



QUARTERLY REPORT TO THE SBWMA
FOR 1st Quarter 2014

Submitted April 30, 2014



April 30, 2014

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

Dear Mr. McCarthy:

Enclosed is a copy of the Recology 1st Quarter 2014 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

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

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
1st Quarter 2014**

**Submitted
APRIL 30, 2014**



1st QUARTER 2014 REPORT

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1st QUARTER 2014 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 Quarter 1, system tonnage allocations were updated as follows: effective January 1 for usual and customary service changes.

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 2014 QUARTERLY REPORT SUMMARY

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2014 Year End
Commercial Tonnage Collected					
Solid Waste	20,506.30				20,506.30
Recyclables	5,633.91				5,633.91
Organics	4,983.75				4,983.75
Multi-Family Tonnage Collected					
Solid Waste	8,295.85				8,295.85
Recyclables	1,942.38				1,942.38
Organics	213.10				213.10
Residential Tonnage Collected					
Solid Waste	14,104.23				14,104.23
Recyclables	10,135.68				10,135.68
Organics	17,104.97				17,104.97
Diversion Rates					
Commercial	30.72%				30.72%
Multi-Family	20.62%				20.62%
Residential	65.89%				65.89%
Overall	48.26%				48.26%
Inquires, Service Requests & Complaints	13,390				13,390
Calls Received	35,211				35,211
Avg. Hold Time	14.91				14.91
Assessments	251				251
Quality Assurance	627				627

RECOLOGY QUARTERLY REPORT 2014

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 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	41.21	33.56	36.01	110.78	0.00	0.00	0.00	110.78
Commercial Recycling	14.62	12.92	14.13	41.67	0.00	0.00	0.00	41.67
Commercial Organics	28.75	30.91	31.34	91.00	0.00	0.00	0.00	91.00
Subtotal - Disposed	41.21	33.56	36.01	110.78	0.00	0.00	0.00	110.78
Subtotal - Diverted	43.37	43.83	45.47	132.67	0.00	0.00	0.00	132.67
Diversion Rate	51.28%	56.64%	55.81%	54.50%	0.00%	0.00%	0.00%	54.50%
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	142.27	128.65	135.22	406.14	0.00	0.00	0.00	406.14
Residential Curbside Recycling	126.39	104.90	113.61	344.90	0.00	0.00	0.00	344.90
Residential Curbside Organics	588.39	535.22	607.65	1,731.26	0.00	0.00	0.00	1,731.26
Subtotal - Disposed	142.27	128.65	135.22	406.14	0.00	0.00	0.00	406.14
Subtotal - Diverted	714.78	640.12	721.26	2,076.16	0.00	0.00	0.00	2,076.16
Diversion Rate	83.40%	83.27%	84.21%	83.64%	0.00%	0.00%	0.00%	83.64%
Total Disposed	183.48	162.21	171.23	516.92	0.00	0.00	0.00	516.92
Total Diverted	758.15	683.95	766.73	2,208.83	0.00	0.00	0.00	2,208.83
Total Diversion Rate	80.51%	80.83%	81.74%	81.04%	0.00%	0.00%	0.00%	81.04%
Single-Family Measured Diversion Rate	83.40%	83.27%	84.21%	83.64%	0.00%	0.00%	0.00%	83.64%
Commercial Measured Diversion Rate	51.28%	56.64%	55.81%	54.50%	0.00%	0.00%	0.00%	54.50%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	80.51%	80.83%	81.74%	81.04%	0.00%	0.00%	0.00%	81.04%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
Atherton						
Commercial¹ and MFD						
Commercial Solid Waste	149.57	137.91	108.15	110.78	2.63	2.43%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	43.12	34.44	36.21	41.67	5.46	15.08%
MFD Recycling	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%
Commercial Organics	122.81	70.66	97.49	91.00	(6.49)	-6.66%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	0.00	26.57	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	149.57	137.91	108.15	110.78	2.63	2.43%
SUBTOTAL - Diverted Tons	165.93	131.67	133.70	132.67	(1.03)	-0.77%
Residential						
Residential Solid Waste	599.09	423.29	416.18	406.14	(10.04)	-2.41%
Residential Curbside Recycling	311.50	316.27	322.91	344.90	21.99	6.81%
Residential Curbside Organics	1,810.92	1,891.67	1,761.86	1,731.26	(30.60)	-1.74%
SUBTOTAL - Disposed Tons	599.09	423.29	416.18	406.14	(10.04)	-2.41%
SUBTOTAL - Diverted Tons	2,122.42	2,207.94	2,084.77	2,076.16	(8.61)	-0.41%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	748.66	561.20	524.33	516.92		
TOTAL TONS DIVERTED	2,288.35	2,339.61	2,218.47	2,208.83		
COMMERCIAL DIVERSION RATE	52.59%	48.84%	55.28%	54.50%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	77.99%	83.91%	83.36%	83.64%		
TOTAL DIVERSION RATE	75.35%	80.65%	80.88%	81.04%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	287.90	266.31	283.93	838.14	0.00	0.00	0.00	838.14
Commercial Recycling	67.69	63.18	67.76	198.63	0.00	0.00	0.00	198.63
Commercial Organics	43.80	45.42	48.99	138.21	0.00	0.00	0.00	138.21
Subtotal - Disposed	287.90	266.31	283.93	838.14	0.00	0.00	0.00	838.14
Subtotal - Diverted	111.49	108.60	116.75	336.84	0.00	0.00	0.00	336.84
Diversion Rate	27.92%	28.97%	29.14%	28.67%	0.00%	0.00%	0.00%	28.67%
MFD								
MFD Solid Waste	257.76	233.31	248.87	739.94	0.00	0.00	0.00	739.94
MFD Recycling	45.77	41.14	42.59	129.50	0.00	0.00	0.00	129.50
MFD Organics	5.25	4.84	5.33	15.42	0.00	0.00	0.00	15.42
Subtotal - Disposed	257.76	233.31	248.87	739.94	0.00	0.00	0.00	739.94
Subtotal - Diverted	51.02	45.98	47.92	144.92	0.00	0.00	0.00	144.92
Diversion Rate	16.52%	16.46%	16.15%	16.38%	0.00%	0.00%	0.00%	16.38%
Roll-Off								
Roll-Off Solid Waste	32.28	33.62	44.95	110.85	0.00	0.00	0.00	110.85
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	32.28	33.62	44.95	110.85	0.00	0.00	0.00	110.85
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	275.76	260.93	258.17	794.86	0.00	0.00	0.00	794.86
Residential Curbside Recycling	278.59	213.69	220.09	712.37	0.00	0.00	0.00	712.37
Residential Curbside Organics	329.14	253.21	315.22	897.57	0.00	0.00	0.00	897.57
Subtotal - Disposed	275.76	260.93	258.17	794.86	0.00	0.00	0.00	794.86
Subtotal - Diverted	607.73	466.90	535.31	1,609.94	0.00	0.00	0.00	1,609.94
Diversion Rate	68.79%	64.15%	67.46%	66.95%	0.00%	0.00%	0.00%	66.95%
Total Disposed	853.70	794.17	835.92	2,483.79	0.00	0.00	0.00	2,483.79
Total Diverted	770.24	621.48	699.98	2,091.70	0.00	0.00	0.00	2,091.70
Total Diversion Rate	47.43%	43.90%	45.57%	45.72%	0.00%	0.00%	0.00%	45.72%
Single-Family Measured Diversion Rate	68.79%	64.15%	67.46%	66.95%	0.00%	0.00%	0.00%	66.95%
Commercial Measured Diversion Rate	21.95%	22.47%	22.18%	22.19%	0.00%	0.00%	0.00%	22.19%
MFD Measured Diversion Rate	16.52%	16.46%	16.15%	16.38%	0.00%	0.00%	0.00%	16.38%
Overall Measured Diversion Rate	47.43%	43.90%	45.57%	45.72%	0.00%	0.00%	0.00%	45.72%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
Belmont						
Commercial¹ and MFD						
Commercial Solid Waste	457.45	712.21	568.23	838.14	269.91	47.50%
MFD Solid Waste	405.78	448.84	535.26	739.94	204.68	38.24%
Roll-Off Solid Waste	113.38	116.63	110.54	110.85	0.31	0.28%
Commercial Recycling	123.19	162.31	148.62	198.63	50.01	33.65%
MFD Recycling	107.37	99.06	123.22	129.50	6.28	5.10%
Roll-Off Recycling	0.00	0.00	1.80	0.00	(1.80)	-100.00%
Commercial Organics	93.36	104.87	112.82	138.21	25.39	22.50%
MFD Organics	5.80	3.99	14.51	15.42	0.91	6.27%
Roll-Off Organics	0.00	7.02	0.22	0.00	(0.22)	-100.00%
SUBTOTAL - Disposed Tons	976.61	1,277.68	1,214.03	1,688.93	474.90	39.12%
SUBTOTAL - Diverted Tons	329.72	377.25	401.19	481.76	80.57	20.08%
Residential						
Residential Solid Waste	827.14	820.22	795.35	794.86	(0.49)	-0.06%
Residential Curbside Recycling	965.06	704.80	695.96	712.37	16.41	2.36%
Residential Curbside Organics	902.16	881.23	945.53	897.57	(47.96)	-5.07%
SUBTOTAL - Disposed Tons	827.14	820.22	795.35	794.86	(0.49)	-0.06%
SUBTOTAL - Diverted Tons	1,867.22	1,586.03	1,641.49	1,609.94	(31.55)	-1.92%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	1,803.75	2,097.90	2,009.38	2,483.79		
TOTAL TONS DIVERTED	2,196.94	1,963.28	2,042.68	2,091.70		
COMMERCIAL DIVERSION RATE	25.24%	22.80%	24.84%	22.19%		
MFD DIVERSION RATE	21.81%	18.67%	20.47%	16.38%		
RESIDENTIAL DIVERSION RATE	69.30%	65.91%	67.36%	66.95%		
TOTAL DIVERSION RATE	54.91%	48.34%	50.41%	45.72%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 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	694.82	664.48	710.25	2,069.55	0.00	0.00	0.00	2,069.55
Commercial Recycling	331.83	304.81	289.86	926.50	0.00	0.00	0.00	926.50
Commercial Organics	249.40	205.69	253.27	708.36	0.00	0.00	0.00	708.36
Subtotal - Disposed	694.82	664.48	710.25	2,069.55	0.00	0.00	0.00	2,069.55
Subtotal - Diverted	581.23	510.50	543.13	1,634.86	0.00	0.00	0.00	1,634.86
Diversion Rate	45.55%	43.45%	43.33%	44.13%				44.13%
MFD								
MFD Solid Waste	252.92	225.22	238.17	716.31	0.00	0.00	0.00	716.31
MFD Recycling	77.07	68.67	71.80	217.54	0.00	0.00	0.00	217.54
MFD Organics	4.33	3.91	4.44	12.68	0.00	0.00	0.00	12.68
Subtotal - Disposed	252.92	225.22	238.17	716.31	0.00	0.00	0.00	716.31
Subtotal - Diverted	81.40	72.58	76.24	230.22	0.00	0.00	0.00	230.22
Diversion Rate	24.35%	24.37%	24.25%	24.32%				24.32%
Roll-Off								
Roll-Off Solid Waste	624.92	533.67	619.33	1,777.92	0.00	0.00	0.00	1,777.92
Roll-Off Recycling	9.48	13.21	10.60	33.29	0.00	0.00	0.00	33.29
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	624.92	533.67	619.33	1,777.92	0.00	0.00	0.00	1,777.92
Subtotal - Diverted	9.48	13.21	10.60	33.29	0.00	0.00	0.00	33.29
Diversion Rate	1.49%	2.42%	1.68%	1.84%				1.84%
Residential								
Residential Solid Waste	304.77	282.86	299.12	886.75	0.00	0.00	0.00	886.75
Residential Curbside Recycling	268.17	225.82	246.48	740.47	0.00	0.00	0.00	740.47
Residential Curbside Organics	387.97	322.53	431.94	1,142.44	0.00	0.00	0.00	1,142.44
Subtotal - Disposed	304.77	282.86	299.12	886.75	0.00	0.00	0.00	886.75
Subtotal - Diverted	656.14	548.35	678.42	1,882.91	0.00	0.00	0.00	1,882.91
Diversion Rate	68.28%	65.97%	69.40%	67.98%				67.98%
Total Disposed	1,877.43	1,706.23	1,866.87	5,450.53	0.00	0.00	0.00	5,450.53
Total Diverted	1,328.25	1,144.64	1,308.39	3,781.28	0.00	0.00	0.00	3,781.28
Total Diversion Rate	41.43%	40.15%	41.21%	40.96%	0.00%	0.00%	0.00%	40.96%
Single-Family Measured Diversion Rate	68.28%	65.97%	69.40%	67.98%	0.00%	0.00%	0.00%	67.98%
Commercial Measured Diversion Rate	29.94%	29.52%	28.66%	29.38%	0.00%	0.00%	0.00%	29.38%
MFD Measured Diversion Rate	24.35%	24.37%	24.25%	24.32%	0.00%	0.00%	0.00%	24.32%
Overall Measured Diversion Rate	41.43%	40.15%	41.21%	40.96%	0.00%	0.00%	0.00%	40.96%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
Burlingame						
Commercial¹ and MFD						
Commercial Solid Waste	1,831.60	2,234.31	1,993.69	2,069.55	75.86	3.81%
MFD Solid Waste	700.76	609.79	729.55	716.31	(13.24)	-1.81%
Roll-Off Solid Waste	2,010.95	1,974.47	1,831.23	1,777.92	(53.31)	-2.91%
Commercial Recycling	564.93	690.21	722.85	926.50	203.65	28.17%
MFD Recycling	158.23	144.66	210.30	217.54	7.24	3.44%
Roll-Off Recycling	36.27	127.56	31.89	33.29	1.40	4.39%
Commercial Organics	612.78	463.93	652.28	708.36	56.08	8.60%
MFD Organics	20.44	10.04	16.52	12.68	(3.84)	-23.24%
Roll-Off Organics	95.04	159.37	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	4,543.31	4,818.57	4,554.47	4,563.78	9.31	0.20%
SUBTOTAL - Diverted Tons	1,487.69	1,595.77	1,633.84	1,898.37	264.53	16.19%
Residential						
Residential Solid Waste	1,120.58	902.47	878.60	886.75	8.15	0.93%
Residential Curbside Recycling	756.96	736.85	732.80	740.47	7.67	1.05%
Residential Curbside Organics	1,157.62	1,130.31	1,137.03	1,142.44	5.41	0.48%
SUBTOTAL - Disposed Tons	1,120.58	902.47	878.60	886.75	8.15	0.93%
SUBTOTAL - Diverted Tons	1,914.58	1,867.16	1,869.83	1,882.91	13.08	0.70%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	5,663.89	5,721.04	5,433.07	5,450.53		
TOTAL TONS DIVERTED	3,402.27	3,462.93	3,503.67	3,781.28		
COMMERCIAL DIVERSION RATE	24.67%	24.88%	26.40%	29.38%		
MFD DIVERSION RATE	20.32%	20.24%	23.72%	24.32%		
RESIDENTIAL DIVERSION RATE	63.08%	67.42%	68.03%	67.98%		
TOTAL DIVERSION RATE	37.53%	37.71%	39.21%	40.96%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 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	106.19	96.84	106.40	309.43	0.00	0.00	0.00	309.43
Commercial Recycling	39.63	32.08	55.88	127.59	0.00	0.00	0.00	127.59
Commercial Organics	29.21	27.94	34.02	91.17	0.00	0.00	0.00	91.17
Subtotal - Disposed	106.19	96.84	106.40	309.43	0.00	0.00	0.00	309.43
Subtotal - Diverted	68.84	60.02	89.90	218.76	0.00	0.00	0.00	218.76
Diversion Rate	39.33%	38.26%	45.80%	41.42%	0.00%	0.00%	0.00%	41.42%
MFD								
MFD Solid Waste	223.47	209.32	237.21	670.00	0.00	0.00	0.00	670.00
MFD Recycling	22.31	20.66	23.17	66.14	0.00	0.00	0.00	66.14
MFD Organics	5.13	4.92	7.82	17.87	0.00	0.00	0.00	17.87
Subtotal - Disposed	223.47	209.32	237.21	670.00	0.00	0.00	0.00	670.00
Subtotal - Diverted	27.44	25.58	30.99	84.01	0.00	0.00	0.00	84.01
Diversion Rate	10.94%	10.89%	11.55%	11.14%	0.00%	0.00%	0.00%	11.14%
Roll-Off								
Roll-Off Solid Waste	111.08	95.26	84.75	291.09	0.00	0.00	0.00	291.09
Roll-Off Recycling	4.93	0.00	0.00	4.93	0.00	0.00	0.00	4.93
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	111.08	95.26	84.75	291.09	0.00	0.00	0.00	291.09
Subtotal - Diverted	4.93	0.00	0.00	4.93	0.00	0.00	0.00	4.93
Diversion Rate	4.25%	0.00%	0.00%	1.67%	0.00%	0.00%	0.00%	1.67%
Residential								
Residential Solid Waste	542.32	482.72	527.39	1,552.43	0.00	0.00	0.00	1,552.43
Residential Curbside Recycling	124.18	108.34	124.84	357.36	0.00	0.00	0.00	357.36
Residential Curbside Organics	277.10	229.74	306.98	813.82	0.00	0.00	0.00	813.82
Subtotal - Disposed	542.32	482.72	527.39	1,552.43	0.00	0.00	0.00	1,552.43
Subtotal - Diverted	401.28	338.08	431.82	1,171.18	0.00	0.00	0.00	1,171.18
Diversion Rate	42.53%	41.19%	45.02%	43.00%	0.00%	0.00%	0.00%	43.00%
Total Disposed	983.06	884.14	955.75	2,822.95	0.00	0.00	0.00	2,822.95
Total Diverted	502.49	423.68	552.71	1,478.88	0.00	0.00	0.00	1,478.88
Total Diversion Rate	33.83%	32.40%	36.64%	34.38%	0.00%	0.00%	0.00%	34.38%
Single-Family Measured Diversion Rate	42.53%	41.19%	45.02%	43.00%	0.00%	0.00%	0.00%	43.00%
Commercial Measured Diversion Rate	18.68%	17.58%	22.01%	19.50%	0.00%	0.00%	0.00%	19.50%
MFD Measured Diversion Rate	10.94%	10.89%	11.55%	11.14%	0.00%	0.00%	0.00%	11.14%
Overall Measured Diversion Rate	33.83%	32.40%	36.64%	34.38%	0.00%	0.00%	0.00%	34.38%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
East Palo Alto						
Commercial¹ and MFD						
Commercial Solid Waste	316.97	378.88	310.85	309.43	(1.42)	-0.46%
MFD Solid Waste	592.18	583.89	642.36	670.00	27.64	4.30%
Roll-Off Solid Waste	168.95	341.59	323.55	291.09	(32.46)	-10.03%
Commercial Recycling	134.80	544.13	146.27	127.59	(18.68)	-12.77%
MFD Recycling	6.72	37.44	52.79	66.14	13.35	25.29%
Roll-Off Recycling	9.46	6.44	0.00	4.93	4.93	100.00%
Commercial Organics	78.19	74.25	72.36	91.17	18.81	26.00%
MFD Organics	13.72	5.81	18.81	17.87	(0.94)	-4.99%
Roll-Off Organics	0.00	9.41	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,078.10	1,304.36	1,276.76	1,270.52	(6.24)	-0.49%
SUBTOTAL - Diverted Tons	242.89	677.48	290.23	307.70	17.47	6.02%
Residential						
Residential Solid Waste	1,547.40	1,546.48	1,521.89	1,552.43	30.54	2.01%
Residential Curbside Recycling	334.91	328.41	327.94	357.36	29.42	8.97%
Residential Curbside Organics	795.21	733.28	836.16	813.82	(22.34)	-2.67%
SUBTOTAL - Disposed Tons	1,547.40	1,546.48	1,521.89	1,552.43	30.54	2.01%
SUBTOTAL - Diverted Tons	1,130.12	1,061.69	1,164.10	1,171.18	7.08	0.61%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	2,625.50	2,850.84	2,798.65	2,822.95		
TOTAL TONS DIVERTED	1,373.01	1,739.17	1,454.33	1,478.88		
COMMERCIAL DIVERSION RATE	18.39%	34.18%	18.52%	19.50%		
MFD DIVERSION RATE	3.34%	6.90%	10.03%	11.14%		
RESIDENTIAL DIVERSION RATE	42.21%	40.71%	43.34%	43.00%		
TOTAL DIVERSION RATE	34.34%	37.89%	34.20%	34.38%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 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	239.89	217.38	236.23	693.50	0.00	0.00	0.00	693.50
Commercial Recycling	85.84	83.31	86.92	256.07	0.00	0.00	0.00	256.07
Commercial Organics	157.17	147.24	164.01	468.42	0.00	0.00	0.00	468.42
Subtotal - Disposed	239.89	217.38	236.23	693.50	0.00	0.00	0.00	693.50
Subtotal - Diverted	243.01	230.55	250.93	724.49	0.00	0.00	0.00	724.49
Diversion Rate	50.32%	51.47%	51.51%	51.09%	0.00%	0.00%	0.00%	51.09%
MFD								
MFD Solid Waste	265.67	243.86	259.88	769.41	0.00	0.00	0.00	769.41
MFD Recycling	80.30	73.29	78.60	232.19	0.00	0.00	0.00	232.19
MFD Organics	3.42	3.02	3.34	9.78	0.00	0.00	0.00	9.78
Subtotal - Disposed	265.67	243.86	259.88	769.41	0.00	0.00	0.00	769.41
Subtotal - Diverted	83.72	76.31	81.94	241.97	0.00	0.00	0.00	241.97
Diversion Rate	23.96%	23.83%	23.97%	23.92%	0.00%	0.00%	0.00%	23.92%
Roll-Off								
Roll-Off Solid Waste	101.94	87.97	86.24	276.15	0.00	0.00	0.00	276.15
Roll-Off Recycling	1.82	1.73	0.00	3.55	0.00	0.00	0.00	3.55
Roll-Off Organics	48.83	41.82	41.77	132.42	0.00	0.00	0.00	132.42
Subtotal - Disposed	101.94	87.97	86.24	276.15	0.00	0.00	0.00	276.15
Subtotal - Diverted	50.65	43.55	41.77	135.97	0.00	0.00	0.00	135.97
Diversion Rate	33.19%	33.11%	32.63%	32.99%	0.00%	0.00%	0.00%	32.99%
Residential								
Residential Solid Waste	269.58	242.59	238.93	751.10	0.00	0.00	0.00	751.10
Residential Curbside Recycling	222.29	179.18	170.72	572.19	0.00	0.00	0.00	572.19
Residential Curbside Organics	214.40	165.03	213.84	593.27	0.00	0.00	0.00	593.27
Subtotal - Disposed	269.58	242.59	238.93	751.10	0.00	0.00	0.00	751.10
Subtotal - Diverted	436.69	344.21	384.56	1,165.46	0.00	0.00	0.00	1,165.46
Diversion Rate	61.83%	58.66%	61.68%	60.81%	0.00%	0.00%	0.00%	60.81%
Total Disposed	877.08	791.80	821.28	2,490.16	0.00	0.00	0.00	2,490.16
Total Diverted	814.07	694.62	759.20	2,267.89	0.00	0.00	0.00	2,267.89
Total Diversion Rate	48.14%	46.73%	48.04%	47.66%	0.00%	0.00%	0.00%	47.66%
Single-Family Measured Diversion Rate	61.83%	58.66%	61.68%	60.81%	0.00%	0.00%	0.00%	60.81%
Commercial Measured Diversion Rate	38.32%	38.95%	39.15%	38.80%	0.00%	0.00%	0.00%	38.80%
MFD Measured Diversion Rate	23.96%	23.83%	23.97%	23.92%	0.00%	0.00%	0.00%	23.92%
Overall Measured Diversion Rate	48.14%	46.73%	48.04%	47.66%	0.00%	0.00%	0.00%	47.66%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
Foster City						
Commercial¹ and MFD						
Commercial Solid Waste	899.86	906.20	687.99	693.50	5.51	0.80%
MFD Solid Waste	1,114.22	630.10	784.54	769.41	(15.13)	-1.93%
Roll-Off Solid Waste	521.46	349.14	318.12	276.15	(41.97)	-13.19%
Commercial Recycling	150.18	259.90	230.89	256.07	25.18	10.91%
MFD Recycling	131.27	111.29	179.85	232.19	52.34	29.10%
Roll-Off Recycling	11.85	9.06	5.73	3.55	(2.18)	-38.05%
Commercial Organics	368.91	373.02	414.90	468.42	53.52	12.90%
MFD Organics	8.91	5.35	12.84	9.78	(3.06)	-23.83%
Roll-Off Organics	55.84	140.73	113.63	132.42	18.79	16.54%
SUBTOTAL - Disposed Tons	2,535.54	1,885.44	1,790.65	1,739.06	(51.59)	-2.88%
SUBTOTAL - Diverted Tons	726.96	899.35	957.84	1,102.43	144.59	15.10%
Residential						
Residential Solid Waste	700.61	786.85	783.42	751.10	(32.32)	-4.13%
Residential Curbside Recycling	612.19	598.82	582.55	572.19	(10.36)	-1.78%
Residential Curbside Organics	600.18	605.67	621.31	593.27	(28.04)	-4.51%
SUBTOTAL - Disposed Tons	700.61	786.85	783.42	751.10	(32.32)	-4.13%
SUBTOTAL - Diverted Tons	1,212.37	1,204.49	1,203.86	1,165.46	(38.40)	-3.19%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	3,236.15	2,672.29	2,574.07	2,490.16		
TOTAL TONS DIVERTED	1,939.33	2,103.84	2,161.70	2,267.89		
COMMERCIAL DIVERSION RATE	22.28%	32.30%	34.85%	38.80%		
MFD DIVERSION RATE	11.18%	15.62%	19.72%	23.92%		
RESIDENTIAL DIVERSION RATE	63.38%	60.49%	60.58%	60.81%		
TOTAL DIVERSION RATE	37.47%	44.05%	45.65%	47.66%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	18.46	15.74	19.44	53.64	0.00	0.00	0.00	53.64
Commercial Recycling	5.03	16.01	14.30	35.34	0.00	0.00	0.00	35.34
Commercial Organics	22.97	24.28	27.74	74.99	0.00	0.00	0.00	74.99
Subtotal - Disposed	18.46	15.74	19.44	53.64	0.00	0.00	0.00	53.64
Subtotal - Diverted	28.00	40.29	42.04	110.33	0.00	0.00	0.00	110.33
Diversion Rate	60.27%	71.91%	68.38%	67.29%				67.29%
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%
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%
Residential								
Residential Solid Waste	186.65	169.64	181.90	538.19	0.00	0.00	0.00	538.19
Residential Curbside Recycling	173.22	142.88	157.51	473.61	0.00	0.00	0.00	473.61
Residential Curbside Organics	338.55	307.67	364.71	1,010.93	0.00	0.00	0.00	1,010.93
Subtotal - Disposed	186.65	169.64	181.90	538.19	0.00	0.00	0.00	538.19
Subtotal - Diverted	511.77	450.55	522.22	1,484.54	0.00	0.00	0.00	1,484.54
Diversion Rate	73.28%	72.65%	74.17%	73.39%				73.39%
Total Disposed	205.11	185.38	201.34	591.83	0.00	0.00	0.00	591.83
Total Diverted	539.77	490.84	564.26	1,594.87	0.00	0.00	0.00	1,594.87
Total Diversion Rate	72.46%	72.59%	73.70%	72.94%	0.00%	0.00%	0.00%	72.94%
Single-Family Measured Diversion Rate	73.28%	72.65%	74.17%	73.39%	0.00%	0.00%	0.00%	73.39%
Commercial Measured Diversion Rate	60.27%	71.91%	68.38%	67.29%	0.00%	0.00%	0.00%	67.29%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	72.46%	72.59%	73.70%	72.94%	0.00%	0.00%	0.00%	72.94%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
Hillsborough						
Commercial¹ and MFD						
Commercial Solid Waste	158.19	86.94	86.76	53.64	(33.12)	-38.17%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	0.00	0.00	0.00%
Commercial Recycling	240.28	38.57	82.16	35.34	(46.82)	-56.99%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	0.00	0.00	0.00%
Commercial Organics	77.05	54.09	68.47	74.99	6.52	9.52%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	163.43	88.74	86.76	53.64	(33.12)	-38.17%
SUBTOTAL - Diverted Tons	324.87	108.50	150.63	110.33	(40.30)	-26.75%
Residential						
Residential Solid Waste	883.62	595.95	540.11	538.19	(1.92)	-0.36%
Residential Curbside Recycling	764.72	448.19	465.30	473.61	8.31	1.79%
Residential Curbside Organics	873.87	1,014.87	993.76	1,010.93	17.17	1.73%
SUBTOTAL - Disposed Tons	883.62	595.95	540.11	538.19	(1.92)	-0.36%
SUBTOTAL - Diverted Tons	1,638.59	1,463.06	1,459.06	1,484.54	25.48	1.75%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	1,047.05	684.69	626.87	591.83		
TOTAL TONS DIVERTED	1,963.46	1,571.56	1,609.69	1,594.87		
COMMERCIAL DIVERSION RATE	66.53%	55.01%	63.45%	67.29%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	64.97%	71.06%	72.98%	73.39%		
TOTAL DIVERSION RATE	65.22%	69.65%	71.97%	72.94%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 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	738.47	722.53	778.17	2,239.17	0.00	0.00	0.00	2,239.17
Commercial Recycling	229.99	213.43	255.07	698.49	0.00	0.00	0.00	698.49
Commercial Organics	350.41	316.68	334.87	1,001.96	0.00	0.00	0.00	1,001.96
Subtotal - Disposed	738.47	722.53	778.17	2,239.17	0.00	0.00	0.00	2,239.17
Subtotal - Diverted	580.40	530.11	589.94	1,700.45	0.00	0.00	0.00	1,700.45
Diversion Rate	44.01%	42.32%	43.12%	43.16%				43.16%
MFD								
MFD Solid Waste	176.26	161.31	178.26	515.83	0.00	0.00	0.00	515.83
MFD Recycling	64.52	55.48	59.45	179.45	0.00	0.00	0.00	179.45
MFD Organics	10.04	8.89	9.90	28.83	0.00	0.00	0.00	28.83
Subtotal - Disposed	176.26	161.31	178.26	515.83	0.00	0.00	0.00	515.83
Subtotal - Diverted	74.56	64.37	69.35	208.28	0.00	0.00	0.00	208.28
Diversion Rate	29.73%	28.52%	28.01%	28.76%				28.76%
Roll-Off								
Roll-Off Solid Waste	31.49	33.38	31.46	96.33	0.00	0.00	0.00	96.33
Roll-Off Recycling	51.49	62.56	58.06	172.11	0.00	0.00	0.00	172.11
Roll-Off Organics	30.49	9.40	6.04	45.93	0.00	0.00	0.00	45.93
Subtotal - Disposed	31.49	33.38	31.46	96.33	0.00	0.00	0.00	96.33
Subtotal - Diverted	81.98	71.96	64.10	218.04	0.00	0.00	0.00	218.04
Diversion Rate	72.25%	68.31%	67.08%	69.36%				69.36%
Residential								
Residential Solid Waste	374.92	326.97	351.96	1,053.85	0.00	0.00	0.00	1,053.85
Residential Curbside Recycling	323.62	256.77	283.34	863.73	0.00	0.00	0.00	863.73
Residential Curbside Organics	639.79	507.17	628.61	1,775.57	0.00	0.00	0.00	1,775.57
Subtotal - Disposed	374.92	326.97	351.96	1,053.85	0.00	0.00	0.00	1,053.85
Subtotal - Diverted	963.41	763.94	911.95	2,639.30	0.00	0.00	0.00	2,639.30
Diversion Rate	71.99%	70.03%	72.15%	71.46%				71.46%
Total Disposed	1,321.14	1,244.19	1,339.85	3,905.18	0.00	0.00	0.00	3,905.18
Total Diverted	1,700.35	1,430.38	1,635.34	4,766.07	0.00	0.00	0.00	4,766.07
Total Diversion Rate	56.28%	53.48%	54.97%	54.96%	0.00%	0.00%	0.00%	54.96%
Single-Family Measured Diversion Rate	71.99%	70.03%	72.15%	71.46%	0.00%	0.00%	0.00%	71.46%
Commercial Measured Diversion Rate	43.78%	42.08%	42.27%	42.72%	0.00%	0.00%	0.00%	42.72%
MFD Measured Diversion Rate	29.73%	28.52%	28.01%	28.76%	0.00%	0.00%	0.00%	28.76%
Overall Measured Diversion Rate	56.28%	53.48%	54.97%	54.96%	0.00%	0.00%	0.00%	54.96%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
Menlo Park						
Commercial¹ and MFD						
Commercial Solid Waste	2,905.71	2,619.44	2,282.63	2,239.17	(43.46)	-1.90%
MFD Solid Waste	701.22	393.83	519.64	515.83	(3.81)	-0.73%
Roll-Off Solid Waste	168.84	154.75	109.89	96.33	(13.56)	-12.34%
Commercial Recycling	467.61	628.12	675.80	698.49	22.69	3.36%
MFD Recycling	122.46	110.25	178.41	179.45	1.04	0.58%
Roll-Off Recycling	186.70	79.66	84.93	172.11	87.18	102.65%
Commercial Organics	904.72	825.84	1,015.69	1,001.96	(13.73)	-1.35%
MFD Organics	31.57	15.44	27.26	28.83	1.57	5.76%
Roll-Off Organics	49.94	172.66	92.61	45.93	(46.68)	-50.40%
SUBTOTAL - Disposed Tons	3,775.77	3,168.02	2,912.16	2,851.33	(60.83)	-2.09%
SUBTOTAL - Diverted Tons	1,763.00	1,831.97	2,074.70	2,126.77	52.07	2.51%
Residential						
Residential Solid Waste	1,077.72	1,067.99	1,050.43	1,053.85	3.42	0.33%
Residential Curbside Recycling	886.89	879.68	876.85	863.73	(13.12)	-1.50%
Residential Curbside Organics	1,995.88	1,890.37	1,812.50	1,775.57	(36.93)	-2.04%
SUBTOTAL - Disposed Tons	1,077.72	1,067.99	1,050.43	1,053.85	3.42	0.33%
SUBTOTAL - Diverted Tons	2,882.77	2,770.05	2,689.35	2,639.30	(50.05)	-1.86%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	4,853.49	4,236.01	3,962.59	3,905.18		
TOTAL TONS DIVERTED	4,645.77	4,602.02	4,764.05	4,766.07		
COMMERCIAL DIVERSION RATE	31.83%	36.64%	41.60%	42.72%		
MFD DIVERSION RATE	18.01%	24.19%	28.36%	28.76%		
RESIDENTIAL DIVERSION RATE	72.79%	72.17%	71.91%	71.46%		
TOTAL DIVERSION RATE	48.91%	52.07%	54.59%	54.96%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	163.97	153.19	165.74	482.90	0.00	0.00	0.00	482.90
Commercial Recycling	47.86	44.37	46.23	138.46	0.00	0.00	0.00	138.46
Commercial Organics	30.95	29.96	32.94	93.85	0.00	0.00	0.00	93.85
Subtotal - Disposed	163.97	153.19	165.74	482.90	0.00	0.00	0.00	482.90
Subtotal - Diverted	78.81	74.33	79.17	232.31	0.00	0.00	0.00	232.31
Diversion Rate	32.46%	32.67%	32.33%	32.48%				
MFD								
MFD Solid Waste	84.06	74.77	83.63	242.46	0.00	0.00	0.00	242.46
MFD Recycling	10.01	8.71	9.53	28.25	0.00	0.00	0.00	28.25
MFD Organics	0.09	0.08	0.13	0.30	0.00	0.00	0.00	0.30
Subtotal - Disposed	84.06	74.77	83.63	242.46	0.00	0.00	0.00	242.46
Subtotal - Diverted	10.10	8.79	9.66	28.55	0.00	0.00	0.00	28.55
Diversion Rate	10.73%	10.52%	10.35%	10.53%				
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%				
Residential								
Residential Solid Waste	238.37	215.23	239.66	693.26	0.00	0.00	0.00	693.26
Residential Curbside Recycling	104.19	83.23	96.23	283.65	0.00	0.00	0.00	283.65
Residential Curbside Organics	171.03	119.83	173.15	464.01	0.00	0.00	0.00	464.01
Subtotal - Disposed	238.37	215.23	239.66	693.26	0.00	0.00	0.00	693.26
Subtotal - Diverted	275.22	203.06	269.38	747.66	0.00	0.00	0.00	747.66
Diversion Rate	53.59%	48.55%	52.92%	51.89%				
Total Disposed	486.40	443.19	489.03	1,418.62	0.00	0.00	0.00	1,418.62
Total Diverted	364.13	286.18	358.21	1,008.52	0.00	0.00	0.00	1,008.52
Total Diversion Rate	42.81%	39.24%	42.28%	41.55%	0.00%	0.00%	0.00%	41.55%
Single-Family Measured Diversion Rate	53.59%	48.55%	52.92%	51.89%	0.00%	0.00%	0.00%	51.89%
Commercial Measured Diversion Rate	26.39%	26.72%	26.27%	26.45%	0.00%	0.00%	0.00%	26.45%
MFD Measured Diversion Rate	10.73%	10.52%	10.35%	10.53%	0.00%	0.00%	0.00%	10.53%
Overall Measured Diversion Rate	42.81%	39.24%	42.28%	41.55%	0.00%	0.00%	0.00%	41.55%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
North Fair Oaks						
Commercial¹ and MFD						
Commercial Solid Waste	400.61	536.35	486.22	482.90	(3.32)	-0.68%
MFD Solid Waste	181.89	150.27	212.95	242.46	29.51	13.86%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	109.32	122.94	123.66	138.46	14.80	11.97%
MFD Recycling	26.17	18.50	28.96	28.25	(0.71)	-2.45%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	87.76	87.11	85.52	93.85	8.33	9.74%
MFD Organics	0.72	0.26	0.40	0.30	(0.10)	-25.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	582.50	686.62	699.17	725.36	26.19	3.75%
SUBTOTAL - Diverted Tons	223.97	228.81	238.54	260.86	22.32	9.36%
Residential						
Residential Solid Waste	586.08	634.02	675.33	693.26	17.93	2.65%
Residential Curbside Recycling	236.37	268.89	277.26	283.65	6.39	2.30%
Residential Curbside Organics	482.75	442.36	478.76	464.01	(14.75)	-3.08%
SUBTOTAL - Disposed Tons	586.08	634.02	675.33	693.26	17.93	2.65%
SUBTOTAL - Diverted Tons	719.12	711.25	756.02	747.66	(8.36)	-1.11%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	1,168.58	1,320.64	1,374.50	1,418.62		
TOTAL TONS DIVERTED	943.09	940.06	994.56	1,008.52		
COMMERCIAL DIVERSION RATE	27.77%	24.99%	25.44%	26.45%		
MFD DIVERSION RATE	12.88%	11.10%	12.12%	10.53%		
RESIDENTIAL DIVERSION RATE	55.10%	52.87%	52.82%	51.89%		
TOTAL DIVERSION RATE	44.66%	41.58%	41.98%	41.55%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,283.57	1,221.84	1,308.41	3,813.82	0.00	0.00	0.00	3,813.82
Commercial Recycling	319.31	297.50	321.75	938.56	0.00	0.00	0.00	938.56
Commercial Organics	309.70	280.69	288.10	878.49	0.00	0.00	0.00	878.49
Subtotal - Disposed	1,283.57	1,221.84	1,308.41	3,813.82	0.00	0.00	0.00	3,813.82
Subtotal - Diverted	629.01	578.19	609.85	1,817.05	0.00	0.00	0.00	1,817.05
Diversion Rate	32.89%	32.12%	31.79%	32.27%				32.27%
MFD								
MFD Solid Waste	600.22	548.91	599.70	1,748.83	0.00	0.00	0.00	1,748.83
MFD Recycling	113.42	101.52	109.52	324.46	0.00	0.00	0.00	324.46
MFD Organics	9.57	8.65	10.03	28.25	0.00	0.00	0.00	28.25
Subtotal - Disposed	600.22	548.91	599.70	1,748.83	0.00	0.00	0.00	1,748.83
Subtotal - Diverted	122.99	110.17	119.55	352.71	0.00	0.00	0.00	352.71
Diversion Rate	17.01%	16.72%	16.62%	16.78%				16.78%
Roll-Off								
Roll-Off Solid Waste	334.25	326.90	295.64	956.79	0.00	0.00	0.00	956.79
Roll-Off Recycling	18.81	12.88	19.61	51.30	0.00	0.00	0.00	51.30
Roll-Off Organics	55.94	46.67	64.18	166.79	0.00	0.00	0.00	166.79
Subtotal - Disposed	334.25	326.90	295.64	956.79	0.00	0.00	0.00	956.79
Subtotal - Diverted	74.75	59.55	83.79	218.09	0.00	0.00	0.00	218.09
Diversion Rate	18.28%	15.41%	22.08%	18.56%				18.56%
Residential								
Residential Solid Waste	832.94	770.26	803.21	2,406.41	0.00	0.00	0.00	2,406.41
Residential Curbside Recycling	682.06	566.12	607.76	1,855.94	0.00	0.00	0.00	1,855.94
Residential Curbside Organics	982.91	757.58	991.35	2,731.84	0.00	0.00	0.00	2,731.84
Subtotal - Disposed	832.94	770.26	803.21	2,406.41	0.00	0.00	0.00	2,406.41
Subtotal - Diverted	1,664.97	1,323.70	1,599.11	4,587.78	0.00	0.00	0.00	4,587.78
Diversion Rate	66.65%	63.22%	66.57%	65.59%				65.59%
Total Disposed	3,050.98	2,867.91	3,006.96	8,925.85	0.00	0.00	0.00	8,925.85
Total Diverted	2,491.72	2,071.61	2,412.30	6,975.63	0.00	0.00	0.00	6,975.63
Total Diversion Rate	44.95%	41.94%	44.51%	43.87%	0.00%	0.00%	0.00%	43.87%
Single-Family Measured Diversion Rate	66.65%	63.22%	66.57%	65.59%	0.00%	0.00%	0.00%	65.59%
Commercial Measured Diversion Rate	27.15%	26.28%	26.95%	26.81%	0.00%	0.00%	0.00%	26.81%
MFD Measured Diversion Rate	17.01%	16.72%	16.62%	16.78%	0.00%	0.00%	0.00%	16.78%
Overall Measured Diversion Rate	44.95%	41.94%	44.51%	43.87%	0.00%	0.00%	0.00%	43.87%

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<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
Redwood City						
Commercial¹ and MFD						
Commercial Solid Waste	3,382.71	4,170.51	3,675.35	3,813.82	138.47	3.77%
MFD Solid Waste	1,838.60	1,485.84	1,893.97	1,748.83	(145.14)	-7.66%
Roll-Off Solid Waste	929.18	1,095.98	941.47	956.79	15.32	1.63%
Commercial Recycling	732.47	934.54	851.02	938.56	87.54	10.29%
MFD Recycling	281.54	204.75	328.54	324.46	(4.08)	-1.24%
Roll-Off Recycling	20.04	35.55	33.26	51.30	18.04	54.24%
Commercial Organics	614.57	595.97	750.07	878.49	128.42	17.12%
MFD Organics	31.68	21.54	29.69	28.25	(1.44)	-4.85%
Roll-Off Organics	147.73	262.46	127.52	166.79	39.27	30.80%
SUBTOTAL - Disposed Tons	6,150.49	6,752.33	6,510.79	6,519.44	8.65	0.13%
SUBTOTAL - Diverted Tons	1,828.03	2,054.81	2,120.10	2,387.85	267.75	12.63%
Residential						
Residential Solid Waste	2,713.04	2,516.21	2,469.11	2,406.41	(62.70)	-2.54%
Residential Curbside Recycling	1,740.35	1,729.46	1,797.68	1,855.94	58.26	3.24%
Residential Curbside Organics	2,701.68	2,621.64	2,829.54	2,731.84	(97.70)	-3.45%
SUBTOTAL - Disposed Tons	2,713.04	2,516.21	2,469.11	2,406.41	(62.70)	-2.54%
SUBTOTAL - Diverted Tons	4,442.03	4,351.10	4,627.22	4,587.78	(39.44)	-0.85%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	8,863.53	9,268.54	8,979.90	8,925.85		
TOTAL TONS DIVERTED	6,270.06	6,405.91	6,747.32	6,975.63		
COMMERCIAL DIVERSION RATE	22.91%	23.33%	24.56%	26.81%		
MFD DIVERSION RATE	14.56%	13.22%	15.91%	16.78%		
RESIDENTIAL DIVERSION RATE	62.08%	63.36%	65.21%	65.59%		
TOTAL DIVERSION RATE	41.43%	40.87%	42.90%	43.87%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

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	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS								
Commercial								
Commercial Solid Waste	476.86	439.77	476.05	1,392.68	0.00	0.00	0.00	1,392.68
Commercial Recycling	165.10	158.66	171.65	495.41	0.00	0.00	0.00	495.41
Commercial Organics	78.67	70.80	73.86	223.33	0.00	0.00	0.00	223.33
Subtotal - Disposed	476.86	439.77	476.05	1,392.68	0.00	0.00	0.00	1,392.68
Subtotal - Diverted	243.77	229.46	245.51	718.74	0.00	0.00	0.00	718.74
Diversion Rate	33.83%	34.29%	34.02%	34.04%				34.04%
MFD								
MFD Solid Waste	120.67	107.45	113.19	341.31	0.00	0.00	0.00	341.31
MFD Recycling	41.73	36.96	38.03	116.72	0.00	0.00	0.00	116.72
MFD Organics	9.61	9.13	10.31	29.05	0.00	0.00	0.00	29.05
Subtotal - Disposed	120.67	107.45	113.19	341.31	0.00	0.00	0.00	341.31
Subtotal - Diverted	51.34	46.09	48.34	145.77	0.00	0.00	0.00	145.77
Diversion Rate	29.85%	30.02%	29.93%	29.93%				29.93%
Roll-Off								
Roll-Off Solid Waste	62.66	68.97	66.36	197.99	0.00	0.00	0.00	197.99
Roll-Off Recycling	11.33	10.83	10.05	32.21	0.00	0.00	0.00	32.21
Roll-Off Organics	2.29	0.00	0.00	2.29	0.00	0.00	0.00	2.29
Subtotal - Disposed	62.66	68.97	66.36	197.99	0.00	0.00	0.00	197.99
Subtotal - Diverted	13.62	10.83	10.05	34.50	0.00	0.00	0.00	34.50
Diversion Rate	17.86%	13.57%	13.15%	14.84%				14.84%
Residential								
Residential Solid Waste	384.81	338.83	349.20	1,072.84	0.00	0.00	0.00	1,072.84
Residential Curbside Recycling	360.05	287.86	304.71	952.62	0.00	0.00	0.00	952.62
Residential Curbside Organics	495.40	370.09	483.34	1,348.83	0.00	0.00	0.00	1,348.83
Subtotal - Disposed	384.81	338.83	349.20	1,072.84	0.00	0.00	0.00	1,072.84
Subtotal - Diverted	855.45	657.95	788.05	2,301.45	0.00	0.00	0.00	2,301.45
Diversion Rate	68.97%	66.01%	69.29%	68.21%				68.21%
Total Disposed	1,045.00	955.02	1,004.80	3,004.82	0.00	0.00	0.00	3,004.82
Total Diverted	1,164.18	944.33	1,091.95	3,200.46	0.00	0.00	0.00	3,200.46
Total Diversion Rate	52.70%	49.72%	52.08%	51.58%	0.00%	0.00%	0.00%	51.58%
Single-Family Measured Diversion Rate	68.97%	66.01%	69.29%	68.21%	0.00%	0.00%	0.00%	68.21%
Commercial Measured Diversion Rate	31.86%	31.73%	31.67%	31.76%	0.00%	0.00%	0.00%	31.76%
MFD Measured Diversion Rate	29.85%	30.02%	29.93%	29.93%	0.00%	0.00%	0.00%	29.93%
Overall Measured Diversion Rate	52.70%	49.72%	52.08%	51.58%	0.00%	0.00%	0.00%	51.58%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
San Carlos						
Commercial¹ and MFD						
Commercial Solid Waste	1,562.89	1,530.45	1,454.09	1,392.68	(61.41)	-4.22%
MFD Solid Waste	451.33	292.74	397.98	341.31	(56.67)	-14.24%
Roll-Off Solid Waste	390.26	277.32	199.74	197.99	(1.75)	-0.88%
Commercial Recycling	377.86	425.67	431.88	495.41	63.53	14.71%
MFD Recycling	97.30	64.90	106.28	116.72	10.44	9.82%
Roll-Off Recycling	68.09	52.30	26.39	32.21	5.82	22.05%
Commercial Organics	147.91	193.53	191.03	223.33	32.30	16.91%
MFD Organics	18.67	10.77	14.16	29.05	14.89	105.16%
Roll-Off Organics	38.86	2.13	9.28	2.29	(6.99)	100.00%
SUBTOTAL - Disposed Tons	2,404.48	2,100.51	2,051.81	1,931.98	(119.83)	-5.84%
SUBTOTAL - Diverted Tons	748.69	749.30	779.02	899.01	119.99	15.40%
Residential						
Residential Solid Waste	1,166.48	1,097.79	1,053.28	1,072.84	19.56	1.86%
Residential Curbside Recycling	979.01	949.67	962.58	952.62	(9.96)	-1.03%
Residential Curbside Organics	1,347.55	1,357.71	1,378.24	1,348.83	(29.41)	-2.13%
SUBTOTAL - Disposed Tons	1,166.48	1,097.79	1,053.28	1,072.84	19.56	1.86%
SUBTOTAL - Diverted Tons	2,326.56	2,307.38	2,340.82	2,301.45	(39.37)	-1.68%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	3,570.96	3,198.30	3,105.09	3,004.82		
TOTAL TONS DIVERTED	3,075.25	3,056.68	3,119.84	3,200.46		
COMMERCIAL DIVERSION RATE	23.74%	26.29%	27.52%	31.76%		
MFD DIVERSION RATE	20.44%	20.54%	23.23%	29.93%		
RESIDENTIAL DIVERSION RATE	66.61%	67.76%	68.97%	68.21%		
TOTAL DIVERSION RATE	46.27%	48.87%	50.12%	51.58%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO								
Commercial								
Commercial Solid Waste	1,223.21	1,098.23	1,174.42	3,495.86	0.00	0.00	0.00	3,495.86
Commercial Recycling	433.88	426.92	416.88	1,277.68	0.00	0.00	0.00	1,277.68
Commercial Organics	265.76	244.43	267.45	777.64	0.00	0.00	0.00	777.64
Subtotal - Disposed	1,223.21	1,098.23	1,174.42	3,495.86	0.00	0.00	0.00	3,495.86
Subtotal - Diverted	699.64	671.35	684.33	2,055.32	0.00	0.00	0.00	2,055.32
Diversion Rate	36.39%	37.94%	36.82%	37.02%				37.02%
MFD								
MFD Solid Waste	842.35	763.78	838.15	2,444.28	0.00	0.00	0.00	2,444.28
MFD Recycling	224.38	198.83	209.98	633.19	0.00	0.00	0.00	633.19
MFD Organics	23.86	22.03	23.84	69.73	0.00	0.00	0.00	69.73
Subtotal - Disposed	842.35	763.78	838.15	2,444.28	0.00	0.00	0.00	2,444.28
Subtotal - Diverted	248.24	220.86	233.82	702.92	0.00	0.00	0.00	702.92
Diversion Rate	22.76%	22.43%	21.81%	22.33%				22.33%
Roll-Off								
Roll-Off Solid Waste	350.90	323.57	312.74	987.21	0.00	0.00	0.00	987.21
Roll-Off Recycling	37.25	28.26	33.11	98.62	0.00	0.00	0.00	98.62
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	350.90	323.57	312.74	987.21	0.00	0.00	0.00	987.21
Subtotal - Diverted	37.25	28.26	33.11	98.62	0.00	0.00	0.00	98.62
Diversion Rate	9.60%	8.03%	9.57%	9.08%				9.08%
Residential								
Residential Solid Waste	1,067.34	967.39	988.74	3,023.47	0.00	0.00	0.00	3,023.47
Residential Curbside Recycling	816.72	638.70	677.78	2,133.20	0.00	0.00	0.00	2,133.20
Residential Curbside Organics	1,063.23	884.14	1,185.62	3,132.99	0.00	0.00	0.00	3,132.99
Subtotal - Disposed	1,067.34	967.39	988.74	3,023.47	0.00	0.00	0.00	3,023.47
Subtotal - Diverted	1,879.95	1,522.84	1,863.40	5,266.19	0.00	0.00	0.00	5,266.19
Diversion Rate	63.79%	61.15%	65.33%	63.53%				63.53%
Total Disposed	3,483.80	3,152.97	3,314.05	9,950.82	0.00	0.00	0.00	9,950.82
Total Diverted	2,865.08	2,443.31	2,814.66	8,123.05	0.00	0.00	0.00	8,123.05
Total Diversion Rate	45.13%	43.66%	45.93%	44.94%	0.00%	0.00%	0.00%	44.94%
Single-Family Measured Diversion Rate	63.79%	61.15%	65.33%	63.53%	0.00%	0.00%	0.00%	63.53%
Commercial Measured Diversion Rate	28.96%	29.63%	29.03%	29.20%	0.00%	0.00%	0.00%	29.20%
MFD Measured Diversion Rate	22.76%	22.43%	21.81%	22.33%	0.00%	0.00%	0.00%	22.33%
Overall Measured Diversion Rate	45.13%	43.66%	45.93%	44.94%	0.00%	0.00%	0.00%	44.94%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
San Mateo						
Commercial¹ and MFD						
Commercial Solid Waste	3,524.68	4,287.96	3,311.03	3,495.86	184.83	5.58%
MFD Solid Waste	2,958.30	1,890.45	2,632.57	2,444.28	(188.29)	-7.15%
Roll-Off Solid Waste	999.68	1,141.06	1,037.58	987.21	(50.37)	-4.85%
Commercial Recycling	731.05	1,143.87	1,041.84	1,277.68	235.84	22.64%
MFD Recycling	479.26	365.66	600.32	633.19	32.87	5.48%
Roll-Off Recycling	112.55	148.10	107.21	98.62	(8.59)	-8.01%
Commercial Organics	598.78	736.12	700.51	777.64	77.13	11.01%
MFD Organics	86.46	48.78	94.71	69.73	(24.98)	-26.38%
Roll-Off Organics	0.00	18.50	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	7,482.66	7,319.47	6,981.18	6,927.35	(53.83)	-0.77%
SUBTOTAL - Diverted Tons	2,008.10	2,461.03	2,544.59	2,856.86	312.27	12.27%
Residential						
Residential Solid Waste	2,975.27	3,063.45	3,040.82	3,023.47	(17.35)	-0.57%
Residential Curbside Recycling	2,405.62	2,044.68	2,045.95	2,133.20	87.25	4.26%
Residential Curbside Organics	3,025.37	2,966.44	3,087.26	3,132.99	45.73	1.48%
SUBTOTAL - Disposed Tons	2,975.27	3,063.45	3,040.82	3,023.47	(17.35)	-0.57%
SUBTOTAL - Diverted Tons	5,430.99	5,011.12	5,133.21	5,266.19	132.98	2.59%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	10,457.93	10,382.92	10,022.00	9,950.82		
TOTAL TONS DIVERTED	7,439.09	7,472.15	7,677.80	8,123.05		
COMMERCIAL DIVERSION RATE	21.16%	25.16%	26.71%	29.20%		
MFD DIVERSION RATE	16.05%	17.98%	20.89%	22.33%		
RESIDENTIAL DIVERSION RATE	64.61%	62.06%	62.80%	63.53%		
TOTAL DIVERSION RATE	41.57%	41.85%	43.38%	44.94%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO COUNTY								
Commercial								
Commercial Solid Waste	74.49	68.93	73.20	216.62	0.00	0.00	0.00	216.62
Commercial Recycling	22.60	21.36	22.89	66.85	0.00	0.00	0.00	66.85
Commercial Organics	18.75	18.05	20.09	56.89	0.00	0.00	0.00	56.89
Subtotal - Disposed	74.49	68.93	73.20	216.62	0.00	0.00	0.00	216.62
Subtotal - Diverted	41.35	39.41	42.98	123.74	0.00	0.00	0.00	123.74
Diversion Rate	35.70%	36.38%	36.99%	36.36%				36.36%
MFD								
MFD Solid Waste	33.92	31.46	35.46	100.84	0.00	0.00	0.00	100.84
MFD Recycling	4.10	3.74	3.99	11.83	0.00	0.00	0.00	11.83
MFD Organics	0.28	0.26	0.27	0.81	0.00	0.00	0.00	0.81
Subtotal - Disposed	33.92	31.46	35.46	100.84	0.00	0.00	0.00	100.84
Subtotal - Diverted	4.38	4.00	4.26	12.64	0.00	0.00	0.00	12.64
Diversion Rate	11.44%	11.28%	10.73%	11.14%				11.14%
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%
Residential								
Residential Solid Waste	230.13	206.90	216.04	653.07	0.00	0.00	0.00	653.07
Residential Curbside Recycling	214.39	168.73	194.55	577.67	0.00	0.00	0.00	577.67
Residential Curbside Organics	338.75	261.94	318.50	919.19	0.00	0.00	0.00	919.19
Subtotal - Disposed	230.13	206.90	216.04	653.07	0.00	0.00	0.00	653.07
Subtotal - Diverted	553.14	430.67	513.05	1,496.86	0.00	0.00	0.00	1,496.86
Diversion Rate	70.62%	67.55%	70.37%	69.62%				69.62%
Total Disposed	338.54	307.29	324.70	970.53	0.00	0.00	0.00	970.53
Total Diverted	598.87	474.08	560.29	1,633.24	0.00	0.00	0.00	1,633.24
Total Diversion Rate	63.89%	60.67%	63.31%	62.73%	0.00%	0.00%	0.00%	62.73%
Single-Family Measured Diversion Rate	70.62%	67.55%	70.37%	69.62%	0.00%	0.00%	0.00%	69.62%
Commercial Measured Diversion Rate	29.67%	30.19%	30.30%	30.05%	0.00%	0.00%	0.00%	30.05%
MFD Measured Diversion Rate	11.44%	11.28%	10.73%	11.14%	0.00%	0.00%	0.00%	11.14%
Overall Measured Diversion Rate	63.89%	60.67%	63.31%	62.73%	0.00%	0.00%	0.00%	62.73%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
San Mateo County						
Commercial¹ and MFD						
Commercial Solid Waste	228.89	350.24	240.02	216.62	(23.40)	-9.75%
MFD Solid Waste	96.11	59.68	99.71	100.84	1.13	1.13%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	52.75	63.46	61.48	66.85	5.37	8.73%
MFD Recycling	15.96	8.08	12.54	11.83	(0.71)	-5.66%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	35.33	52.92	50.98	56.89	5.91	11.59%
MFD Organics	1.97	0.59	1.22	0.81	(0.41)	-33.61%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	325.00	409.92	339.73	317.46	(22.27)	-6.56%
SUBTOTAL - Diverted Tons	106.01	125.05	126.22	136.38	10.16	8.05%
Residential						
Residential Solid Waste	633.97	652.76	634.22	653.07	18.85	2.97%
Residential Curbside Recycling	553.79	574.21	581.64	577.67	(3.97)	-0.68%
Residential Curbside Organics	922.98	927.72	970.50	919.19	(51.31)	-5.29%
SUBTOTAL - Disposed Tons	633.97	652.76	634.22	653.07	18.85	2.97%
SUBTOTAL - Diverted Tons	1,476.77	1,501.93	1,552.14	1,496.86	(55.28)	-3.56%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	958.97	1,062.68	973.95	970.53		
TOTAL TONS DIVERTED	1,582.78	1,626.98	1,678.36	1,633.24		
COMMERCIAL DIVERSION RATE	24.60%	23.38%	27.09%	30.05%		
MFD DIVERSION RATE	15.72%	12.68%	12.13%	11.14%		
RESIDENTIAL DIVERSION RATE	69.96%	69.71%	70.99%	69.62%		
TOTAL DIVERSION RATE	62.27%	60.49%	63.28%	62.73%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 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	31.97	30.61	33.30	95.88	0.00	0.00	0.00	95.88
Commercial Recycling	12.55	11.50	12.60	36.65	0.00	0.00	0.00	36.65
Commercial Organics	10.50	10.24	11.27	32.01	0.00	0.00	0.00	32.01
Subtotal - Disposed	31.97	30.61	33.30	95.88	0.00	0.00	0.00	95.88
Subtotal - Diverted	23.05	21.74	23.87	68.66	0.00	0.00	0.00	68.66
Diversion Rate	41.89%	41.53%	41.75%	41.73%				41.73%
MFD								
MFD Solid Waste	2.31	2.17	2.16	6.64	0.00	0.00	0.00	6.64
MFD Recycling	1.09	0.98	1.04	3.11	0.00	0.00	0.00	3.11
MFD Organics	0.14	0.12	0.12	0.38	0.00	0.00	0.00	0.38
Subtotal - Disposed	2.31	2.17	2.16	6.64	0.00	0.00	0.00	6.64
Subtotal - Diverted	1.23	1.10	1.16	3.49	0.00	0.00	0.00	3.49
Diversion Rate	34.75%	33.64%	34.94%	34.45%				34.45%
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%
Residential								
Residential Solid Waste	95.46	86.25	90.15	271.86	0.00	0.00	0.00	271.86
Residential Curbside Recycling	101.20	81.54	85.23	267.97	0.00	0.00	0.00	267.97
Residential Curbside Organics	203.66	157.93	181.66	543.25	0.00	0.00	0.00	543.25
Subtotal - Disposed	95.46	86.25	90.15	271.86	0.00	0.00	0.00	271.86
Subtotal - Diverted	304.86	239.47	266.89	811.22	0.00	0.00	0.00	811.22
Diversion Rate	76.15%	73.52%	74.75%	74.90%				74.90%
Total Disposed	129.74	119.03	125.61	374.38	0.00	0.00	0.00	374.38
Total Diverted	329.14	262.31	291.92	883.37	0.00	0.00	0.00	883.37
Total Diversion Rate	71.73%	68.79%	69.92%	70.23%	0.00%	0.00%	0.00%	70.23%
Single-Family Measured Diversion Rate	76.15%	73.52%	74.75%	74.90%	0.00%	0.00%	0.00%	74.90%
Commercial Measured Diversion Rate	41.46%	41.06%	41.38%	41.31%	0.00%	0.00%	0.00%	41.31%
MFD Measured Diversion Rate	34.75%	33.64%	34.94%	34.45%	0.00%	0.00%	0.00%	34.45%
Overall Measured Diversion Rate	71.73%	68.79%	69.92%	70.23%	0.00%	0.00%	0.00%	70.23%

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CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
West Bay Sanitary						
Commercial¹ and MFD						
Commercial Solid Waste	95.85	102.50	81.71	95.88	14.17	17.34%
MFD Solid Waste	17.72	7.82	17.05	6.64	(10.41)	-61.06%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	22.22	32.51	29.19	36.65	7.46	25.56%
MFD Recycling	3.61	2.37	5.11	3.11	(2.00)	-39.14%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	9.04	18.43	31.48	32.01	0.53	1.68%
MFD Organics	0.00	0.00	0.00	0.38	0.38	100.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	113.57	110.32	98.76	102.52	3.76	3.81%
SUBTOTAL - Diverted Tons	34.87	53.31	65.78	72.15	6.37	9.68%
Residential						
Residential Solid Waste	251.06	277.07	282.27	271.86	(10.41)	-3.69%
Residential Curbside Recycling	271.69	283.46	266.81	267.97	1.16	0.43%
Residential Curbside Organics	582.36	552.07	585.64	543.25	(42.39)	-7.24%
SUBTOTAL - Disposed Tons	251.06	277.07	282.27	271.86	(10.41)	-3.69%
SUBTOTAL - Diverted Tons	854.05	835.53	852.45	811.22	(41.23)	-4.84%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	364.63	387.39	381.03	374.38		
TOTAL TONS DIVERTED	888.92	888.84	918.23	883.37		
COMMERCIAL DIVERSION RATE	23.49%	32.58%	39.98%	41.31%		
MFD DIVERSION RATE	16.92%	23.26%	23.06%	34.45%		
RESIDENTIAL DIVERSION RATE	77.28%	75.10%	75.12%	74.90%		
TOTAL DIVERSION RATE	70.91%	69.65%	70.67%	70.23%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2014

MEMBER AGENCY	January	February	March	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	5,381.01	5,029.41	5,401.55	15,811.97	0.00	0.00	0.00	15,811.97
Commercial Recycling	1,775.93	1,686.05	1,775.92	5,237.90	0.00	0.00	0.00	5,237.90
Commercial Organics	1,596.04	1,452.33	1,587.95	4,636.32	0.00	0.00	0.00	4,636.32
Subtotal - Disposed	5,381.01	5,029.41	5,401.55	15,811.97	0.00	0.00	0.00	15,811.97
Subtotal - Diverted	3,371.97	3,138.38	3,363.87	9,874.22	0.00	0.00	0.00	9,874.22
Diversion Rate	38.52%	38.42%	38.38%	38.44%				38.44%
MFD								
MFD Solid Waste	2,859.61	2,601.56	2,834.68	8,295.85	0.00	0.00	0.00	8,295.85
MFD Recycling	684.70	609.98	647.70	1,942.38	0.00	0.00	0.00	1,942.38
MFD Organics	71.72	65.85	75.53	213.10	0.00	0.00	0.00	213.10
Subtotal - Disposed	2,859.61	2,601.56	2,834.68	8,295.85	0.00	0.00	0.00	8,295.85
Subtotal - Diverted	756.42	675.83	723.23	2,155.48	0.00	0.00	0.00	2,155.48
Diversion Rate	20.92%	20.62%	20.33%	20.62%				20.62%
Roll-Off								
Roll-Off Solid Waste	1,649.52	1,503.34	1,541.47	4,694.33	0.00	0.00	0.00	4,694.33
Roll-Off Recycling	135.11	129.47	131.43	396.01	0.00	0.00	0.00	396.01
Roll-Off Organics	137.55	97.89	111.99	347.43	0.00	0.00	0.00	347.43
Subtotal - Disposed	1,649.52	1,503.34	1,541.47	4,694.33	0.00	0.00	0.00	4,694.33
Subtotal - Diverted	272.66	227.36	243.42	743.44	0.00	0.00	0.00	743.44
Diversion Rate	14.18%	13.14%	13.64%	13.67%				13.67%
Residential								
Residential Solid Waste	4,945.32	4,479.22	4,679.69	14,104.23	0.00	0.00	0.00	14,104.23
Residential Curbside Recycling	3,795.07	3,057.76	3,282.85	10,135.68	0.00	0.00	0.00	10,135.68
Residential Curbside Organics	6,030.32	4,872.08	6,202.57	17,104.97	0.00	0.00	0.00	17,104.97
Subtotal - Disposed	4,945.32	4,479.22	4,679.69	14,104.23	0.00	0.00	0.00	14,104.23
Subtotal - Diverted	9,825.39	7,929.84	9,485.42	27,240.65	0.00	0.00	0.00	27,240.65
Diversion Rate	66.52%	63.90%	66.96%	65.89%				65.89%
Total Disposed	14,835.46	13,613.53	14,457.39	42,906.38	0.00	0.00	0.00	42,906.38
Total Diverted	14,226.44	11,971.41	13,815.94	40,013.79	0.00	0.00	0.00	40,013.79
Total Diversion Rate	48.95%	46.79%	48.87%	48.26%	0.00%	0.00%	0.00%	48.26%
Single-Family Measured Diversion Rate	66.52%	63.90%	66.96%	65.89%	0.00%	0.00%	0.00%	65.89%
Commercial Measured Diversion Rate	30.80%	30.67%	30.70%	30.72%	0.00%	0.00%	0.00%	30.72%
MFD Measured Diversion Rate	20.92%	20.62%	20.33%	20.62%	0.00%	0.00%	0.00%	20.62%
Overall Measured Diversion Rate	48.95%	46.79%	48.87%	48.26%	0.00%	0.00%	0.00%	48.26%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2014

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - MARCH 2014

<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>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
TOTAL SBWMA						
Commercial¹ and MFD						
Commercial Solid Waste	15,914.98	18,053.90	15,286.72	15,811.97	525.25	3.44%
MFD Solid Waste	9,058.11	6,553.25	8,465.58	8,295.85	(169.73)	-2.00%
Roll-Off Solid Waste	5,307.94	5,452.74	4,872.12	4,694.33	(177.79)	-3.65%
Commercial Recycling	3,749.78	5,080.67	4,581.87	5,237.90	656.03	14.32%
MFD Recycling	1,429.89	1,166.96	1,826.32	1,942.38	116.06	6.35%
Roll-Off Recycling	444.96	468.99	291.21	396.01	104.80	35.99%
Commercial Organics	3,751.21	3,650.74	4,243.60	4,636.32	392.72	9.25%
MFD Organics	219.94	122.57	230.12	213.10	(17.02)	-7.40%
Roll-Off Organics	394.95	804.37	343.26	347.43	4.17	1.21%
SUBTOTAL - Disposed Tons	30,281.03	30,059.89	28,624.42	28,802.15	177.73	0.62%
SUBTOTAL - Diverted Tons	9,990.73	11,294.30	11,516.38	12,773.14	1,256.76	10.91%
Residential						
Residential Solid Waste	15,082.06	14,384.55	14,141.01	14,104.23	(36.78)	-0.26%
Residential Curbside Recycling	10,819.06	9,863.39	9,936.23	10,135.68	199.45	2.01%
Residential Curbside Organics	17,198.53	17,015.34	17,438.09	17,104.97	(333.12)	-1.91%
SUBTOTAL - Disposed Tons	15,082.06	14,384.55	14,141.01	14,104.23	(36.78)	-0.26%
SUBTOTAL - Diverted Tons	28,017.59	26,878.73	27,374.32	27,240.65	(133.67)	-0.49%
Commercial/MFD and Residential						
TOTAL TONS DISPOSED	45,363.09	44,444.44	42,765.43	42,906.38		
TOTAL TONS DIVERTED	38,008.32	38,173.03	38,890.70	40,013.79		
COMMERCIAL DIVERSION RATE	24.81%	27.31%	28.69%	30.72%		
MFD DIVERSION RATE	15.41%	16.44%	19.54%	20.62%		
RESIDENTIAL DIVERSION RATE	65.01%	65.14%	65.94%	65.89%		
TOTAL DIVERSION RATE	45.59%	46.20%	47.63%	48.26%		

¹ Includes Agency facilities tonnage

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2014

	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	5	12	35	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Belmont	28	19	17	64	3	0	3	6	0	0	0	0	0	0	0	2	1	1	4	2	1	1	4	
Burlingame	44	26	21	91	1	0	0	1	0	0	0	0	0	1	1	1	1	1	3	1	0	1	2	
East Palo Alto	5	12	12	29	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	
Foster City	23	15	33	71	0	2	0	2	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	
Hillsborough	32	14	20	66	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2	
Menlo Park	40	15	23	78	7	0	1	8	0	0	0	0	0	0	0	1	1	0	2	1	0	2	3	
North Fair Oaks	14	5	7	26	0	0	2	2	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	
Redwood City	109	69	95	273	1	1	0	2	0	1	0	1	0	0	0	3	2	2	7	2	2	1	5	
San Carlos	46	38	32	116	3	1	0	4	0	0	0	0	1	0	0	2	1	2	5	0	1	1	2	
San Mateo	109	76	111	296	3	2	2	7	0	0	0	0	0	0	1	9	1	0	10	1	0	1	2	
San Mateo County	21	13	14	48	0	1	1	2	0	0	0	0	0	0	0	1	1	0	2	0	0	1	1	
West Bay	25	3	7	35	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	1	
Totals	514	310	404	1,228	18	8	11	37	0	1	0	1	1	0	2	3	21	9	7	37	8	5	10	23

	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	18	33	41	92	8	8	7	23	0	0	0	0	33	34	19	86	12	37	20	69
Belmont	93	149	166	408	9	14	11	34	0	0	0	0	122	66	94	282	47	54	118	219
Burlingame	90	128	181	399	23	18	25	66	0	0	0	0	106	111	90	307	50	80	60	190
East Palo Alto	51	100	96	247	5	3	3	11	0	0	0	0	48	47	49	144	10	13	6	29
Foster City	67	112	155	334	10	4	10	24	0	0	0	0	90	57	72	219	42	27	85	154
Hillsborough	34	54	86	174	18	6	14	38	0	0	0	0	44	23	35	102	17	7	48	72
Menlo Park	66	466	156	688	22	22	22	66	0	0	0	0	117	76	83	276	106	39	52	197
North Fair Oaks	16	119	52	187	13	13	7	33	0	0	0	0	32	20	104	156	6	4	256	266
Redwood City	173	53	335	561	36	32	33	101	0	0	0	0	200	139	150	489	13	11	9	33
San Carlos	102	332	192	626	29	32	45	106	0	0	0	0	466	242	297	1005	45	93	79	217
San Mateo	241	189	514	944	72	38	51	161	0	0	0	0	376	224	243	843	270	175	141	586
San Mateo County	49	89	101	239	12	5	8	25	0	0	0	0	67	37	65	169	28	32	120	180
West Bay	23	36	34	93	5	2	4	11	0	0	0	0	39	16	18	73	25	8	11	44
Totals	1,023	1,860	2,109	4,992	262	197	240	699	0	0	0	0	1,740	1,092	1,319	4,151	671	580	1,005	2,256

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2014

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	13,595	13,275	320	2.35%	12.37	94.23%	223
February	9,637	9,556	81	0.84%	13.07	94.94%	202
March	11,979	11,788	191	1.59%	19.24	89.44%	202
Quarter 1	35,211	34,619	592	1.68%	14.91	92.79%	627

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2014

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	3	0	10	13	0	1	1	2	29	0	1	30
Burlingame	14	26	16	56	0	1	1	2	0	61	50	111
East Palo Alto	3	5	0	8	0	0	0	0	0	16	0	16
Foster City	7	12	2	21	0	0	1	1	99	75	0	174
Hillsborough	0	4	1	5	0	0	1	1	0	0	0	0
Menlo Park	6	9	7	22	0	0	3	3	0	0	4	4
North Fair Oaks	0	1	8	9	0	0	0	0	0	0	48	48
Redwood City	1	4	15	20	0	0	1	1	14	0	0	14
San Carlos	8	13	6	27	3	4	0	7	20	0	22	42
San Mateo	0	11	18	29	9	1	4	14	4	56	303	363
San Mateo County	1	6	3	10	0	0	0	0	2	0	0	2
West Bay	0	0	0	0	0	0	0	0	0	0	0	0
Totals	43	91	86	220	12	7	12	31	168	208	428	804

2014 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			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Belmont	2	0	0	1	0	0	1	0	0	4	0	-	-	2	\$ 150
Burlingame	1	0	0	1	0	0	2	0	0	4	0	-	-	2	\$ 150
East Palo Alto	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
Foster City	-	0	0	-	0	0	1	0	0	1	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Menlo Park	1	0	0	1	0	0	-	0	0	2	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	1	0	0	-	0	0	1	0	-	-	1	\$ 150
Redwood City	3	0	0	2	0	0	2	0	0	7	0	-	-	6	\$ 150
San Carlos	2	0	0	1	0	0	2	0	0	5	0	-	-	3	\$ 150
San Mateo	9	3	450	1	0	0	-	0	0	10	3	450	450	6	\$ 150
San Mateo Cnty	1	0	0	1	0	0	-	0	0	2	0	-	-	2	\$ 150
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
	21	3	450	9	0	0	8	0	0	38	3	450	450	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			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	59	

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

	January			February			March			Q1			2014 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	3	0	0	1	0	0	-	0	0	4	0	-	-	12	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	36	\$ 50
Burlingame	1	0	0	-	0	0	3	0	0	4	0	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	23	\$ 50
Foster City	-	0	0	-	0	0	1	0	0	1	0	-	-	35	\$ 50
Hillsborough	6	0	0	-	0	0	1	0	0	7	0	-	-	20	\$ 50
Menlo Park	3	0	0	-	0	0	-	0	0	3	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50
Redwood City	1	0	0	3	0	0	3	0	0	7	0	-	-	94	\$ 50
San Carlos	1	0	0	2	0	0	2	0	0	5	0	-	-	46	\$ 50
San Mateo	16	0	0	1	0	0	4	0	0	21	0	-	-	105	\$ 50
San Mateo Cnty	2	0	0	-	0	0	-	0	0	2	0	-	-	27	\$ 50
West Bay	2	0	0	-	0	0	-	0	0	2	0	-	-	11	\$ 50
	35	0	0	7	0	0	14	0	0	56	0	-	-	500	

2014 LIQUIDATED DAMAGES

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

	January			February			March			Q1			2014 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			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Redwood City	-	0	0	1	0	0	-	0	0	1	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	-	-	0	1	-	0	-	-	0	1	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	January			February			March			Q1			2014 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	1	1	250	1	1	250	250	250	\$ 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	1	1	250	-	-	0	-	-	0	1	1	250	250	250	\$ 250
San Mateo	-	-	0	-	-	0	1	1	250	1	1	250	250	250	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	1	1	250	-	-	0	2	2	500	3	3	750	750	-	

2014 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			2014 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	-	-	3	\$ 50
Belmont	1	0	0	1	0	0	1	0	0	3	0	-	-	9	\$ 50
Burlingame	1	0	0	-	0	0	1	0	0	2	0	-	-	8	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	9	\$ 50
Hillsborough	1	0	0	-	0	0	-	0	0	1	0	-	-	5	\$ 50
Menlo Park	1	0	0	-	0	0	1	0	0	2	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Redwood City	2	0	0	2	0	0	1	0	0	5	0	-	-	22	\$ 50
San Carlos	-	0	0	1	0	0	1	0	0	2	0	-	-	11	\$ 50
San Mateo	1	0	0	-	0	0	-	0	0	1	0	-	-	25	\$ 50
San Mateo Cnty	-	0	0	-	0	0	1	0	0	1	0	-	-	6	\$ 50
West Bay	-	0	0	1	0	0	-	0	0	1	0	-	-	3	\$ 50
	7	0	0	5	0	0	7	0	0	19	0	-	-	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.1

	January			February			March			Q1			2014 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	1	1	500	-	-	0	-	-	0	1	1	500	500	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	1	1	500	1	1	500	500	0	\$ 500
Menlo Park	-	-	0	-	-	0	1	1	500	1	1	500	500	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	1	1	500	1	1	500	500	0	\$ 500
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 500
	1	1	500	-	-	0	3	3	1,500	4	4	2,000	2,000	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			2014 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	-	-	-	

2014 LIQUIDATED DAMAGES

REPORTING

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

	January			February			March			Q1			2014	Monthly	LD per
	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			2014	Monthly	LD per
	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			2014	Monthly	LD per
	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	

2014 LIQUIDATED DAMAGES

OTHER

1. **Disposal of recyclable materials without written approval**
8.02.D

	January			February			March			Q1			2014 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

Disposal of organic materials without written approval
8.02.D

	January			February			March			Q1			2014 LD Amount	Tonnage Allowance	LD per Ton 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. **Recyclable materials not delivered to the designated transfer and processing facility**
6.01

	January			February			March			Q1			2014 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 175
	-	-	0	-	-	0	-	-	0	0	0	-	-	-	

2014 LIQUIDATED DAMAGES

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

6.01

	January			February			March			Q1			2014	Tonnage	LD per Ton Solid Waste/ Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
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		3,200	3,200	

Quarterly Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2014

\$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	0	0	2	N/A	0	\$0	\$0	(\$100)	(\$100)
Belmont	3	0	3	N/A	0	(\$150)	\$0	(\$150)	(\$300)
Burlingame	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
East Palo Alto	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Foster City	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	7	0	1	N/A	0	(\$350)	\$0	(\$50)	(\$400)
North Fair Oaks	0	0	2	N/A	0	\$0	\$0	(\$100)	(\$100)
Redwood City	1	1	0	N/A	0	(\$50)	(\$50)	\$0	(\$100)
San Carlos	3	1	0	N/A	0	(\$150)	(\$50)	\$0	(\$200)
San Mateo	3	2	2	N/A	0	(\$150)	(\$100)	(\$100)	(\$350)
San Mateo County	0	1	1	N/A	0	\$0	(\$50)	(\$50)	(\$100)
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	18	8	11			(\$900)	(\$400)	(\$550)	(\$1,850)

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2014

Aggregate SBWMA

Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	\$500	\$500	Quarterly Net Amount	
					Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second		
Quarter 1								
Month								
January	11	15	30	4	0	\$2,062	\$0	\$2,062
February	11	15	30	4	0	\$1,945	\$0	\$1,945
March	17	15	30	0	0	\$0	\$0	\$0
Totals						\$4,007	\$0	\$4,007
Year 2013								
	Agency	Solid Waste Tons						
	Atherton	2,151				\$49	\$0	\$49
	Belmont	8,377				\$190	\$0	\$190
	Burlingame	22,164				\$502	\$0	\$502
	East Palo Alto	11,635				\$263	\$0	\$263
	Foster City	10,758				\$244	\$0	\$244
	Hillsborough	2,658				\$60	\$0	\$60
	Menlo Park	16,191				\$367	\$0	\$367
	North Fair Oaks	5,743				\$130	\$0	\$130
	Redwood City	36,999				\$838	\$0	\$838
	San Carlos	12,974				\$294	\$0	\$294
	San Mateo	41,674				\$943	\$0	\$943
	San Mateo County	4,082				\$92	\$0	\$92
	West Bay	1,595				\$36	\$0	\$36
	Total Tons	177,002				\$4,007	\$0	\$4,007

Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2014

Aggregate SBWMA

\$5

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

January	144		N/A	N/A	N/A	\$0
February	109		N/A	N/A	N/A	\$0
March	487		N/A	N/A	N/A	\$0
Quarterly Totals	740	35,211		0		\$0

Year 2013
Tons of Solid
Waste Collected

Agency	Tons of Solid Waste Collected	Incentive Payment Due	Disincentive Payment due
Atherton	2,151	N/A	\$0
Belmont	8,377	N/A	\$0
Burlingame	22,164	N/A	\$0
East Palo Alto	11,635	N/A	\$0
Foster City	10,758	N/A	\$0
Hillsborough	2,658	N/A	\$0
Menlo Park	16,191	N/A	\$0
North Fair Oaks	5,743	N/A	\$0
Redwood City	36,999	N/A	\$0
San Carlos	12,974	N/A	\$0
San Mateo	41,674	N/A	\$0
San Mateo County	4,082	N/A	\$0
West Bay	1,595	N/A	\$0
Total Tons	177,002	N/A	\$0

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2014

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	10,064.84	8.50%	6.20%	-2.30%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	7,035.44	10.00%	5.60%	-4.40%	N/A	\$70	N/A
Residential Organic Materials	17,104.97	5.00%	1.40%	-3.60%	N/A	\$70	N/A
Commercial Organic Materials	4,286.08	10.00%	7.80%	-2.20%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	910.77	5.00%	0.00%	-5.00%	N/A	\$70	N/A

Total \$0

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Social Media Launch

Since the launch of the Recology San Mateo County (RSMC) Facebook account, we have received over 400 “likes” and have utilized social media to engage with a broader audience by sharing topics that include industry related news, collection schedules and “*Beyond the Cart*” services offered by RSMC. In addition to customer related services, RSMC promoted topics of community involvement and creative reuse projects. RSMC posts in Q1 2014 included the following:

- Holiday TreeCycling information
- Service day reminder for Martin Luther King Day and Presidents Day
- Bulky Item Collection information
- The CartSMART video
- Reminder to close container lids during the rainy season
- Local events, such as the Lunar New Year’s Parade

Bare Necessities Toiletries Drive

In March, RSMC held a Bare Necessities drive. Toiletries were collected at the RSMC office from customers, employees, families, and friends to be donated to Community Overcoming Relations Abuse (CORA). CORA is the only agency in San Mateo County with the sole purpose of serving victims and survivors of domestic violence and abuse. CORA provides safety, support, and healing for individuals who experience abuse in an intimate relationship, and educates the community to break the cycle of domestic violence.

RSMC collected over 450 items. Such as, diapers, toothpaste, toothbrushes, shampoo, conditioner, soap and other items that can be utilized to maintain proper hygiene.



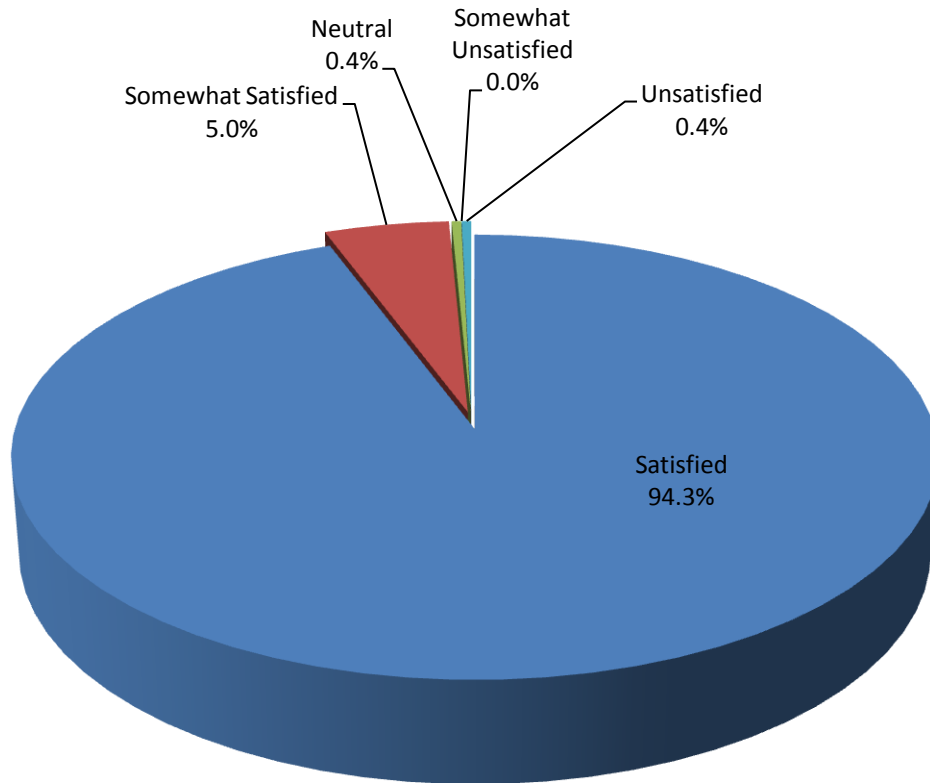
Customer Service Quality Assurance Surveys

Quality Assurance Surveys began in July 2013. Customer Service Representatives contact customers from the previous service day to survey them on their experience with the Call Center. Customers have the option of taking the survey over the phone or accessing the survey from a website provided to them. Of the 627 calls placed to customers, 105 surveys were completed. Any surveys with unanswered questions were eliminated from the results.

The results of the surveys were very positive with 99.3% of the customers giving a satisfactory rating, and less than 1% providing an unsatisfactory rating. Reasons cited for the satisfactory rating included friendliness, listening carefully, patience and responsiveness. 105 surveys were taken out of the 627 calls made to customers. Below is a breakdown of the survey results:

1st Qtr 2014 Quality Assurance Surveys

■ Satisfied ■ Somewhat Satisfied ■ Neutral ■ Somewhat Unsatisfied ■ Unsatisfied



SIGNIFICANT CHALLENGES

Union Negotiations

The ratification of the third and final contract brings 6 months of negotiations to a close. Throughout this process, our employees continued to deliver the high quality of service our customers have come to expect over the past 3 plus years. Throughout this process, our goal, our promise, our commitment to the residents and businesses in the SBWMA service area was that any interruption in service due to a labor dispute as a result of our labor negotiations was simply not an option. It wasn't easy but we held to our promise. It is said that in any successful negotiation, concessions are made by both parties so to that end, these were successful negotiations. Our Recology negotiating team, Mr. Robert Morales from Teamsters Local 350, and all of our employee representatives worked tirelessly to come up with a workable agreement that will ensure uninterrupted collection services over the next five years.

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 represents a summary of Quarter 1 (Q1) 2014 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

Attendee	EPA Webinar	County-Wide Recycling Meeting	Northern California Recycling Association (NCRA) Update
Angela Goebel	X	X	X
Mia Rossi	X	X	X
Misty McKinney	X	X	X
Sandra Tinoco	X	X	
Yvette Madera	X		X

On January 16, 2014, Angela Goebel, Mia Rossi, Misty McKinney, Sandra Tinoco, and Yvette Madera participated in the Webinar: Building Collection Infrastructure for Composting: Success in the Greater Worcester, MA. The webinar featured the project team that initiated the collection infrastructure to bring commercial hauling of source separated organics to a composting facility in the Worcester, Massachusetts area. The U.S. Environmental Protection Agency and the Massachusetts Department of Environmental Protection have been partnering to promote food waste diversion to composting along with Center for EcoTechnology (CET) who has been assisting Big Y Supermarkets with their recycling and composting programs in Massachusetts and Connecticut since the mid-1990's.

On February 12, 2014, Angela Goebel, Mia Rossi, Misty McKinney and Sandra Tinoco attended the Countywide Recycling Meeting. The meeting focused on the topic of beverage containers, California Redemption Value (CRV) and the RecycleWorks Volunteer Academy. Presenters discussed how beverage companies are increasing recycling and other sustainable practices, the processing of CRV containers at Shoreway Environmental Center, the many NexCycle locations in California and how they process the CRV containers. Another discussion included where glass cullet is formed for subsequent use by glass bottle makers and fiberglass manufacturers. The meeting concluded with an update to the recent changes to what materials are accepted for a refund and the future of the City and County Payment Program Grants.

On March 18, 2014, Angela Goebel, Mia Rossi, Misty McKinney, and Yvette Madera attended the Northern California Recycling Association (NCRA) Update. NCRA brought together waste industry professionals to learn about what's new in discarded materials management. They had more than 300 of the best and brightest from our industry all in one auditorium on one day. the NCRA update provides an opportunity for people to

network, catch up with friends, and get the latest information about industry technologies, policies, and innovations relating to the 4Rs (Reduce, Reuse, Recycle, and Rot (Compost)).

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 Employee Stock Ownership Plan (ESOP), 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 2014.

New/Increased Recycling and Compost Customers

Recology San Mateo County (RSMC) is pleased to report that the CRPT exceeded the Q1 2014 goal of recruiting new or increasing existing recycling and compost services in the commercial and MFD sectors as noted below.

Q1 2014 Goal New and/or Increased Recycling or Compost Customers	Q1 2014 Actual New and/or Increased Recycling or Compost Customers
100	208

The CRPT achieved the goal set for conducting Top MSW Site Assessments in Q1 2014, as outlined below:

Q1 2014 Goal Top MSW Generator Site Assessments*	Q1 2014 Actual Top MSW Generator Site Assessments
200	220

All Site Assessments performed during Q1 2014 in each Member Agency are summarized below.

Member Agency	Top MSW Generator Site Assessments	Additional Site Assessments
Atherton	-0-	-0-
Belmont	13	2
Burlingame	56	2
East Palo Alto	8	-0-
Foster City	21	1
Hillsborough	5	1
Menlo Park	22	3
North Fair Oaks	9	-0-
Redwood City	20	1
San Carlos	27	7
San Mateo	29	14
San Mateo County	10	-0-
West Bay Sanitary District	-0-	-0-
Total	220	31

A detailed accounting of the Top MSW Accounts summarized above is included in the 1st Quarter 2014 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 RSMC exceeded the Q1 2014 goal of conducting 350 Site Checks, as outlined below:

Q1 2014 Goal Site Checks	Q1 2014 Actual Site Checks
350	948

†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.

Quarter 2 (Q2) 2014 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 and/or MFD recycling and compost customer base
- Decrease commercial and/or MFD solid waste disposal
- Perform Site Assessments of Targeted MSW Generators
- Conduct Site Checks for bin verification of on-site collection containers at MFD and/or Commercial accounts

The Q2 2014 goals for the CRPT will be achieved through the metrics outlined below:

- Perform 150 Site Assessments of Commercial and/or MFD accounts
- Conduct a minimum of 350 Site Checks of Commercial and/or MFD accounts
- Recruit or increase a minimum of 100 recycling and/or compost accounts
- Target a minimum of 50 MFD and/or Commercial customers with a 20% or less diversion rate

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 our goal of increasing diversion and minimizing contamination, our strategy will be to focus attention on large accounts, to ensure their needs are being met and that maximum diversion is being achieved. The CRPT will also continue to utilize AB341 outreach and Contamination Site Checks to identify the needs of customers and areas in

which we can improve existing diversion programs or implement new ones. An outline of these strategies is noted below:

Target MFD/Commercial Customers with Low Diversion

The CRPT contacted 65 MFD customers during Q1 2014 with a 20% or below diversion rate. During on-site visits and/or Site Assessments, the CRPT was able to determine opportunities to reduce waste and assist the customers with increasing diversion levels. The CRPT established communication with these customers to offer cost savings analyses, on-site technical assistance and/or provide customized educational pieces that best fit their needs. In Q2 2014, the CRPT will continue to target MFD/Commercial customers with a diversion rate of 20% or less.

Maintenance of High Traffic Commercial Business Districts

The CRPT will continue to target high traffic corridors, such as strip malls or business districts, for a door-to-door education campaign. The CRPT will have direct communication with customers and provide tailored educational pieces regarding contamination, service level recommendations and other service needs.

Presentations

The CRPT can increase diversion and reduce contamination through outreach and education by conducting presentations. Presenting our programs to businesses and sharing the bigger vision of zero waste are excellent opportunities to connect with customers face-to-face. The CRPT presents at a range of venues ranging from corporate brown bag lunches to HOA meetings. The CRPT also educates through interactive activities at presentations, such as “The Sorting Game”, where participants are provided with a bag of items that they sort into 3-color coded containers. These avenues also provide the CRPT an opportunity to answer specific recycling and composting questions posed by attendees, which helps customers to become engaged and more vested in the recycling and composting programs.

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 2014 1st Quarter Report detail file in the tab labeled “M1d. Diversion Level”.