.03	222.08	695.96	0.00	0.00	0.00	695.96
Residential Curbside Organics	350.48	260.03	335.02	945.53	0.00	0.00	0.00	945.53
Subtotal - Disposed	284.94	248.73	261.68	795.35	0.00	0.00	0.00	795.35
Subtotal - Diverted	615.33	469.06	557.10	1,641.49	0.00	0.00	0.00	1,641.49
Diversion Rate	68.35%	65.35%	68.04%	67.36%	0.00%	0.00%	0.00%	67.36%
Total Disposed	702.62	642.34	664.42	2,009.38	0.00	0.00	0.00	2,009.38
Total Diverted	755.90	596.82	689.96	2,042.68	0.00	0.00	0.00	2,042.68
Total Diversion Rate	51.83%	48.16%	50.94%	50.41%	0.00%	0.00%	0.00%	50.41%
Single-Family Measured Diversion Rate	68.35%	65.35%	68.04%	67.36%	0.00%	0.00%	0.00%	67.36%
Commercial Measured Diversion Rate	25.18%	24.50%	24.81%	24.84%	0.00%	0.00%	0.00%	24.84%
MFD Measured Diversion Rate	20.93%	20.33%	20.10%	20.47%	0.00%	0.00%	0.00%	20.47%
Overall Measured Diversion Rate	51.83%	48.16%	50.94%	50.41%	0.00%	0.00%	0.00%	50.41%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	457.45	712.21	568.23	(143.98)	-20.22%
MFD Solid Waste	405.78	448.84	535.26	86.42	19.25%
Roll-Off Solid Waste	113.38	116.63	110.54	(6.09)	-5.22%
Commercial Recycling	123.19	162.31	148.62	(13.69)	-8.43%
MFD Recycling	107.37	99.06	123.22	24.16	24.39%
Roll-Off Recycling	0.00	0.00	1.80	1.80	100.00%
Commercial Organics	93.36	104.87	112.82	7.95	7.58%
MFD Organics	5.80	3.99	14.51	10.52	263.66%
Roll-Off Organics	0.00	7.02	0.22	(6.80)	-96.87%
SUBTOTAL - Disposed Tons	976.61	1,277.68	1,214.03	(63.65)	-4.98%
SUBTOTAL - Diverted Tons	329.72	377.25	401.19	23.94	6.35%
Residential					
Residential Solid Waste	827.14	820.22	795.35	(24.87)	-3.03%
Residential Curbside Recycling	965.06	704.80	695.96	(8.84)	-1.25%
Residential Curbside Organics	902.16	881.23	945.53	64.30	7.30%
SUBTOTAL - Disposed Tons	827.14	820.22	795.35	(24.87)	-3.03%
SUBTOTAL - Diverted Tons	1,867.22	1,586.03	1,641.49	55.46	3.50%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	1,803.75	2,097.90	2,009.38		
TOTAL TONS DIVERTED	2,196.94	1,963.28	2,042.68		
COMMERCIAL DIVERSION RATE	25.24%	22.80%	24.84%		
MFD DIVERSION RATE	21.81%	18.67%	20.47%		
RESIDENTIAL DIVERSION RATE	69.30%	65.91%	67.36%		
TOTAL DIVERSION RATE	54.91%	48.34%	50.41%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME								
Commercial								
Commercial Solid Waste	710.75	621.16	661.78	1,993.69	0.00	0.00	0.00	1,993.69
Commercial Recycling	251.36	210.55	260.94	722.85	0.00	0.00	0.00	722.85
Commercial Organics	220.34	201.76	230.18	652.28	0.00	0.00	0.00	652.28
Subtotal - Disposed	710.75	621.16	661.78	1,993.69	0.00	0.00	0.00	1,993.69
Subtotal - Diverted	471.70	412.31	491.12	1,375.13	0.00	0.00	0.00	1,375.13
Diversion Rate	39.89%	39.90%	42.60%	40.82%	0.00%	0.00%	0.00%	40.82%
MFD								
MFD Solid Waste	258.70	228.43	242.42	729.55	0.00	0.00	0.00	729.55
MFD Recycling	78.32	64.37	67.61	210.30	0.00	0.00	0.00	210.30
MFD Organics	6.16	5.03	5.33	16.52	0.00	0.00	0.00	16.52
Subtotal - Disposed	258.70	228.43	242.42	729.55	0.00	0.00	0.00	729.55
Subtotal - Diverted	84.48	69.40	72.94	226.82	0.00	0.00	0.00	226.82
Diversion Rate	24.62%	23.30%	23.13%	23.72%	0.00%	0.00%	0.00%	23.72%
Roll-Off								
Roll-Off Solid Waste	687.76	559.09	584.38	1,831.23	0.00	0.00	0.00	1,831.23
Roll-Off Recycling	9.93	9.94	12.02	31.89	0.00	0.00	0.00	31.89
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	687.76	559.09	584.38	1,831.23	0.00	0.00	0.00	1,831.23
Subtotal - Diverted	9.93	9.94	12.02	31.89	0.00	0.00	0.00	31.89
Diversion Rate	1.42%	1.75%	2.02%	1.71%	0.00%	0.00%	0.00%	1.71%
Residential								
Residential Solid Waste	323.74	279.67	275.19	878.60	0.00	0.00	0.00	878.60
Residential Curbside Recycling	285.61	221.18	226.01	732.80	0.00	0.00	0.00	732.80
Residential Curbside Organics	458.87	303.26	374.90	1,137.03	0.00	0.00	0.00	1,137.03
Subtotal - Disposed	323.74	279.67	275.19	878.60	0.00	0.00	0.00	878.60
Subtotal - Diverted	744.48	524.44	600.91	1,869.83	0.00	0.00	0.00	1,869.83
Diversion Rate	69.69%	65.22%	68.59%	68.03%	0.00%	0.00%	0.00%	68.03%
Total Disposed	1,980.95	1,688.35	1,763.77	5,433.07	0.00	0.00	0.00	5,433.07
Total Diverted	1,310.59	1,016.09	1,176.99	3,503.67	0.00	0.00	0.00	3,503.67
Total Diversion Rate	39.82%	37.57%	40.02%	39.21%	0.00%	0.00%	0.00%	39.21%
Single-Family Measured Diversion Rate	69.69%	65.22%	68.59%	68.03%	0.00%	0.00%	0.00%	68.03%
Commercial Measured Diversion Rate	25.46%	25.87%	27.90%	26.40%	0.00%	0.00%	0.00%	26.40%
MFD Measured Diversion Rate	24.62%	23.30%	23.13%	23.72%	0.00%	0.00%	0.00%	23.72%
Overall Measured Diversion Rate	39.82%	37.57%	40.02%	39.21%	0.00%	0.00%	0.00%	39.21%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	1,831.60	2,234.31	1,993.69	(240.62)	-10.77%
MFD Solid Waste	700.76	609.79	729.55	119.76	19.64%
Roll-Off Solid Waste	2,010.95	1,974.47	1,831.23	(143.24)	-7.25%
Commercial Recycling	564.93	690.21	722.85	32.64	4.73%
MFD Recycling	158.23	144.66	210.30	65.64	45.38%
Roll-Off Recycling	36.27	127.56	31.89	(95.67)	-75.00%
Commercial Organics	612.78	463.93	652.28	188.35	40.60%
MFD Organics	20.44	10.04	16.52	6.48	64.54%
Roll-Off Organics	95.04	159.37	0.00	(159.37)	-100.00%
SUBTOTAL - Disposed Tons	4,543.31	4,818.57	4,554.47	(264.10)	-5.48%
SUBTOTAL - Diverted Tons	1,487.69	1,595.77	1,633.84	38.07	2.39%
Residential					
Residential Solid Waste	1,120.58	902.47	878.60	(23.87)	-2.64%
Residential Curbside Recycling	756.96	736.85	732.80	(4.05)	-0.55%
Residential Curbside Organics	1,157.62	1,130.31	1,137.03	6.72	0.59%
SUBTOTAL - Disposed Tons	1,120.58	902.47	878.60	(23.87)	-2.64%
SUBTOTAL - Diverted Tons	1,914.58	1,867.16	1,869.83	2.67	0.14%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	5,663.89	5,721.04	5,433.07		
TOTAL TONS DIVERTED	3,402.27	3,462.93	3,503.67		
COMMERCIAL DIVERSION RATE	24.67%	24.88%	26.40%		
MFD DIVERSION RATE	20.32%	20.24%	23.72%		
RESIDENTIAL DIVERSION RATE	63.08%	67.42%	68.03%		
TOTAL DIVERSION RATE	37.53%	37.71%	39.21%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO								
Commercial								
Commercial Solid Waste	115.49	93.34	102.02	310.85	0.00	0.00	0.00	310.85
Commercial Recycling	51.98	48.93	45.36	146.27	0.00	0.00	0.00	146.27
Commercial Organics	23.78	24.48	24.10	72.36	0.00	0.00	0.00	72.36
Subtotal - Disposed	115.49	93.34	102.02	310.85	0.00	0.00	0.00	310.85
Subtotal - Diverted	75.76	73.41	69.46	218.63	0.00	0.00	0.00	218.63
Diversion Rate	39.61%	44.02%	40.51%	41.29%	0.00%	0.00%	0.00%	41.29%
MFD								
MFD Solid Waste	222.92	199.47	219.97	642.36	0.00	0.00	0.00	642.36
MFD Recycling	19.31	16.22	17.26	52.79	0.00	0.00	0.00	52.79
MFD Organics	6.18	5.56	7.07	18.81	0.00	0.00	0.00	18.81
Subtotal - Disposed	222.92	199.47	219.97	642.36	0.00	0.00	0.00	642.36
Subtotal - Diverted	25.49	21.78	24.33	71.60	0.00	0.00	0.00	71.60
Diversion Rate	10.26%	9.84%	9.96%	10.03%	0.00%	0.00%	0.00%	10.03%
Roll-Off								
Roll-Off Solid Waste	120.08	93.63	109.84	323.55	0.00	0.00	0.00	323.55
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	120.08	93.63	109.84	323.55	0.00	0.00	0.00	323.55
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	543.96	476.99	500.94	1,521.89	0.00	0.00	0.00	1,521.89
Residential Curbside Recycling	119.36	103.19	105.39	327.94	0.00	0.00	0.00	327.94
Residential Curbside Organics	285.72	238.17	312.27	836.16	0.00	0.00	0.00	836.16
Subtotal - Disposed	543.96	476.99	500.94	1,521.89	0.00	0.00	0.00	1,521.89
Subtotal - Diverted	405.08	341.36	417.66	1,164.10	0.00	0.00	0.00	1,164.10
Diversion Rate	42.68%	41.71%	45.47%	43.34%	0.00%	0.00%	0.00%	43.34%
Total Disposed	1,002.45	863.43	932.77	2,798.65	0.00	0.00	0.00	2,798.65
Total Diverted	506.33	436.55	511.45	1,454.33	0.00	0.00	0.00	1,454.33
Total Diversion Rate	33.56%	33.58%	35.41%	34.20%	0.00%	0.00%	0.00%	34.20%
Single-Family Measured Diversion Rate	42.68%	41.71%	45.47%	43.34%	0.00%	0.00%	0.00%	43.34%
Commercial Measured Diversion Rate	18.09%	19.76%	17.84%	18.52%	0.00%	0.00%	0.00%	18.52%
MFD Measured Diversion Rate	10.26%	9.84%	9.96%	10.03%	0.00%	0.00%	0.00%	10.03%
Overall Measured Diversion Rate	33.56%	33.58%	35.41%	34.20%	0.00%	0.00%	0.00%	34.20%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	316.97	378.88	310.85	(68.03)	-17.96%
MFD Solid Waste	592.18	583.89	642.36	58.47	10.01%
Roll-Off Solid Waste	168.95	341.59	323.55	(18.04)	-5.28%
Commercial Recycling	134.80	544.13	146.27	(397.86)	-73.12%
MFD Recycling	6.72	37.44	52.79	15.35	41.00%
Roll-Off Recycling	9.46	6.44	0.00	(6.44)	-100.00%
Commercial Organics	78.19	74.25	72.36	(1.89)	-2.55%
MFD Organics	13.72	5.81	18.81	13.00	223.75%
Roll-Off Organics	0.00	9.41	0.00	(9.41)	-100.00%
SUBTOTAL - Disposed Tons	1,078.10	1,304.36	1,276.76	(27.60)	-2.12%
SUBTOTAL - Diverted Tons	242.89	677.48	290.23	(387.25)	-57.16%
Residential					
Residential Solid Waste	1,547.40	1,546.48	1,521.89	(24.59)	-1.59%
Residential Curbside Recycling	334.91	328.41	327.94	(0.47)	-0.14%
Residential Curbside Organics	795.21	733.28	836.16	102.88	14.03%
SUBTOTAL - Disposed Tons	1,547.40	1,546.48	1,521.89	(24.59)	-1.59%
SUBTOTAL - Diverted Tons	1,130.12	1,061.69	1,164.10	102.41	9.65%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	2,625.50	2,850.84	2,798.65		
TOTAL TONS DIVERTED	1,373.01	1,739.17	1,454.33		
COMMERCIAL DIVERSION RATE	18.39%	34.18%	18.52%		
MFD DIVERSION RATE	3.34%	6.90%	10.03%		
RESIDENTIAL DIVERSION RATE	42.21%	40.71%	43.34%		
TOTAL DIVERSION RATE	34.34%	37.89%	34.20%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY								
Commercial								
Commercial Solid Waste	241.24	210.91	235.84	687.99	0.00	0.00	0.00	687.99
Commercial Recycling	79.43	71.03	80.43	230.89	0.00	0.00	0.00	230.89
Commercial Organics	137.43	132.97	144.50	414.90	0.00	0.00	0.00	414.90
Subtotal - Disposed	241.24	210.91	235.84	687.99	0.00	0.00	0.00	687.99
Subtotal - Diverted	216.86	204.00	224.93	645.79	0.00	0.00	0.00	645.79
Diversion Rate	47.34%	49.17%	48.82%	48.42%	0.00%	0.00%	0.00%	48.42%
MFD								
MFD Solid Waste	273.89	247.84	262.81	784.54	0.00	0.00	0.00	784.54
MFD Recycling	62.09	56.41	61.35	179.85	0.00	0.00	0.00	179.85
MFD Organics	4.35	3.92	4.57	12.84	0.00	0.00	0.00	12.84
Subtotal - Disposed	273.89	247.84	262.81	784.54	0.00	0.00	0.00	784.54
Subtotal - Diverted	66.44	60.33	65.92	192.69	0.00	0.00	0.00	192.69
Diversion Rate	19.52%	19.58%	20.05%	19.72%	0.00%	0.00%	0.00%	19.72%
Roll-Off								
Roll-Off Solid Waste	104.05	92.16	121.91	318.12	0.00	0.00	0.00	318.12
Roll-Off Recycling	2.07	1.96	1.70	5.73	0.00	0.00	0.00	5.73
Roll-Off Organics	49.48	31.21	32.94	113.63	0.00	0.00	0.00	113.63
Subtotal - Disposed	104.05	92.16	121.91	318.12	0.00	0.00	0.00	318.12
Subtotal - Diverted	51.55	33.17	34.64	119.36	0.00	0.00	0.00	119.36
Diversion Rate	33.13%	26.47%	22.13%	27.28%	0.00%	0.00%	0.00%	27.28%
Residential								
Residential Solid Waste	275.50	248.42	259.50	783.42	0.00	0.00	0.00	783.42
Residential Curbside Recycling	220.17	175.65	186.73	582.55	0.00	0.00	0.00	582.55
Residential Curbside Organics	239.79	168.00	213.52	621.31	0.00	0.00	0.00	621.31
Subtotal - Disposed	275.50	248.42	259.50	783.42	0.00	0.00	0.00	783.42
Subtotal - Diverted	459.96	343.65	400.25	1,203.86	0.00	0.00	0.00	1,203.86
Diversion Rate	62.54%	58.04%	60.67%	60.58%	0.00%	0.00%	0.00%	60.58%
Total Disposed	894.68	799.33	880.06	2,574.07	0.00	0.00	0.00	2,574.07
Total Diverted	794.81	641.15	725.74	2,161.70	0.00	0.00	0.00	2,161.70
Total Diversion Rate	47.04%	44.51%	45.19%	45.65%	0.00%	0.00%	0.00%	45.65%
Single-Family Measured Diversion Rate	62.54%	58.04%	60.67%	60.58%	0.00%	0.00%	0.00%	60.58%
Commercial Measured Diversion Rate	35.10%	35.07%	34.41%	34.85%	0.00%	0.00%	0.00%	34.85%
MFD Measured Diversion Rate	19.52%	19.58%	20.05%	19.72%	0.00%	0.00%	0.00%	19.72%
Overall Measured Diversion Rate	47.04%	44.51%	45.19%	45.65%	0.00%	0.00%	0.00%	45.65%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	899.86	906.20	687.99	(218.21)	-24.08%
MFD Solid Waste	1,114.22	630.10	784.54	154.44	24.51%
Roll-Off Solid Waste	521.46	349.14	318.12	(31.02)	-8.88%
Commercial Recycling	150.18	259.90	230.89	(29.01)	-11.16%
MFD Recycling	131.27	111.29	179.85	68.56	61.60%
Roll-Off Recycling	11.85	9.06	5.73	(3.33)	-36.75%
Commercial Organics	368.91	373.02	414.90	41.88	11.23%
MFD Organics	8.91	5.35	12.84	7.49	140.00%
Roll-Off Organics	55.84	140.73	113.63	(27.10)	-19.26%
SUBTOTAL - Disposed Tons	2,535.54	1,885.44	1,790.65	(94.79)	-5.03%
SUBTOTAL - Diverted Tons	726.96	899.35	957.84	58.49	6.50%
Residential					
Residential Solid Waste	700.61	786.85	783.42	(3.43)	-0.44%
Residential Curbside Recycling	612.19	598.82	582.55	(16.27)	-2.72%
Residential Curbside Organics	600.18	605.67	621.31	15.64	2.58%
SUBTOTAL - Disposed Tons	700.61	786.85	783.42	(3.43)	-0.44%
SUBTOTAL - Diverted Tons	1,212.37	1,204.49	1,203.86	(0.63)	-0.05%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	3,236.15	2,672.29	2,574.07		
TOTAL TONS DIVERTED	1,939.33	2,103.84	2,161.70		
COMMERCIAL DIVERSION RATE	22.28%	32.30%	34.85%		
MFD DIVERSION RATE	11.18%	15.62%	19.72%		
RESIDENTIAL DIVERSION RATE	63.38%	60.49%	60.58%		
TOTAL DIVERSION RATE	37.47%	44.05%	45.65%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	32.42	17.47	36.87	86.76	0.00	0.00	0.00	86.76
Commercial Recycling	45.96	17.94	18.26	82.16	0.00	0.00	0.00	82.16
Commercial Organics	26.76	23.84	17.87	68.47	0.00	0.00	0.00	68.47
Subtotal - Disposed	32.42	17.47	36.87	86.76	0.00	0.00	0.00	86.76
Subtotal - Diverted	72.72	41.78	36.13	150.63	0.00	0.00	0.00	150.63
Diversion Rate	69.16%	70.51%	49.49%	63.45%	0.00%	0.00%	0.00%	63.45%
MFD								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	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	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	202.94	168.04	169.13	540.11	0.00	0.00	0.00	540.11
Residential Curbside Recycling	178.94	143.48	142.88	465.30	0.00	0.00	0.00	465.30
Residential Curbside Organics	407.80	273.55	312.41	993.76	0.00	0.00	0.00	993.76
Subtotal - Disposed	202.94	168.04	169.13	540.11	0.00	0.00	0.00	540.11
Subtotal - Diverted	586.74	417.03	455.29	1,459.06	0.00	0.00	0.00	1,459.06
Diversion Rate	74.30%	71.28%	72.91%	72.98%	0.00%	0.00%	0.00%	72.98%
Total Disposed	235.36	185.51	206.00	626.87	0.00	0.00	0.00	626.87
Total Diverted	659.46	458.81	491.42	1,609.69	0.00	0.00	0.00	1,609.69
Total Diversion Rate	73.70%	71.21%	70.46%	71.97%	0.00%	0.00%	0.00%	71.97%
Single-Family Measured Diversion Rate	74.30%	71.28%	72.91%	72.98%	0.00%	0.00%	0.00%	72.98%
Commercial Measured Diversion Rate	69.16%	70.51%	49.49%	63.45%	0.00%	0.00%	0.00%	63.45%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.70%	71.21%	70.46%	71.97%	0.00%	0.00%	0.00%	71.97%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	158.19	86.94	86.76	(0.18)	-0.21%
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	240.28	38.57	82.16	43.59	113.02%
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	77.05	54.09	68.47	14.38	26.59%
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	163.43	88.74	86.76	(1.98)	-2.23%
SUBTOTAL - Diverted Tons	324.87	108.50	150.63	42.13	38.83%
Residential					
Residential Solid Waste	883.62	595.95	540.11	(55.84)	-9.37%
Residential Curbside Recycling	764.72	448.19	465.30	17.11	3.82%
Residential Curbside Organics	873.87	1,014.87	993.76	(21.11)	-2.08%
SUBTOTAL - Disposed Tons	883.62	595.95	540.11	(55.84)	-9.37%
SUBTOTAL - Diverted Tons	1,638.59	1,463.06	1,459.06	(4.00)	-0.27%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	1,047.05	684.69	626.87		
TOTAL TONS DIVERTED	1,963.46	1,571.56	1,609.69		
COMMERCIAL DIVERSION RATE	66.53%	55.01%	63.45%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	64.97%	71.06%	72.98%		
TOTAL DIVERSION RATE	65.22%	69.65%	71.97%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

								2013
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK								
Commercial								
Commercial Solid Waste	793.22	712.56	776.85	2,282.63	0.00	0.00	0.00	2,282.63
Commercial Recycling	207.20	179.57	289.03	675.80	0.00	0.00	0.00	675.80
Commercial Organics	378.27	302.45	334.97	1,015.69	0.00	0.00	0.00	1,015.69
Subtotal - Disposed	793.22	712.56	776.85	2,282.63	0.00	0.00	0.00	2,282.63
Subtotal - Diverted	585.47	482.02	624.00	1,691.49	0.00	0.00	0.00	1,691.49
Diversion Rate	42.47%	40.35%	44.54%	42.56%	0.00%	0.00%	0.00%	42.56%
MFD								
MFD Solid Waste	187.94	160.10	171.60	519.64	0.00	0.00	0.00	519.64
MFD Recycling	66.10	54.66	57.65	178.41	0.00	0.00	0.00	178.41
MFD Organics	10.70	7.90	8.66	27.26	0.00	0.00	0.00	27.26
Subtotal - Disposed	187.94	160.10	171.60	519.64	0.00	0.00	0.00	519.64
Subtotal - Diverted	76.80	62.56	66.31	205.67	0.00	0.00	0.00	205.67
Diversion Rate	29.01%	28.10%	27.87%	28.36%	0.00%	0.00%	0.00%	28.36%
Roll-Off								
Roll-Off Solid Waste	37.13	32.79	39.97	109.89	0.00	0.00	0.00	109.89
Roll-Off Recycling	23.27	28.93	32.73	84.93	0.00	0.00	0.00	84.93
Roll-Off Organics	41.56	22.92	28.13	92.61	0.00	0.00	0.00	92.61
Subtotal - Disposed	37.13	32.79	39.97	109.89	0.00	0.00	0.00	109.89
Subtotal - Diverted	64.83	51.85	60.86	177.54	0.00	0.00	0.00	177.54
Diversion Rate	63.58%	61.26%	60.36%	61.77%	0.00%	0.00%	0.00%	61.77%
Residential								
Residential Solid Waste	370.28	326.76	353.39	1,050.43	0.00	0.00	0.00	1,050.43
Residential Curbside Recycling	326.77	265.41	284.67	876.85	0.00	0.00	0.00	876.85
Residential Curbside Organics	734.49	481.69	596.32	1,812.50	0.00	0.00	0.00	1,812.50
Subtotal - Disposed	370.28	326.76	353.39	1,050.43	0.00	0.00	0.00	1,050.43
Subtotal - Diverted	1,061.26	747.10	880.99	2,689.35	0.00	0.00	0.00	2,689.35
Diversion Rate	74.13%	69.57%	71.37%	71.91%	0.00%	0.00%	0.00%	71.91%
Total Disposed	1,388.57	1,232.21	1,341.81	3,962.59	0.00	0.00	0.00	3,962.59
Total Diverted	1,788.36	1,343.53	1,632.16	4,764.05	0.00	0.00	0.00	4,764.05
Total Diversion Rate	56.29%	52.16%	54.88%	54.59%	0.00%	0.00%	0.00%	54.59%
Single-Family Measured Diversion Rate	74.13%	69.57%	71.37%	71.91%	0.00%	0.00%	0.00%	71.91%
Commercial Measured Diversion Rate	41.66%	39.71%	43.18%	41.60%	0.00%	0.00%	0.00%	41.60%
MFD Measured Diversion Rate	29.01%	28.10%	27.87%	28.36%	0.00%	0.00%	0.00%	28.36%
Overall Measured Diversion Rate	56.29%	52.16%	54.88%	54.59%	0.00%	0.00%	0.00%	54.59%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	2,905.71	2,619.44	2,282.63	(336.81)	-12.86%
MFD Solid Waste	701.22	393.83	519.64	125.81	31.95%
Roll-Off Solid Waste	168.84	154.75	109.89	(44.86)	-28.99%
Commercial Recycling	467.61	628.12	675.80	47.68	7.59%
MFD Recycling	122.46	110.25	178.41	68.16	61.82%
Roll-Off Recycling	186.70	79.66	84.93	5.27	6.62%
Commercial Organics	904.72	825.84	1,015.69	189.85	22.99%
MFD Organics	31.57	15.44	27.26	11.82	76.55%
Roll-Off Organics	49.94	172.66	92.61	(80.05)	-46.36%
SUBTOTAL - Disposed Tons	3,775.77	3,168.02	2,912.16	(255.86)	-8.08%
SUBTOTAL - Diverted Tons	1,763.00	1,831.97	2,074.70	242.73	13.25%
Residential					
Residential Solid Waste	1,077.72	1,067.99	1,050.43	(17.56)	-1.64%
Residential Curbside Recycling	886.89	879.68	876.85	(2.83)	-0.32%
Residential Curbside Organics	1,995.88	1,890.37	1,812.50	(77.87)	-4.12%
SUBTOTAL - Disposed Tons	1,077.72	1,067.99	1,050.43	(17.56)	-1.64%
SUBTOTAL - Diverted Tons	2,882.77	2,770.05	2,689.35	(80.70)	-2.91%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	4,853.49	4,236.01	3,962.59		
TOTAL TONS DIVERTED	4,645.77	4,602.02	4,764.05		
COMMERCIAL DIVERSION RATE	31.83%	36.64%	41.60%		
MFD DIVERSION RATE	18.01%	24.19%	28.36%		
RESIDENTIAL DIVERSION RATE	72.79%	72.17%	71.91%		
TOTAL DIVERSION RATE	48.91%	52.07%	54.59%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							
	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	175.43	148.25	162.54	486.22	0.00	0.00	0.00	486.22
Commercial Recycling	44.51	36.02	43.13	123.66	0.00	0.00	0.00	123.66
Commercial Organics	29.89	27.18	28.45	85.52	0.00	0.00	0.00	85.52
Subtotal - Disposed	175.43	148.25	162.54	486.22	0.00	0.00	0.00	486.22
Subtotal - Diverted	74.40	63.20	71.58	209.18	0.00	0.00	0.00	209.18
Diversion Rate	29.78%	29.89%	30.57%	30.08%	0.00%	0.00%	0.00%	30.08%
MFD								
MFD Solid Waste	75.50	66.91	70.54	212.95	0.00	0.00	0.00	212.95
MFD Recycling	9.98	8.93	10.05	28.96	0.00	0.00	0.00	28.96
MFD Organics	0.16	0.12	0.12	0.40	0.00	0.00	0.00	0.40
Subtotal - Disposed	75.50	66.91	70.54	212.95	0.00	0.00	0.00	212.95
Subtotal - Diverted	10.14	9.05	10.17	29.36	0.00	0.00	0.00	29.36
Diversion Rate	11.84%	11.91%	12.60%	12.12%	0.00%	0.00%	0.00%	12.12%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	232.70	221.08	221.55	675.33	0.00	0.00	0.00	675.33
Residential Curbside Recycling	100.23	85.62	91.41	277.26	0.00	0.00	0.00	277.26
Residential Curbside Organics	171.06	142.47	165.23	478.76	0.00	0.00	0.00	478.76
Subtotal - Disposed	232.70	221.08	221.55	675.33	0.00	0.00	0.00	675.33
Subtotal - Diverted	271.29	228.09	256.64	756.02	0.00	0.00	0.00	756.02
Diversion Rate	53.83%	50.78%	53.67%	52.82%	0.00%	0.00%	0.00%	52.82%
Total Disposed	483.63	436.24	454.63	1,374.50	0.00	0.00	0.00	1,374.50
Total Diverted	355.83	300.34	338.39	994.56	0.00	0.00	0.00	994.56
Total Diversion Rate	42.39%	40.77%	42.67%	41.98%	0.00%	0.00%	0.00%	41.98%
Single-Family Measured Diversion Rate	53.83%	50.78%	53.67%	52.82%	0.00%	0.00%	0.00%	52.82%
Commercial Measured Diversion Rate	25.20%	25.14%	25.97%	25.44%	0.00%	0.00%	0.00%	25.44%
MFD Measured Diversion Rate	11.84%	11.91%	12.60%	12.12%	0.00%	0.00%	0.00%	12.12%
Overall Measured Diversion Rate	42.39%	40.77%	42.67%	41.98%	0.00%	0.00%	0.00%	41.98%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	400.61	536.35	486.22	(50.13)	-9.35%
MFD Solid Waste	181.89	150.27	212.95	62.68	41.71%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	109.32	122.94	123.66	0.72	0.59%
MFD Recycling	26.17	18.50	28.96	10.46	56.54%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	87.76	87.11	85.52	(1.59)	-1.83%
MFD Organics	0.72	0.26	0.40	0.14	0.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	582.50	686.62	699.17	12.55	1.83%
SUBTOTAL - Diverted Tons	223.97	228.81	238.54	9.73	4.25%
Residential					
Residential Solid Waste	586.08	634.02	675.33	41.31	6.52%
Residential Curbside Recycling	236.37	268.89	277.26	8.37	3.11%
Residential Curbside Organics	482.75	442.36	478.76	36.40	8.23%
SUBTOTAL - Disposed Tons	586.08	634.02	675.33	41.31	6.52%
SUBTOTAL - Diverted Tons	719.12	711.25	756.02	44.77	6.29%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	1,168.58	1,320.64	1,374.50		
TOTAL TONS DIVERTED	943.09	940.06	994.56		
COMMERCIAL DIVERSION RATE	27.77%	24.99%	25.44%		
MFD DIVERSION RATE	12.88%	11.10%	12.12%		
RESIDENTIAL DIVERSION RATE	55.10%	52.87%	52.82%		
TOTAL DIVERSION RATE	44.66%	41.58%	41.98%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,296.36	1,123.97	1,255.02	3,675.35	0.00	0.00	0.00	3,675.35
Commercial Recycling	314.02	250.77	286.23	851.02	0.00	0.00	0.00	851.02
Commercial Organics	240.35	269.69	240.03	750.07	0.00	0.00	0.00	750.07
Subtotal - Disposed	1,296.36	1,123.97	1,255.02	3,675.35	0.00	0.00	0.00	3,675.35
Subtotal - Diverted	554.37	520.46	526.26	1,601.09	0.00	0.00	0.00	1,601.09
Diversion Rate	29.95%	31.65%	29.54%	30.34%	0.00%	0.00%	0.00%	30.34%
MFD								
MFD Solid Waste	669.11	584.75	640.11	1,893.97	0.00	0.00	0.00	1,893.97
MFD Recycling	119.01	99.24	110.29	328.54	0.00	0.00	0.00	328.54
MFD Organics	10.49	9.21	9.99	29.69	0.00	0.00	0.00	29.69
Subtotal - Disposed	669.11	584.75	640.11	1,893.97	0.00	0.00	0.00	1,893.97
Subtotal - Diverted	129.50	108.45	120.28	358.23	0.00	0.00	0.00	358.23
Diversion Rate	16.22%	15.64%	15.82%	15.91%	0.00%	0.00%	0.00%	15.91%
Roll-Off								
Roll-Off Solid Waste	337.32	284.48	319.67	941.47	0.00	0.00	0.00	941.47
Roll-Off Recycling	12.42	8.12	12.72	33.26	0.00	0.00	0.00	33.26
Roll-Off Organics	45.13	41.00	41.39	127.52	0.00	0.00	0.00	127.52
Subtotal - Disposed	337.32	284.48	319.67	941.47	0.00	0.00	0.00	941.47
Subtotal - Diverted	57.55	49.12	54.11	160.78	0.00	0.00	0.00	160.78
Diversion Rate	14.57%	14.72%	14.48%	14.59%	0.00%	0.00%	0.00%	14.59%
Residential								
Residential Solid Waste	900.99	776.72	791.40	2,469.11	0.00	0.00	0.00	2,469.11
Residential Curbside Recycling	684.62	539.55	573.51	1,797.68	0.00	0.00	0.00	1,797.68
Residential Curbside Organics	1,076.53	783.29	969.72	2,829.54	0.00	0.00	0.00	2,829.54
Subtotal - Disposed	900.99	776.72	791.40	2,469.11	0.00	0.00	0.00	2,469.11
Subtotal - Diverted	1,761.15	1,322.84	1,543.23	4,627.22	0.00	0.00	0.00	4,627.22
Diversion Rate	66.16%	63.01%	66.10%	65.21%	0.00%	0.00%	0.00%	65.21%
Total Disposed	3,203.78	2,769.92	3,006.20	8,979.90	0.00	0.00	0.00	8,979.90
Total Diverted	2,502.57	2,000.87	2,243.88	6,747.32	0.00	0.00	0.00	6,747.32
Total Diversion Rate	43.86%	41.94%	42.74%	42.90%	0.00%	0.00%	0.00%	42.90%
Single-Family Measured Diversion Rate	66.16%	63.01%	66.10%	65.21%	0.00%	0.00%	0.00%	65.21%
Commercial Measured Diversion Rate	24.36%	25.38%	24.03%	24.56%	0.00%	0.00%	0.00%	24.56%
MFD Measured Diversion Rate	16.22%	15.64%	15.82%	15.91%	0.00%	0.00%	0.00%	15.91%
Overall Measured Diversion Rate	43.86%	41.94%	42.74%	42.90%	0.00%	0.00%	0.00%	42.90%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	3,382.71	4,170.51	3,675.35	(495.16)	-11.87%
MFD Solid Waste	1,838.60	1,485.84	1,893.97	408.13	27.47%
Roll-Off Solid Waste	929.18	1,095.98	941.47	(154.51)	-14.10%
Commercial Recycling	732.47	934.54	851.02	(83.52)	-8.94%
MFD Recycling	281.54	204.75	328.54	123.79	60.46%
Roll-Off Recycling	20.04	35.55	33.26	(2.29)	-6.44%
Commercial Organics	614.57	595.97	750.07	154.10	25.86%
MFD Organics	31.68	21.54	29.69	8.15	37.84%
Roll-Off Organics	147.73	262.46	127.52	(134.94)	-51.41%
SUBTOTAL - Disposed Tons	6,150.49	6,752.33	6,510.79	(241.54)	-3.58%
SUBTOTAL - Diverted Tons	1,828.03	2,054.81	2,120.10	65.29	3.18%
Residential					
Residential Solid Waste	2,713.04	2,516.21	2,469.11	(47.10)	-1.87%
Residential Curbside Recycling	1,740.35	1,729.46	1,797.68	68.22	3.94%
Residential Curbside Organics	2,701.68	2,621.64	2,829.54	207.90	7.93%
SUBTOTAL - Disposed Tons	2,713.04	2,516.21	2,469.11	(47.10)	-1.87%
SUBTOTAL - Diverted Tons	4,442.03	4,351.10	4,627.22	276.12	6.35%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	8,863.53	9,268.54	8,979.90		
TOTAL TONS DIVERTED	6,270.06	6,405.91	6,747.32		
COMMERCIAL DIVERSION RATE	22.91%	23.33%	24.56%		
MFD DIVERSION RATE	14.56%	13.22%	15.91%		
RESIDENTIAL DIVERSION RATE	62.08%	63.36%	65.21%		
TOTAL DIVERSION RATE	41.43%	40.87%	42.90%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS								
Commercial								
Commercial Solid Waste	506.75	454.99	492.35	1,454.09	0.00	0.00	0.00	1,454.09
Commercial Recycling	152.79	131.17	147.92	431.88	0.00	0.00	0.00	431.88
Commercial Organics	64.96	60.85	65.22	191.03	0.00	0.00	0.00	191.03
Subtotal - Disposed	506.75	454.99	492.35	1,454.09	0.00	0.00	0.00	1,454.09
Subtotal - Diverted	217.75	192.02	213.14	622.91	0.00	0.00	0.00	622.91
Diversion Rate	30.06%	29.68%	30.21%	29.99%	0.00%	0.00%	0.00%	29.99%
MFD								
MFD Solid Waste	141.23	125.00	131.75	397.98	0.00	0.00	0.00	397.98
MFD Recycling	38.75	32.82	34.71	106.28	0.00	0.00	0.00	106.28
MFD Organics	5.60	4.17	4.39	14.16	0.00	0.00	0.00	14.16
Subtotal - Disposed	141.23	125.00	131.75	397.98	0.00	0.00	0.00	397.98
Subtotal - Diverted	44.35	36.99	39.10	120.44	0.00	0.00	0.00	120.44
Diversion Rate	23.90%	22.83%	22.89%	23.23%	0.00%	0.00%	0.00%	23.23%
Roll-Off								
Roll-Off Solid Waste	80.89	62.94	55.91	199.74	0.00	0.00	0.00	199.74
Roll-Off Recycling	10.09	7.84	8.46	26.39	0.00	0.00	0.00	26.39
Roll-Off Organics	0.00	9.28	0.00	9.28	0.00	0.00	0.00	9.28
Subtotal - Disposed	80.89	62.94	55.91	199.74	0.00	0.00	0.00	199.74
Subtotal - Diverted	10.09	17.12	8.46	35.67	0.00	0.00	0.00	35.67
Diversion Rate	11.09%	21.38%	13.14%	15.15%	0.00%	0.00%	0.00%	15.15%
Residential								
Residential Solid Waste	369.75	331.72	351.81	1,053.28	0.00	0.00	0.00	1,053.28
Residential Curbside Recycling	353.37	291.80	317.41	962.58	0.00	0.00	0.00	962.58
Residential Curbside Organics	500.24	387.77	490.23	1,378.24	0.00	0.00	0.00	1,378.24
Subtotal - Disposed	369.75	331.72	351.81	1,053.28	0.00	0.00	0.00	1,053.28
Subtotal - Diverted	853.61	679.57	807.64	2,340.82	0.00	0.00	0.00	2,340.82
Diversion Rate	69.78%	67.20%	69.66%	68.97%	0.00%	0.00%	0.00%	68.97%
Total Disposed	1,098.62	974.65	1,031.82	3,105.09	0.00	0.00	0.00	3,105.09
Total Diverted	1,125.80	925.70	1,068.34	3,119.84	0.00	0.00	0.00	3,119.84
Total Diversion Rate	50.61%	48.71%	50.87%	50.12%	0.00%	0.00%	0.00%	50.12%
Single-Family Measured Diversion Rate	69.78%	67.20%	69.66%	68.97%	0.00%	0.00%	0.00%	68.97%
Commercial Measured Diversion Rate	27.19%	27.68%	27.71%	27.52%	0.00%	0.00%	0.00%	27.52%
MFD Measured Diversion Rate	23.90%	22.83%	22.89%	23.23%	0.00%	0.00%	0.00%	23.23%
Overall Measured Diversion Rate	50.61%	48.71%	50.87%	50.12%	0.00%	0.00%	0.00%	50.12%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	1,562.89	1,530.45	1,454.09	(76.36)	-4.99%
MFD Solid Waste	451.33	292.74	397.98	105.24	35.95%
Roll-Off Solid Waste	390.26	277.32	199.74	(77.58)	-27.97%
Commercial Recycling	377.86	425.67	431.88	6.21	1.46%
MFD Recycling	97.30	64.90	106.28	41.38	63.76%
Roll-Off Recycling	68.09	52.30	26.39	(25.91)	-49.54%
Commercial Organics	147.91	193.53	191.03	(2.50)	-1.29%
MFD Organics	18.67	10.77	14.16	3.39	31.48%
Roll-Off Organics	38.86	2.13	9.28	7.15	335.68%
SUBTOTAL - Disposed Tons	2,404.48	2,100.51	2,051.81	(48.70)	-2.32%
SUBTOTAL - Diverted Tons	748.69	749.30	779.02	29.72	3.97%
Residential					
Residential Solid Waste	1,166.48	1,097.79	1,053.28	(44.51)	-4.05%
Residential Curbside Recycling	979.01	949.67	962.58	12.91	1.36%
Residential Curbside Organics	1,347.55	1,357.71	1,378.24	20.53	1.51%
SUBTOTAL - Disposed Tons	1,166.48	1,097.79	1,053.28	(44.51)	-4.05%
SUBTOTAL - Diverted Tons	2,326.56	2,307.38	2,340.82	33.44	1.45%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	3,570.96	3,198.30	3,105.09		
TOTAL TONS DIVERTED	3,075.25	3,056.68	3,119.84		
COMMERCIAL DIVERSION RATE	23.74%	26.29%	27.52%		
MFD DIVERSION RATE	20.44%	20.54%	23.23%		
RESIDENTIAL DIVERSION RATE	66.61%	67.76%	68.97%		
TOTAL DIVERSION RATE	46.27%	48.87%	50.12%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO								
Commercial								
Commercial Solid Waste	1,169.24	1,037.49	1,104.30	3,311.03	0.00	0.00	0.00	3,311.03
Commercial Recycling	357.49	322.25	362.10	1,041.84	0.00	0.00	0.00	1,041.84
Commercial Organics	225.10	223.03	252.38	700.51	0.00	0.00	0.00	700.51
Subtotal - Disposed	1,169.24	1,037.49	1,104.30	3,311.03	0.00	0.00	0.00	3,311.03
Subtotal - Diverted	582.59	545.28	614.48	1,742.35	0.00	0.00	0.00	1,742.35
Diversion Rate	33.26%	34.45%	35.75%	34.48%	0.00%	0.00%	0.00%	34.48%
MFD								
MFD Solid Waste	927.04	826.40	879.13	2,632.57	0.00	0.00	0.00	2,632.57
MFD Recycling	220.46	183.08	196.78	600.32	0.00	0.00	0.00	600.32
MFD Organics	32.73	29.81	32.17	94.71	0.00	0.00	0.00	94.71
Subtotal - Disposed	927.04	826.40	879.13	2,632.57	0.00	0.00	0.00	2,632.57
Subtotal - Diverted	253.19	212.89	228.95	695.03	0.00	0.00	0.00	695.03
Diversion Rate	21.45%	20.48%	20.66%	20.89%	0.00%	0.00%	0.00%	20.89%
Roll-Off								
Roll-Off Solid Waste	353.60	350.12	333.86	1,037.58	0.00	0.00	0.00	1,037.58
Roll-Off Recycling	40.19	26.78	40.24	107.21	0.00	0.00	0.00	107.21
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	353.60	350.12	333.86	1,037.58	0.00	0.00	0.00	1,037.58
Subtotal - Diverted	40.19	26.78	40.24	107.21	0.00	0.00	0.00	107.21
Diversion Rate	10.21%	7.11%	10.76%	9.37%	0.00%	0.00%	0.00%	9.37%
Residential								
Residential Solid Waste	1,080.34	956.05	1,004.43	3,040.82	0.00	0.00	0.00	3,040.82
Residential Curbside Recycling	760.57	623.30	662.08	2,045.95	0.00	0.00	0.00	2,045.95
Residential Curbside Organics	1,123.31	861.60	1,102.35	3,087.26	0.00	0.00	0.00	3,087.26
Subtotal - Disposed	1,080.34	956.05	1,004.43	3,040.82	0.00	0.00	0.00	3,040.82
Subtotal - Diverted	1,883.88	1,484.90	1,764.43	5,133.21	0.00	0.00	0.00	5,133.21
Diversion Rate	63.55%	60.83%	63.72%	62.80%	0.00%	0.00%	0.00%	62.80%
Total Disposed	3,530.22	3,170.06	3,321.72	10,022.00	0.00	0.00	0.00	10,022.00
Total Diverted	2,759.85	2,269.85	2,648.10	7,677.80	0.00	0.00	0.00	7,677.80
Total Diversion Rate	43.88%	41.73%	44.36%	43.38%	0.00%	0.00%	0.00%	43.38%
Single-Family Measured Diversion Rate	63.55%	60.83%	63.72%	62.80%	0.00%	0.00%	0.00%	62.80%
Commercial Measured Diversion Rate	26.34%	26.17%	27.61%	26.71%	0.00%	0.00%	0.00%	26.71%
MFD Measured Diversion Rate	21.45%	20.48%	20.66%	20.89%	0.00%	0.00%	0.00%	20.89%
Overall Measured Diversion Rate	43.88%	41.73%	44.36%	43.38%	0.00%	0.00%	0.00%	43.38%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	3,524.68	4,287.96	3,311.03	(976.93)	-22.78%
MFD Solid Waste	2,958.30	1,890.45	2,632.57	742.12	39.26%
Roll-Off Solid Waste	999.68	1,141.06	1,037.58	(103.48)	-9.07%
Commercial Recycling	731.05	1,143.87	1,041.84	(102.03)	-8.92%
MFD Recycling	479.26	365.66	600.32	234.66	64.17%
Roll-Off Recycling	112.55	148.10	107.21	(40.89)	-27.61%
Commercial Organics	598.78	736.12	700.51	(35.61)	-4.84%
MFD Organics	86.46	48.78	94.71	45.93	94.16%
Roll-Off Organics	0.00	18.50	0.00	(18.50)	-100.00%
SUBTOTAL - Disposed Tons	7,482.66	7,319.47	6,981.18	(338.29)	-4.62%
SUBTOTAL - Diverted Tons	2,008.10	2,461.03	2,544.59	83.56	3.40%
Residential					
Residential Solid Waste	2,975.27	3,063.45	3,040.82	(22.63)	-0.74%
Residential Curbside Recycling	2,405.62	2,044.68	2,045.95	1.27	0.06%
Residential Curbside Organics	3,025.37	2,966.44	3,087.26	120.82	4.07%
SUBTOTAL - Disposed Tons	2,975.27	3,063.45	3,040.82	(22.63)	-0.74%
SUBTOTAL - Diverted Tons	5,430.99	5,011.12	5,133.21	122.10	2.44%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	10,457.93	10,382.92	10,022.00		
TOTAL TONS DIVERTED	7,439.09	7,472.15	7,677.80		
COMMERCIAL DIVERSION RATE	21.16%	25.16%	26.71%		
MFD DIVERSION RATE	16.05%	17.98%	20.89%		
RESIDENTIAL DIVERSION RATE	64.61%	62.06%	62.80%		
TOTAL DIVERSION RATE	41.57%	41.85%	43.38%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO COUNTY								
Commercial								
Commercial Solid Waste	81.64	75.62	82.76	240.02	0.00	0.00	0.00	240.02
Commercial Recycling	22.99	18.39	20.10	61.48	0.00	0.00	0.00	61.48
Commercial Organics	16.90	16.31	17.77	50.98	0.00	0.00	0.00	50.98
Subtotal - Disposed	81.64	75.62	82.76	240.02	0.00	0.00	0.00	240.02
Subtotal - Diverted	39.89	34.70	37.87	112.46	0.00	0.00	0.00	112.46
Diversion Rate	32.82%	31.45%	31.39%	31.91%	0.00%	0.00%	0.00%	31.91%
MFD								
MFD Solid Waste	34.63	31.17	33.91	99.71	0.00	0.00	0.00	99.71
MFD Recycling	4.60	3.67	4.27	12.54	0.00	0.00	0.00	12.54
MFD Organics	0.43	0.37	0.42	1.22	0.00	0.00	0.00	1.22
Subtotal - Disposed	34.63	31.17	33.91	99.71	0.00	0.00	0.00	99.71
Subtotal - Diverted	5.03	4.04	4.69	13.76	0.00	0.00	0.00	13.76
Diversion Rate	12.68%	11.47%	12.15%	12.13%	0.00%	0.00%	0.00%	12.13%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	227.70	200.39	206.13	634.22	0.00	0.00	0.00	634.22
Residential Curbside Recycling	216.41	175.18	190.05	581.64	0.00	0.00	0.00	581.64
Residential Curbside Organics	362.63	275.90	331.97	970.50	0.00	0.00	0.00	970.50
Subtotal - Disposed	227.70	200.39	206.13	634.22	0.00	0.00	0.00	634.22
Subtotal - Diverted	579.04	451.08	522.02	1,552.14	0.00	0.00	0.00	1,552.14
Diversion Rate	71.78%	69.24%	71.69%	70.99%	0.00%	0.00%	0.00%	70.99%
Total Disposed	343.97	307.18	322.80	973.95	0.00	0.00	0.00	973.95
Total Diverted	623.96	489.82	564.58	1,678.36	0.00	0.00	0.00	1,678.36
Total Diversion Rate	64.46%	61.46%	63.62%	63.28%	0.00%	0.00%	0.00%	63.28%
Single-Family Measured Diversion Rate	71.78%	69.24%	71.69%	70.99%	0.00%	0.00%	0.00%	70.99%
Commercial Measured Diversion Rate	27.87%	26.62%	26.73%	27.09%	0.00%	0.00%	0.00%	27.09%
MFD Measured Diversion Rate	12.68%	11.47%	12.15%	12.13%	0.00%	0.00%	0.00%	12.13%
Overall Measured Diversion Rate	64.46%	61.46%	63.62%	63.28%	0.00%	0.00%	0.00%	63.28%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	228.89	350.24	240.02	(110.22)	-31.47%
MFD Solid Waste	96.11	59.68	99.71	40.03	67.07%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	52.75	63.46	61.48	(1.98)	-3.12%
MFD Recycling	15.96	8.08	12.54	4.46	55.20%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	35.33	52.92	50.98	(1.94)	-3.67%
MFD Organics	1.97	0.59	1.22	0.63	106.78%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	325.00	409.92	339.73	(70.19)	-17.12%
SUBTOTAL - Diverted Tons	106.01	125.05	126.22	1.17	0.94%
Residential					
Residential Solid Waste	633.97	652.76	634.22	(18.54)	-2.84%
Residential Curbside Recycling	553.79	574.21	581.64	7.43	1.29%
Residential Curbside Organics	922.98	927.72	970.50	42.78	4.61%
SUBTOTAL - Disposed Tons	633.97	652.76	634.22	(18.54)	-2.84%
SUBTOTAL - Diverted Tons	1,476.77	1,501.93	1,552.14	50.21	3.34%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	958.97	1,062.68	973.95		
TOTAL TONS DIVERTED	1,582.78	1,626.98	1,678.36		
COMMERCIAL DIVERSION RATE	24.60%	23.38%	27.09%		
MFD DIVERSION RATE	15.72%	12.68%	12.13%		
RESIDENTIAL DIVERSION RATE	69.96%	69.71%	70.99%		
TOTAL DIVERSION RATE	62.27%	60.49%	63.28%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
WEST BAY								
Commercial								
Commercial Solid Waste	27.78	25.82	28.11	81.71	0.00	0.00	0.00	81.71
Commercial Recycling	10.19	8.98	10.02	29.19	0.00	0.00	0.00	29.19
Commercial Organics	10.06	10.08	11.34	31.48	0.00	0.00	0.00	31.48
Subtotal - Disposed	27.78	25.82	28.11	81.71	0.00	0.00	0.00	81.71
Subtotal - Diverted	20.25	19.06	21.36	60.67	0.00	0.00	0.00	60.67
Diversion Rate	42.16%	42.47%	43.18%	42.61%	0.00%	0.00%	0.00%	42.61%
MFD								
MFD Solid Waste	6.41	5.17	5.47	17.05	0.00	0.00	0.00	17.05
MFD Recycling	1.92	1.57	1.62	5.11	0.00	0.00	0.00	5.11
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	6.41	5.17	5.47	17.05	0.00	0.00	0.00	17.05
Subtotal - Diverted	1.92	1.57	1.62	5.11	0.00	0.00	0.00	5.11
Diversion Rate	23.05%	23.29%	22.85%	23.06%	0.00%	0.00%	0.00%	23.06%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	108.93	88.04	85.30	282.27	0.00	0.00	0.00	282.27
Residential Curbside Recycling	109.02	77.38	80.41	266.81	0.00	0.00	0.00	266.81
Residential Curbside Organics	253.07	161.51	171.06	585.64	0.00	0.00	0.00	585.64
Subtotal - Disposed	108.93	88.04	85.30	282.27	0.00	0.00	0.00	282.27
Subtotal - Diverted	362.09	238.89	251.47	852.45	0.00	0.00	0.00	852.45
Diversion Rate	76.87%	73.07%	74.67%	75.12%	0.00%	0.00%	0.00%	75.12%
Total Disposed	143.12	119.03	118.88	381.03	0.00	0.00	0.00	381.03
Total Diverted	384.26	259.52	274.45	918.23	0.00	0.00	0.00	918.23
Total Diversion Rate	72.86%	68.56%	69.78%	70.67%	0.00%	0.00%	0.00%	70.67%
Single-Family Measured Diversion Rate	76.87%	73.07%	74.67%	75.12%	0.00%	0.00%	0.00%	75.12%
Commercial Measured Diversion Rate	39.34%	39.97%	40.63%	39.98%	0.00%	0.00%	0.00%	39.98%
MFD Measured Diversion Rate	23.05%	23.29%	22.85%	23.06%	0.00%	0.00%	0.00%	23.06%
Overall Measured Diversion Rate	72.86%	68.56%	69.78%	70.67%	0.00%	0.00%	0.00%	70.67%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	95.85	102.50	81.71	(20.79)	-20.28%
MFD Solid Waste	17.72	7.82	17.05	9.23	118.03%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	22.22	32.51	29.19	(3.32)	-10.21%
MFD Recycling	3.61	2.37	5.11	2.74	115.61%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	9.04	18.43	31.48	13.05	70.81%
MFD Organics	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 Tons	113.57	110.32	98.76	(11.56)	-10.48%
SUBTOTAL - Diverted Tons	34.87	53.31	65.78	12.47	23.39%
Residential					
Residential Solid Waste	251.06	277.07	282.27	5.20	1.88%
Residential Curbside Recycling	271.69	283.46	266.81	(16.65)	-5.87%
Residential Curbside Organics	582.36	552.07	585.64	33.57	6.08%
SUBTOTAL - Disposed Tons	251.06	277.07	282.27	5.20	1.88%
SUBTOTAL - Diverted Tons	854.05	835.53	852.45	16.92	2.02%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	364.63	387.39	381.03		
TOTAL TONS DIVERTED	888.92	888.84	918.23		
COMMERCIAL DIVERSION RATE	23.49%	32.58%	39.98%		
MFD DIVERSION RATE	16.92%	23.26%	23.06%		
RESIDENTIAL DIVERSION RATE	77.28%	75.10%	75.12%		
TOTAL DIVERSION RATE	70.91%	69.65%	70.67%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	5,389.78	4,732.11	5,164.83	15,286.72	0.00	0.00	0.00	15,286.72
Commercial Recycling	1,603.14	1,352.83	1,625.90	4,581.87	0.00	0.00	0.00	4,581.87
Commercial Organics	1,451.08	1,360.16	1,432.36	4,243.60	0.00	0.00	0.00	4,243.60
Subtotal - Disposed	5,389.78	4,732.11	5,164.83	15,286.72	0.00	0.00	0.00	15,286.72
Subtotal - Diverted	3,054.22	2,712.99	3,058.26	8,825.47	0.00	0.00	0.00	8,825.47
Diversion Rate	36.17%	36.44%	37.19%	36.60%	0.00%	0.00%	0.00%	36.60%
MFD								
MFD Solid Waste	2,985.23	2,643.89	2,836.46	8,465.58	0.00	0.00	0.00	8,465.58
MFD Recycling	665.27	559.41	601.64	1,826.32	0.00	0.00	0.00	1,826.32
MFD Organics	81.80	70.69	77.63	230.12	0.00	0.00	0.00	230.12
Subtotal - Disposed	2,985.23	2,643.89	2,836.46	8,465.58	0.00	0.00	0.00	8,465.58
Subtotal - Diverted	747.07	630.10	679.27	2,056.44	0.00	0.00	0.00	2,056.44
Diversion Rate	20.02%	19.25%	19.32%	19.54%	0.00%	0.00%	0.00%	19.54%
Roll-Off								
Roll-Off Solid Waste	1,753.27	1,521.42	1,597.43	4,872.12	0.00	0.00	0.00	4,872.12
Roll-Off Recycling	97.97	85.37	107.87	291.21	0.00	0.00	0.00	291.21
Roll-Off Organics	136.39	104.41	102.46	343.26	0.00	0.00	0.00	343.26
Subtotal - Disposed	1,753.27	1,521.42	1,597.43	4,872.12	0.00	0.00	0.00	4,872.12
Subtotal - Diverted	234.36	189.78	210.33	634.47	0.00	0.00	0.00	634.47
Diversion Rate	11.79%	11.09%	11.63%	11.52%	0.00%	0.00%	0.00%	11.52%
Residential								
Residential Solid Waste	5,073.89	4,452.86	4,614.26	14,141.01	0.00	0.00	0.00	14,141.01
Residential Curbside Recycling	3,741.00	3,008.90	3,186.33	9,936.23	0.00	0.00	0.00	9,936.23
Residential Curbside Organics	6,662.79	4,841.93	5,933.37	17,438.09	0.00	0.00	0.00	17,438.09
Subtotal - Disposed	5,073.89	4,452.86	4,614.26	14,141.01	0.00	0.00	0.00	14,141.01
Subtotal - Diverted	10,403.79	7,850.83	9,119.70	27,374.32	0.00	0.00	0.00	27,374.32
Diversion Rate	67.22%	63.81%	66.40%	65.94%	0.00%	0.00%	0.00%	65.94%
Total Disposed	15,202.17	13,350.28	14,212.98	42,765.43	0.00	0.00	0.00	42,765.43
Total Diverted	14,439.44	11,383.70	13,067.56	38,890.70	0.00	0.00	0.00	38,890.70
Total Diversion Rate	48.71%	46.02%	47.90%	47.63%	0.00%	0.00%	0.00%	47.63%
Single-Family Measured Diversion Rate	67.22%	63.81%	66.40%	65.94%	0.00%	0.00%	0.00%	65.94%
Commercial Measured Diversion Rate	28.49%	28.42%	29.14%	28.69%	0.00%	0.00%	0.00%	28.69%
MFD Measured Diversion Rate	20.02%	19.25%	19.32%	19.54%	0.00%	0.00%	0.00%	19.54%
Overall Measured Diversion Rate	48.71%	46.02%	47.90%	47.63%	0.00%	0.00%	0.00%	47.63%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 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					
Commercial¹ and MFD					
Commercial Solid Waste	15,914.98	18,053.90	15,286.72	(2,767.18)	-15.33%
MFD Solid Waste	9,058.11	6,553.25	8,465.58	1,912.33	29.18%
Roll-Off Solid Waste	5,307.94	5,452.74	4,872.12	(580.62)	-10.65%
Commercial Recycling	3,749.78	5,080.67	4,581.87	(498.80)	-9.82%
MFD Recycling	1,429.89	1,166.96	1,826.32	659.36	56.50%
Roll-Off Recycling	444.96	468.99	291.21	(177.78)	-37.91%
Commercial Organics	3,751.21	3,650.74	4,243.60	592.86	16.24%
MFD Organics	219.94	122.57	230.12	107.55	87.75%
Roll-Off Organics	394.95	804.37	343.26	(461.11)	-57.33%
SUBTOTAL - Disposed Tons	30,281.03	30,059.89	28,624.42	(1,435.47)	-4.78%
SUBTOTAL - Diverted Tons	9,990.73	11,294.30	11,516.38	222.08	1.97%
Residential					
Residential Solid Waste	15,082.06	14,384.55	14,141.01	(243.54)	-1.69%
Residential Curbside Recycling	10,819.06	9,863.39	9,936.23	72.84	0.74%
Residential Curbside Organics	17,198.53	17,015.34	17,438.09	422.75	2.48%
SUBTOTAL - Disposed Tons	15,082.06	14,384.55	14,141.01	(243.54)	-1.69%
SUBTOTAL - Diverted Tons	28,017.59	26,878.73	27,374.32	495.59	1.84%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	45,363.09	44,444.44	42,765.43		
TOTAL TONS DIVERTED	38,008.32	38,173.03	38,890.70		
COMMERCIAL DIVERSION RATE	24.81%	27.31%	28.69%		
MFD DIVERSION RATE	15.41%	16.44%	19.54%		
RESIDENTIAL DIVERSION RATE	65.01%	65.14%	65.94%		
TOTAL DIVERSION RATE	45.59%	46.20%	47.63%		

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			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	18	29	16	63	1	1	1	3	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	1
Belmont	24	23	12	59	0	7	0	7	0	1	0	1	0	0	0	0	5	1	1	7	0	1	0	1
Burlingame	63	33	34	130	0	3	2	5	0	0	0	0	0	0	0	1	0	1	2	2	0	1	3	
East Palo Alto	13	7	4	24	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	
Foster City	21	11	7	39	0	0	0	0	0	0	0	0	0	0	0	2	1	1	4	0	0	3	3	
Hillsborough	31	14	9	54	1	2	0	3	0	0	0	0	0	0	0	1	2	0	3	0	1	0	1	
Menlo Park	38	26	22	86	5	0	1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
North Fair Oaks	19	16	17	52	1	2	1	4	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	117	80	74	271	4	3	1	8	0	0	0	0	0	0	0	2	2	4	8	0	1	4	5	
San Carlos	48	37	51	136	0	5	0	5	0	0	0	0	0	0	0	7	4	3	14	1	0	0	1	
San Mateo	107	67	51	225	5	3	1	9	0	0	0	0	0	0	0	4	1	5	10	3	2	4	9	
San Mateo County	18	19	16	53	0	1	0	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	
West Bay	11	3	7	21	4	0	0	4	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	
Totals	528	365	320	1,213	22	27	7	56	1	1	0	2	0	0	0	0	23	12	16	51	7	6	12	25

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	20	31	29	80	13	3	9	25	0	0	0	0	39	34	18	91	12	47	9	68
Belmont	83	123	141	347	16	15	12	43	0	0	0	0	135	67	93	295	38	37	173	248
Burlingame	82	149	126	357	33	16	17	66	0	0	0	0	191	97	76	364	35	102	41	178
East Palo Alto	55	82	98	235	3	1	2	6	0	0	0	0	55	41	44	140	4	2	2	8
Foster City	73	124	137	334	15	8	7	30	0	0	0	0	129	59	60	248	35	25	62	122
Hillsborough	35	61	66	162	12	9	9	30	0	0	0	0	106	32	36	174	18	14	56	88
Menlo Park	86	139	138	363	49	31	20	100	0	0	0	0	208	75	91	374	88	40	44	172
North Fair Oaks	18	41	38	97	8	5	5	18	0	0	0	0	45	24	38	107	8	9	15	32
Redwood City	209	333	340	882	65	30	39	134	0	0	0	0	336	158	169	663	12	21	8	41
San Carlos	117	181	168	466	33	29	34	96	0	0	0	0	432	245	217	894	44	153	51	248
San Mateo	284	496	469	1249	53	40	34	127	0	0	0	0	515	250	186	951	300	160	120	580
San Mateo County	49	72	97	218	7	2	9	18	0	0	0	0	85	40	48	173	27	25	95	147
West Bay	25	35	44	104	4	2	1	7	0	0	0	0	64	24	10	98	36	11	5	52
Totals	1,136	1,867	1,891	4,894	311	191	198	700	0	0	0	0	2,340	1,146	1,086	4,572	657	646	681	1,984

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
January	15,864	15,463	401	2.53%	15.66	91.05%	216
February	11,322	10,995	327	2.89%	19.19	90.48%	214
March	12,321	12,070	251	2.04%	15.85	94.23%	213
Quarter 1	39,507	38,528	979	2.48%	16.73	91.88%	643

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 ⁽¹⁾				Recycling Tote-Bags Delivered			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	3	3	3	9	0	0	0	0	0	4	50	54
Burlingame	10	6	7	23	0	3	0	3	70	0	21	91
East Palo Alto	0	2	7	9	0	2	2	4	0	0	0	0
Foster City	2	4	6	12	0	0	0	0	96	295	0	391
Hillsborough	0	2	1	3	0	0	0	0	0	0	0	0
Menlo Park	5	5	1	11	0	3	3	6	11	0	0	11
North Fair Oaks	0	0	2	2	0	0	2	2	0	0	0	0
Redwood City	8	7	10	25	0	3	3	6	52	0	138	190
San Carlos	6	7	2	15	0	4	0	4	14	120	90	224
San Mateo	9	13	4	26	2	0	3	5	1	27	102	130
San Mateo County	0	0	5	5	0	0	0	0	0	0	0	0
West Bay	3	0	0	3	0	0	0	0	0	0	0	0
Totals	46	49	48	143	2	15	13	30	244	446	401	1,091

⁽¹⁾ The Quarter 1 report includes audits that were not previously reported.

2013 LIQUIDATED DAMAGES

COLLECTION QUALITY

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

	January			February			March			Q1			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	1	0	0	1	0	-	-	1	\$ 150
Belmont	5	3	450	1	0	0	1	0	0	7	3	450	450	2	\$ 150
Burlingame	1	0	0	-	0	0	1	0	0	2	0	-	-	2	\$ 150
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Foster City	2	0	0	2	0	0	1	0	0	5	0	-	-	2	\$ 150
Hillsborough	1	0	0	2	1	150	-	0	0	3	1	150	150	1	\$ 150
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Redwood City	2	0	0	2	0	0	4	0	0	8	0	-	-	6	\$ 150
San Carlos	7	4	600	4	1	150	3	0	0	14	5	750	750	3	\$ 150
San Mateo	4	0	0	1	0	0	5	0	0	10	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 150
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
Total	23	7	1,050	13	2	300	16	0	0	52	9	1,350	1,350	31	

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

	January			February			March			Q1			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	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	1	0	0	-	0	0	-	0	0	1	0	-	-	4	\$ 100
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	3	\$ 100
Foster City	1	0	0	-	0	0	-	0	0	1	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	1	0	0	-	0	0	1	0	-	-	11	\$ 100
San Carlos	-	0	0	1	0	0	-	0	0	1	0	-	-	6	\$ 100
San Mateo	-	0	0	1	0	0	1	0	0	2	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	1	0	0	1	0	0	2	0	-	-	3	\$ 100
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 100
Total	3	0	0	5	0	0	2	0	0	10	0	-	-	59	

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

	January			February			March			Q1			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	2	0	0	-	0	0	2	0	-	-	12	\$ 50
Belmont	2	0	0	1	0	0	1	0	0	4	0	-	-	36	\$ 50
Burlingame	3	0	0	3	0	0	2	0	0	8	0	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	23	\$ 50
Foster City	-	0	0	1	0	0	-	0	0	1	0	-	-	35	\$ 50
Hillsborough	3	0	0	1	0	0	5	0	0	9	0	-	-	20	\$ 50
Menlo Park	-	0	0	1	0	0	2	0	0	3	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50
Redwood City	1	0	0	1	0	0	2	0	0	4	0	-	-	94	\$ 50
San Carlos	3	0	0	2	0	0	1	0	0	6	0	-	-	46	\$ 50
San Mateo	4	0	0	5	0	0	13	0	0	22	0	-	-	105	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	1	0	0	1	0	-	-	11	\$ 50
Total	16	0	0	17	0	0	27	0	0	60	0	-	-	500	

2013 LIQUIDATED DAMAGES

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

	January			February			March			Q1			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	\$ 25
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 25
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

5. Excessive noise complaints

8.02.J

	January			February			March			Q1			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	-	0	0	1	0	0	-	0	0	1	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	1	0	-	-	2	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	1	-	0	1	-	0	-	-	0	2	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	January			February			March			Q1			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	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	1	1	250	-	-	0	-	-	0	1	1	250	250	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	1	1	250	1	1	250	250	0	\$ 250
San Mateo	-	-	0	1	1	250	-	-	0	1	1	250	250	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	1	1	250	1	1	250	1	1	250	3	3	750	750	-	

2013 LIQUIDATED DAMAGES

7.A, 7.B,

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

8.02.1

	January			February			March			Q1			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	0	-	0	0	-	0	0	1	0	-	-	3	\$ 50
Belmont	-	0	0	1	0	0	-	0	0	1	0	-	-	9	\$ 50
Burlingame	2	0	0	-	0	0	1	0	0	3	0	-	-	8	\$ 50
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 50
Foster City	-	0	0	-	0	0	3	0	0	3	0	-	-	9	\$ 50
Hillsborough	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Redwood City	-	0	0	1	0	0	4	0	0	5	0	-	-	22	\$ 50
San Carlos	1	0	0	-	0	0	-	0	0	1	0	-	-	11	\$ 50
San Mateo	3	0	0	2	0	0	4	0	0	9	0	-	-	25	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	7	0	0	6	0	0	12	0	0	25	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.1

	January			February			March			Q1			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	\$ 500
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
	-	-	0	-	-	0	-	-	0	0	0	-	0	0	

CUSTOMER SERVICE QUALITY

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

7.02.D

	January			February			March			Q1			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	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

2013 LIQUIDATED DAMAGES

REPORTING

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

	January			February			March			Q1			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	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

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

	January			February			March			Q1			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	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

3. Late submittal of billing review report

7.01.E	January			February			March			Q1			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	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	-	0	-	-	0	-	-	0	0	0	-	-	0	

2013 LIQUIDATED DAMAGES

OTHER

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

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

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

2013 LIQUIDATED DAMAGES

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

6.01

	January			February			March			Q1			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	\$ 100
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 100
	-	-	0	-	-	0	-	-	0	0	0			-	
												2,100	2,100		

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

Agency	Monthly Service Opportunities Calculation	Number of Monthly Service Opportunities	0.0333%	0.1000%	Number of Complaints			Incentive			Disincentive			\$50	\$50
			Incentive Level Threshold Less than 1 per 3,000 Service Opportunities	Disincentive Level Threshold More than 1 per 1,000 Service Opportunities	Jan	Feb	Mar	Jan	Feb	Mar	Jan	Feb	Mar	Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint
Quarter 1															
Atherton	2363 x 3 x 4.33	30,695	10	31	18	29	16	0	0	0	0	0	0	\$0	\$0
Belmont	6738 x 3 x 4.33	87,527	29	88	24	23	12	5	6	17	0	0	0	\$1,400	\$0
Burlingame	6596 x 3 x 4.33	85,682	29	86	63	33	34	0	0	0	0	0	0	\$0	\$0
East Palo Alto	4165 x 3 x 4.33	54,103	18	54	13	7	4	5	11	14	0	0	0	\$1,500	\$0
Foster City	6787 x 3 x 4.33	88,163	29	88	21	11	7	8	18	22	0	0	0	\$2,400	\$0
Hillsborough	3625 x 3 x 4.33	47,089	16	47	31	14	9	0	2	7	0	0	0	\$450	\$0
Menlo Park	7846 x 3 x 4.33	101,920	34	102	38	26	22	0	8	12	0	0	0	\$1,000	\$0
North Fair Oaks	2654 x 3 x 4.33	34,475	11	34	19	16	17	0	0	0	0	0	0	\$0	\$0
Redwood City	17398 x 3 x 4.33	226,000	75	226	117	80	74	0	0	1	0	0	0	\$50	\$0
San Carlos	8610 x 3 x 4.33	111,844	37	112	48	37	51	0	0	0	0	0	0	\$0	\$0
San Mateo	20098 x 3 x 4.33	261,073	87	261	107	67	51	0	20	36	0	0	0	\$2,800	\$0
San Mateo County	5015 x 3 x 4.33	65,145	22	65	18	19	16	4	3	6	0	0	0	\$650	\$0
West Bay	2217 x 3 x 4.33	28,799	10	29	11	3	7	0	7	3	0	0	0	\$500	\$0
Totals														\$10,750	\$0

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

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Jan	Feb	Mar			Jan	Feb	Mar	Total
Atherton	1	1	1	N/A	0	(\$50)	(\$50)	(\$50)	(\$150)
Belmont	0	7	0	N/A	0	\$0	(\$350)	\$0	(\$350)
Burlingame	0	3	2	N/A	0	\$0	(\$150)	(\$100)	(\$250)
East Palo Alto	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Foster City	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Hillsborough	1	2	0	N/A	0	(\$50)	(\$100)	\$0	(\$150)
Menlo Park	5	0	1	N/A	0	(\$250)	\$0	(\$50)	(\$300)
North Fair Oaks	1	2	1	N/A	0	(\$50)	(\$100)	(\$50)	(\$200)
Redwood City	4	3	1	N/A	0	(\$200)	(\$150)	(\$50)	(\$400)
San Carlos	0	5	0	N/A	0	\$0	(\$250)	\$0	(\$250)
San Mateo	5	3	1	N/A	0	(\$250)	(\$150)	(\$50)	(\$450)
San Mateo County	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
West Bay	4	0	0	N/A	0	(\$200)	\$0	\$0	(\$200)
Totals	22	27	7			(\$1,100)	(\$1,350)	(\$350)	(\$2,800)

Recology San Mateo County

		Quarterly	Average Speed of Answer	Incentive/Disincentive		Rate Year 2013		
Aggregate SBWMA						\$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	Quarterly Net Amount	

Quarter 1
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
Totals						\$695	\$0	\$695
		Year 2012						
	Agency	Solid Waste Tons						
	Atherton	2,308				\$9	\$0	\$9
	Belmont	8,548				\$32	\$0	\$32
	Burlingame	24,127				\$92	\$0	\$92
	East Palo Alto	11,789				\$45	\$0	\$45
	Foster City	11,108				\$42	\$0	\$42
	Hillsborough	2,740				\$10	\$0	\$10
	Menlo Park	17,120				\$65	\$0	\$65
	North Fair Oaks	5,625				\$21	\$0	\$21
	Redwood City	38,146				\$145	\$0	\$145
	San Carlos	13,080				\$50	\$0	\$50
	San Mateo	42,700				\$162	\$0	\$162
	San Mateo County	4,154				\$16	\$0	\$16
	West Bay	1,646				\$6	\$0	\$6
	Total Tons	183,091				\$695	\$0	\$695

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

Aggregate SBWMA \$5

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

January	349	N/A	0	N/A	349	N/A	(\$1,745)
February	474	N/A	0	N/A	474	N/A	(\$2,370)
March	244	N/A	0	N/A	244	N/A	(\$1,220)
Totals					1,067		(\$5,335)

Year 2012
Tons of Solid

Agency	Waste Collected		
Atherton	2,308	N/A	(\$67)
Belmont	8,548	N/A	(\$249)
Burlingame	24,127	N/A	(\$703)
East Palo Alto	11,789	N/A	(\$344)
Foster City	11,108	N/A	(\$324)
Hillsborough	2,740	N/A	(\$80)
Menlo Park	17,120	N/A	(\$499)
North Fair Oaks	5,625	N/A	(\$164)
Redwood City	38,146	N/A	(\$1,112)
San Carlos	13,080	N/A	(\$381)
San Mateo	42,700	N/A	(\$1,244)
San Mateo County	4,154	N/A	(\$121)
West Bay	1,646	N/A	(\$48)
Total Tons	183,091	N/A	(\$5,335)

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2013

Quarter 1

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	9,863.30	8.50%		-8.50%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	6,102.01	8.00%		-8.00%	N/A	\$70	N/A
Residential Organic Materials	17,438.09	5.00%		-5.00%	N/A	\$70	N/A
Commercial Organic Materials	3,832.46	10.00%		-10.00%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	984.52	5.00%		-5.00%	N/A	\$70	N/A
Total						\$0	

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Facebook

In 2011, Facebook moved their corporate headquarters to Menlo Park, and with that move they entered the SBWMA service area. At that time, Facebook diverted 69% of their total disposed material from the landfill through recycling and composting.

As Facebook's number of personnel continued to increase, the existing recycling bin service did not provide adequate volume to accommodate the amount of recyclable materials being generated on a daily basis. As a result, in March of 2012, Facebook requested Recology San Mateo County (RSMC) to remove the existing recycling bins located at three of their five buildings, which was to be replaced by three 30 yard recycling compactors. Greenwaste Recovery had a long standing working relationship with Facebook's property management company and received the contract to haul these recycling compactors to their process facility.

Since then, Facebook has grown to be one of the largest accounts in the City of Menlo Park, generating a total of 2,161 yards of material per month and diverting 1,611 through the composting and recycling program.

(RSMC) Waste Zero Specialists (WZSs), Yvette Madera and Mia Rossi along with the RSMC Operations team work closely with Facebook's Property Managers and ABM's Custodial Managers, providing routine monthly waste audits, sites checks, and diversion reports and arranging meetings to help identify areas of improvement for diversion. As a result of this continuous effort, in February of 2013, Facebook awarded Recology with the contract to haul their three 30 yard recycling compactors. Through this partnership between Facebook and RSMC, Facebook has achieved a diversion rate of 75%.

SIGNIFICANT CHALLENGES

Implementing New Services at Large Multi Family Dwellings

Promontory Point is the 3rd HOA in Foster City, and the 2nd of its size (93 units), that is implementing a compost program as part of their weekly services. Waste Zero Specialist (WZS) Niki Vicsapiova began reaching out to them in 2011. Since 2011, Niki has performed several waste audits and provided many options to implement organics and increase recycling. Given that there has been three different property managers over the last couple years, it was challenging to remain in contact to proceed with implementing the programs.

In September 2012, a homeowner reached out to Niki and offered to help organize the implementation of the new programs. The program started February 1st, 2013. Two WZSs, Sarah Prescott and Niki Vicsapiova worked closely with the Property Manager to organize an informational meeting with the residents to explain the changes and to provide a presentation about the programs. On the night of the meeting, Wednesday, January 16th, nearly 50 eager residents turned up to find out details about the compost program. Since the implementation of the program the WZS checked the compost carts for contamination on a regular basis. Residents were distributed a FAQ flyer about the compost program to help answer any questions. The program has been successful since the implementation, and the residents are excited to have the option of composting available to them. By composting

they have reduced their garbage and contributed to making a difference in the environment.

Scavenging of Recyclable Materials

Scavenging of recyclable materials is a recurring problem throughout the SBWMA service area, which results in a reduction in the volume of recyclables collected by RSMC and potential revenue generated by having the materials delivered to the Shoreway Environmental Center.

The pictures below are just a few examples of RSMC’s sightings of recycling scavenging during Q1 2013:

Date & Location	Photo
<p>2/19/2013 2nd Ave & S. Rochester St San Mateo</p>	
<p>2/20/2013 W. Bayshore Rd East Palo Alto</p>	
<p>02/20/2013 Rutgers St & Fordham Ave East Palo Alto</p>	

<p>3/28/2013</p> <p>Woodside Rd</p> <p>Redwood City</p>	
<p>3/29/2013</p> <p>Middlefield Rd</p> <p>Redwood City</p>	

RSMC is working with the City of Redwood to inform perpetrators of their scavenging municipal code: Section 14.10. This code states that removing recycled materials from curbside bins is illegal. The recycling material in the bins and/or carts are property of RSMC, and removing that material with out permission is theft. If a person is stopped by the police for stealing recycling materials, they will be fine \$100.00.

RSMC will also continue to document incidences of scavenging in the SBWMA service area and collaborate with Member Agencies on efforts to mitigate this widespread issue.

J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT

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

The table below presents a summary of Quarter 1 2013 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

Attendee	Santa Clara Valley Zero Litter	EPA Webinar- Getting large companies to recycle	CRAA Workshop	Facility Tours	EPA Webinar- Rubberized Asphalt
Nikoleta Vicsapiova	X	X	X	X	X
Mia Rossi			X	X	
Sarah Prescott		X		X	
Yvette Madera				X	
Misty McKinney	X	X			
Sandra Tinoco		X		X	

Santa Clara Valley Zero Litter Initiative Roundtable 2

On 01/16/13, WZS, Misty McKinney and Nikoleta Vicsapiova attended the Santa Clara Valley Zero Litter Initiative Roundtable. Here, they helped develop solutions and action items for reducing litter associated with garbage and recyclable collection, transportation, and processing, all the while working towards zero litter and storm water quality goals.

EPA Webinar Series - Getting those large companies to recycle

On 2/7/13, WZS, Sarah Prescott, Sandra Tinoco, Nikoleta Vicsapiova, and Misty McKinney participated in the EPA Webinar- Getting Those Big Companies to Recycle. The webinar focused on recycling professionals who have successfully worked with property managers and others to set up and run programs to recycle paper, OCC and containers from several large office buildings, government and commercial. During the webinar we heard about who were the right people to contact, how to work with the building's owners, employees, and custodial staff to start a good recycling program. We also listened to how to ensure staying power of recycling programs.

CRAA Workshop - CalRecycle's Draft 75% Recycling Plan

On 2/13/13, WZS, Niki Vicsapiova and Mia Rossi attended the CRRA half-day interactive workshop focused on CalRecycle's draft plan on California's new goal of 75% recycling and the agency's response to the mandate under AB 341. The event consisted of presentations such as Infrastructure and Market Development, Organics, EPRs place in 75%, Beverage Container Program reform and the other 25%. They were focused on industry strategies and ways to approach the 75% recycling goal. After the presentation, there were breakout sessions, which were designed to engage the individuals as well as organizations in a roundtable discussions about the proposals draft plan.

Facility Tours

WZS, Nikoleta Vicsapiova, Mia Rossi, Sarah Prescott, Yvette Madera, and Sandra Tinoco toured the Shore Environmental Center on 02/14/12. The tour was lead by Rethink Waste's employees Faustina Mututa and Heather Co. This private tour allowed the WZS to ask direct questions in regards to their familiar customer base and inquire about specific functions of the daily operations of the MRF. With this knowledge, the WZS can build upon their industry expertise, which is shared amongst the SBWMA service area through routine meetings, presentations and daily communication within their commercial customer base.

EPA Webinar Series– Rubberized Asphalt (Innovative Sustainable Technology)

On 2/21/13, Nikoleta Vicsapiova, participated in the EPA Webinar- Rubberized Asphalt. This webinar focused on the life cycle of scrap tires (recycled) in making rubberized asphalt 'A Sustainable Technology'. The discussion was organized by EPA Scrap Tire Workgroup Rubberized Asphalt Committee and discussed how rubberized Asphalt is Sustainable Materials Management. Four technical Power Point presentations included an introduction to the various aspects of the development of rubberized asphalt, techniques and methods and case studies reflecting new and emerging markets, and future advancements in rubberized asphalt.

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

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

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

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

Our goals are to continue to recruit new recycling and compost customers and enhance the existing diversion programs in order to increase the volume of recyclable and compostable materials collected and delivered to the Shoreway Environmental Center. The following is an update on the goals and objectives achieved in Q1 2013.

New/Increased Recycling and Compost Customers

RSMC is pleased to report that the CRPT exceeded the Q1 2013 goal of recruiting new or increasing existing recycling and compost services in the commercial and MFD sectors as noted in the chart below. To support the new starts, the CRPT provided technical assistance and follow-up necessary for a successful program, which included on-site trainings and presentations, delivery of internal containers and the distribution of public education materials. Detailed information about these accounts is available to the Member Agencies upon request.

Q1 2013 Goal New and/or Increased Recycling or Compost Customer	Q1 2013 Actual New and/or Increased Recycling or Compost Customers
90	171

Site Assessments

Q1 2013 Goal Site Assessments*	Q1 2013 Actual Site Assessments
150	173

Site Assessments performed during Q1 2013 in each Member Agency are summarized below:

Member Agency	Top MSW Generator Site Assessments	Additional Site Assessments
Atherton	-0-	-0-
Belmont	9	1
Burlingame	23	3
East Palo Alto	9	4
Foster City	12	-0-
Hillsborough	3	-0-
Menlo Park	11	6
North Fair Oaks / County	2	2
Redwood City	25	6
San Carlos	15	4
San Mateo	26	4
West Bay Sanitary District	5	-0-
Total	143	30

A detailed accounting of the Top MSW Accounts summarized above is included in the 1st Quarter 2013 Report detail file in the tab labeled “ M10a. Top MSW Generators.”

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

†Site Checks

RSMC is pleased to report that the CRPT exceeded the Q1 2013 goal of 600 Site Checks, as outlined below:

Q1 2013 Goal Site Checks	Q1 2013 Actual Site Checks
600	647

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

AB341 Outreach

RSMC is pleased to report that the CRPT exceeded the Q1 2013 goal set for contacting commercial or MFD customers that fall within the mandate of AB341‡, who were not subscribing to recycling service with RSMC.

Q1 2013 Goal AB 341 Outreach	Q1 2013 Actual AB 341 Outreach
75	82

‡The Californian Waste Management Act of 1989 (AB 939) requires each city, county or regional agency, if any, to divert 50% of all solid waste from landfill or incineration by January 1, 2000, by practicing source reduction, and resource recovery through recycling and composting. AB 341 creates a policy goal of at least 75% of all solid waste generated be source reduced, recycled, or composted by 2020. AB 341 requires businesses that generate 4-cubic yards or more of solid waste per week and all multi-family dwellings of 5 units or more to subscribe to recycling service.

Quarter 2 2013 Goals

RSMC's goal is to continue to increase diversion by implementing new recycling and compost programs, and work directly with customers to maximize their existing programs. RSMC will continue to perform Site Assessments, conduct Site Checks to verify service levels and program efficiencies and provide technical assistance to customers on a requested or as needed basis. With that in mind, the following goals have been set for the CRPT:

- Increase commercial recycling and compost service level volumes
- Increase the commercial recycling and compost customer base
- Decrease commercial solid waste disposal
- Perform Site Assessments of Targeted MSW Generators
- Conduct Site Checks for bin verification of on-site collection containers at commercial accounts

The Quarter 2 2013 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 200 Site Assessments of the Targeted MSW Generators
- Complete a minimum of 600 Site Checks of Commercial or MFD customers
- Recruit or increase a minimum of 100 recycling or compost services

Compensation Incentive Plan

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

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

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

Maintenance of Large Accounts

In Q1, the CPRT dedicated a significant amount of time to targeted accounts in their territories, to build rapport with the customers and provide extensive assistance to increase diversion through the implementation or enhancement of recycling and/or compost programs. Given that recycling is non-franchised, it's imperative that we continue to nurture these accounts and capture the cardboard and other valuable commodities that will benefit the Member Agencies. The CPRT will continue to use this strategy of focusing on several large accounts each quarter, with the goal of increasing diversion, maintaining customer relations and/or securing the account so that recyclable materials are brought to the Shoreway Environmental Center.

Identifying Food Service Accounts

In an effort to increase recycling and compost collection, the CPRT will utilize the SIC report to identify and isolate food service accounts. Within this commercial sector a higher volume of organic materials is generated, which allows for a smoother implantation and successful program. With this tool, the CPRT will focus and strategize on this customer base to increase recycling and recruit new compost services. Given that recycling and composting are non-franchised, it is essential that we target this commercial customer base and capture these valuable commodities to benefit the Member Agencies.

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

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

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

A detailed account of the diversion statistics is included in the 2013 1st Quarter Report detail file in the tab labeled “M1d. Diversion Level”.