



QUARTERLY REPORT TO THE SBWMA
FOR 2nd Quarter 2013

Submitted August 29, 2013



August 29, 2013

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

Dear Mr. McCarthy:

Enclosed is a copy of the Recology 2nd Quarter 2013 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

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

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
2nd Quarter 2013**

**Submitted
AUGUST 29, 2013**



2nd QUARTER 2013 REPORT

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2nd QUARTER 2013 REPORT

DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

Commercial Solid Waste – Franchised solid waste collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Commercial Recycling – Franchised recyclable materials collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. This includes construction and demolition debris collected from agency facilities. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Commercial Organics – Franchised organic materials collected from businesses, agency facilities, venues and events and multi-family dwellings not coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

MFD Solid Waste – Franchised solid waste collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

MFD Recycling – Franchised recyclable materials collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

MFD Organics – Franchised organic materials collected from multi-family dwellings coded as apartments delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Roll-Off Solid Waste – Franchised solid waste collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Roll-Off Recycling – Franchised recyclable materials collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. This includes construction and demolition debris. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Roll-Off Organics – Franchised organic materials collected in drop boxes or compactors, serviced by drop box collection vehicles, delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Residential Solid Waste – Franchised solid waste collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Residential Recycling – Franchised recyclable materials collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Residential Organics – Franchised organic materials collected from single-family dwellings delivered to the Shoreway Recycling and Disposal Center. Source data is inbound tonnage data provided to Recology by the operator of the Shoreway Recycling and Disposal Center.

Tonnage Allocations – During Quarter 2, system tonnage allocations were updated as follows: effective April 1 for usual and customary service changes; effective June 26 due to changes in residential solid waste and recycling routes.

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.



2nd QUARTER 2013 QUARTERLY REPORT SUMMARY

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

Solid Waste	20,158.84	20,818.20			40,977.04
Recyclables	4,873.08	5,261.46			10,134.54
Organics	4,586.86	4,980.84			9,567.70

Multi-Family Tonnage Collected

Solid Waste	8,465.58	8,916.43			17,382.01
Recyclables	1,826.32	1,898.74			3,725.06
Organics	230.12	256.44			486.56

Residential Tonnage Collected

Solid Waste	14,141.01	14,699.73			28,840.74
Recyclables	9,936.23	10,170.08			20,106.31
Organics	17,438.09	21,195.41			38,633.50

Diversion Rates

Commercial	28.69%	29.43%			29.07%
Multi-Family	19.54%	19.47%			19.50%
Residential	65.94%	68.09%			67.07%
Overall	47.63%	49.62%			48.66%

Inquires & Complaints	13,441	15,721			29,162
Calls Received	39,507	40,644			80,151
Avg. Hold Time	16.73	14.08			15.38
Assessments	173	318			491
Quality Assurance	643	630			1,273

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
ATHERTON								
Commercial								
Commercial Solid Waste	37.56	44.12	38.42	108.15	120.10	0.00	0.00	228.25
Commercial Recycling	12.71	13.26	12.02	36.21	37.99	0.00	0.00	74.20
Commercial Organics	54.58	65.76	28.38	97.49	148.72	0.00	0.00	246.21
Subtotal - Disposed	37.56	44.12	38.42	108.15	120.10	0.00	0.00	228.25
Subtotal - Diverted	67.29	79.02	40.40	133.70	186.71	0.00	0.00	320.41
Diversion Rate	64.18%	64.17%	51.26%	55.28%	60.86%	0.00%	0.00%	58.40%
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	0.43	0.00	0.00	0.43	0.00	0.00	0.43
Roll-Off Recycling	0.00	0.24	0.00	0.00	0.24	0.00	0.00	0.24
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.43	0.00	0.00	0.43	0.00	0.00	0.43
Subtotal - Diverted	0.00	0.24	0.00	0.00	0.24	0.00	0.00	0.24
Diversion Rate	0.00%	35.82%	0.00%	0.00%	35.82%	0.00%	0.00%	35.82%
Residential								
Residential Solid Waste	145.60	150.01	136.02	416.18	431.63	0.00	0.00	847.81
Residential Curbside Recycling	115.19	118.69	108.19	322.91	342.07	0.00	0.00	664.98
Residential Curbside Organics	778.44	695.92	548.94	1,761.86	2,023.30	0.00	0.00	3,785.16
Subtotal - Disposed	145.60	150.01	136.02	416.18	431.63	0.00	0.00	847.81
Subtotal - Diverted	893.63	814.61	657.13	2,084.77	2,365.37	0.00	0.00	4,450.14
Diversion Rate	85.99%	84.45%	82.85%	83.36%	84.57%	0.00%	0.00%	84.00%
Total Disposed	183.16	194.56	174.44	524.33	552.16	0.00	0.00	1,076.49
Total Diverted	960.92	893.87	697.53	2,218.47	2,552.32	0.00	0.00	4,770.79
Total Diversion Rate	83.99%	82.12%	79.99%	80.88%	82.21%	0.00%	0.00%	81.59%
Single-Family Measured Diversion Rate	85.99%	84.45%	82.85%	83.36%	84.57%	0.00%	0.00%	84.00%
Commercial Measured Diversion Rate	64.18%	64.02%	51.26%	55.28%	60.80%	0.00%	0.00%	58.37%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	83.99%	82.12%	79.99%	80.88%	82.21%	0.00%	0.00%	81.59%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Atherton					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	281.86	272.07	228.25	(43.82)	-16.11%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	0.43	100.00%
Commercial Recycling	124.02	69.79	74.20	4.41	6.32%
MFD Recycling	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.24	100.00%
Commercial Organics	209.13	151.50	246.21	94.71	62.51%
MFD Organics	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	(26.57)	-100.00%
SUBTOTAL - Disposed Tons	281.86	272.07	228.68	(43.39)	-15.95%
SUBTOTAL - Diverted Tons	343.29	247.86	320.65	72.79	29.37%
<u>Residential</u>					
Residential Solid Waste	1,086.47	864.50	847.81	(16.69)	-1.93%
Residential Curbside Recycling	623.82	642.38	664.98	22.60	3.52%
Residential Curbside Organics	3,781.70	3,935.08	3,785.16	(149.92)	-3.81%
SUBTOTAL - Disposed Tons	1,086.47	864.50	847.81	(16.69)	-1.93%
SUBTOTAL - Diverted Tons	4,405.52	4,577.46	4,450.14	(127.32)	-2.78%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	1,368.33	1,136.57	1,076.49		
TOTAL TONS DIVERTED	4,748.81	4,825.32	4,770.79		
COMMERCIAL DIVERSION RATE	54.91%	47.67%	58.37%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	80.22%	84.11%	84.00%		
TOTAL DIVERSION RATE	77.63%	80.94%	81.59%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	205.61	199.40	180.51	568.23	585.52	0.00	0.00	1,153.75
Commercial Recycling	53.28	54.74	51.32	148.62	159.34	0.00	0.00	307.96
Commercial Organics	46.71	43.56	36.91	112.82	127.18	0.00	0.00	240.00
Subtotal - Disposed	205.61	199.40	180.51	568.23	585.52	0.00	0.00	1,153.75
Subtotal - Diverted	99.99	98.30	88.23	261.44	286.52	0.00	0.00	547.96
Diversion Rate	32.72%	33.02%	32.83%	31.51%	32.86%	0.00%	0.00%	32.20%
MFD								
MFD Solid Waste	191.93	190.08	173.17	535.26	555.18	0.00	0.00	1,090.44
MFD Recycling	42.34	44.23	39.77	123.22	126.34	0.00	0.00	249.56
MFD Organics	5.09	5.63	4.73	14.51	15.45	0.00	0.00	29.96
Subtotal - Disposed	191.93	190.08	173.17	535.26	555.18	0.00	0.00	1,090.44
Subtotal - Diverted	47.43	49.86	44.50	137.73	141.79	0.00	0.00	279.52
Diversion Rate	19.82%	20.78%	20.44%	20.47%	20.34%	0.00%	0.00%	20.40%
Roll-Off								
Roll-Off Solid Waste	41.59	45.36	33.31	110.54	120.26	0.00	0.00	230.80
Roll-Off Recycling	0.00	0.82	0.00	1.80	0.82	0.00	0.00	2.62
Roll-Off Organics	0.00	0.00	0.00	0.22	0.00	0.00	0.00	0.22
Subtotal - Disposed	41.59	45.36	33.31	110.54	120.26	0.00	0.00	230.80
Subtotal - Diverted	0.00	0.82	0.00	2.02	0.82	0.00	0.00	2.84
Diversion Rate	0.00%	1.78%	0.00%	1.79%	0.68%	0.00%	0.00%	1.22%
Residential								
Residential Solid Waste	266.19	297.90	261.63	795.35	825.72	0.00	0.00	1,621.07
Residential Curbside Recycling	230.07	253.77	218.34	695.96	702.18	0.00	0.00	1,398.14
Residential Curbside Organics	401.34	412.73	334.20	945.53	1,148.27	0.00	0.00	2,093.80
Subtotal - Disposed	266.19	297.90	261.63	795.35	825.72	0.00	0.00	1,621.07
Subtotal - Diverted	631.41	666.50	552.54	1,641.49	1,850.45	0.00	0.00	3,491.94
Diversion Rate	70.34%	69.11%	67.87%	67.36%	69.15%	0.00%	0.00%	68.30%
Total Disposed	705.32	732.74	648.62	2,009.38	2,086.68	0.00	0.00	4,096.06
Total Diverted	778.83	815.48	685.27	2,042.68	2,279.58	0.00	0.00	4,322.26
Total Diversion Rate	52.48%	52.67%	51.37%	50.41%	52.21%	0.00%	0.00%	51.34%
Single-Family Measured Diversion Rate	70.34%	69.11%	67.87%	67.36%	69.15%	0.00%	0.00%	68.30%
Commercial Measured Diversion Rate	25.13%	25.52%	25.54%	24.84%	25.39%	0.00%	0.00%	25.12%
MFD Measured Diversion Rate	19.82%	20.78%	20.44%	20.47%	20.34%	0.00%	0.00%	20.40%
Overall Measured Diversion Rate	52.48%	52.67%	51.37%	50.41%	52.21%	0.00%	0.00%	51.34%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Belmont					
Commercial¹ and MFD					
Commercial Solid Waste	1,015.74	1,344.04	1,153.75	(190.29)	-14.16%
MFD Solid Waste	900.99	1,013.15	1,090.44	77.29	7.63%
Roll-Off Solid Waste	228.06	232.79	230.80	(1.99)	-0.85%
Commercial Recycling	256.77	309.00	307.96	(1.04)	-0.34%
MFD Recycling	223.81	222.26	249.56	27.30	12.28%
Roll-Off Recycling	0.00	0.00	2.62	2.62	145.56%
Commercial Organics	188.62	209.41	240.00	30.59	14.61%
MFD Organics	11.73	10.43	29.96	19.53	187.25%
Roll-Off Organics	1.14	7.02	0.22	(6.80)	-96.87%
SUBTOTAL - Disposed Tons	2,144.79	2,589.98	2,474.99	(114.99)	-4.44%
SUBTOTAL - Diverted Tons	682.07	758.12	830.32	72.20	9.52%
Residential					
Residential Solid Waste	1,594.95	1,661.16	1,621.07	(40.09)	-2.41%
Residential Curbside Recycling	1,608.15	1,419.15	1,398.14	(21.01)	-1.48%
Residential Curbside Organics	2,028.49	2,002.91	2,093.80	90.89	4.54%
SUBTOTAL - Disposed Tons	1,594.95	1,661.16	1,621.07	(40.09)	-2.41%
SUBTOTAL - Diverted Tons	3,636.64	3,422.06	3,491.94	69.88	2.04%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	3,739.74	4,251.14	4,096.06		
TOTAL TONS DIVERTED	4,318.71	4,180.18	4,322.26		
COMMERCIAL DIVERSION RATE	24.13%	22.64%	25.12%		
MFD DIVERSION RATE	20.72%	18.68%	20.40%		
RESIDENTIAL DIVERSION RATE	69.51%	67.32%	68.30%		
TOTAL DIVERSION RATE	53.59%	49.58%	51.34%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
BURLINGAME								
Commercial								
Commercial Solid Waste	718.37	722.42	646.51	1,993.69	2,087.30	0.00	0.00	4,080.99
Commercial Recycling	276.27	280.79	275.52	722.85	832.58	0.00	0.00	1,555.43
Commercial Organics	225.97	223.30	233.58	652.28	682.85	0.00	0.00	1,335.13
Subtotal - Disposed	718.37	722.42	646.51	1,993.69	2,087.30	0.00	0.00	4,080.99
Subtotal - Diverted	502.24	504.09	509.10	1,375.13	1,515.43	0.00	0.00	2,890.56
Diversion Rate	41.15%	41.10%	44.05%	40.82%	42.06%	0.00%	0.00%	41.46%
MFD								
MFD Solid Waste	255.38	261.52	226.59	729.55	743.49	0.00	0.00	1,473.04
MFD Recycling	71.13	73.03	69.09	210.30	213.25	0.00	0.00	423.55
MFD Organics	6.13	6.68	5.25	16.52	18.06	0.00	0.00	34.58
Subtotal - Disposed	255.38	261.52	226.59	729.55	743.49	0.00	0.00	1,473.04
Subtotal - Diverted	77.26	79.71	74.34	226.82	231.31	0.00	0.00	458.13
Diversion Rate	23.23%	23.36%	24.70%	23.72%	23.73%	0.00%	0.00%	23.72%
Roll-Off								
Roll-Off Solid Waste	569.85	618.69	581.46	1,831.23	1,770.00	0.00	0.00	3,601.23
Roll-Off Recycling	8.35	8.73	6.93	31.89	24.01	0.00	0.00	55.90
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	569.85	618.69	581.46	1,831.23	1,770.00	0.00	0.00	3,601.23
Subtotal - Diverted	8.35	8.73	6.93	31.89	24.01	0.00	0.00	55.90
Diversion Rate	1.44%	1.39%	1.18%	1.71%	1.34%	0.00%	0.00%	1.53%
Residential								
Residential Solid Waste	317.33	323.07	292.60	878.60	933.00	0.00	0.00	1,811.60
Residential Curbside Recycling	254.15	257.04	235.19	732.80	746.38	0.00	0.00	1,479.18
Residential Curbside Organics	524.15	499.62	407.25	1,137.03	1,431.02	0.00	0.00	2,568.05
Subtotal - Disposed	317.33	323.07	292.60	878.60	933.00	0.00	0.00	1,811.60
Subtotal - Diverted	778.30	756.66	642.44	1,869.83	2,177.40	0.00	0.00	4,047.23
Diversion Rate	71.04%	70.08%	68.71%	68.03%	70.00%	0.00%	0.00%	69.08%
Total Disposed	1,860.93	1,925.70	1,747.16	5,433.07	5,533.79	0.00	0.00	10,966.86
Total Diverted	1,366.15	1,349.19	1,232.81	3,503.67	3,948.15	0.00	0.00	7,451.82
Total Diversion Rate	42.33%	41.20%	41.37%	39.21%	41.64%	0.00%	0.00%	40.46%
Single-Family Measured Diversion Rate	71.04%	70.08%	68.71%	68.03%	70.00%	0.00%	0.00%	69.08%
Commercial Measured Diversion Rate	27.58%	26.99%	28.87%	26.40%	27.79%	0.00%	0.00%	27.11%
MFD Measured Diversion Rate	23.23%	23.36%	24.70%	23.72%	23.73%	0.00%	0.00%	23.72%
Overall Measured Diversion Rate	42.33%	41.20%	41.37%	39.21%	41.64%	0.00%	0.00%	40.46%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Burlingame					
Commercial¹ and MFD					
Commercial Solid Waste	4,001.87	4,355.02	4,080.99	(274.03)	-6.29%
MFD Solid Waste	1,531.08	1,416.99	1,473.04	56.05	3.96%
Roll-Off Solid Waste	4,178.59	4,172.16	3,601.23	(570.93)	-13.68%
Commercial Recycling	1,264.73	1,405.13	1,555.43	150.30	10.70%
MFD Recycling	354.23	342.01	423.55	81.54	23.84%
Roll-Off Recycling	56.57	150.87	55.90	(94.97)	-62.95%
Commercial Organics	1,141.98	1,071.37	1,335.13	263.76	24.62%
MFD Organics	38.09	26.95	34.58	7.63	28.31%
Roll-Off Organics	190.64	225.15	0.00	(225.15)	-100.00%
SUBTOTAL - Disposed Tons	9,711.54	9,944.17	9,155.26	(788.91)	-7.93%
SUBTOTAL - Diverted Tons	3,046.24	3,221.48	3,404.59	183.11	5.68%
Residential					
Residential Solid Waste	2,038.17	1,828.87	1,811.60	(17.27)	-0.94%
Residential Curbside Recycling	1,482.62	1,469.48	1,479.18	9.70	0.66%
Residential Curbside Organics	2,536.39	2,535.93	2,568.05	32.12	1.27%
SUBTOTAL - Disposed Tons	2,038.17	1,828.87	1,811.60	(17.27)	-0.94%
SUBTOTAL - Diverted Tons	4,019.01	4,005.41	4,047.23	41.82	1.04%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	11,749.71	11,773.04	10,966.86		
TOTAL TONS DIVERTED	7,065.25	7,226.89	7,451.82		
COMMERCIAL DIVERSION RATE	23.88%	24.47%	27.11%		
MFD DIVERSION RATE	20.40%	20.66%	23.72%		
RESIDENTIAL DIVERSION RATE	66.35%	68.65%	69.08%		
TOTAL DIVERSION RATE	37.55%	38.04%	40.46%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
EAST PALO ALTO								
Commercial								
Commercial Solid Waste	116.65	117.85	110.46	310.85	344.96	0.00	0.00	655.81
Commercial Recycling	32.53	32.50	43.00	146.27	108.03	0.00	0.00	254.30
Commercial Organics	23.06	26.73	30.53	72.36	80.32	0.00	0.00	152.68
Subtotal - Disposed	116.65	117.85	110.46	310.85	344.96	0.00	0.00	655.81
Subtotal - Diverted	55.59	59.23	73.53	218.63	188.35	0.00	0.00	406.98
Diversion Rate	32.27%	33.45%	39.96%	41.29%	35.32%	0.00%	0.00%	38.29%
MFD								
MFD Solid Waste	232.50	231.85	220.56	642.36	684.91	0.00	0.00	1,327.27
MFD Recycling	19.03	18.04	17.19	52.79	54.26	0.00	0.00	107.05
MFD Organics	9.59	6.85	6.75	18.81	23.19	0.00	0.00	42.00
Subtotal - Disposed	232.50	231.85	220.56	642.36	684.91	0.00	0.00	1,327.27
Subtotal - Diverted	28.62	24.89	23.94	71.60	77.45	0.00	0.00	149.05
Diversion Rate	10.96%	9.69%	9.79%	10.03%	10.16%	0.00%	0.00%	10.10%
Roll-Off								
Roll-Off Solid Waste	104.52	103.95	105.62	323.55	314.09	0.00	0.00	637.64
Roll-Off Recycling	3.65	0.00	0.00	0.00	3.65	0.00	0.00	3.65
Roll-Off Organics	2.79	0.00	0.00	0.00	2.79	0.00	0.00	2.79
Subtotal - Disposed	104.52	103.95	105.62	323.55	314.09	0.00	0.00	637.64
Subtotal - Diverted	6.44	0.00	0.00	0.00	6.44	0.00	0.00	6.44
Diversion Rate	5.80%	0.00%	0.00%	0.00%	2.01%	0.00%	0.00%	1.00%
Residential								
Residential Solid Waste	548.07	539.31	496.86	1,521.89	1,584.24	0.00	0.00	3,106.13
Residential Curbside Recycling	121.75	116.34	111.92	327.94	350.01	0.00	0.00	677.95
Residential Curbside Organics	387.69	336.11	280.77	836.16	1,004.57	0.00	0.00	1,840.73
Subtotal - Disposed	548.07	539.31	496.86	1,521.89	1,584.24	0.00	0.00	3,106.13
Subtotal - Diverted	509.44	452.45	392.69	1,164.10	1,354.58	0.00	0.00	2,518.68
Diversion Rate	48.17%	45.62%	44.14%	43.34%	46.09%	0.00%	0.00%	44.78%
Total Disposed	1,001.74	992.96	933.50	2,798.65	2,928.20	0.00	0.00	5,726.85
Total Diverted	600.09	536.57	490.16	1,454.33	1,626.82	0.00	0.00	3,081.15
Total Diversion Rate	37.46%	35.08%	34.43%	34.20%	35.71%	0.00%	0.00%	34.98%
Single-Family Measured Diversion Rate	48.17%	45.62%	44.14%	43.34%	46.09%	0.00%	0.00%	44.78%
Commercial Measured Diversion Rate	16.65%	15.64%	18.25%	18.52%	16.84%	0.00%	0.00%	17.67%
MFD Measured Diversion Rate	10.96%	9.69%	9.79%	10.03%	10.16%	0.00%	0.00%	10.10%
Overall Measured Diversion Rate	37.46%	35.08%	34.43%	34.20%	35.71%	0.00%	0.00%	34.98%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
East Palo Alto					
Commercial¹ and MFD					
Commercial Solid Waste	709.15	718.18	655.81	(62.37)	-8.68%
MFD Solid Waste	1,324.88	1,246.80	1,327.27	80.47	6.45%
Roll-Off Solid Waste	348.11	668.87	637.64	(31.23)	-4.67%
Commercial Recycling	261.62	826.20	254.30	(571.90)	-69.22%
MFD Recycling	13.05	92.35	107.05	14.70	15.92%
Roll-Off Recycling	14.64	12.39	3.65	(8.74)	-70.54%
Commercial Organics	158.46	153.47	152.68	(0.79)	-0.51%
MFD Organics	27.81	29.44	42.00	12.56	42.66%
Roll-Off Organics	0.00	9.94	2.79	(7.15)	-71.93%
SUBTOTAL - Disposed Tons	2,382.14	2,633.85	2,620.72	(13.13)	-0.50%
SUBTOTAL - Diverted Tons	475.58	1,123.79	562.47	(561.32)	-49.95%
Residential					
Residential Solid Waste	3,112.27	3,155.61	3,106.13	(49.48)	-1.57%
Residential Curbside Recycling	649.47	645.50	677.95	32.45	5.03%
Residential Curbside Organics	1,727.00	1,711.36	1,840.73	129.37	7.56%
SUBTOTAL - Disposed Tons	3,112.27	3,155.61	3,106.13	(49.48)	-1.57%
SUBTOTAL - Diverted Tons	2,376.47	2,356.86	2,518.68	161.82	6.87%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	5,494.41	5,789.46	5,726.85		
TOTAL TONS DIVERTED	2,852.05	3,480.65	3,081.15		
COMMERCIAL DIVERSION RATE	16.64%	29.91%	17.67%		
MFD DIVERSION RATE	2.99%	8.90%	10.10%		
RESIDENTIAL DIVERSION RATE	43.30%	42.76%	44.78%		
TOTAL DIVERSION RATE	34.17%	37.55%	34.98%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							2013
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY								
Commercial								
Commercial Solid Waste	255.54	248.43	223.22	687.99	727.19	0.00	0.00	1,415.18
Commercial Recycling	84.87	85.96	80.61	230.89	251.44	0.00	0.00	482.33
Commercial Organics	158.80	169.57	157.45	414.90	485.82	0.00	0.00	900.72
Subtotal - Disposed	255.54	248.43	223.22	687.99	727.19	0.00	0.00	1,415.18
Subtotal - Diverted	243.67	255.53	238.06	645.79	737.26	0.00	0.00	1,383.05
Diversion Rate	48.81%	50.70%	51.61%	48.42%	50.34%	0.00%	0.00%	49.43%
MFD								
MFD Solid Waste	289.38	293.89	261.92	784.54	845.19	0.00	0.00	1,629.73
MFD Recycling	64.75	67.21	61.51	179.85	193.47	0.00	0.00	373.32
MFD Organics	5.23	5.58	4.56	12.84	15.37	0.00	0.00	28.21
Subtotal - Disposed	289.38	293.89	261.92	784.54	845.19	0.00	0.00	1,629.73
Subtotal - Diverted	69.98	72.79	66.07	192.69	208.84	0.00	0.00	401.53
Diversion Rate	19.47%	19.85%	20.14%	19.72%	19.81%	0.00%	0.00%	19.77%
Roll-Off								
Roll-Off Solid Waste	100.42	111.19	109.48	318.12	321.09	0.00	0.00	639.21
Roll-Off Recycling	0.00	4.22	3.42	5.73	7.64	0.00	0.00	13.37
Roll-Off Organics	49.05	46.84	41.68	113.63	137.57	0.00	0.00	251.20
Subtotal - Disposed	100.42	111.19	109.48	318.12	321.09	0.00	0.00	639.21
Subtotal - Diverted	49.05	51.06	45.10	119.36	145.21	0.00	0.00	264.57
Diversion Rate	32.82%	31.47%	29.18%	27.28%	31.14%	0.00%	0.00%	29.27%
Residential								
Residential Solid Waste	274.48	283.91	251.03	783.42	809.42	0.00	0.00	1,592.84
Residential Curbside Recycling	196.22	212.13	188.59	582.55	596.94	0.00	0.00	1,179.49
Residential Curbside Organics	272.10	271.37	219.75	621.31	763.22	0.00	0.00	1,384.53
Subtotal - Disposed	274.48	283.91	251.03	783.42	809.42	0.00	0.00	1,592.84
Subtotal - Diverted	468.32	483.50	408.34	1,203.86	1,360.16	0.00	0.00	2,564.02
Diversion Rate	63.05%	63.00%	61.93%	60.58%	62.69%	0.00%	0.00%	61.68%
Total Disposed	919.82	937.42	845.65	2,574.07	2,702.89	0.00	0.00	5,276.96
Total Diverted	831.02	862.88	757.57	2,161.70	2,451.47	0.00	0.00	4,613.17
Total Diversion Rate	47.46%	47.93%	47.25%	45.65%	47.56%	0.00%	0.00%	46.64%
Single-Family Measured Diversion Rate	63.05%	63.00%	61.93%	60.58%	62.69%	0.00%	0.00%	61.68%
Commercial Measured Diversion Rate	35.98%	36.73%	37.00%	34.85%	36.56%	0.00%	0.00%	35.74%
MFD Measured Diversion Rate	19.47%	19.85%	20.14%	19.72%	19.81%	0.00%	0.00%	19.77%
Overall Measured Diversion Rate	47.46%	47.93%	47.25%	45.65%	47.56%	0.00%	0.00%	46.64%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Foster City					
Commercial¹ and MFD					
Commercial Solid Waste	1,773.08	1,663.17	1,415.18	(247.99)	-14.91%
MFD Solid Waste	2,195.44	1,490.95	1,629.73	138.78	9.31%
Roll-Off Solid Waste	1,025.84	713.34	639.21	(74.13)	-10.39%
Commercial Recycling	312.09	481.71	482.33	0.62	0.13%
MFD Recycling	272.80	290.18	373.32	83.14	28.65%
Roll-Off Recycling	25.98	14.19	13.37	(0.82)	-5.78%
Commercial Organics	739.38	758.01	900.72	142.71	18.83%
MFD Organics	17.86	14.67	28.21	13.54	92.30%
Roll-Off Organics	128.44	289.19	251.20	(37.99)	-13.14%
SUBTOTAL - Disposed Tons	4,994.36	3,867.46	3,684.12	(183.34)	-4.74%
SUBTOTAL - Diverted Tons	1,496.55	1,847.95	2,049.15	201.20	10.89%
Residential					
Residential Solid Waste	1,474.10	1,610.89	1,592.84	(18.05)	-1.12%
Residential Curbside Recycling	1,188.07	1,178.92	1,179.49	0.58	0.05%
Residential Curbside Organics	1,337.01	1,400.72	1,384.53	(16.19)	-1.16%
SUBTOTAL - Disposed Tons	1,474.10	1,610.89	1,592.84	(18.05)	-1.12%
SUBTOTAL - Diverted Tons	2,525.08	2,579.64	2,564.02	(15.62)	-0.61%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	6,468.46	5,478.35	5,276.96		
TOTAL TONS DIVERTED	4,021.63	4,427.59	4,613.17		
COMMERCIAL DIVERSION RATE	23.06%	32.33%	35.74%		
MFD DIVERSION RATE	11.69%	16.98%	19.77%		
RESIDENTIAL DIVERSION RATE	63.14%	61.56%	61.68%		
TOTAL DIVERSION RATE	38.34%	44.70%	46.64%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	36.37	35.49	44.88	86.76	116.74	0.00	0.00	203.50
Commercial Recycling	24.09	35.17	62.28	82.16	121.54	0.00	0.00	203.70
Commercial Organics	41.32	49.20	39.72	68.47	130.24	0.00	0.00	198.71
Subtotal - Disposed	36.37	35.49	44.88	86.76	116.74	0.00	0.00	203.50
Subtotal - Diverted	65.41	84.37	102.00	150.63	251.78	0.00	0.00	402.41
Diversion Rate	64.27%	70.39%	69.44%	63.45%	68.32%	0.00%	0.00%	66.41%
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	192.01	195.69	176.01	540.11	563.71	0.00	0.00	1,103.82
Residential Curbside Recycling	165.41	165.35	150.81	465.30	481.57	0.00	0.00	946.87
Residential Curbside Organics	442.78	410.99	334.69	993.76	1,188.46	0.00	0.00	2,182.22
Subtotal - Disposed	192.01	195.69	176.01	540.11	563.71	0.00	0.00	1,103.82
Subtotal - Diverted	608.19	576.34	485.50	1,459.06	1,670.03	0.00	0.00	3,129.09
Diversion Rate	76.00%	74.65%	73.39%	72.98%	74.76%	0.00%	0.00%	73.92%
Total Disposed	228.38	231.18	220.89	626.87	680.45	0.00	0.00	1,307.32
Total Diverted	673.60	660.71	587.50	1,609.69	1,921.81	0.00	0.00	3,531.50
Total Diversion Rate	74.68%	74.08%	72.68%	71.97%	73.85%	0.00%	0.00%	72.98%
Single-Family Measured Diversion Rate	76.00%	74.65%	73.39%	72.98%	74.76%	0.00%	0.00%	73.92%
Commercial Measured Diversion Rate	64.27%	70.39%	69.44%	63.45%	68.32%	0.00%	0.00%	66.41%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	74.68%	74.08%	72.68%	71.97%	73.85%	0.00%	0.00%	72.98%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Hillsborough					
Commercial¹ and MFD					
Commercial Solid Waste	253.70	201.93	203.50	1.57	0.78%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	(1.80)	-100.00%
Commercial Recycling	386.36	84.99	203.70	118.71	139.68%
MFD Recycling	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	(10.32)	-100.00%
Commercial Organics	140.81	118.30	198.71	80.41	67.97%
MFD Organics	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	(5.52)	-100.00%
SUBTOTAL - Disposed Tons	258.94	203.73	203.50	(0.23)	-0.11%
SUBTOTAL - Diverted Tons	534.71	219.13	402.41	183.28	83.64%
Residential					
Residential Solid Waste	1,543.19	1,180.20	1,103.82	(76.38)	-6.47%
Residential Curbside Recycling	1,272.26	917.62	946.87	29.25	3.19%
Residential Curbside Organics	1,887.52	2,156.07	2,182.22	26.15	1.21%
SUBTOTAL - Disposed Tons	1,543.19	1,180.20	1,103.82	(76.38)	-6.47%
SUBTOTAL - Diverted Tons	3,159.78	3,073.69	3,129.09	55.40	1.80%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	1,802.13	1,383.93	1,307.32		
TOTAL TONS DIVERTED	3,694.49	3,292.82	3,531.50		
COMMERCIAL DIVERSION RATE	67.37%	51.82%	66.41%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	67.19%	72.26%	73.92%		
TOTAL DIVERSION RATE	67.21%	70.41%	72.98%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK								
Commercial								
Commercial Solid Waste	782.45	817.33	755.68	2,282.63	2,355.46	0.00	0.00	4,638.09
Commercial Recycling	227.71	224.90	226.27	675.80	678.88	0.00	0.00	1,354.68
Commercial Organics	340.86	363.11	302.38	1,015.69	1,006.35	0.00	0.00	2,022.04
Subtotal - Disposed	782.45	817.33	755.68	2,282.63	2,355.46	0.00	0.00	4,638.09
Subtotal - Diverted	568.57	588.01	528.65	1,691.49	1,685.23	0.00	0.00	3,376.72
Diversion Rate	42.08%	41.84%	41.16%	42.56%	41.71%	0.00%	0.00%	42.13%
MFD								
MFD Solid Waste	187.20	188.40	171.96	519.64	547.56	0.00	0.00	1,067.20
MFD Recycling	61.36	64.38	58.14	178.41	183.88	0.00	0.00	362.29
MFD Organics	11.21	11.03	9.46	27.26	31.70	0.00	0.00	58.96
Subtotal - Disposed	187.20	188.40	171.96	519.64	547.56	0.00	0.00	1,067.20
Subtotal - Diverted	72.57	75.41	67.60	205.67	215.58	0.00	0.00	421.25
Diversion Rate	27.94%	28.58%	28.22%	28.36%	28.25%	0.00%	0.00%	28.30%
Roll-Off								
Roll-Off Solid Waste	37.81	27.67	30.22	109.89	95.70	0.00	0.00	205.59
Roll-Off Recycling	42.05	44.54	56.99	84.93	143.58	0.00	0.00	228.51
Roll-Off Organics	25.32	16.44	13.48	92.61	55.24	0.00	0.00	147.85
Subtotal - Disposed	37.81	27.67	30.22	109.89	95.70	0.00	0.00	205.59
Subtotal - Diverted	67.37	60.98	70.47	177.54	198.82	0.00	0.00	376.36
Diversion Rate	64.05%	68.79%	69.99%	61.77%	67.51%	0.00%	0.00%	64.67%
Residential								
Residential Solid Waste	367.06	384.98	344.36	1,050.43	1,096.40	0.00	0.00	2,146.83
Residential Curbside Recycling	300.73	319.23	272.59	876.85	892.55	0.00	0.00	1,769.40
Residential Curbside Organics	797.08	763.32	603.80	1,812.50	2,164.20	0.00	0.00	3,976.70
Subtotal - Disposed	367.06	384.98	344.36	1,050.43	1,096.40	0.00	0.00	2,146.83
Subtotal - Diverted	1,097.81	1,082.55	876.39	2,689.35	3,056.75	0.00	0.00	5,746.10
Diversion Rate	74.94%	73.77%	71.79%	71.91%	73.60%	0.00%	0.00%	72.80%
Total Disposed	1,374.52	1,418.38	1,302.22	3,962.59	4,095.12	0.00	0.00	8,057.71
Total Diverted	1,806.32	1,806.95	1,543.11	4,764.05	5,156.38	0.00	0.00	9,920.43
Total Diversion Rate	56.79%	56.02%	54.23%	54.59%	55.74%	0.00%	0.00%	55.18%
Single-Family Measured Diversion Rate	74.94%	73.77%	71.79%	71.91%	73.60%	0.00%	0.00%	72.80%
Commercial Measured Diversion Rate	41.29%	41.21%	41.04%	41.60%	41.18%	0.00%	0.00%	41.39%
MFD Measured Diversion Rate	27.94%	28.58%	28.22%	28.36%	28.25%	0.00%	0.00%	28.30%
Overall Measured Diversion Rate	56.79%	56.02%	54.23%	54.59%	55.74%	0.00%	0.00%	55.18%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Menlo Park					
Commercial¹ and MFD					
Commercial Solid Waste	5,549.97	5,080.46	4,638.09	(442.37)	-8.71%
MFD Solid Waste	1,339.34	1,003.16	1,067.20	64.04	6.38%
Roll-Off Solid Waste	348.50	294.83	205.59	(89.24)	-30.27%
Commercial Recycling	974.46	1,258.39	1,354.68	96.29	7.65%
MFD Recycling	255.18	289.44	362.29	72.85	25.17%
Roll-Off Recycling	321.32	148.31	228.51	80.20	54.08%
Commercial Organics	1,679.48	1,794.55	2,022.04	227.49	12.68%
MFD Organics	58.60	47.82	58.96	11.14	23.30%
Roll-Off Organics	51.24	225.32	147.85	(77.47)	-34.38%
SUBTOTAL - Disposed Tons	7,237.81	6,378.45	5,910.88	(467.57)	-7.33%
SUBTOTAL - Diverted Tons	3,340.28	3,763.83	4,174.33	410.50	10.91%
Residential					
Residential Solid Waste	2,107.19	2,175.06	2,146.83	(28.23)	-1.30%
Residential Curbside Recycling	1,722.62	1,785.86	1,769.40	(16.46)	-0.92%
Residential Curbside Organics	4,054.99	3,947.71	3,976.70	28.99	0.73%
SUBTOTAL - Disposed Tons	2,107.19	2,175.06	2,146.83	(28.23)	-1.30%
SUBTOTAL - Diverted Tons	5,777.61	5,733.57	5,746.10	12.53	0.22%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	9,345.00	8,553.51	8,057.71		
TOTAL TONS DIVERTED	9,117.89	9,497.40	9,920.43		
COMMERCIAL DIVERSION RATE	31.58%	37.11%	41.39%		
MFD DIVERSION RATE	18.98%	25.16%	28.30%		
RESIDENTIAL DIVERSION RATE	73.28%	72.50%	72.80%		
TOTAL DIVERSION RATE	49.38%	52.61%	55.18%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	163.32	166.75	149.29	486.22	479.36	0.00	0.00	965.58
Commercial Recycling	40.63	40.69	39.55	123.66	120.87	0.00	0.00	244.53
Commercial Organics	32.34	32.93	31.49	85.52	96.76	0.00	0.00	182.28
Subtotal - Disposed	163.32	166.75	149.29	486.22	479.36	0.00	0.00	965.58
Subtotal - Diverted	72.97	73.62	71.04	209.18	217.63	0.00	0.00	426.81
Diversion Rate	30.88%	30.63%	32.24%	30.08%	31.22%	0.00%	0.00%	30.65%
MFD								
MFD Solid Waste	86.16	89.90	79.40	212.95	255.46	0.00	0.00	468.41
MFD Recycling	10.01	10.26	9.75	28.96	30.02	0.00	0.00	58.98
MFD Organics	0.00	0.00	0.00	0.40	0.00	0.00	0.00	0.40
Subtotal - Disposed	86.16	89.90	79.40	212.95	255.46	0.00	0.00	468.41
Subtotal - Diverted	10.01	10.26	9.75	29.36	30.02	0.00	0.00	59.38
Diversion Rate	10.41%	10.24%	10.94%	12.12%	10.52%	0.00%	0.00%	11.25%
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	244.90	241.56	224.14	675.33	710.60	0.00	0.00	1,385.93
Residential Curbside Recycling	101.87	97.89	93.43	277.26	293.19	0.00	0.00	570.45
Residential Curbside Organics	217.06	199.94	161.14	478.76	578.14	0.00	0.00	1,056.90
Subtotal - Disposed	244.90	241.56	224.14	675.33	710.60	0.00	0.00	1,385.93
Subtotal - Diverted	318.93	297.83	254.57	756.02	871.33	0.00	0.00	1,627.35
Diversion Rate	56.56%	55.22%	53.18%	52.82%	55.08%	0.00%	0.00%	54.01%
Total Disposed	494.38	498.21	452.83	1,374.50	1,445.42	0.00	0.00	2,819.92
Total Diverted	401.91	381.71	335.36	994.56	1,118.98	0.00	0.00	2,113.54
Total Diversion Rate	44.84%	43.38%	42.55%	41.98%	43.64%	0.00%	0.00%	42.84%
Single-Family Measured Diversion Rate	56.56%	55.22%	53.18%	52.82%	55.08%	0.00%	0.00%	54.01%
Commercial Measured Diversion Rate	24.96%	24.63%	26.11%	25.44%	25.21%	0.00%	0.00%	25.32%
MFD Measured Diversion Rate	10.41%	10.24%	10.94%	12.12%	10.52%	0.00%	0.00%	11.25%
Overall Measured Diversion Rate	44.84%	43.38%	42.55%	41.98%	43.64%	0.00%	0.00%	42.84%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
North Fair Oaks					
Commercial¹ and MFD					
Commercial Solid Waste	777.22	930.81	965.58	34.77	3.74%
MFD Solid Waste	352.88	367.83	468.41	100.58	27.34%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	218.64	245.56	244.53	(1.03)	-0.42%
MFD Recycling	52.35	49.29	58.98	9.69	19.66%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	181.55	181.07	182.28	1.21	0.67%
MFD Organics	1.49	1.00	0.40	(0.60)	0.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,130.10	1,298.64	1,433.99	135.35	10.42%
SUBTOTAL - Diverted Tons	454.03	476.92	486.19	9.27	1.94%
Residential					
Residential Solid Waste	1,166.61	1,328.40	1,385.93	57.53	4.33%
Residential Curbside Recycling	457.67	553.08	570.45	17.37	3.14%
Residential Curbside Organics	1,011.49	1,018.43	1,056.90	38.47	3.78%
SUBTOTAL - Disposed Tons	1,166.61	1,328.40	1,385.93	57.53	4.33%
SUBTOTAL - Diverted Tons	1,469.16	1,571.51	1,627.35	55.84	3.55%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	2,296.71	2,627.04	2,819.92		
TOTAL TONS DIVERTED	1,923.19	2,048.43	2,113.54		
COMMERCIAL DIVERSION RATE	28.66%	26.86%	25.32%		
MFD DIVERSION RATE	13.24%	12.03%	11.25%		
RESIDENTIAL DIVERSION RATE	55.74%	54.19%	54.01%		
TOTAL DIVERSION RATE	45.57%	43.81%	42.84%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,299.02	1,297.90	1,184.36	3,675.35	3,781.28	0.00	0.00	7,456.63
Commercial Recycling	287.64	302.40	274.98	851.02	865.02	0.00	0.00	1,716.04
Commercial Organics	293.88	271.51	250.84	750.07	816.23	0.00	0.00	1,566.30
Subtotal - Disposed	1,299.02	1,297.90	1,184.36	3,675.35	3,781.28	0.00	0.00	7,456.63
Subtotal - Diverted	581.52	573.91	525.82	1,601.09	1,681.25	0.00	0.00	3,282.34
Diversion Rate	30.92%	30.66%	30.75%	30.34%	30.78%	0.00%	0.00%	30.56%
MFD								
MFD Solid Waste	681.66	690.23	622.09	1,893.97	1,993.98	0.00	0.00	3,887.95
MFD Recycling	113.40	114.30	107.17	328.54	334.87	0.00	0.00	663.41
MFD Organics	11.86	11.04	9.85	29.69	32.75	0.00	0.00	62.44
Subtotal - Disposed	681.66	690.23	622.09	1,893.97	1,993.98	0.00	0.00	3,887.95
Subtotal - Diverted	125.26	125.34	117.02	358.23	367.62	0.00	0.00	725.85
Diversion Rate	15.52%	15.37%	15.83%	15.91%	15.57%	0.00%	0.00%	15.73%
Roll-Off								
Roll-Off Solid Waste	312.86	357.87	345.01	941.47	1,015.74	0.00	0.00	1,957.21
Roll-Off Recycling	7.12	7.89	12.86	33.26	27.87	0.00	0.00	61.13
Roll-Off Organics	59.68	61.11	44.54	127.52	165.33	0.00	0.00	292.85
Subtotal - Disposed	312.86	357.87	345.01	941.47	1,015.74	0.00	0.00	1,957.21
Subtotal - Diverted	66.80	69.00	57.40	160.78	193.20	0.00	0.00	353.98
Diversion Rate	17.59%	16.16%	14.26%	14.59%	15.98%	0.00%	0.00%	15.32%
Residential								
Residential Solid Waste	874.37	870.43	796.11	2,469.11	2,540.91	0.00	0.00	5,010.02
Residential Curbside Recycling	632.90	638.47	582.43	1,797.68	1,853.80	0.00	0.00	3,651.48
Residential Curbside Organics	1,334.82	1,196.24	966.64	2,829.54	3,497.70	0.00	0.00	6,327.24
Subtotal - Disposed	874.37	870.43	796.11	2,469.11	2,540.91	0.00	0.00	5,010.02
Subtotal - Diverted	1,967.72	1,834.71	1,549.07	4,627.22	5,351.50	0.00	0.00	9,978.72
Diversion Rate	69.23%	67.82%	66.05%	65.21%	67.81%	0.00%	0.00%	66.57%
Total Disposed	3,167.91	3,216.43	2,947.57	8,979.90	9,331.91	0.00	0.00	18,311.81
Total Diverted	2,741.30	2,602.96	2,249.31	6,747.32	7,593.57	0.00	0.00	14,340.89
Total Diversion Rate	46.39%	44.73%	43.28%	42.90%	44.86%	0.00%	0.00%	43.92%
Single-Family Measured Diversion Rate	69.23%	67.82%	66.05%	65.21%	67.81%	0.00%	0.00%	66.57%
Commercial Measured Diversion Rate	25.22%	24.67%	24.56%	24.56%	24.82%	0.00%	0.00%	24.70%
MFD Measured Diversion Rate	15.52%	15.37%	15.83%	15.91%	15.57%	0.00%	0.00%	15.73%
Overall Measured Diversion Rate	46.39%	44.73%	43.28%	42.90%	44.86%	0.00%	0.00%	43.92%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Redwood City					
Commercial¹ and MFD					
Commercial Solid Waste	6,949.12	8,076.92	7,456.63	(620.29)	-7.68%
MFD Solid Waste	3,777.04	3,591.74	3,887.95	296.21	8.25%
Roll-Off Solid Waste	2,036.62	2,120.78	1,957.21	(163.57)	-7.71%
Commercial Recycling	1,509.31	1,728.26	1,716.04	(12.22)	-0.71%
MFD Recycling	580.14	535.17	663.41	128.24	23.96%
Roll-Off Recycling	52.46	59.89	61.13	1.24	2.07%
Commercial Organics	1,150.43	1,450.76	1,566.30	115.54	7.96%
MFD Organics	59.31	58.71	62.44	3.73	6.35%
Roll-Off Organics	312.23	427.31	292.85	(134.46)	-31.47%
SUBTOTAL - Disposed Tons	12,762.78	13,789.44	13,301.79	(487.65)	-3.54%
SUBTOTAL - Diverted Tons	3,663.88	4,260.10	4,362.17	102.07	2.40%
Residential					
Residential Solid Waste	5,269.22	5,106.09	5,010.02	(96.07)	-1.88%
Residential Curbside Recycling	3,411.71	3,541.36	3,651.48	110.12	3.11%
Residential Curbside Organics	5,776.02	5,977.04	6,327.24	350.20	5.86%
SUBTOTAL - Disposed Tons	5,269.22	5,106.09	5,010.02	(96.07)	-1.88%
SUBTOTAL - Diverted Tons	9,187.73	9,518.40	9,978.72	460.32	4.84%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	18,032.00	18,895.53	18,311.81		
TOTAL TONS DIVERTED	12,851.61	13,778.50	14,340.89		
COMMERCIAL DIVERSION RATE	22.30%	23.60%	24.70%		
MFD DIVERSION RATE	14.48%	14.19%	15.73%		
RESIDENTIAL DIVERSION RATE	63.55%	65.09%	66.57%		
TOTAL DIVERSION RATE	41.61%	42.17%	43.92%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
SAN CARLOS								
Commercial								
Commercial Solid Waste	526.85	527.89	483.39	1,454.09	1,538.13	0.00	0.00	2,992.22
Commercial Recycling	151.10	158.66	142.88	431.88	452.64	0.00	0.00	884.52
Commercial Organics	71.28	75.23	66.48	191.03	212.99	0.00	0.00	404.02
Subtotal - Disposed	526.85	527.89	483.39	1,454.09	1,538.13	0.00	0.00	2,992.22
Subtotal - Diverted	222.38	233.89	209.36	622.91	665.63	0.00	0.00	1,288.54
Diversion Rate	29.68%	30.70%	30.22%	29.99%	30.20%	0.00%	0.00%	30.10%
MFD								
MFD Solid Waste	137.59	138.36	124.14	397.98	400.09	0.00	0.00	798.07
MFD Recycling	37.16	37.87	34.82	106.28	109.85	0.00	0.00	216.13
MFD Organics	5.23	5.83	5.02	14.16	16.08	0.00	0.00	30.24
Subtotal - Disposed	137.59	138.36	124.14	397.98	400.09	0.00	0.00	798.07
Subtotal - Diverted	42.39	43.70	39.84	120.44	125.93	0.00	0.00	246.37
Diversion Rate	23.55%	24.00%	24.30%	23.23%	23.94%	0.00%	0.00%	23.59%
Roll-Off								
Roll-Off Solid Waste	64.38	78.24	60.42	199.74	203.04	0.00	0.00	402.78
Roll-Off Recycling	15.30	14.01	5.95	26.39	35.26	0.00	0.00	61.65
Roll-Off Organics	0.00	0.00	0.00	9.28	0.00	0.00	0.00	9.28
Subtotal - Disposed	64.38	78.24	60.42	199.74	203.04	0.00	0.00	402.78
Subtotal - Diverted	15.30	14.01	5.95	35.67	35.26	0.00	0.00	70.93
Diversion Rate	19.20%	15.19%	8.96%	15.15%	14.80%	0.00%	0.00%	14.97%
Residential								
Residential Solid Waste	360.52	400.05	351.78	1,053.28	1,112.35	0.00	0.00	2,165.63
Residential Curbside Recycling	317.70	350.30	309.41	962.58	977.41	0.00	0.00	1,939.99
Residential Curbside Organics	615.32	636.74	464.73	1,378.24	1,716.79	0.00	0.00	3,095.03
Subtotal - Disposed	360.52	400.05	351.78	1,053.28	1,112.35	0.00	0.00	2,165.63
Subtotal - Diverted	933.02	987.04	774.14	2,340.82	2,694.20	0.00	0.00	5,035.02
Diversion Rate	72.13%	71.16%	68.76%	68.97%	70.78%	0.00%	0.00%	69.92%
Total Disposed	1,089.34	1,144.54	1,019.73	3,105.09	3,253.61	0.00	0.00	6,358.70
Total Diverted	1,213.09	1,278.64	1,029.29	3,119.84	3,521.02	0.00	0.00	6,640.86
Total Diversion Rate	52.69%	52.77%	50.23%	50.12%	51.97%	0.00%	0.00%	51.09%
Single-Family Measured Diversion Rate	72.13%	71.16%	68.76%	68.97%	70.78%	0.00%	0.00%	69.92%
Commercial Measured Diversion Rate	27.76%	28.14%	27.64%	27.52%	27.86%	0.00%	0.00%	27.69%
MFD Measured Diversion Rate	23.55%	24.00%	24.30%	23.23%	23.94%	0.00%	0.00%	23.59%
Overall Measured Diversion Rate	52.69%	52.77%	50.23%	50.12%	51.97%	0.00%	0.00%	51.09%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
San Carlos					
Commercial¹ and MFD					
Commercial Solid Waste	3,012.25	3,012.19	2,992.22	(19.97)	-0.66%
MFD Solid Waste	869.88	716.49	798.07	81.58	11.39%
Roll-Off Solid Waste	803.82	534.46	402.78	(131.68)	-24.64%
Commercial Recycling	737.28	825.02	884.52	59.50	7.21%
MFD Recycling	189.85	165.27	216.13	50.86	30.77%
Roll-Off Recycling	163.78	98.46	61.65	(36.81)	-37.39%
Commercial Organics	313.87	405.83	404.02	(1.81)	-0.45%
MFD Organics	39.62	36.36	30.24	(6.12)	-16.83%
Roll-Off Organics	63.31	2.13	9.28	7.15	335.68%
SUBTOTAL - Disposed Tons	4,685.95	4,263.14	4,193.07	(70.07)	-1.64%
SUBTOTAL - Diverted Tons	1,507.71	1,533.07	1,605.84	72.77	4.75%
Residential					
Residential Solid Waste	2,224.23	2,203.38	2,165.63	(37.75)	-1.71%
Residential Curbside Recycling	1,912.36	1,897.17	1,939.99	42.82	2.26%
Residential Curbside Organics	3,060.67	3,056.27	3,095.03	38.76	1.27%
SUBTOTAL - Disposed Tons	2,224.23	2,203.38	2,165.63	(37.75)	-1.71%
SUBTOTAL - Diverted Tons	4,973.03	4,953.44	5,035.02	81.58	1.65%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	6,910.18	6,466.52	6,358.70		
TOTAL TONS DIVERTED	6,480.74	6,486.51	6,640.86		
COMMERCIAL DIVERSION RATE	24.34%	26.45%	27.69%		
MFD DIVERSION RATE	20.87%	21.96%	23.59%		
RESIDENTIAL DIVERSION RATE	69.10%	69.21%	69.92%		
TOTAL DIVERSION RATE	48.40%	50.08%	51.09%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO								
Commercial								
Commercial Solid Waste	1,164.26	1,174.14	1,080.91	3,311.03	3,419.31	0.00	0.00	6,730.34
Commercial Recycling	379.36	406.62	417.62	1,041.84	1,203.60	0.00	0.00	2,245.44
Commercial Organics	237.19	256.88	246.37	700.51	740.44	0.00	0.00	1,440.95
Subtotal - Disposed	1,164.26	1,174.14	1,080.91	3,311.03	3,419.31	0.00	0.00	6,730.34
Subtotal - Diverted	616.55	663.50	663.99	1,742.35	1,944.04	0.00	0.00	3,686.39
Diversion Rate	34.62%	36.11%	38.05%	34.48%	36.25%	0.00%	0.00%	35.39%
MFD								
MFD Solid Waste	960.62	945.41	861.29	2,632.57	2,767.32	0.00	0.00	5,399.89
MFD Recycling	216.51	217.51	200.96	600.32	634.98	0.00	0.00	1,235.30
MFD Organics	34.61	36.91	30.96	94.71	102.48	0.00	0.00	197.19
Subtotal - Disposed	960.62	945.41	861.29	2,632.57	2,767.32	0.00	0.00	5,399.89
Subtotal - Diverted	251.12	254.42	231.92	695.03	737.46	0.00	0.00	1,432.49
Diversion Rate	20.72%	21.20%	21.21%	20.89%	21.04%	0.00%	0.00%	20.97%
Roll-Off								
Roll-Off Solid Waste	359.91	405.65	316.21	1,037.58	1,081.77	0.00	0.00	2,119.35
Roll-Off Recycling	33.99	38.94	17.50	107.21	90.43	0.00	0.00	197.64
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	359.91	405.65	316.21	1,037.58	1,081.77	0.00	0.00	2,119.35
Subtotal - Diverted	33.99	38.94	17.50	107.21	90.43	0.00	0.00	197.64
Diversion Rate	8.63%	8.76%	5.24%	9.37%	7.71%	0.00%	0.00%	8.53%
Residential								
Residential Solid Waste	1,027.01	1,112.29	985.38	3,040.82	3,124.68	0.00	0.00	6,165.50
Residential Curbside Recycling	672.57	754.51	648.76	2,045.95	2,075.84	0.00	0.00	4,121.79
Residential Curbside Organics	1,389.05	1,397.75	1,106.80	3,087.26	3,893.60	0.00	0.00	6,980.86
Subtotal - Disposed	1,027.01	1,112.29	985.38	3,040.82	3,124.68	0.00	0.00	6,165.50
Subtotal - Diverted	2,061.62	2,152.26	1,755.56	5,133.21	5,969.44	0.00	0.00	11,102.65
Diversion Rate	66.75%	65.93%	64.05%	62.80%	65.64%	0.00%	0.00%	64.30%
Total Disposed	3,511.80	3,637.49	3,243.79	10,022.00	10,393.08	0.00	0.00	20,415.08
Total Diverted	2,963.28	3,109.12	2,668.97	7,677.80	8,741.37	0.00	0.00	16,419.17
Total Diversion Rate	45.76%	46.08%	45.14%	43.38%	45.68%	0.00%	0.00%	44.58%
Single-Family Measured Diversion Rate	66.75%	65.93%	64.05%	62.80%	65.64%	0.00%	0.00%	64.30%
Commercial Measured Diversion Rate	26.63%	27.48%	28.80%	26.71%	27.61%	0.00%	0.00%	27.17%
MFD Measured Diversion Rate	20.72%	21.20%	21.21%	20.89%	21.04%	0.00%	0.00%	20.97%
Overall Measured Diversion Rate	45.76%	46.08%	45.14%	43.38%	45.68%	0.00%	0.00%	44.58%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
San Mateo					
Commercial¹ and MFD					
Commercial Solid Waste	7,115.62	7,701.11	6,730.34	(970.77)	-12.61%
MFD Solid Waste	5,972.22	4,839.53	5,399.89	560.36	11.58%
Roll-Off Solid Waste	2,040.93	2,284.73	2,119.35	(165.38)	-7.24%
Commercial Recycling	1,763.90	2,179.55	2,245.44	65.89	3.02%
MFD Recycling	1,156.38	980.03	1,235.30	255.27	26.05%
Roll-Off Recycling	215.10	255.78	197.64	(58.14)	-22.73%
Commercial Organics	1,309.01	1,492.99	1,440.95	(52.04)	-3.49%
MFD Organics	189.01	153.45	197.19	43.74	28.50%
Roll-Off Organics	0.00	18.50	0.00	(18.50)	-100.00%
SUBTOTAL - Disposed Tons	15,128.77	14,825.37	14,249.58	(575.79)	-3.88%
SUBTOTAL - Diverted Tons	4,633.40	5,080.30	5,316.52	236.22	4.65%
Residential					
Residential Solid Waste	5,934.08	6,209.54	6,165.50	(44.04)	-0.71%
Residential Curbside Recycling	4,439.94	4,128.78	4,121.79	(6.98)	-0.17%
Residential Curbside Organics	6,768.26	6,903.91	6,980.86	76.95	1.11%
SUBTOTAL - Disposed Tons	5,934.08	6,209.54	6,165.50	(44.04)	-0.71%
SUBTOTAL - Diverted Tons	11,208.20	11,032.69	11,102.65	69.97	0.63%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	21,062.85	21,034.91	20,415.08		
TOTAL TONS DIVERTED	15,841.60	16,112.99	16,419.17		
COMMERCIAL DIVERSION RATE	23.45%	25.52%	27.17%		
MFD DIVERSION RATE	18.39%	18.98%	20.97%		
RESIDENTIAL DIVERSION RATE	65.38%	63.99%	64.30%		
TOTAL DIVERSION RATE	42.93%	43.38%	44.58%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
SAN MATEO COUNTY								
Commercial								
Commercial Solid Waste	85.80	87.00	77.28	240.02	250.08	0.00	0.00	490.10
Commercial Recycling	22.32	21.10	20.52	61.48	63.94	0.00	0.00	125.42
Commercial Organics	19.08	19.43	17.90	50.98	56.41	0.00	0.00	107.39
Subtotal - Disposed	85.80	87.00	77.28	240.02	250.08	0.00	0.00	490.10
Subtotal - Diverted	41.40	40.53	38.42	112.46	120.35	0.00	0.00	232.81
Diversion Rate	32.55%	31.78%	33.21%	31.91%	32.49%	0.00%	0.00%	32.20%
MFD								
MFD Solid Waste	35.45	37.23	33.64	99.71	106.32	0.00	0.00	206.03
MFD Recycling	4.29	4.20	4.10	12.54	12.59	0.00	0.00	25.13
MFD Organics	0.43	0.49	0.41	1.22	1.33	0.00	0.00	2.55
Subtotal - Disposed	35.45	37.23	33.64	99.71	106.32	0.00	0.00	206.03
Subtotal - Diverted	4.72	4.69	4.51	13.76	13.92	0.00	0.00	27.68
Diversion Rate	11.75%	11.19%	11.82%	12.13%	11.58%	0.00%	0.00%	11.84%
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	218.24	229.85	210.19	634.22	658.28	0.00	0.00	1,292.50
Residential Curbside Recycling	200.07	207.98	185.44	581.64	593.49	0.00	0.00	1,175.13
Residential Curbside Organics	430.46	405.01	327.17	970.50	1,162.64	0.00	0.00	2,133.14
Subtotal - Disposed	218.24	229.85	210.19	634.22	658.28	0.00	0.00	1,292.50
Subtotal - Diverted	630.53	612.99	512.61	1,552.14	1,756.13	0.00	0.00	3,308.27
Diversion Rate	74.29%	72.73%	70.92%	70.99%	72.74%	0.00%	0.00%	71.91%
Total Disposed	339.49	354.08	321.11	973.95	1,014.68	0.00	0.00	1,988.63
Total Diverted	676.65	658.21	555.54	1,678.36	1,890.40	0.00	0.00	3,568.76
Total Diversion Rate	66.59%	65.02%	63.37%	63.28%	65.07%	0.00%	0.00%	64.22%
Single-Family Measured Diversion Rate	74.29%	72.73%	70.92%	70.99%	72.74%	0.00%	0.00%	71.91%
Commercial Measured Diversion Rate	27.56%	26.69%	27.90%	27.09%	27.36%	0.00%	0.00%	27.23%
MFD Measured Diversion Rate	11.75%	11.19%	11.82%	12.13%	11.58%	0.00%	0.00%	11.84%
Overall Measured Diversion Rate	66.59%	65.02%	63.37%	63.28%	65.07%	0.00%	0.00%	64.22%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
San Mateo County					
Commercial¹ and MFD					
Commercial Solid Waste	463.41	629.67	490.10	(139.57)	-22.17%
MFD Solid Waste	194.57	176.32	206.03	29.71	16.85%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	98.32	116.93	125.42	8.49	7.26%
MFD Recycling	29.74	24.01	25.13	1.12	4.66%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	69.42	108.11	107.39	(0.72)	-0.67%
MFD Organics	3.87	2.45	2.55	0.10	4.08%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	657.98	805.99	696.13	(109.86)	-13.63%
SUBTOTAL - Diverted Tons	201.35	251.50	260.49	8.99	3.57%
Residential					
Residential Solid Waste	1,260.86	1,319.13	1,292.50	(26.63)	-2.02%
Residential Curbside Recycling	1,092.39	1,167.51	1,175.13	7.62	0.65%
Residential Curbside Organics	1,971.03	2,040.73	2,133.14	92.41	4.53%
SUBTOTAL - Disposed Tons	1,260.86	1,319.13	1,292.50	(26.63)	-2.02%
SUBTOTAL - Diverted Tons	3,063.42	3,208.24	3,308.27	100.03	3.12%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	1,918.84	2,125.12	1,988.63		
TOTAL TONS DIVERTED	3,264.77	3,459.74	3,568.76		
COMMERCIAL DIVERSION RATE	23.43%	23.78%	27.23%		
MFD DIVERSION RATE	14.73%	13.05%	11.84%		
RESIDENTIAL DIVERSION RATE	70.84%	70.86%	71.91%		
TOTAL DIVERSION RATE	62.98%	61.95%	64.22%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
WEST BAY								
Commercial								
Commercial Solid Waste	30.16	31.72	28.77	81.71	90.65	0.00	0.00	172.36
Commercial Recycling	11.07	10.81	10.21	29.19	32.09	0.00	0.00	61.28
Commercial Organics	12.34	12.25	11.01	31.48	35.60	0.00	0.00	67.08
Subtotal - Disposed	30.16	31.72	28.77	81.71	90.65	0.00	0.00	172.36
Subtotal - Diverted	23.41	23.06	21.22	60.67	67.69	0.00	0.00	128.36
Diversion Rate	43.70%	42.10%	42.45%	42.61%	42.75%	0.00%	0.00%	42.68%
MFD								
MFD Solid Waste	6.04	5.92	4.97	17.05	16.93	0.00	0.00	33.98
MFD Recycling	1.82	1.81	1.60	5.11	5.23	0.00	0.00	10.34
MFD Organics	0.00	0.00	0.03	0.00	0.03	0.00	0.00	0.03
Subtotal - Disposed	6.04	5.92	4.97	17.05	16.93	0.00	0.00	33.98
Subtotal - Diverted	1.82	1.81	1.63	5.11	5.26	0.00	0.00	10.37
Diversion Rate	23.16%	23.42%	24.70%	23.06%	23.70%	0.00%	0.00%	23.38%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	108.57	107.76	92.46	282.27	308.79	0.00	0.00	591.06
Residential Curbside Recycling	91.25	94.20	79.20	266.81	264.65	0.00	0.00	531.46
Residential Curbside Organics	237.95	217.40	168.15	585.64	623.50	0.00	0.00	1,209.14
Subtotal - Disposed	108.57	107.76	92.46	282.27	308.79	0.00	0.00	591.06
Subtotal - Diverted	329.20	311.60	247.35	852.45	888.15	0.00	0.00	1,740.60
Diversion Rate	75.20%	74.30%	72.79%	75.12%	74.20%	0.00%	0.00%	74.65%
Total Disposed	144.77	145.40	126.20	381.03	416.37	0.00	0.00	797.40
Total Diverted	354.43	336.47	270.20	918.23	961.10	0.00	0.00	1,879.33
Total Diversion Rate	71.00%	69.83%	68.16%	70.67%	69.77%	0.00%	0.00%	70.21%
Single-Family Measured Diversion Rate	75.20%	74.30%	72.79%	75.12%	74.20%	0.00%	0.00%	74.65%
Commercial Measured Diversion Rate	41.07%	39.79%	40.38%	39.98%	40.41%	0.00%	0.00%	40.20%
MFD Measured Diversion Rate	23.16%	23.42%	24.70%	23.06%	23.70%	0.00%	0.00%	23.38%
Overall Measured Diversion Rate	71.00%	69.83%	68.16%	70.67%	69.77%	0.00%	0.00%	70.21%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
West Bay Sanitary					
Commercial¹ and MFD					
Commercial Solid Waste	203.87	191.59	172.36	(19.23)	-10.04%
MFD Solid Waste	37.70	24.59	33.98	9.39	38.19%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	47.50	63.60	61.28	(2.32)	-3.65%
MFD Recycling	7.71	7.60	10.34	2.74	36.05%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	19.82	49.42	67.08	17.66	35.73%
MFD Organics	0.00	0.00	0.03	0.03	100.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	241.57	216.18	206.34	(9.84)	-4.55%
SUBTOTAL - Diverted Tons	75.03	120.62	138.73	18.11	15.01%
Residential					
Residential Solid Waste	521.51	570.60	591.06	20.46	3.59%
Residential Curbside Recycling	535.71	565.63	531.46	(34.17)	-6.04%
Residential Curbside Organics	1,161.94	1,162.30	1,209.14	46.84	4.03%
SUBTOTAL - Disposed Tons	521.51	570.60	591.06	20.46	3.59%
SUBTOTAL - Diverted Tons	1,697.65	1,727.93	1,740.60	12.67	0.73%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	763.08	786.78	797.40		
TOTAL TONS DIVERTED	1,772.68	1,848.55	1,879.33		
COMMERCIAL DIVERSION RATE	23.70%	35.81%	40.20%		
MFD DIVERSION RATE	16.98%	23.61%	23.38%		
RESIDENTIAL DIVERSION RATE	76.50%	75.18%	74.65%		
TOTAL DIVERSION RATE	69.91%	70.14%	70.21%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	5,421.96	5,470.44	5,003.68	15,286.72	15,896.08	0.00	0.00	31,182.80
Commercial Recycling	1,603.58	1,667.60	1,656.78	4,581.87	4,927.96	0.00	0.00	9,509.83
Commercial Organics	1,557.41	1,609.46	1,453.04	4,243.60	4,619.91	0.00	0.00	8,863.51
Subtotal - Disposed	5,421.96	5,470.44	5,003.68	15,286.72	15,896.08	0.00	0.00	31,182.80
Subtotal - Diverted	3,160.99	3,277.06	3,109.82	8,825.47	9,547.87	0.00	0.00	18,373.34
Diversion Rate	36.83%	37.46%	38.33%	36.60%	37.53%	0.00%	0.00%	37.08%
MFD								
MFD Solid Waste	3,063.91	3,072.79	2,779.73	8,465.58	8,916.43	0.00	0.00	17,382.01
MFD Recycling	641.80	652.84	604.10	1,826.32	1,898.74	0.00	0.00	3,725.06
MFD Organics	89.38	90.04	77.02	230.12	256.44	0.00	0.00	486.56
Subtotal - Disposed	3,063.91	3,072.79	2,779.73	8,465.58	8,916.43	0.00	0.00	17,382.01
Subtotal - Diverted	731.18	742.88	681.12	2,056.44	2,155.18	0.00	0.00	4,211.62
Diversion Rate	19.27%	19.47%	19.68%	19.54%	19.47%	0.00%	0.00%	19.50%
Roll-Off								
Roll-Off Solid Waste	1,591.34	1,749.05	1,581.73	4,872.12	4,922.12	0.00	0.00	9,794.24
Roll-Off Recycling	110.46	119.39	103.65	291.21	333.50	0.00	0.00	624.71
Roll-Off Organics	136.84	124.39	99.70	343.26	360.93	0.00	0.00	704.19
Subtotal - Disposed	1,591.34	1,749.05	1,581.73	4,872.12	4,922.12	0.00	0.00	9,794.24
Subtotal - Diverted	247.30	243.78	203.35	634.47	694.43	0.00	0.00	1,328.90
Diversion Rate	13.45%	12.23%	11.39%	11.52%	12.36%	0.00%	0.00%	11.95%
Residential								
Residential Solid Waste	4,944.35	5,136.81	4,618.57	14,141.01	14,699.73	0.00	0.00	28,840.74
Residential Curbside Recycling	3,399.88	3,585.90	3,184.30	9,936.23	10,170.08	0.00	0.00	20,106.31
Residential Curbside Organics	7,828.24	7,443.14	5,924.03	17,438.09	21,195.41	0.00	0.00	38,633.50
Subtotal - Disposed	4,944.35	5,136.81	4,618.57	14,141.01	14,699.73	0.00	0.00	28,840.74
Subtotal - Diverted	11,228.12	11,029.04	9,108.33	27,374.32	31,365.49	0.00	0.00	58,739.81
Diversion Rate	69.43%	68.22%	66.35%	65.94%	68.09%	0.00%	0.00%	67.07%
Total Disposed	15,021.56	15,429.09	13,983.71	42,765.43	44,434.36	0.00	0.00	87,199.79
Total Diverted	15,367.59	15,292.76	13,102.62	38,890.70	43,762.97	0.00	0.00	82,653.67
Total Diversion Rate	50.57%	49.78%	48.37%	47.63%	49.62%	0.00%	0.00%	48.66%
Single-Family Measured Diversion Rate	69.43%	68.22%	66.35%	65.94%	68.09%	0.00%	0.00%	67.07%
Commercial Measured Diversion Rate	29.12%	29.29%	29.90%	28.69%	29.43%	0.00%	0.00%	29.07%
MFD Measured Diversion Rate	19.27%	19.47%	19.68%	19.54%	19.47%	0.00%	0.00%	19.50%
Overall Measured Diversion Rate	50.57%	49.78%	48.37%	47.63%	49.62%	0.00%	0.00%	48.66%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - JUNE 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
TOTAL SBWMA					
Commercial¹ and MFD					
Commercial Solid Waste	32,106.86	34,177.16	31,182.80	(2,994.36)	-8.76%
MFD Solid Waste	18,496.02	15,887.55	17,382.01	1,494.46	9.41%
Roll-Off Solid Waste	11,015.71	11,023.76	9,794.24	(1,229.52)	-11.15%
Commercial Recycling	7,955.00	9,594.13	9,509.83	(84.30)	-0.88%
MFD Recycling	3,135.24	2,997.61	3,725.06	727.45	24.27%
Roll-Off Recycling	856.46	750.21	624.71	(125.50)	-16.73%
Commercial Organics	7,301.96	7,944.79	8,863.51	918.72	11.56%
MFD Organics	447.39	381.28	486.56	105.28	27.61%
Roll-Off Organics	758.07	1,236.65	704.19	(532.46)	-43.06%
SUBTOTAL - Disposed Tons	61,618.59	61,088.47	58,359.05	(2,729.42)	-4.47%
SUBTOTAL - Diverted Tons	20,454.12	22,904.67	23,913.86	1,009.19	4.41%
Residential					
Residential Solid Waste	29,332.85	29,213.43	28,840.74	(372.69)	-1.28%
Residential Curbside Recycling	20,396.79	19,912.44	20,106.31	193.87	0.97%
Residential Curbside Organics	37,102.51	37,848.46	38,633.50	785.04	2.07%
SUBTOTAL - Disposed Tons	29,332.85	29,213.43	28,840.74	(372.69)	-1.28%
SUBTOTAL - Diverted Tons	57,499.30	57,760.90	58,739.81	978.91	1.69%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	90,951.44	90,301.90	87,199.79		
TOTAL TONS DIVERTED	77,953.42	80,665.57	82,653.67		
COMMERCIAL DIVERSION RATE	24.92%	27.27%	29.07%		
MFD DIVERSION RATE	16.23%	17.54%	19.50%		
RESIDENTIAL DIVERSION RATE	66.22%	66.41%	67.07%		
TOTAL DIVERSION RATE	46.15%	47.18%	48.66%		

¹ Includes Agency facilities tonnage

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

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	19	15	20	54	2	0	1	3	0	0	0	0	0	0	0	2	0	0	1	2	0	0	1	1
Belmont	34	15	15	64	0	2	0	2	0	0	0	0	0	0	0	0	0	2	2	1	0	1	2	
Burlingame	34	41	38	113	0	3	0	3	0	0	0	0	0	0	0	1	2	1	4	1	1	0	2	
East Palo Alto	5	7	11	23	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	
Foster City	14	19	11	44	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	
Hillsborough	32	39	43	114	0	2	0	2	0	0	0	0	0	0	0	1	0	0	1	0	0	1	1	
Menlo Park	37	20	14	71	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	1	0	2	3	
North Fair Oaks	7	9	9	25	1	0	0	1	0	0	0	0	0	0	0	1	1	1	3	0	1	1	2	
Redwood City	71	59	69	199	1	1	0	2	0	0	0	0	0	0	0	2	3	2	7	3	0	1	4	
San Carlos	32	44	18	94	0	0	0	0	0	0	0	0	0	0	0	2	2	4	8	1	0	4	5	
San Mateo	72	78	84	234	0	2	2	4	3	0	0	0	3	0	0	3	2	3	8	4	3	5	12	
San Mateo County	18	12	28	58	0	1	0	1	0	0	0	0	0	0	0	0	1	0	1	0	1	2	3	
West Bay	7	7	7	21	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	
Totals	382	365	367	1,114	4	11	4	19	3	0	0	3	0	0	0	12	12	16	40	13	6	18	37	

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	56	59	49	164	10	13	6	29	0	0	0	0	39	61	34	134	13	45	14	72
Belmont	167	179	209	555	19	17	12	48	0	0	0	0	93	81	117	291	38	32	89	159
Burlingame	182	211	175	568	23	19	26	68	0	0	0	0	116	133	145	394	49	94	34	177
East Palo Alto	104	68	81	253	4	6	4	14	0	0	0	0	50	55	41	146	11	2	3	16
Foster City	157	162	179	498	8	5	6	19	0	0	0	0	72	70	68	210	28	31	64	123
Hillsborough	94	71	100	265	8	15	14	37	0	0	0	0	46	57	70	173	16	11	60	87
Menlo Park	208	156	196	560	23	17	24	64	0	0	0	0	133	144	92	369	73	45	39	157
North Fair Oaks	63	56	47	166	6	13	5	24	0	0	0	0	37	35	40	112	6	11	12	29
Redwood City	407	377	368	1152	53	53	38	144	0	0	0	0	226	266	190	682	24	14	12	50
San Carlos	244	269	247	760	26	23	23	72	0	0	0	0	395	495	432	1322	47	91	50	188
San Mateo	542	540	542	1624	52	43	64	159	0	0	0	0	353	313	288	954	239	142	112	493
San Mateo County	102	92	139	333	9	11	10	30	0	0	0	0	59	59	69	187	20	27	53	100
West Bay	52	57	46	155	3	5	3	11	0	0	0	0	31	29	18	78	26	12	14	52
Totals	2,378	2,297	2,378	7,053	244	240	235	719	0	0	0	0	1,650	1,798	1,604	5,052	590	557	556	1,703

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

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
April	13,914	13,641	273	1.96%	14.83	93.14%	208
May	13,658	13,448	210	1.54%	13.23	98.88%	217
June	13,072	12,858	214	1.64%	14.19	93.81%	205
Quarter 2	40,644	39,947	697	1.71%	14.08	95.29%	630

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

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	8	6	6	20	0	0	0	0	70	186	47	303
Burlingame	10	6	20	36	1	1	1	3	0	0	21	21
East Palo Alto	1	5	20	26	0	1	0	1	14	0	45	59
Foster City	5	0	15	20	0	0	0	0	0	210	850	1060
Hillsborough	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	1	5	8	14	0	0	1	1	0	62	50	112
North Fair Oaks	0	11	8	19	0	5	0	5	0	0	0	0
Redwood City	9	14	14	37	2	1	0	3	71	256	157	484
San Carlos	10	15	4	29	2	6	2	10	94	0	8	102
San Mateo	3	17	31	51	0	0	2	2	75	358	300	733
San Mateo County	9	0	10	19	0	0	0	0	0	0	0	0
West Bay	8	4	10	22	0	0	0	0	0	0	11	11
Totals	64	83	146	293	5	14	6	25	324	1,072	1,489	2,885

2013 LIQUIDATED DAMAGES

COLLECTION QUALITY

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

	April			May			June			Q2			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	2	1	150	-	0	0	-	0	0	2	1	150	150	1	\$ 150
Belmont	-	0	0	-	0	0	2	0	0	2	0	-	450	2	\$ 150
Burlingame	1	0	0	2	0	0	1	0	0	4	0	-	-	2	\$ 150
East Palo Alto	-	0	0	-	0	0	1	0	0	1	0	-	-	1	\$ 150
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 150
Hillsborough	1	0	0	-	0	0	-	0	0	1	0	-	150	1	\$ 150
Menlo Park	-	0	0	1	0	0	1	0	0	2	0	-	-	3	\$ 150
North Fair Oaks	1	0	0	1	0	0	1	0	0	3	0	-	-	1	\$ 150
Redwood City	2	0	0	3	0	0	2	0	0	7	0	-	-	6	\$ 150
San Carlos	2	0	0	2	0	0	5	2	300	9	2	300	1,050	3	\$ 150
San Mateo	3	0	0	2	0	0	4	0	0	9	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	1	0	0	1	0	-	-	1	\$ 150
	12	1	150	12	0	0	18	2	300	42	3	450	1,800	31	

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

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

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

	April			May			June			Q2			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	0	0	-	0	0	-	0	0	1	0	-	-	12	\$ 50
Belmont	3	0	0	1	0	0	1	0	0	5	0	-	-	36	\$ 50
Burlingame	2	0	0	11	0	0	2	0	0	15	0	-	-	35	\$ 50
East Palo Alto	-	0	0	1	0	0	1	0	0	2	0	-	-	23	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	35	\$ 50
Hillsborough	1	0	0	4	0	0	-	0	0	5	0	-	-	20	\$ 50
Menlo Park	2	0	0	-	0	0	4	0	0	6	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50
Redwood City	2	0	0	8	0	0	7	0	0	17	0	-	-	94	\$ 50
San Carlos	2	0	0	1	0	0	-	0	0	3	0	-	-	46	\$ 50
San Mateo	7	0	0	4	0	0	6	0	0	17	0	-	-	105	\$ 50
San Mateo Cnty	4	0	0	-	0	0	-	0	0	4	0	-	-	27	\$ 50
West Bay	2	0	0	-	0	0	-	0	0	2	0	-	-	11	\$ 50
	26	0	0	30	0	0	21	0	0	77	0	-	-	500	

2013 LIQUIDATED DAMAGES

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

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

5. Excessive noise complaints

8.02.J

	April			May			June			Q2			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	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	-	0	0	-	0	0	0	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	3	0	0	-	0	0	-	0	0	3	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
Total	3	0	0	0	0	0	0	0	0	3	0	0	0	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	April			May			June			Q2			2013 LD Amount	Monthly Allowance	LD per Occurrence	
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount				
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250	
Belmont	-	-	0	1	1	250	-	-	0	1	1	250	250	250	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	1	1	250	-	-	0	-	-	0	1	1	250	250	250	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250	
North Fair Oaks	1	1	250	-	-	0	-	-	0	1	1	250	500	500	0	\$ 250
Redwood City	1	1	250	1	1	250	1	1	250	3	3	750	750	750	0	\$ 250
San Carlos	3	3	750	2	2	500	2	2	500	7	7	1,750	2,000	2,000	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	250	250	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250	
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250	
Total	6	6	1,500	4	4	1,000	3	3	750	13	13	3,250	4,000	-	0	

2013 LIQUIDATED DAMAGES

7.A, 7.B,

Complaints regarding spills of discarded materials and failure to clean up those spills
8.02.1

	April			May			June			Q2			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	1	0	0	1	0	-	-	3	\$ 50
Belmont	1	0	0	-	0	0	1	0	0	2	0	-	-	9	\$ 50
Burlingame	1	0	0	1	0	0	-	0	0	2	0	-	-	8	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
Foster City	2	0	0	-	0	0	-	0	0	2	0	-	-	9	\$ 50
Hillsborough	-	0	0	-	0	0	1	0	0	1	0	-	-	5	\$ 50
Menlo Park	1	0	0	-	0	0	2	0	0	3	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	1	0	0	1	0	0	2	0	-	-	3	\$ 50
Redwood City	3	0	0	-	0	0	1	0	0	4	0	-	-	22	\$ 50
San Carlos	1	0	0	-	0	0	4	0	0	5	0	-	-	11	\$ 50
San Mateo	4	0	0	3	0	0	5	0	0	12	0	-	-	25	\$ 50
San Mateo Cnty	-	0	0	1	0	0	2	0	0	3	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	13	0	0	6	0	0	18	0	0	37	0	-	-	119	

Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.1

	April			May			June			Q2			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
	-	0	0	-	0	0	-	0	0	0	0	-	0	0	

CUSTOMER SERVICE QUALITY

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

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

2013 LIQUIDATED DAMAGES

REPORTING

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

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

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

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

3. **Late submittal of billing review report 7.01.E**

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

2013 LIQUIDATED DAMAGES

OTHER

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

	April			May			June			Q2			2013 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	0	0	0	-	-	0	\$ 175
Belmont	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

Disposal of organic materials without written approval
8.02.D

	April			May			June			Q2			2013 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	0	0	0	-	-	0	\$ 100
Belmont	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2. **Recyclable materials not delivered to the designated transfer and processing facility**
6.01

	April			May			June			Q2			2013 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	0	0	0	-	-	0	\$ 175
Belmont	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2013 LIQUIDATED DAMAGES

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

6.01

	April			May			June			Q2			2013	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	0	0	0	-	-	0	\$ 100
Belmont	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	0	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	3,700	5,800	-

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

Agency	Monthly Service Opportunities Calculation	Number of Monthly Service Opportunities	0.0333%	0.1000%	Number of Complaints			Incentive			Disincentive			\$50	\$50
			Incentive Level Threshold Less than 1 per 3,000 Service Opportunities	Disincentive Level Threshold More than 1 per 1,000 Service Opportunities	Apr	May	Jun	Apr	May	Jun	Apr	May	Jun	Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint
Quarter 2															
Atherton	2347 x 3 x 4.33	30,488	10	30	19	15	20	0	0	0	0	0	0	\$0	\$0
Belmont	6699 x 3 x 4.33	87,020	29	87	34	15	15	0	14	14	0	0	0	\$1,400	\$0
Burlingame	6578 x 3 x 4.33	85,448	28	85	34	41	38	0	0	0	0	0	0	\$0	\$0
East Palo Alto	4161 x 3 x 4.33	54,051	18	54	5	7	11	13	11	7	0	0	0	\$1,550	\$0
Foster City	6740 x 3 x 4.33	87,553	29	88	14	19	11	15	10	18	0	0	0	\$2,150	\$0
Hillsborough	3606 x 3 x 4.33	46,842	16	47	32	39	43	0	0	0	0	0	0	\$0	\$0
Menlo Park	7796 x 3 x 4.33	101,270	34	101	37	20	14	0	14	20	0	0	0	\$1,700	\$0
North Fair Oaks	2658 x 3 x 4.33	34,527	11	35	7	9	9	4	2	2	0	0	0	\$400	\$0
Redwood City	17289 x 3 x 4.33	224,584	75	225	71	59	69	4	16	6	0	0	0	\$1,300	\$0
San Carlos	8547 x 3 x 4.33	111,026	37	111	32	44	18	5	0	19	0	0	0	\$1,200	\$0
San Mateo	20044 x 3 x 4.33	260,372	87	260	72	78	84	15	9	3	0	0	0	\$1,350	\$0
San Mateo County	5017 x 3 x 4.33	65,171	22	65	18	12	28	4	10	0	0	0	0	\$700	\$0
West Bay	2205 x 3 x 4.33	28,643	10	29	7	7	7	3	3	3	0	0	0	\$450	\$0
Totals														* \$12,200	\$0

* Note: Awaiting formal approval from the Member Agencies on contract amendments that will adjust these incentives and disincentives.

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

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Apr	May	Jun			Apr	May	Jun	Total
Atherton	2	0	1	N/A	0	(\$100)	\$0	(\$50)	(\$150)
Belmont	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
Burlingame	0	3	0	N/A	0	\$0	(\$150)	\$0	(\$150)
East Palo Alto	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Foster City	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Hillsborough	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
Menlo Park	0	0	0	N/A	0	\$0	\$0	\$0	\$0
North Fair Oaks	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Redwood City	1	1	0	N/A	0	(\$50)	(\$50)	\$0	(\$100)
San Carlos	0	0	0	N/A	0	\$0	\$0	\$0	\$0
San Mateo	0	2	2	N/A	0	\$0	(\$100)	(\$100)	(\$200)
San Mateo County	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	4	11	4			(\$200)	(\$550)	(\$200)	(\$950)

Quarterly		Average Speed of Answer		Incentive/Disincentive		Rate Year 2013		
Aggregate SBWMA						\$500	\$500	
Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Quarterly Net Amount	
Quarter 2	Month							
April	13	15	30	2	0	\$1,085	\$0	\$1,085
May	12	15	30	4	0	\$1,750	\$0	\$1,750
June	12	15	30	3	0	\$1,435	\$0	\$1,435
Totals						\$4,270	\$0	\$4,270
		Year 2012						
	Agency	Solid Waste Tons						
	Atherton	2,308				\$54	\$0	\$54
	Belmont	8,548				\$199	\$0	\$199
	Burlingame	24,127				\$563	\$0	\$563
	East Palo Alto	11,789				\$275	\$0	\$275
	Foster City	11,108				\$259	\$0	\$259
	Hillsborough	2,740				\$64	\$0	\$64
	Menlo Park	17,120				\$399	\$0	\$399
	North Fair Oaks	5,625				\$131	\$0	\$131
	Redwood City	38,146				\$890	\$0	\$890
	San Carlos	13,080				\$305	\$0	\$305
	San Mateo	42,700				\$996	\$0	\$996
	San Mateo County	4,154				\$97	\$0	\$97
	West Bay	1,646				\$38	\$0	\$38
		183,091				\$4,270	\$0	\$4,270

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

Aggregate SBWMA \$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Incentive Threshold of Calls SBWMA Service Area	Disincentive Threshold of Calls SBWMA Service Area	Incentive Number of Calls	Disincentive Number of Calls	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Quarter 2 \$5
Month

April	201	N/A	0	N/A	201	N/A	(\$1,005)
May	176	N/A	0	N/A	176	N/A	(\$880)
June	229	N/A	0	N/A	229	N/A	(\$1,145)
Totals					606		(\$3,030)
Year 2012 Tons of Solid Waste Collected							
	Agency						
	Atherton		2,308			N/A	(\$38)
	Belmont		8,548			N/A	(\$141)
	Burlingame		24,127			N/A	(\$399)
	East Palo Alto		11,789			N/A	(\$195)
	Foster City		11,108			N/A	(\$184)
	Hillsborough		2,740			N/A	(\$45)
	Menlo Park		17,120			N/A	(\$283)
	North Fair Oaks		5,625			N/A	(\$93)
	Redwood City		38,146			N/A	(\$631)
	San Carlos		13,080			N/A	(\$216)
	San Mateo		42,700			N/A	(\$707)
	San Mateo County		4,154			N/A	(\$69)
	West Bay		1,646			N/A	(\$27)
			183,091			*	N/A (\$3,030)

* Note: Awaiting formal approval from the Member Agencies on contract amendments that will adjust these disincentives.

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2013

Quarter 2

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,072.65	8.50%	8.60%	0.10%	10	\$175	\$1,763
Commercial Targeted Recyclable Materials	6,475.69	10.00%	8.40%	-1.60%	N/A	\$70	N/A
Residential Organic Materials	21,195.41	5.00%	0.40%	-4.60%	N/A	\$70	N/A
Commercial Organic Materials	4,309.41	10.00%	3.30%	-6.70%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	927.87	5.00%	2.10%	-2.90%	N/A	\$70	N/A
						Total	\$1,763

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Recology believes in giving back to the communities we serve and as such established a Volunteer Program in 2007. Recology's volunteer projects have included providing food service projects have included providing food service to the homeless, using recycled paint and reclaimed resources to beautify a child care center; a shelter for recovering addicts, a county fairground, and a multi-generational community center and neighborhood, landscaping the exterior of an inner-city youth club; and "Recologizing" an award-winning rose garden that had been overtaken by decades of neglect.

During Q2 2013, Recology San Mateo County (RSMC) continued Recology's mission of volunteerism through the following two events:

RSMC Shoe Drive

Throughout Earth Week RSMC employees donated shoes to be reused or recycled. Collection boxes were available in the Reception, Dispatch, and Maintenance areas of the 225 Shoreway Rd. facility. Fifty one pairs of shoes (in good condition) were donated to St. Anthony's Church distribution center, which provides the less fortunate a chance to receive items of need. The remainder of shoes collected, which were in unusable condition, were given to a local shoe store to be recycled and used as a base for track fields.



2nd Harvest Food Bank

RSMC employees volunteered at the 2nd Harvest Food Bank, sorting food in preparation for distribution to families throughout San Mateo County. This was RSMC's third time volunteering for this organization and there are currently two additional volunteer events scheduled.



BizSMART @Work

Recology San Mateo County and RethinkWaste hosted the second annual BizSMART@Work Awards on Friday, June 28th to recognize businesses and multi-family dwellings (MFDs) for their dedication to increase diversion from the landfill through recycling and composting programs in 2012. Three MFDs and 16 businesses in the RethinkWaste service area of San Mateo County were rewarded for their efforts.

The general public also had the opportunity to vote for their favorite award winner, so in addition to receiving the BizSMART@Work award, Inflection, a data technology company based in Redwood City, also received the Rethinker's Choice Award. Inflection increased their diversion from 50% to over 90% when they followed Recology's recommendation to implement a composting program in October 2012.



Left to right: County Supervisor Don Horsley, Misty McKinney (RSMC), Terri Chavez, Jake Brady (Inflection), and Joe Fazio, Representative from the office of Assemblyman Kevin Mullin

SIGNIFICANT CHALLENGES

Collection of Non-Franchised Recycling and Organic Materials

One of the challenges RSMC faces when encouraging customers to recycle and compost is competing with custodial companies that are providing additional services, such as on-site sorting of recyclables from the waste stream and door-to-door collection of recyclable and/or organic materials. This service allows customers to reduce their solid waste service level, thus reducing monthly costs, but at times without increasing recycling collection services through the BizSMART Program.



The companies that we have identified as providing service in our area include Microcycle, Waste Experts, Integrity Waste, Valet Waste and Compactology. RSMC has requested information from these companies and Property Management firms to better understand the types of services they provide.

Below is an example of the types of services these companies are providing:

Integrity Waste provides residents at The Plaza, an MFD in Foster City, with a kitchen pail and daily door-to-door collection of recycling and compost. Once collected, it is our understanding that they haul compostables to a company that gives food scraps to a Berkeley Farm called Urban Worm. Integrity Waste also provides maintenance of the building chutes, as well as pull out service of their containers on service days.

Compactology recently started providing service at Indian Creek Apartments in Redwood City and includes the sorting of materials in the garbage. This customer was able to decrease garbage service although the recycling service has not changed.

RSMC cannot quantify the amount of recyclable or organic materials that are being handled by these companies. However, we will continue to document accounts that we discover utilizing these types of services should the Member Agencies wish to pursue a direction in which to capture these materials for their CRV and revenue generating value, as well as diversion statistics, if taken to the Shoreway Environmental Center.

Implementing Organics at a Location with Shared Services

The Property Manger of a strip mall with four businesses in West Bay Sanitary District was supportive of adding composting after he was made aware of the high volume of organic material going into the garbage. While the property manager was eager to get the service started, RSMC Waste Zero Specialist, Angela Goebel knew it was critical that all of the tenants were informed of the new program since they shared the containers that are on-site. Through repeated attempts of reaching out to the tenants, Angela was able to connect with all of the store managers and provide training, internal containers and public education materials. With persistent and collaborative efforts of communication and education, these customers were able to increase diversion from 50% to 73%.

Scavenging of Recyclable Materials

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

The pictures below are a few examples of RSMC's sightings of recycling scavenging during Q2 2013:

Date & Location	Photo
4/19/2013 El Camino Real Redwood City	
4/22/2013 Roosevelt and Hudson Redwood City	

<p>4/29/2013</p> <p>Barton and Santa Clara</p> <p>Redwood City</p>	
<p>5/08/13</p> <p>1501 Adrian Rd</p> <p>Burlingame</p>	
<p>5/21/2013</p> <p>East Bound 92 towards</p> <p>San Mateo Bridge</p>	
<p>5/27/13</p> <p>422 E. 16th St</p> <p>San Mateo</p>	
<p>6/17/13</p> <p>415 N. San Mateo Dr</p> <p>San Mateo</p>	

<p>6/27/2013</p> <p>201 3rd Avenue</p> <p>Redwood City</p>	
<p>06/28/13</p> <p>EL Camino Real & Burlingame Avenue</p> <p>Burlingame</p>	

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

J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT

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

The table below represents a summary of Quarter 2 2013 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

Attendee	Shoreway Environmental Center Tour	County-Wide Recycling Meeting	Computer Program Training	Sustainable San Mateo County Indicators Launch
Angela Goebel	X	X	X	X
Mia Rossi		X		
Misty McKinney		X		
Sandra Tinoco		X		
Wendy Lao	X			

Shoreway Environmental Center Tour

Waste Zero Specialist (WZS), Angela Goebel toured the Shoreway Environmental Center on 04/19/13. WZS Wendy Lao was also given a tour of the facility on 06/19/13. The tours were lead by RethinkWaste's employees Faustina Mututa and Heather Co. As new members of Recology's CRPT, these private tours allowed the WZS to ask direct questions in regards to specific functions of the daily operations of the MRF. With this knowledge, the WZS can build upon their industry knowledge, which can then be shared amongst the RethinkWaste service area through routine meetings, presentations and daily communications with customers.

Countywide Recycling Meeting

RecycleWorks Countywide Recycling Meeting was held at the Colma Recreation Center on 5/8/13. WZSs, Angela Goebel, Misty McKinney, Mia Rossi, and Sandra Tinoco attended the meeting. A presentation was given by Steve Kraemer with the County of San Mateo Parks Department. He spoke about different types of containers that work best to capture recycling and trash in County parks. There were also presentations on public containers in downtown areas, from the perspective of three different haulers: Recology San Mateo County (RSMC), Allied Waste/Republic Services and South San Francisco Scavengers. Each company shared their expertise on the different styles of containers being serviced and the potential challenges of servicing city cans, in an effort to minimize litter and streamline services.

Computer Training

On 05/15/13, WZS Angela Goebel attended ALTAR (Alternate Accounts Receivable) training. This Recology required course provides employees with the necessary skills to

navigate Recology's AS400 Database, including customer account research and documentation.

Sustainable San Mateo County Indicators Launch

On 5/21/2013, WZS Angela Goebel attended the 2013 Indicators Report Launch at the Sobrante Center for Nonprofits. The Launch reviewed overall indicators pertaining to sustainability within San Mateo County, with a focus and discussion panel on economic inequality. The speakers included Joshua Hugg, Program Manager at Housing Leadership Council, Kitty Lopez, Executive Director of Samaritan House, Charles Varner, Associate Director of the Center for Poverty and Inequality at Stanford University, and Dr. Gary Waddell, Deputy Superintendent of San Mateo County Office of Education. Each speaker gave examples on how economic inequality and sustainability are linked and proposed what steps could be taken to mitigate economic inequality.

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 Q2 2013.

New/Increased Recycling and Compost Customers

RSMC is pleased to report that the CRPT exceeded the Q2 2013 goal of recruiting new or increasing existing recycling and compost services in the commercial and MFD sectors as noted below. To support the new or existing recycling and compost services, the CRPT provided technical assistance and follow-up necessary for a successful program, which included on-site trainings and presentations, delivery of internal containers and the distribution of public education materials. Detailed information about these accounts is available to the Member Agencies upon request.

Q2 2013 Goal New and/or Increased Recycling or Compost Customer	Q2 2013 Actual New and/or Increased Recycling or Compost Customers
100	185

The CRPT also exceeded the goal set for conducting Top MSW Site Assessments in Q2 2013, as outlined below:

Q2 2013 Goal Top MSW Generator Site Assessments*	Q2 2013 Actual Top MSW Generator Site Assessments
200	293

All Site Assessments performed during Q2 2013 in each Member Agency are summarized below:

Member Agency	Top MSW Generator Site Assessments	Additional Site Assessments
Atherton	-0-	-0-
3Belmont	20	-0-
Burlingame	36	3
East Palo Alto	26	1
Foster City	20	-0-
Hillsborough	-0-	-0-
Menlo Park	14	1
North Fair Oaks	19	5
Redwood City	37	3
San Carlos	29	10
San Mateo	51	2
San Mateo County	19	-0-
West Bay Sanitary District	22	-0-
Total	293	25

A detailed accounting of the Top MSW Accounts summarized above is included in the 2nd Quarter 2013 Report detail file in the tab labeled "M10a. Top MSW Generators."

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

†Site Checks

RSMC is pleased to report that the CRPT exceeded the Q2 2013 goal of 600 Site Checks, as outlined below:

Q2 2013 Goal Site Checks	Q2 2013 Actual Site Checks
600	1,480

†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 3 2013 Goals

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

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

The Quarter 3 2013 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 250 Site Assessments of the Top MSW Generators
- Complete a minimum of 1000 Site Checks of Commercial or MFD customers
- Recruit or increase a minimum of 150 recycling or compost accounts
- Contact a minimum of 65 customers that are not participating in the BizSMART Program to inform them of the mandatory commercial recycling element of AB341 and encourage their participation in the BizSMART Program

Compensation Incentive Plan

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

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

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

Contamination Site Checks

Members of the CRPT routinely conduct Contamination Site Checks (CSC) at commercial accounts. Accounts selected for CSCs are chosen based on numerous activities, including previous contamination found while performing a Site Assessment, conducting a Site Check, participating in a ride-a-long with a driver, through the route history and/or from a route supervisor or other RSMC team member. Occasionally, accounts are selected by area and every account on a particular block may be checked for contamination.

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

AB341

RSMC has identified that currently there are approximately 236 accounts that do not have recycling service with RSMC. The CRPT has contacted 171 of those accounts and found that 34 of them either backhaul recycling or use another recycling company for collection.

Directly contacting customers to notify them about AB341 has been a successful strategy for recruiting new recycling customers. As noted in the goals above, the CRPT will continue these efforts by contacting the remaining 65 customers that do not currently participate in the BizSMART Program.

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

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

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

A detailed account of the diversion statistics is included in the 2013 2nd Quarter Report detail file in the tab labeled "M1d. Diversion Level".