



QUARTERLY REPORT TO THE SBWMA  
FOR 2<sup>nd</sup> Quarter 2014

Submitted August 29, 2014



August 29, 2014

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

Dear Mr. McCarthy:

Enclosed is a copy of the Recology 2<sup>nd</sup> Quarter 2014 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

A handwritten signature in 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  
2<sup>nd</sup> Quarter 2014**

**Submitted  
AUGUST 29, 2014**



## **2<sup>nd</sup> QUARTER 2014 REPORT**

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## 2<sup>nd</sup> QUARTER 2014 REPORT

### DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

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

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

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

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

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

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

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

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

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

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

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

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

**Tonnage Allocations** – During Quarter 2, system tonnage allocations were updated as follows: effective April 1 for usual and customary service changes.

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



## 2<sup>nd</sup> QUARTER 2014 QUARTERLY REPORT SUMMARY

Quarter	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	2014 Year End
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### Commercial Tonnage Collected

Solid Waste	20,506.30	20,671.55			41,177.85
Recyclables	5,633.91	5,624.40			11,258.31
Organics	4,983.75	4,915.60			9,899.35

### Multi-Family Tonnage Collected

Solid Waste	8,295.85	8,362.08			16,657.93
Recyclables	1,942.38	1,937.76			3,880.14
Organics	213.10	222.66			435.76

### Residential Tonnage Collected

Solid Waste	14,104.23	14,359.99			28,464.22
Recyclables	10,135.68	10,012.78			20,148.46
Organics	17,104.97	18,771.35			35,876.32

### Diversion Rates

Commercial	30.72%	30.43%			30.58%
Multi-Family	20.62%	20.53%			20.58%
Residential	65.89%	66.72%			66.31%
Overall	48.26%	48.88%			48.57%

Inquires, Service Requests & Complaints	13,390	16,220			29,610
Calls Received	35,211	37,426			72,637
Avg. Hold Time	14.91	13.11			13.98
Assessments	251	217			468
Quality Assurance	627	645			1,272

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
	<b>ATHERTON</b>							
<b>Commercial</b>								
Commercial Solid Waste	35.53	35.28	33.29	110.78	104.10	0.00	0.00	214.88
Commercial Recycling	13.73	12.81	13.60	41.67	40.14	0.00	0.00	81.81
Commercial Organics	34.49	44.11	30.96	91.00	109.56	0.00	0.00	200.56
Subtotal - Disposed	35.53	35.28	33.29	110.78	104.10	0.00	0.00	214.88
Subtotal - Diverted	48.22	56.92	44.56	132.67	149.70	0.00	0.00	282.37
Diversion Rate	57.58%	61.74%	57.24%	54.50%	58.98%	0.00%	0.00%	56.79%
<b>MFD</b>								
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%
<b>Roll-Off</b>								
Roll-Off Solid Waste	0.00	0.00	0.43	0.00	0.43	0.00	0.00	0.43
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	0.43	0.00	0.43	0.00	0.00	0.43
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%
<b>Residential</b>								
Residential Solid Waste	141.77	134.66	135.28	406.14	411.71	0.00	0.00	817.85
Residential Curbside Recycling	123.07	113.74	115.95	344.90	352.76	0.00	0.00	697.66
Residential Curbside Organics	659.06	549.44	507.36	1,731.26	1,715.86	0.00	0.00	3,447.12
Subtotal - Disposed	141.77	134.66	135.28	406.14	411.71	0.00	0.00	817.85
Subtotal - Diverted	782.13	663.18	623.31	2,076.16	2,068.62	0.00	0.00	4,144.78
Diversion Rate	84.66%	83.12%	82.17%	83.64%	83.40%	0.00%	0.00%	83.52%
<b>Total Disposed</b>	<b>177.30</b>	<b>169.94</b>	<b>169.00</b>	<b>516.92</b>	<b>516.24</b>	<b>0.00</b>	<b>0.00</b>	<b>1,033.16</b>
<b>Total Diverted</b>	<b>830.35</b>	<b>720.10</b>	<b>667.87</b>	<b>2,208.83</b>	<b>2,218.32</b>	<b>0.00</b>	<b>0.00</b>	<b>4,427.15</b>
<b>Total Diversion Rate</b>	<b>82.40%</b>	<b>80.91%</b>	<b>79.81%</b>	<b>81.04%</b>	<b>81.12%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>81.08%</b>
Single-Family Measured Diversion Rate	84.66%	83.12%	82.17%	83.64%	83.40%	0.00%	0.00%	83.52%
Commercial Measured Diversion Rate	57.58%	61.74%	56.92%	54.50%	58.88%	0.00%	0.00%	56.74%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	82.40%	80.91%	79.81%	81.04%	81.12%	0.00%	0.00%	81.08%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>Atherton</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	281.86	272.07	228.25	214.88	(13.37)	-5.86%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	0.43	0.00	0.00%
Commercial Recycling	124.02	69.79	74.20	81.81	7.61	10.26%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.00	(0.24)	-100.00%
Commercial Organics	209.13	151.50	246.21	200.56	(45.65)	-18.54%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>281.86</b>	<b>272.07</b>	<b>228.68</b>	<b>215.31</b>	<b>(13.37)</b>	<b>-5.85%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>343.29</b>	<b>247.86</b>	<b>320.65</b>	<b>282.37</b>	<b>(38.28)</b>	<b>-11.94%</b>
<b>Residential</b>						
Residential Solid Waste	1,086.47	864.50	847.81	817.85	(29.96)	-3.53%
Residential Curbside Recycling	623.82	642.38	664.98	697.66	32.68	4.91%
Residential Curbside Organics	3,781.70	3,935.08	3,785.16	3,447.12	(338.04)	-8.93%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,086.47</b>	<b>864.50</b>	<b>847.81</b>	<b>817.85</b>	<b>(29.96)</b>	<b>-3.53%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>4,405.52</b>	<b>4,577.46</b>	<b>4,450.14</b>	<b>4,144.78</b>	<b>(305.36)</b>	<b>-6.86%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>1,368.33</b>	<b>1,136.57</b>	<b>1,076.49</b>	<b>1,033.16</b>		
<b>TOTAL TONS DIVERTED</b>	<b>4,748.81</b>	<b>4,825.32</b>	<b>4,770.79</b>	<b>4,427.15</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>54.91%</b>	<b>47.67%</b>	<b>58.37%</b>	<b>56.74%</b>		
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>80.22%</b>	<b>84.11%</b>	<b>84.00%</b>	<b>83.52%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>77.63%</b>	<b>80.94%</b>	<b>81.59%</b>	<b>81.08%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>BELMONT</b>								
<b>Commercial</b>								
Commercial Solid Waste	206.33	197.34	191.47	838.14	595.14	0.00	0.00	1,433.28
Commercial Recycling	61.42	59.66	58.58	198.63	179.66	0.00	0.00	378.29
Commercial Organics	50.46	52.82	52.54	138.21	155.82	0.00	0.00	294.03
Subtotal - Disposed	206.33	197.34	191.47	838.14	595.14	0.00	0.00	1,433.28
Subtotal - Diverted	111.88	112.48	111.12	336.84	335.48	0.00	0.00	672.32
Diversion Rate	35.16%	36.30%	36.72%	28.67%	36.05%	0.00%	0.00%	31.93%
<b>MFD</b>								
MFD Solid Waste	181.31	181.21	180.70	739.94	543.22	0.00	0.00	1,283.16
MFD Recycling	41.49	43.62	42.44	129.50	127.55	0.00	0.00	257.05
MFD Organics	5.03	5.69	5.37	15.42	16.09	0.00	0.00	31.51
Subtotal - Disposed	181.31	181.21	180.70	739.94	543.22	0.00	0.00	1,283.16
Subtotal - Diverted	46.52	49.31	47.81	144.92	143.64	0.00	0.00	288.56
Diversion Rate	20.42%	21.39%	20.92%	16.38%	20.91%	0.00%	0.00%	18.36%
<b>Roll-Off</b>								
Roll-Off Solid Waste	39.72	50.77	29.77	110.85	120.26	0.00	0.00	231.11
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	39.72	50.77	29.77	110.85	120.26	0.00	0.00	231.11
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%
<b>Residential</b>								
Residential Solid Waste	272.01	263.56	260.86	794.86	796.43	0.00	0.00	1,591.29
Residential Curbside Recycling	223.83	228.40	222.98	712.37	675.21	0.00	0.00	1,387.58
Residential Curbside Organics	360.08	346.58	322.63	897.57	1,029.29	0.00	0.00	1,926.86
Subtotal - Disposed	272.01	263.56	260.86	794.86	796.43	0.00	0.00	1,591.29
Subtotal - Diverted	583.91	574.98	545.61	1,609.94	1,704.50	0.00	0.00	3,314.44
Diversion Rate	68.22%	68.57%	67.65%	66.95%	68.15%	0.00%	0.00%	67.56%
<b>Total Disposed</b>	<b>699.37</b>	<b>692.88</b>	<b>662.80</b>	<b>2,483.79</b>	<b>2,055.05</b>	<b>0.00</b>	<b>0.00</b>	<b>4,538.84</b>
<b>Total Diverted</b>	<b>742.31</b>	<b>736.77</b>	<b>704.54</b>	<b>2,091.70</b>	<b>2,183.62</b>	<b>0.00</b>	<b>0.00</b>	<b>4,275.32</b>
<b>Total Diversion Rate</b>	<b>51.49%</b>	<b>51.53%</b>	<b>51.53%</b>	<b>45.72%</b>	<b>51.52%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>48.51%</b>
Single-Family Measured Diversion Rate	68.22%	68.57%	67.65%	66.95%	68.15%	0.00%	0.00%	67.56%
Commercial Measured Diversion Rate	27.04%	27.37%	28.34%	22.19%	27.57%	0.00%	0.00%	24.58%
MFD Measured Diversion Rate	20.42%	21.39%	20.92%	16.38%	20.91%	0.00%	0.00%	18.36%
Overall Measured Diversion Rate	51.49%	51.53%	51.53%	45.72%	51.52%	0.00%	0.00%	48.51%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>Belmont</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	1,015.74	1,344.04	1,153.75	1,433.28	279.53	24.23%
MFD Solid Waste	900.99	1,013.15	1,090.44	1,283.16	192.72	17.67%
Roll-Off Solid Waste	228.06	232.79	230.80	231.11	0.31	0.13%
Commercial Recycling	256.77	309.00	307.96	378.29	70.33	22.84%
MFD Recycling	223.81	222.26	249.56	257.05	7.49	3.00%
Roll-Off Recycling	0.00	0.00	2.62	0.00	(2.62)	-100.00%
Commercial Organics	188.62	209.41	240.00	294.03	54.03	22.51%
MFD Organics	11.73	10.43	29.96	31.51	1.55	5.17%
Roll-Off Organics	1.14	7.02	0.22	0.00	(0.22)	-100.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,144.79</b>	<b>2,589.98</b>	<b>2,474.99</b>	<b>2,947.55</b>	<b>472.56</b>	<b>19.09%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>682.07</b>	<b>758.12</b>	<b>830.32</b>	<b>960.88</b>	<b>130.56</b>	<b>15.72%</b>
<b>Residential</b>						
Residential Solid Waste	1,594.95	1,661.16	1,621.07	1,591.29	(29.78)	-1.84%
Residential Curbside Recycling	1,608.15	1,419.15	1,398.14	1,387.58	(10.56)	-0.76%
Residential Curbside Organics	2,028.49	2,002.91	2,093.80	1,926.86	(166.94)	-7.97%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,594.95</b>	<b>1,661.16</b>	<b>1,621.07</b>	<b>1,591.29</b>	<b>(29.78)</b>	<b>-1.84%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,636.64</b>	<b>3,422.06</b>	<b>3,491.94</b>	<b>3,314.44</b>	<b>(177.50)</b>	<b>-5.08%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>3,739.74</b>	<b>4,251.14</b>	<b>4,096.06</b>	<b>4,538.84</b>		
<b>TOTAL TONS DIVERTED</b>	<b>4,318.71</b>	<b>4,180.18</b>	<b>4,322.26</b>	<b>4,275.32</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>24.13%</b>	<b>22.64%</b>	<b>25.12%</b>	<b>24.58%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.72%</b>	<b>18.68%</b>	<b>20.40%</b>	<b>18.36%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>69.51%</b>	<b>67.32%</b>	<b>68.30%</b>	<b>67.56%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>53.59%</b>	<b>49.58%</b>	<b>51.34%</b>	<b>48.51%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>BURLINGAME</b>								
<b>Commercial</b>								
Commercial Solid Waste	703.67	672.73	655.57	2,069.55	2,031.97	0.00	0.00	4,101.52
Commercial Recycling	323.75	296.23	335.99	926.50	955.97	0.00	0.00	1,882.47
Commercial Organics	207.66	187.76	223.20	708.36	618.62	0.00	0.00	1,326.98
Subtotal - Disposed	703.67	672.73	655.57	2,069.55	2,031.97	0.00	0.00	4,101.52
Subtotal - Diverted	531.41	483.99	559.19	1,634.86	1,574.59	0.00	0.00	3,209.45
Diversion Rate	43.03%	41.84%	46.03%	44.13%	43.66%	0.00%	0.00%	43.90%
<b>MFD</b>								
MFD Solid Waste	237.91	244.51	245.40	716.31	727.82	0.00	0.00	1,444.13
MFD Recycling	75.18	75.77	77.71	217.54	228.66	0.00	0.00	446.20
MFD Organics	4.17	4.36	4.06	12.68	12.59	0.00	0.00	25.27
Subtotal - Disposed	237.91	244.51	245.40	716.31	727.82	0.00	0.00	1,444.13
Subtotal - Diverted	79.35	80.13	81.77	230.22	241.25	0.00	0.00	471.47
Diversion Rate	25.01%	24.68%	24.99%	24.32%	24.90%	0.00%	0.00%	24.61%
<b>Roll-Off</b>								
Roll-Off Solid Waste	625.64	634.46	604.35	1,777.92	1,864.45	0.00	0.00	3,642.37
Roll-Off Recycling	10.09	8.61	6.91	33.29	25.61	0.00	0.00	58.90
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	625.64	634.46	604.35	1,777.92	1,864.45	0.00	0.00	3,642.37
Subtotal - Diverted	10.09	8.61	6.91	33.29	25.61	0.00	0.00	58.90
Diversion Rate	1.59%	1.34%	1.13%	1.84%	1.35%	0.00%	0.00%	1.59%
<b>Residential</b>								
Residential Solid Waste	302.24	302.08	299.73	886.75	904.05	0.00	0.00	1,790.80
Residential Curbside Recycling	243.31	236.84	247.85	740.47	728.00	0.00	0.00	1,468.47
Residential Curbside Organics	463.36	422.25	385.87	1,142.44	1,271.48	0.00	0.00	2,413.92
Subtotal - Disposed	302.24	302.08	299.73	886.75	904.05	0.00	0.00	1,790.80
Subtotal - Diverted	706.67	659.09	633.72	1,882.91	1,999.48	0.00	0.00	3,882.39
Diversion Rate	70.04%	68.57%	67.89%	67.98%	68.86%	0.00%	0.00%	68.43%
<b>Total Disposed</b>	<b>1,869.46</b>	<b>1,853.78</b>	<b>1,805.05</b>	<b>5,450.53</b>	<b>5,528.29</b>	<b>0.00</b>	<b>0.00</b>	<b>10,978.82</b>
<b>Total Diverted</b>	<b>1,327.52</b>	<b>1,231.82</b>	<b>1,281.59</b>	<b>3,781.28</b>	<b>3,840.93</b>	<b>0.00</b>	<b>0.00</b>	<b>7,622.21</b>
<b>Total Diversion Rate</b>	<b>41.52%</b>	<b>39.92%</b>	<b>41.52%</b>	<b>40.96%</b>	<b>41.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>40.98%</b>
Single-Family Measured Diversion Rate	70.04%	68.57%	67.89%	67.98%	68.86%	0.00%	0.00%	68.43%
Commercial Measured Diversion Rate	28.37%	26.96%	30.09%	29.38%	28.48%	0.00%	0.00%	28.93%
MFD Measured Diversion Rate	25.01%	24.68%	24.99%	24.32%	24.90%	0.00%	0.00%	24.61%
Overall Measured Diversion Rate	41.52%	39.92%	41.52%	40.96%	41.00%	0.00%	0.00%	40.98%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>Burlingame</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	4,001.87	4,355.02	4,080.99	4,101.52	20.53	0.50%
MFD Solid Waste	1,531.08	1,416.99	1,473.04	1,444.13	(28.91)	-1.96%
Roll-Off Solid Waste	4,178.59	4,172.16	3,601.23	3,642.37	41.14	1.14%
Commercial Recycling	1,264.73	1,405.13	1,555.43	1,882.47	327.04	21.03%
MFD Recycling	354.23	342.01	423.55	446.20	22.65	5.35%
Roll-Off Recycling	56.57	150.87	55.90	58.90	3.00	5.37%
Commercial Organics	1,141.98	1,071.37	1,335.13	1,326.98	(8.15)	-0.61%
MFD Organics	38.09	26.95	34.58	25.27	(9.31)	-26.92%
Roll-Off Organics	190.64	225.15	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>9,711.54</b>	<b>9,944.17</b>	<b>9,155.26</b>	<b>9,188.02</b>	<b>32.76</b>	<b>0.36%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,046.24</b>	<b>3,221.48</b>	<b>3,404.59</b>	<b>3,739.82</b>	<b>335.23</b>	<b>9.85%</b>
<b>Residential</b>						
Residential Solid Waste	2,038.17	1,828.87	1,811.60	1,790.80	(20.80)	-1.15%
Residential Curbside Recycling	1,482.62	1,469.48	1,479.18	1,468.47	(10.71)	-0.72%
Residential Curbside Organics	2,536.39	2,535.93	2,568.05	2,413.92	(154.13)	-6.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,038.17</b>	<b>1,828.87</b>	<b>1,811.60</b>	<b>1,790.80</b>	<b>(20.80)</b>	<b>-1.15%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>4,019.01</b>	<b>4,005.41</b>	<b>4,047.23</b>	<b>3,882.39</b>	<b>(164.84)</b>	<b>-4.07%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>11,749.71</b>	<b>11,773.04</b>	<b>10,966.86</b>	<b>10,978.82</b>		
<b>TOTAL TONS DIVERTED</b>	<b>7,065.25</b>	<b>7,226.89</b>	<b>7,451.82</b>	<b>7,622.21</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.88%</b>	<b>24.47%</b>	<b>27.11%</b>	<b>28.93%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.40%</b>	<b>20.66%</b>	<b>23.72%</b>	<b>24.61%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>66.35%</b>	<b>68.65%</b>	<b>69.08%</b>	<b>68.43%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>37.55%</b>	<b>38.04%</b>	<b>40.46%</b>	<b>40.98%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>EAST PALO ALTO</b>								
<b>Commercial</b>								
Commercial Solid Waste	114.30	116.95	116.86	309.43	348.11	0.00	0.00	657.54
Commercial Recycling	31.56	36.69	63.86	127.59	132.11	0.00	0.00	259.70
Commercial Organics	45.36	38.22	56.03	91.17	139.61	0.00	0.00	230.78
Subtotal - Disposed	114.30	116.95	116.86	309.43	348.11	0.00	0.00	657.54
Subtotal - Diverted	76.92	74.91	119.89	218.76	271.72	0.00	0.00	490.48
Diversion Rate	40.23%	39.04%	50.64%	41.42%	43.84%	0.00%	0.00%	42.72%
<b>MFD</b>								
MFD Solid Waste	227.48	226.08	233.35	670.00	686.91	0.00	0.00	1,356.91
MFD Recycling	22.64	21.19	23.94	66.14	67.77	0.00	0.00	133.91
MFD Organics	7.29	6.23	7.61	17.87	21.13	0.00	0.00	39.00
Subtotal - Disposed	227.48	226.08	233.35	670.00	686.91	0.00	0.00	1,356.91
Subtotal - Diverted	29.93	27.42	31.55	84.01	88.90	0.00	0.00	172.91
Diversion Rate	11.63%	10.82%	11.91%	11.14%	11.46%	0.00%	0.00%	11.30%
<b>Roll-Off</b>								
Roll-Off Solid Waste	96.14	101.99	84.46	291.09	282.59	0.00	0.00	573.68
Roll-Off Recycling	0.00	9.34	2.56	4.93	11.90	0.00	0.00	16.83
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	96.14	101.99	84.46	291.09	282.59	0.00	0.00	573.68
Subtotal - Diverted	0.00	9.34	2.56	4.93	11.90	0.00	0.00	16.83
Diversion Rate	0.00%	8.39%	2.94%	1.67%	4.04%	0.00%	0.00%	2.85%
<b>Residential</b>								
Residential Solid Waste	550.10	545.33	562.65	1,552.43	1,658.08	0.00	0.00	3,210.51
Residential Curbside Recycling	120.49	115.69	123.55	357.36	359.73	0.00	0.00	717.09
Residential Curbside Organics	338.75	308.68	295.00	813.82	942.43	0.00	0.00	1,756.25
Subtotal - Disposed	550.10	545.33	562.65	1,552.43	1,658.08	0.00	0.00	3,210.51
Subtotal - Diverted	459.24	424.37	418.55	1,171.18	1,302.16	0.00	0.00	2,473.34
Diversion Rate	45.50%	43.76%	42.66%	43.00%	43.99%	0.00%	0.00%	43.52%
<b>Total Disposed</b>	<b>988.02</b>	<b>990.35</b>	<b>997.32</b>	<b>2,822.95</b>	<b>2,975.69</b>	<b>0.00</b>	<b>0.00</b>	<b>5,798.64</b>
<b>Total Diverted</b>	<b>566.09</b>	<b>536.04</b>	<b>572.55</b>	<b>1,478.88</b>	<b>1,674.68</b>	<b>0.00</b>	<b>0.00</b>	<b>3,153.56</b>
<b>Total Diversion Rate</b>	<b>36.43%</b>	<b>35.12%</b>	<b>36.47%</b>	<b>34.38%</b>	<b>36.01%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>35.23%</b>
Single-Family Measured Diversion Rate	45.50%	43.76%	42.66%	43.00%	43.99%	0.00%	0.00%	43.52%
Commercial Measured Diversion Rate	19.61%	20.06%	26.16%	19.50%	22.04%	0.00%	0.00%	20.81%
MFD Measured Diversion Rate	11.63%	10.82%	11.91%	11.14%	11.46%	0.00%	0.00%	11.30%
Overall Measured Diversion Rate	36.43%	35.12%	36.47%	34.38%	36.01%	0.00%	0.00%	35.23%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>East Palo Alto</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	709.15	718.18	655.81	657.54	1.73	0.26%
MFD Solid Waste	1,324.88	1,246.80	1,327.27	1,356.91	29.64	2.23%
Roll-Off Solid Waste	348.11	668.87	637.64	573.68	(63.96)	-10.03%
Commercial Recycling	261.62	826.20	254.30	259.70	5.40	2.12%
MFD Recycling	13.05	92.35	107.05	133.91	26.86	25.09%
Roll-Off Recycling	14.64	12.39	3.65	16.83	13.18	100.00%
Commercial Organics	158.46	153.47	152.68	230.78	78.10	51.15%
MFD Organics	27.81	29.44	42.00	39.00	(3.00)	-7.14%
Roll-Off Organics	0.00	9.94	2.79	0.00	(2.79)	-100.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,382.14</b>	<b>2,633.85</b>	<b>2,620.72</b>	<b>2,588.13</b>	<b>(32.59)</b>	<b>-1.24%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>475.58</b>	<b>1,123.79</b>	<b>562.47</b>	<b>680.22</b>	<b>117.75</b>	<b>20.93%</b>
<b>Residential</b>						
Residential Solid Waste	3,112.27	3,155.61	3,106.13	3,210.51	104.38	3.36%
Residential Curbside Recycling	649.47	645.50	677.95	717.09	39.14	5.77%
Residential Curbside Organics	1,727.00	1,711.36	1,840.73	1,756.25	(84.48)	-4.59%
<b>SUBTOTAL - Disposed Tons</b>	<b>3,112.27</b>	<b>3,155.61</b>	<b>3,106.13</b>	<b>3,210.51</b>	<b>104.38</b>	<b>3.36%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>2,376.47</b>	<b>2,356.86</b>	<b>2,518.68</b>	<b>2,473.34</b>	<b>(45.34)</b>	<b>-1.80%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>5,494.41</b>	<b>5,789.46</b>	<b>5,726.85</b>	<b>5,798.64</b>		
<b>TOTAL TONS DIVERTED</b>	<b>2,852.05</b>	<b>3,480.65</b>	<b>3,081.15</b>	<b>3,153.56</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>16.64%</b>	<b>29.91%</b>	<b>17.67%</b>	<b>20.81%</b>		
<b>MFD DIVERSION RATE</b>	<b>2.99%</b>	<b>8.90%</b>	<b>10.10%</b>	<b>11.30%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>43.30%</b>	<b>42.76%</b>	<b>44.78%</b>	<b>43.52%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>34.17%</b>	<b>37.55%</b>	<b>34.98%</b>	<b>35.23%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>FOSTER CITY</b>								
<b>Commercial</b>								
Commercial Solid Waste	227.44	228.56	214.49	693.50	670.49	0.00	0.00	1,363.99
Commercial Recycling	81.77	79.59	84.29	256.07	245.65	0.00	0.00	501.72
Commercial Organics	154.21	159.36	157.19	468.42	470.76	0.00	0.00	939.18
Subtotal - Disposed	227.44	228.56	214.49	693.50	670.49	0.00	0.00	1,363.99
Subtotal - Diverted	235.98	238.95	241.48	724.49	716.41	0.00	0.00	1,440.90
Diversion Rate	50.92%	51.11%	52.96%	51.09%	51.66%	0.00%	0.00%	51.37%
<b>MFD</b>								
MFD Solid Waste	258.82	273.45	264.51	769.41	796.78	0.00	0.00	1,566.19
MFD Recycling	69.88	74.57	76.87	232.19	221.32	0.00	0.00	453.51
MFD Organics	3.26	3.28	3.25	9.78	9.79	0.00	0.00	19.57
Subtotal - Disposed	258.82	273.45	264.51	769.41	796.78	0.00	0.00	1,566.19
Subtotal - Diverted	73.14	77.85	80.12	241.97	231.11	0.00	0.00	473.08
Diversion Rate	22.03%	22.16%	23.25%	23.92%	22.48%	0.00%	0.00%	23.20%
<b>Roll-Off</b>								
Roll-Off Solid Waste	88.06	118.80	81.67	276.15	288.53	0.00	0.00	564.68
Roll-Off Recycling	0.00	0.00	0.00	3.55	0.00	0.00	0.00	3.55
Roll-Off Organics	47.89	45.03	37.59	132.42	130.51	0.00	0.00	262.93
Subtotal - Disposed	88.06	118.80	81.67	276.15	288.53	0.00	0.00	564.68
Subtotal - Diverted	47.89	45.03	37.59	135.97	130.51	0.00	0.00	266.48
Diversion Rate	35.23%	27.49%	31.52%	32.99%	31.14%	0.00%	0.00%	32.06%
<b>Residential</b>								
Residential Solid Waste	267.93	260.74	244.02	751.10	772.69	0.00	0.00	1,523.79
Residential Curbside Recycling	199.78	198.80	188.07	572.19	586.65	0.00	0.00	1,158.84
Residential Curbside Organics	252.89	233.86	208.56	593.27	695.31	0.00	0.00	1,288.58
Subtotal - Disposed	267.93	260.74	244.02	751.10	772.69	0.00	0.00	1,523.79
Subtotal - Diverted	452.67	432.66	396.63	1,165.46	1,281.96	0.00	0.00	2,447.42
Diversion Rate	62.82%	62.40%	61.91%	60.81%	62.39%	0.00%	0.00%	61.63%
<b>Total Disposed</b>	<b>842.25</b>	<b>881.55</b>	<b>804.69</b>	<b>2,490.16</b>	<b>2,528.49</b>	<b>0.00</b>	<b>0.00</b>	<b>5,018.65</b>
<b>Total Diverted</b>	<b>809.68</b>	<b>794.49</b>	<b>755.82</b>	<b>2,267.89</b>	<b>2,359.99</b>	<b>0.00</b>	<b>0.00</b>	<b>4,627.88</b>
<b>Total Diversion Rate</b>	<b>49.01%</b>	<b>47.40%</b>	<b>48.43%</b>	<b>47.66%</b>	<b>48.28%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>47.97%</b>
Single-Family Measured Diversion Rate	62.82%	62.40%	61.91%	60.81%	62.39%	0.00%	0.00%	61.63%
Commercial Measured Diversion Rate	38.33%	36.82%	39.05%	38.80%	38.04%	0.00%	0.00%	38.42%
MFD Measured Diversion Rate	22.03%	22.16%	23.25%	23.92%	22.48%	0.00%	0.00%	23.20%
Overall Measured Diversion Rate	49.01%	47.40%	48.43%	47.66%	48.28%	0.00%	0.00%	47.97%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>Foster City</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	1,773.08	1,663.17	1,415.18	1,363.99	(51.19)	-3.62%
MFD Solid Waste	2,195.44	1,490.95	1,629.73	1,566.19	(63.54)	-3.90%
Roll-Off Solid Waste	1,025.84	713.34	639.21	564.68	(74.53)	-11.66%
Commercial Recycling	312.09	481.71	482.33	501.72	19.39	4.02%
MFD Recycling	272.80	290.18	373.32	453.51	80.19	21.48%
Roll-Off Recycling	25.98	14.19	13.37	3.55	(9.82)	-73.45%
Commercial Organics	739.38	758.01	900.72	939.18	38.46	4.27%
MFD Organics	17.86	14.67	28.21	19.57	(8.64)	-30.63%
Roll-Off Organics	128.44	289.19	251.20	262.93	11.73	4.67%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,994.36</b>	<b>3,867.46</b>	<b>3,684.12</b>	<b>3,494.86</b>	<b>(189.26)</b>	<b>-5.14%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,496.55</b>	<b>1,847.95</b>	<b>2,049.15</b>	<b>2,180.46</b>	<b>131.31</b>	<b>6.41%</b>
<b>Residential</b>						
Residential Solid Waste	1,474.10	1,610.89	1,592.84	1,523.79	(69.05)	-4.34%
Residential Curbside Recycling	1,188.07	1,178.92	1,179.49	1,158.84	(20.65)	-1.75%
Residential Curbside Organics	1,337.01	1,400.72	1,384.53	1,288.58	(95.95)	-6.93%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,474.10</b>	<b>1,610.89</b>	<b>1,592.84</b>	<b>1,523.79</b>	<b>(69.05)</b>	<b>-4.34%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>2,525.08</b>	<b>2,579.64</b>	<b>2,564.02</b>	<b>2,447.42</b>	<b>(116.60)</b>	<b>-4.55%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>6,468.46</b>	<b>5,478.35</b>	<b>5,276.96</b>	<b>5,018.65</b>		
<b>TOTAL TONS DIVERTED</b>	<b>4,021.63</b>	<b>4,427.59</b>	<b>4,613.17</b>	<b>4,627.88</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.06%</b>	<b>32.33%</b>	<b>35.74%</b>	<b>38.42%</b>		
<b>MFD DIVERSION RATE</b>	<b>11.69%</b>	<b>16.98%</b>	<b>19.77%</b>	<b>23.20%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>63.14%</b>	<b>61.56%</b>	<b>61.68%</b>	<b>61.63%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>38.34%</b>	<b>44.70%</b>	<b>46.64%</b>	<b>47.97%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>HILLSBOROUGH</b>								
<b>Commercial</b>								
Commercial Solid Waste	23.29	25.69	22.01	53.64	70.99	0.00	0.00	124.63
Commercial Recycling	84.00	22.35	19.76	35.34	126.11	0.00	0.00	161.45
Commercial Organics	17.82	35.55	27.21	74.99	80.58	0.00	0.00	155.57
Subtotal - Disposed	23.29	25.69	22.01	53.64	70.99	0.00	0.00	124.63
Subtotal - Diverted	101.82	57.90	46.97	110.33	206.69	0.00	0.00	317.02
Diversion Rate	81.38%	69.27%	68.09%	67.29%	74.43%	0.00%	0.00%	71.78%
<b>MFD</b>								
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%
<b>Roll-Off</b>								
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%
<b>Residential</b>								
Residential Solid Waste	186.12	175.05	181.09	538.19	542.26	0.00	0.00	1,080.45
Residential Curbside Recycling	158.06	153.54	155.47	473.61	467.07	0.00	0.00	940.68
Residential Curbside Organics	388.54	344.61	323.94	1,010.93	1,057.09	0.00	0.00	2,068.02
Subtotal - Disposed	186.12	175.05	181.09	538.19	542.26	0.00	0.00	1,080.45
Subtotal - Diverted	546.60	498.15	479.41	1,484.54	1,524.16	0.00	0.00	3,008.70
Diversion Rate	74.60%	74.00%	72.58%	73.39%	73.76%	0.00%	0.00%	73.58%
<b>Total Disposed</b>	<b>209.41</b>	<b>200.74</b>	<b>203.10</b>	<b>591.83</b>	<b>613.25</b>	<b>0.00</b>	<b>0.00</b>	<b>1,205.08</b>
<b>Total Diverted</b>	<b>648.42</b>	<b>556.05</b>	<b>526.38</b>	<b>1,594.87</b>	<b>1,730.85</b>	<b>0.00</b>	<b>0.00</b>	<b>3,325.72</b>
<b>Total Diversion Rate</b>	<b>75.59%</b>	<b>73.47%</b>	<b>72.16%</b>	<b>72.94%</b>	<b>73.84%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>73.40%</b>
Single-Family Measured Diversion Rate	74.60%	74.00%	72.58%	73.39%	73.76%	0.00%	0.00%	73.58%
Commercial Measured Diversion Rate	81.38%	69.27%	68.09%	67.29%	74.43%	0.00%	0.00%	71.78%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	75.59%	73.47%	72.16%	72.94%	73.84%	0.00%	0.00%	73.40%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>Hillsborough</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	253.70	201.93	203.50	124.63	(78.87)	-38.76%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	0.00	0.00	0.00%
Commercial Recycling	386.36	84.99	203.70	161.45	(42.25)	-20.74%
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	0.00	0.00	0.00%
Commercial Organics	140.81	118.30	198.71	155.57	(43.14)	-21.71%
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>258.94</b>	<b>203.73</b>	<b>203.50</b>	<b>124.63</b>	<b>(78.87)</b>	<b>-38.76%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>534.71</b>	<b>219.13</b>	<b>402.41</b>	<b>317.02</b>	<b>(85.39)</b>	<b>-21.22%</b>
<b>Residential</b>						
Residential Solid Waste	1,543.19	1,180.20	1,103.82	1,080.45	(23.37)	-2.12%
Residential Curbside Recycling	1,272.26	917.62	946.87	940.68	(6.19)	-0.65%
Residential Curbside Organics	1,887.52	2,156.07	2,182.22	2,068.02	(114.20)	-5.23%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,543.19</b>	<b>1,180.20</b>	<b>1,103.82</b>	<b>1,080.45</b>	<b>(23.37)</b>	<b>-2.12%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,159.78</b>	<b>3,073.69</b>	<b>3,129.09</b>	<b>3,008.70</b>	<b>(120.39)</b>	<b>-3.85%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>1,802.13</b>	<b>1,383.93</b>	<b>1,307.32</b>	<b>1,205.08</b>		
<b>TOTAL TONS DIVERTED</b>	<b>3,694.49</b>	<b>3,292.82</b>	<b>3,531.50</b>	<b>3,325.72</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>67.37%</b>	<b>51.82%</b>	<b>66.41%</b>	<b>71.78%</b>		
<b>MFD DIVERSION RATE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>67.19%</b>	<b>72.26%</b>	<b>73.92%</b>	<b>73.58%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>67.21%</b>	<b>70.41%</b>	<b>72.98%</b>	<b>73.40%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>MENLO PARK</b>								
<b>Commercial</b>								
Commercial Solid Waste	784.31	750.61	751.01	2,239.17	2,285.93	0.00	0.00	4,525.10
Commercial Recycling	225.04	234.75	232.38	698.49	692.17	0.00	0.00	1,390.66
Commercial Organics	320.54	316.42	301.38	1,001.96	938.34	0.00	0.00	1,940.30
Subtotal - Disposed	784.31	750.61	751.01	2,239.17	2,285.93	0.00	0.00	4,525.10
Subtotal - Diverted	545.58	551.17	533.76	1,700.45	1,630.51	0.00	0.00	3,330.96
Diversion Rate	41.02%	42.34%	41.55%	43.16%	41.63%	0.00%	0.00%	42.40%
<b>MFD</b>								
MFD Solid Waste	179.49	178.38	178.57	515.83	536.44	0.00	0.00	1,052.27
MFD Recycling	61.86	62.18	64.08	179.45	188.12	0.00	0.00	367.57
MFD Organics	11.16	9.88	9.60	28.83	30.64	0.00	0.00	59.47
Subtotal - Disposed	179.49	178.38	178.57	515.83	536.44	0.00	0.00	1,052.27
Subtotal - Diverted	73.02	72.06	73.68	208.28	218.76	0.00	0.00	427.04
Diversion Rate	28.92%	28.77%	29.21%	28.76%	28.97%	0.00%	0.00%	28.87%
<b>Roll-Off</b>								
Roll-Off Solid Waste	38.29	43.59	49.24	96.33	131.12	0.00	0.00	227.45
Roll-Off Recycling	57.32	62.01	64.92	172.11	184.25	0.00	0.00	356.36
Roll-Off Organics	21.73	25.84	13.67	45.93	61.24	0.00	0.00	107.17
Subtotal - Disposed	38.29	43.59	49.24	96.33	131.12	0.00	0.00	227.45
Subtotal - Diverted	79.05	87.85	78.59	218.04	245.49	0.00	0.00	463.53
Diversion Rate	67.37%	66.84%	61.48%	69.36%	65.18%	0.00%	0.00%	67.08%
<b>Residential</b>								
Residential Solid Waste	351.45	353.19	362.24	1,053.85	1,066.88	0.00	0.00	2,120.73
Residential Curbside Recycling	292.58	294.50	293.13	863.73	880.21	0.00	0.00	1,743.94
Residential Curbside Organics	711.68	623.92	564.19	1,775.57	1,899.79	0.00	0.00	3,675.36
Subtotal - Disposed	351.45	353.19	362.24	1,053.85	1,066.88	0.00	0.00	2,120.73
Subtotal - Diverted	1,004.26	918.42	857.32	2,639.30	2,780.00	0.00	0.00	5,419.30
Diversion Rate	74.08%	72.22%	70.30%	71.46%	72.27%	0.00%	0.00%	71.87%
<b>Total Disposed</b>	<b>1,353.54</b>	<b>1,325.77</b>	<b>1,341.06</b>	<b>3,905.18</b>	<b>4,020.37</b>	<b>0.00</b>	<b>0.00</b>	<b>7,925.55</b>
<b>Total Diverted</b>	<b>1,701.91</b>	<b>1,629.50</b>	<b>1,543.35</b>	<b>4,766.07</b>	<b>4,874.76</b>	<b>0.00</b>	<b>0.00</b>	<b>9,640.83</b>
<b>Total Diversion Rate</b>	<b>55.70%</b>	<b>55.14%</b>	<b>53.51%</b>	<b>54.96%</b>	<b>54.80%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>54.88%</b>
Single-Family Measured Diversion Rate	74.08%	72.22%	70.30%	71.46%	72.27%	0.00%	0.00%	71.87%
Commercial Measured Diversion Rate	41.04%	42.23%	41.21%	42.72%	41.49%	0.00%	0.00%	42.10%
MFD Measured Diversion Rate	28.92%	28.77%	29.21%	28.76%	28.97%	0.00%	0.00%	28.87%
Overall Measured Diversion Rate	55.70%	55.14%	53.51%	54.96%	54.80%	0.00%	0.00%	54.88%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>Menlo Park</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	5,549.97	5,080.46	4,638.09	4,525.10	(112.99)	-2.44%
MFD Solid Waste	1,339.34	1,003.16	1,067.20	1,052.27	(14.93)	-1.40%
Roll-Off Solid Waste	348.50	294.83	205.59	227.45	21.86	10.63%
Commercial Recycling	974.46	1,258.39	1,354.68	1,390.66	35.98	2.66%
MFD Recycling	255.18	289.44	362.29	367.57	5.28	1.46%
Roll-Off Recycling	321.32	148.31	228.51	356.36	127.85	55.95%
Commercial Organics	1,679.48	1,794.55	2,022.04	1,940.30	(81.74)	-4.04%
MFD Organics	58.60	47.82	58.96	59.47	0.51	0.86%
Roll-Off Organics	51.24	225.32	147.85	107.17	(40.68)	-27.51%
<b>SUBTOTAL - Disposed Tons</b>	<b>7,237.81</b>	<b>6,378.45</b>	<b>5,910.88</b>	<b>5,804.82</b>	<b>(106.06)</b>	<b>-1.79%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,340.28</b>	<b>3,763.83</b>	<b>4,174.33</b>	<b>4,221.53</b>	<b>47.20</b>	<b>1.13%</b>
<b>Residential</b>						
Residential Solid Waste	2,107.19	2,175.06	2,146.83	2,120.73	(26.10)	-1.22%
Residential Curbside Recycling	1,722.62	1,785.86	1,769.40	1,743.94	(25.46)	-1.44%
Residential Curbside Organics	4,054.99	3,947.71	3,976.70	3,675.36	(301.34)	-7.58%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,107.19</b>	<b>2,175.06</b>	<b>2,146.83</b>	<b>2,120.73</b>	<b>(26.10)</b>	<b>-1.22%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>5,777.61</b>	<b>5,733.57</b>	<b>5,746.10</b>	<b>5,419.30</b>	<b>(326.80)</b>	<b>-5.69%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>9,345.00</b>	<b>8,553.51</b>	<b>8,057.71</b>	<b>7,925.55</b>		
<b>TOTAL TONS DIVERTED</b>	<b>9,117.89</b>	<b>9,497.40</b>	<b>9,920.43</b>	<b>9,640.83</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>31.58%</b>	<b>37.11%</b>	<b>41.39%</b>	<b>42.10%</b>		
<b>MFD DIVERSION RATE</b>	<b>18.98%</b>	<b>25.16%</b>	<b>28.30%</b>	<b>28.87%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>73.28%</b>	<b>72.50%</b>	<b>72.80%</b>	<b>71.87%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>49.38%</b>	<b>52.61%</b>	<b>55.18%</b>	<b>54.88%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>NORTH FAIR OAKS</b>								
<b>Commercial</b>								
Commercial Solid Waste	166.27	165.19	160.12	482.90	491.58	0.00	0.00	974.48
Commercial Recycling	44.54	41.20	44.49	138.46	130.23	0.00	0.00	268.69
Commercial Organics	36.53	40.16	38.88	93.85	115.57	0.00	0.00	209.42
Subtotal - Disposed	166.27	165.19	160.12	482.90	491.58	0.00	0.00	974.48
Subtotal - Diverted	81.07	81.36	83.37	232.31	245.80	0.00	0.00	478.11
Diversion Rate	32.78%	33.00%	34.24%	32.48%	33.33%	0.00%	0.00%	32.91%
<b>MFD</b>								
MFD Solid Waste	79.32	83.34	81.90	242.46	244.56	0.00	0.00	487.02
MFD Recycling	9.56	9.27	10.29	28.25	29.12	0.00	0.00	57.37
MFD Organics	0.28	0.26	0.27	0.30	0.81	0.00	0.00	1.11
Subtotal - Disposed	79.32	83.34	81.90	242.46	244.56	0.00	0.00	487.02
Subtotal - Diverted	9.84	9.53	10.56	28.55	29.93	0.00	0.00	58.48
Diversion Rate	11.04%	10.26%	11.42%	10.53%	10.90%	0.00%	0.00%	10.72%
<b>Roll-Off</b>								
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%
<b>Residential</b>								
Residential Solid Waste	235.89	221.65	235.84	693.26	693.38	0.00	0.00	1,386.64
Residential Curbside Recycling	94.76	88.89	100.03	283.65	283.68	0.00	0.00	567.33
Residential Curbside Organics	186.68	155.54	159.83	464.01	502.05	0.00	0.00	966.06
Subtotal - Disposed	235.89	221.65	235.84	693.26	693.38	0.00	0.00	1,386.64
Subtotal - Diverted	281.44	244.43	259.86	747.66	785.73	0.00	0.00	1,533.39
Diversion Rate	54.40%	52.44%	52.42%	51.89%	53.12%	0.00%	0.00%	52.51%
<b>Total Disposed</b>	<b>481.48</b>	<b>470.18</b>	<b>477.86</b>	<b>1,418.62</b>	<b>1,429.52</b>	<b>0.00</b>	<b>0.00</b>	<b>2,848.14</b>
<b>Total Diverted</b>	<b>372.35</b>	<b>335.32</b>	<b>353.79</b>	<b>1,008.52</b>	<b>1,061.46</b>	<b>0.00</b>	<b>0.00</b>	<b>2,069.98</b>
<b>Total Diversion Rate</b>	<b>43.61%</b>	<b>41.63%</b>	<b>42.54%</b>	<b>41.55%</b>	<b>42.61%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>42.09%</b>
Single-Family Measured Diversion Rate	54.40%	52.44%	52.42%	51.89%	53.12%	0.00%	0.00%	52.51%
Commercial Measured Diversion Rate	27.02%	26.78%	27.96%	26.45%	27.25%	0.00%	0.00%	26.86%
MFD Measured Diversion Rate	11.04%	10.26%	11.42%	10.53%	10.90%	0.00%	0.00%	10.72%
Overall Measured Diversion Rate	43.61%	41.63%	42.54%	41.55%	42.61%	0.00%	0.00%	42.09%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>North Fair Oaks</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	777.22	930.81	965.58	974.48	8.90	0.92%
MFD Solid Waste	352.88	367.83	468.41	487.02	18.61	3.97%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	218.64	245.56	244.53	268.69	24.16	9.88%
MFD Recycling	52.35	49.29	58.98	57.37	(1.61)	-2.73%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	181.55	181.07	182.28	209.42	27.14	14.89%
MFD Organics	1.49	1.00	0.40	1.11	0.71	177.50%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,130.10</b>	<b>1,298.64</b>	<b>1,433.99</b>	<b>1,461.50</b>	<b>27.51</b>	<b>1.92%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>454.03</b>	<b>476.92</b>	<b>486.19</b>	<b>536.59</b>	<b>50.40</b>	<b>10.37%</b>
<b>Residential</b>						
Residential Solid Waste	1,166.61	1,328.40	1,385.93	1,386.64	0.71	0.05%
Residential Curbside Recycling	457.67	553.08	570.45	567.33	(3.12)	-0.55%
Residential Curbside Organics	1,011.49	1,018.43	1,056.90	966.06	(90.84)	-8.59%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,166.61</b>	<b>1,328.40</b>	<b>1,385.93</b>	<b>1,386.64</b>	<b>0.71</b>	<b>0.05%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,469.16</b>	<b>1,571.51</b>	<b>1,627.35</b>	<b>1,533.39</b>	<b>(93.96)</b>	<b>-5.77%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>2,296.71</b>	<b>2,627.04</b>	<b>2,819.92</b>	<b>2,848.14</b>		
<b>TOTAL TONS DIVERTED</b>	<b>1,923.19</b>	<b>2,048.43</b>	<b>2,113.54</b>	<b>2,069.98</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>28.66%</b>	<b>26.86%</b>	<b>25.32%</b>	<b>26.86%</b>		
<b>MFD DIVERSION RATE</b>	<b>13.24%</b>	<b>12.03%</b>	<b>11.25%</b>	<b>10.72%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>55.74%</b>	<b>54.19%</b>	<b>54.01%</b>	<b>52.51%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>45.57%</b>	<b>43.81%</b>	<b>42.84%</b>	<b>42.09%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>REDWOOD CITY</b>								
<b>Commercial</b>								
Commercial Solid Waste	1,287.05	1,297.36	1,287.00	3,813.82	3,871.41	0.00	0.00	7,685.23
Commercial Recycling	329.97	312.45	323.51	938.56	965.93	0.00	0.00	1,904.49
Commercial Organics	247.73	292.10	292.65	878.49	832.48	0.00	0.00	1,710.97
Subtotal - Disposed	1,287.05	1,297.36	1,287.00	3,813.82	3,871.41	0.00	0.00	7,685.23
Subtotal - Diverted	577.70	604.55	616.16	1,817.05	1,798.41	0.00	0.00	3,615.46
Diversion Rate	30.98%	31.79%	32.38%	32.27%	31.72%	0.00%	0.00%	31.99%
<b>MFD</b>								
MFD Solid Waste	588.43	586.20	580.11	1,748.83	1,754.74	0.00	0.00	3,503.57
MFD Recycling	105.28	102.46	108.59	324.46	316.33	0.00	0.00	640.79
MFD Organics	9.97	8.92	8.88	28.25	27.77	0.00	0.00	56.02
Subtotal - Disposed	588.43	586.20	580.11	1,748.83	1,754.74	0.00	0.00	3,503.57
Subtotal - Diverted	115.25	111.38	117.47	352.71	344.10	0.00	0.00	696.81
Diversion Rate	16.38%	15.97%	16.84%	16.78%	16.39%	0.00%	0.00%	16.59%
<b>Roll-Off</b>								
Roll-Off Solid Waste	345.19	350.07	329.46	956.79	1,024.72	0.00	0.00	1,981.51
Roll-Off Recycling	15.47	11.07	7.85	51.30	34.39	0.00	0.00	85.69
Roll-Off Organics	48.35	55.62	57.67	166.79	161.64	0.00	0.00	328.43
Subtotal - Disposed	345.19	350.07	329.46	956.79	1,024.72	0.00	0.00	1,981.51
Subtotal - Diverted	63.82	66.69	65.52	218.09	196.03	0.00	0.00	414.12
Diversion Rate	15.60%	16.00%	16.59%	18.56%	16.06%	0.00%	0.00%	17.29%
<b>Residential</b>								
Residential Solid Waste	841.69	801.68	813.62	2,406.41	2,456.99	0.00	0.00	4,863.40
Residential Curbside Recycling	625.65	604.36	611.78	1,855.94	1,841.79	0.00	0.00	3,697.73
Residential Curbside Organics	1,140.32	1,001.10	931.59	2,731.84	3,073.01	0.00	0.00	5,804.85
Subtotal - Disposed	841.69	801.68	813.62	2,406.41	2,456.99	0.00	0.00	4,863.40
Subtotal - Diverted	1,765.97	1,605.46	1,543.37	4,587.78	4,914.80	0.00	0.00	9,502.58
Diversion Rate	67.72%	66.70%	65.48%	65.59%	66.67%	0.00%	0.00%	66.15%
<b>Total Disposed</b>	<b>3,062.36</b>	<b>3,035.31</b>	<b>3,010.19</b>	<b>8,925.85</b>	<b>9,107.86</b>	<b>0.00</b>	<b>0.00</b>	<b>18,033.71</b>
<b>Total Diverted</b>	<b>2,522.74</b>	<b>2,388.08</b>	<b>2,342.52</b>	<b>6,975.63</b>	<b>7,253.34</b>	<b>0.00</b>	<b>0.00</b>	<b>14,228.97</b>
<b>Total Diversion Rate</b>	<b>45.17%</b>	<b>44.03%</b>	<b>43.76%</b>	<b>43.87%</b>	<b>44.33%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>44.10%</b>
Single-Family Measured Diversion Rate	67.72%	66.70%	65.48%	65.59%	66.67%	0.00%	0.00%	66.15%
Commercial Measured Diversion Rate	25.42%	25.95%	26.68%	26.81%	26.01%	0.00%	0.00%	26.41%
MFD Measured Diversion Rate	16.38%	15.97%	16.84%	16.78%	16.39%	0.00%	0.00%	16.59%
Overall Measured Diversion Rate	45.17%	44.03%	43.76%	43.87%	44.33%	0.00%	0.00%	44.10%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>Redwood City</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	6,949.12	8,076.92	7,456.63	7,685.23	228.60	3.07%
MFD Solid Waste	3,777.04	3,591.74	3,887.95	3,503.57	(384.38)	-9.89%
Roll-Off Solid Waste	2,036.62	2,120.78	1,957.21	1,981.51	24.30	1.24%
Commercial Recycling	1,509.31	1,728.26	1,716.04	1,904.49	188.45	10.98%
MFD Recycling	580.14	535.17	663.41	640.79	(22.62)	-3.41%
Roll-Off Recycling	52.46	59.89	61.13	85.69	24.56	40.18%
Commercial Organics	1,150.43	1,450.76	1,566.30	1,710.97	144.67	9.24%
MFD Organics	59.31	58.71	62.44	56.02	(6.42)	-10.28%
Roll-Off Organics	312.23	427.31	292.85	328.43	35.58	12.15%
<b>SUBTOTAL - Disposed Tons</b>	<b>12,762.78</b>	<b>13,789.44</b>	<b>13,301.79</b>	<b>13,170.31</b>	<b>(131.48)</b>	<b>-0.99%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,663.88</b>	<b>4,260.10</b>	<b>4,362.17</b>	<b>4,726.39</b>	<b>364.22</b>	<b>8.35%</b>
<b>Residential</b>						
Residential Solid Waste	5,269.22	5,106.09	5,010.02	4,863.40	(146.62)	-2.93%
Residential Curbside Recycling	3,411.71	3,541.36	3,651.48	3,697.73	46.25	1.27%
Residential Curbside Organics	5,776.02	5,977.04	6,327.24	5,804.85	(522.39)	-8.26%
<b>SUBTOTAL - Disposed Tons</b>	<b>5,269.22</b>	<b>5,106.09</b>	<b>5,010.02</b>	<b>4,863.40</b>	<b>(146.62)</b>	<b>-2.93%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>9,187.73</b>	<b>9,518.40</b>	<b>9,978.72</b>	<b>9,502.58</b>	<b>(476.14)</b>	<b>-4.77%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>18,032.00</b>	<b>18,895.53</b>	<b>18,311.81</b>	<b>18,033.71</b>		
<b>TOTAL TONS DIVERTED</b>	<b>12,851.61</b>	<b>13,778.50</b>	<b>14,340.89</b>	<b>14,228.97</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>22.30%</b>	<b>23.60%</b>	<b>24.70%</b>	<b>26.41%</b>		
<b>MFD DIVERSION RATE</b>	<b>14.48%</b>	<b>14.19%</b>	<b>15.73%</b>	<b>16.59%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>63.55%</b>	<b>65.09%</b>	<b>66.57%</b>	<b>66.15%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>41.61%</b>	<b>42.17%</b>	<b>43.92%</b>	<b>44.10%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>SAN CARLOS</b>								
<b>Commercial</b>								
Commercial Solid Waste	514.14	494.57	492.35	1,392.68	1,501.06	0.00	0.00	2,893.74
Commercial Recycling	167.11	164.32	160.03	495.41	491.46	0.00	0.00	986.87
Commercial Organics	80.13	83.58	75.23	223.33	238.94	0.00	0.00	462.27
Subtotal - Disposed	514.14	494.57	492.35	1,392.68	1,501.06	0.00	0.00	2,893.74
Subtotal - Diverted	247.24	247.90	235.26	718.74	730.40	0.00	0.00	1,449.14
Diversion Rate	32.47%	33.39%	32.33%	34.04%	32.73%	0.00%	0.00%	33.37%
<b>MFD</b>								
MFD Solid Waste	130.88	133.81	128.79	341.31	393.48	0.00	0.00	734.79
MFD Recycling	36.16	37.21	37.66	116.72	111.03	0.00	0.00	227.75
MFD Organics	9.77	10.28	10.39	29.05	30.44	0.00	0.00	59.49
Subtotal - Disposed	130.88	133.81	128.79	341.31	393.48	0.00	0.00	734.79
Subtotal - Diverted	45.93	47.49	48.05	145.77	141.47	0.00	0.00	287.24
Diversion Rate	25.98%	26.19%	27.17%	29.93%	26.45%	0.00%	0.00%	28.10%
<b>Roll-Off</b>								
Roll-Off Solid Waste	69.77	54.55	64.54	197.99	188.86	0.00	0.00	386.85
Roll-Off Recycling	5.97	6.73	13.68	32.21	26.38	0.00	0.00	58.59
Roll-Off Organics	0.00	0.00	0.00	2.29	0.00	0.00	0.00	2.29
Subtotal - Disposed	69.77	54.55	64.54	197.99	188.86	0.00	0.00	386.85
Subtotal - Diverted	5.97	6.73	13.68	34.50	26.38	0.00	0.00	60.88
Diversion Rate	7.88%	10.98%	17.49%	14.84%	12.26%	0.00%	0.00%	13.60%
<b>Residential</b>								
Residential Solid Waste	340.49	364.28	342.79	1,072.84	1,047.56	0.00	0.00	2,120.40
Residential Curbside Recycling	303.36	330.44	307.38	952.62	941.18	0.00	0.00	1,893.80
Residential Curbside Organics	508.64	524.58	463.29	1,348.83	1,496.51	0.00	0.00	2,845.34
Subtotal - Disposed	340.49	364.28	342.79	1,072.84	1,047.56	0.00	0.00	2,120.40
Subtotal - Diverted	812.00	855.02	770.67	2,301.45	2,437.69	0.00	0.00	4,739.14
Diversion Rate	70.46%	70.12%	69.21%	68.21%	69.94%	0.00%	0.00%	69.09%
<b>Total Disposed</b>	<b>1,055.28</b>	<b>1,047.21</b>	<b>1,028.47</b>	<b>3,004.82</b>	<b>3,130.96</b>	<b>0.00</b>	<b>0.00</b>	<b>6,135.78</b>
<b>Total Diverted</b>	<b>1,111.14</b>	<b>1,157.14</b>	<b>1,067.66</b>	<b>3,200.46</b>	<b>3,335.94</b>	<b>0.00</b>	<b>0.00</b>	<b>6,536.40</b>
<b>Total Diversion Rate</b>	<b>51.29%</b>	<b>52.49%</b>	<b>50.93%</b>	<b>51.58%</b>	<b>51.58%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>51.58%</b>
Single-Family Measured Diversion Rate	70.46%	70.12%	69.21%	68.21%	69.94%	0.00%	0.00%	69.09%
Commercial Measured Diversion Rate	29.50%	30.67%	30.22%	31.76%	30.13%	0.00%	0.00%	30.92%
MFD Measured Diversion Rate	25.98%	26.19%	27.17%	29.93%	26.45%	0.00%	0.00%	28.10%
Overall Measured Diversion Rate	51.29%	52.49%	50.93%	51.58%	51.58%	0.00%	0.00%	51.58%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>San Carlos</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	3,012.25	3,012.19	2,992.22	2,893.74	(98.48)	-3.29%
MFD Solid Waste	869.88	716.49	798.07	734.79	(63.28)	-7.93%
Roll-Off Solid Waste	803.82	534.46	402.78	386.85	(15.93)	-3.96%
Commercial Recycling	737.28	825.02	884.52	986.87	102.35	11.57%
MFD Recycling	189.85	165.27	216.13	227.75	11.62	5.38%
Roll-Off Recycling	163.78	98.46	61.65	58.59	(3.06)	-4.96%
Commercial Organics	313.87	405.83	404.02	462.27	58.25	14.42%
MFD Organics	39.62	36.36	30.24	59.49	29.25	96.73%
Roll-Off Organics	63.31	2.13	9.28	2.29	(6.99)	100.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>4,685.95</b>	<b>4,263.14</b>	<b>4,193.07</b>	<b>4,015.38</b>	<b>(177.69)</b>	<b>-4.24%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,507.71</b>	<b>1,533.07</b>	<b>1,605.84</b>	<b>1,797.26</b>	<b>191.42</b>	<b>11.92%</b>
<b>Residential</b>						
Residential Solid Waste	2,224.23	2,203.38	2,165.63	2,120.40	(45.23)	-2.09%
Residential Curbside Recycling	1,912.36	1,897.17	1,939.99	1,893.80	(46.19)	-2.38%
Residential Curbside Organics	3,060.67	3,056.27	3,095.03	2,845.34	(249.69)	-8.07%
<b>SUBTOTAL - Disposed Tons</b>	<b>2,224.23</b>	<b>2,203.38</b>	<b>2,165.63</b>	<b>2,120.40</b>	<b>(45.23)</b>	<b>-2.09%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>4,973.03</b>	<b>4,953.44</b>	<b>5,035.02</b>	<b>4,739.14</b>	<b>(295.88)</b>	<b>-5.88%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>6,910.18</b>	<b>6,466.52</b>	<b>6,358.70</b>	<b>6,135.78</b>		
<b>TOTAL TONS DIVERTED</b>	<b>6,480.74</b>	<b>6,486.51</b>	<b>6,640.86</b>	<b>6,536.40</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>24.34%</b>	<b>26.45%</b>	<b>27.69%</b>	<b>30.92%</b>		
<b>MFD DIVERSION RATE</b>	<b>20.87%</b>	<b>21.96%</b>	<b>23.59%</b>	<b>28.10%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>69.10%</b>	<b>69.21%</b>	<b>69.92%</b>	<b>69.09%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>48.40%</b>	<b>50.08%</b>	<b>51.09%</b>	<b>51.58%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>SAN MATEO</b>								
<b>Commercial</b>								
Commercial Solid Waste	1,176.09	1,169.74	1,147.63	3,495.86	3,493.46	0.00	0.00	6,989.32
Commercial Recycling	386.46	414.10	385.50	1,277.68	1,186.06	0.00	0.00	2,463.74
Commercial Organics	238.34	257.03	246.71	777.64	742.08	0.00	0.00	1,519.72
Subtotal - Disposed	1,176.09	1,169.74	1,147.63	3,495.86	3,493.46	0.00	0.00	6,989.32
Subtotal - Diverted	624.80	671.13	632.21	2,055.32	1,928.14	0.00	0.00	3,983.46
Diversion Rate	34.69%	36.46%	35.52%	37.02%	35.56%	0.00%	0.00%	36.30%
<b>MFD</b>								
MFD Solid Waste	849.49	859.46	859.88	2,444.28	2,568.83	0.00	0.00	5,013.11
MFD Recycling	209.60	209.82	212.85	633.19	632.27	0.00	0.00	1,265.46
MFD Organics	24.21	24.62	23.31	69.73	72.14	0.00	0.00	141.87
Subtotal - Disposed	849.49	859.46	859.88	2,444.28	2,568.83	0.00	0.00	5,013.11
Subtotal - Diverted	233.81	234.44	236.16	702.92	704.41	0.00	0.00	1,407.33
Diversion Rate	21.58%	21.43%	21.55%	22.33%	21.52%	0.00%	0.00%	21.92%
<b>Roll-Off</b>								
Roll-Off Solid Waste	332.33	340.37	319.87	987.21	992.57	0.00	0.00	1,979.78
Roll-Off Recycling	22.99	35.82	33.69	98.62	92.50	0.00	0.00	191.12
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	332.33	340.37	319.87	987.21	992.57	0.00	0.00	1,979.78
Subtotal - Diverted	22.99	35.82	33.69	98.62	92.50	0.00	0.00	191.12
Diversion Rate	6.47%	9.52%	9.53%	9.08%	8.52%	0.00%	0.00%	8.80%
<b>Residential</b>								
Residential Solid Waste	1,025.61	1,043.86	998.40	3,023.47	3,067.87	0.00	0.00	6,091.34
Residential Curbside Recycling	681.75	702.88	660.34	2,133.20	2,044.97	0.00	0.00	4,178.17
Residential Curbside Organics	1,280.14	1,221.52	1,060.68	3,132.99	3,562.34	0.00	0.00	6,695.33
Subtotal - Disposed	1,025.61	1,043.86	998.40	3,023.47	3,067.87	0.00	0.00	6,091.34
Subtotal - Diverted	1,961.89	1,924.40	1,721.02	5,266.19	5,607.31	0.00	0.00	10,873.50
Diversion Rate	65.67%	64.83%	63.29%	63.53%	64.64%	0.00%	0.00%	64.09%
<b>Total Disposed</b>	<b>3,383.52</b>	<b>3,413.43</b>	<b>3,325.78</b>	<b>9,950.82</b>	<b>10,122.73</b>	<b>0.00</b>	<b>0.00</b>	<b>20,073.55</b>
<b>Total Diverted</b>	<b>2,843.49</b>	<b>2,865.79</b>	<b>2,623.08</b>	<b>8,123.05</b>	<b>8,332.36</b>	<b>0.00</b>	<b>0.00</b>	<b>16,455.41</b>
<b>Total Diversion Rate</b>	<b>45.66%</b>	<b>45.64%</b>	<b>44.09%</b>	<b>44.94%</b>	<b>45.15%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>45.05%</b>
Single-Family Measured Diversion Rate	65.67%	64.83%	63.29%	63.53%	64.64%	0.00%	0.00%	64.09%
Commercial Measured Diversion Rate	27.21%	28.43%	27.93%	29.20%	27.86%	0.00%	0.00%	28.53%
MFD Measured Diversion Rate	21.58%	21.43%	21.55%	22.33%	21.52%	0.00%	0.00%	21.92%
Overall Measured Diversion Rate	45.66%	45.64%	44.09%	44.94%	45.15%	0.00%	0.00%	45.05%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>San Mateo</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	7,115.62	7,701.11	6,730.34	6,989.32	258.98	3.85%
MFD Solid Waste	5,972.22	4,839.53	5,399.89	5,013.11	(386.78)	-7.16%
Roll-Off Solid Waste	2,040.93	2,284.73	2,119.35	1,979.78	(139.57)	-6.59%
Commercial Recycling	1,763.90	2,179.55	2,245.44	2,463.74	218.30	9.72%
MFD Recycling	1,156.38	980.03	1,235.30	1,265.46	30.16	2.44%
Roll-Off Recycling	215.10	255.78	197.64	191.12	(6.52)	-3.30%
Commercial Organics	1,309.01	1,492.99	1,440.95	1,519.72	78.77	5.47%
MFD Organics	189.01	153.45	197.19	141.87	(55.32)	-28.05%
Roll-Off Organics	0.00	18.50	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>15,128.77</b>	<b>14,825.37</b>	<b>14,249.58</b>	<b>13,982.21</b>	<b>(267.37)</b>	<b>-1.88%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>4,633.40</b>	<b>5,080.30</b>	<b>5,316.52</b>	<b>5,581.91</b>	<b>265.39</b>	<b>4.99%</b>
<b>Residential</b>						
Residential Solid Waste	5,934.08	6,209.54	6,165.50	6,091.34	(74.16)	-1.20%
Residential Curbside Recycling	4,439.94	4,128.78	4,121.79	4,178.17	56.38	1.37%
Residential Curbside Organics	6,768.26	6,903.91	6,980.86	6,695.33	(285.53)	-4.09%
<b>SUBTOTAL - Disposed Tons</b>	<b>5,934.08</b>	<b>6,209.54</b>	<b>6,165.50</b>	<b>6,091.34</b>	<b>(74.16)</b>	<b>-1.20%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>11,208.20</b>	<b>11,032.69</b>	<b>11,102.65</b>	<b>10,873.50</b>	<b>(229.15)</b>	<b>-2.06%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>21,062.85</b>	<b>21,034.91</b>	<b>20,415.08</b>	<b>20,073.55</b>		
<b>TOTAL TONS DIVERTED</b>	<b>15,841.60</b>	<b>16,112.99</b>	<b>16,419.17</b>	<b>16,455.41</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.45%</b>	<b>25.52%</b>	<b>27.17%</b>	<b>28.53%</b>		
<b>MFD DIVERSION RATE</b>	<b>18.39%</b>	<b>18.98%</b>	<b>20.97%</b>	<b>21.92%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>65.38%</b>	<b>63.99%</b>	<b>64.30%</b>	<b>64.09%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>42.93%</b>	<b>43.38%</b>	<b>44.58%</b>	<b>45.05%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO COUNTY</b>								
<b>Commercial</b>								
Commercial Solid Waste	73.33	72.39	70.89	216.62	216.61	0.00	0.00	433.23
Commercial Recycling	24.16	22.14	22.23	66.85	68.53	0.00	0.00	135.38
Commercial Organics	27.01	28.80	27.85	56.89	83.66	0.00	0.00	140.55
Subtotal - Disposed	73.33	72.39	70.89	216.62	216.61	0.00	0.00	433.23
Subtotal - Diverted	51.17	50.94	50.08	123.74	152.19	0.00	0.00	275.93
Diversion Rate	41.10%	41.30%	41.40%	36.36%	41.27%	0.00%	0.00%	38.91%
<b>MFD</b>								
MFD Solid Waste	34.03	34.58	33.88	100.84	102.49	0.00	0.00	203.33
MFD Recycling	4.06	4.00	4.30	11.83	12.36	0.00	0.00	24.19
MFD Organics	0.30	0.29	0.28	0.81	0.87	0.00	0.00	1.68
Subtotal - Disposed	34.03	34.58	33.88	100.84	102.49	0.00	0.00	203.33
Subtotal - Diverted	4.36	4.29	4.58	12.64	13.23	0.00	0.00	25.87
Diversion Rate	11.36%	11.04%	11.91%	11.14%	11.43%	0.00%	0.00%	11.29%
<b>Roll-Off</b>								
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%
<b>Residential</b>								
Residential Solid Waste	220.63	218.94	221.61	653.07	661.18	0.00	0.00	1,314.25
Residential Curbside Recycling	190.68	196.45	194.53	577.67	581.66	0.00	0.00	1,159.33
Residential Curbside Organics	345.01	328.51	304.54	919.19	978.06	0.00	0.00	1,897.25
Subtotal - Disposed	220.63	218.94	221.61	653.07	661.18	0.00	0.00	1,314.25
Subtotal - Diverted	535.69	524.96	499.07	1,496.86	1,559.72	0.00	0.00	3,056.58
Diversion Rate	70.83%	70.57%	69.25%	69.62%	70.23%	0.00%	0.00%	69.93%
<b>Total Disposed</b>	<b>327.99</b>	<b>325.91</b>	<b>326.38</b>	<b>970.53</b>	<b>980.28</b>	<b>0.00</b>	<b>0.00</b>	<b>1,950.81</b>
<b>Total Diverted</b>	<b>591.22</b>	<b>580.19</b>	<b>553.73</b>	<b>1,633.24</b>	<b>1,725.14</b>	<b>0.00</b>	<b>0.00</b>	<b>3,358.38</b>
<b>Total Diversion Rate</b>	<b>64.32%</b>	<b>64.03%</b>	<b>62.92%</b>	<b>62.73%</b>	<b>63.77%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>63.26%</b>
Single-Family Measured Diversion Rate	70.83%	70.57%	69.25%	69.62%	70.23%	0.00%	0.00%	69.93%
Commercial Measured Diversion Rate	34.09%	34.05%	34.28%	30.05%	34.14%	0.00%	0.00%	32.16%
MFD Measured Diversion Rate	11.36%	11.04%	11.91%	11.14%	11.43%	0.00%	0.00%	11.29%
Overall Measured Diversion Rate	64.32%	64.03%	62.92%	62.73%	63.77%	0.00%	0.00%	63.26%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>San Mateo County</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	463.41	629.67	490.10	433.23	(56.87)	-11.60%
MFD Solid Waste	194.57	176.32	206.03	203.33	(2.70)	-1.31%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	98.32	116.93	125.42	135.38	9.96	7.94%
MFD Recycling	29.74	24.01	25.13	24.19	(0.94)	-3.74%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	69.42	108.11	107.39	140.55	33.16	30.88%
MFD Organics	3.87	2.45	2.55	1.68	(0.87)	-34.12%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>657.98</b>	<b>805.99</b>	<b>696.13</b>	<b>636.56</b>	<b>(59.57)</b>	<b>-8.56%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>201.35</b>	<b>251.50</b>	<b>260.49</b>	<b>301.80</b>	<b>41.31</b>	<b>15.86%</b>
<b>Residential</b>						
Residential Solid Waste	1,260.86	1,319.13	1,292.50	1,314.25	21.75	1.68%
Residential Curbside Recycling	1,092.39	1,167.51	1,175.13	1,159.33	(15.80)	-1.34%
Residential Curbside Organics	1,971.03	2,040.73	2,133.14	1,897.25	(235.89)	-11.06%
<b>SUBTOTAL - Disposed Tons</b>	<b>1,260.86</b>	<b>1,319.13</b>	<b>1,292.50</b>	<b>1,314.25</b>	<b>21.75</b>	<b>1.68%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>3,063.42</b>	<b>3,208.24</b>	<b>3,308.27</b>	<b>3,056.58</b>	<b>(251.69)</b>	<b>-7.61%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>1,918.84</b>	<b>2,125.12</b>	<b>1,988.63</b>	<b>1,950.81</b>		
<b>TOTAL TONS DIVERTED</b>	<b>3,264.77</b>	<b>3,459.74</b>	<b>3,568.76</b>	<b>3,358.38</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.43%</b>	<b>23.78%</b>	<b>27.23%</b>	<b>32.16%</b>		
<b>MFD DIVERSION RATE</b>	<b>14.73%</b>	<b>13.05%</b>	<b>11.84%</b>	<b>11.29%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>70.84%</b>	<b>70.86%</b>	<b>71.91%</b>	<b>69.93%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>62.98%</b>	<b>61.95%</b>	<b>64.22%</b>	<b>63.26%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

MEMBER AGENCY	2014							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	
<b>WEST BAY</b>								
<b>Commercial</b>								
Commercial Solid Waste	33.50	32.48	31.19	95.88	97.17	0.00	0.00	193.05
Commercial Recycling	11.93	11.36	12.06	36.65	35.35	0.00	0.00	72.00
Commercial Organics	11.44	12.19	12.56	32.01	36.19	0.00	0.00	68.20
Subtotal - Disposed	33.50	32.48	31.19	95.88	97.17	0.00	0.00	193.05
Subtotal - Diverted	23.37	23.55	24.62	68.66	71.54	0.00	0.00	140.20
Diversion Rate	41.09%	42.03%	44.11%	41.73%	42.40%	0.00%	0.00%	42.07%
<b>MFD</b>								
MFD Solid Waste	2.41	2.35	2.05	6.64	6.81	0.00	0.00	13.45
MFD Recycling	1.10	1.10	1.03	3.11	3.23	0.00	0.00	6.34
MFD Organics	0.15	0.12	0.12	0.38	0.39	0.00	0.00	0.77
Subtotal - Disposed	2.41	2.35	2.05	6.64	6.81	0.00	0.00	13.45
Subtotal - Diverted	1.25	1.22	1.15	3.49	3.62	0.00	0.00	7.11
Diversion Rate	34.15%	34.17%	35.94%	34.45%	34.71%	0.00%	0.00%	34.58%
<b>Roll-Off</b>								
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%
<b>Residential</b>								
Residential Solid Waste	98.81	92.53	89.57	271.86	280.91	0.00	0.00	552.77
Residential Curbside Recycling	93.86	89.71	86.30	267.97	269.87	0.00	0.00	537.84
Residential Curbside Organics	213.20	179.36	155.57	543.25	548.13	0.00	0.00	1,091.38
Subtotal - Disposed	98.81	92.53	89.57	271.86	280.91	0.00	0.00	552.77
Subtotal - Diverted	307.06	269.07	241.87	811.22	818.00	0.00	0.00	1,629.22
Diversion Rate	75.65%	74.41%	72.98%	74.90%	74.44%	0.00%	0.00%	74.67%
<b>Total Disposed</b>	<b>134.72</b>	<b>127.36</b>	<b>122.81</b>	<b>374.38</b>	<b>384.89</b>	<b>0.00</b>	<b>0.00</b>	<b>759.27</b>
<b>Total Diverted</b>	<b>331.68</b>	<b>293.84</b>	<b>267.64</b>	<b>883.37</b>	<b>893.16</b>	<b>0.00</b>	<b>0.00</b>	<b>1,776.53</b>
<b>Total Diversion Rate</b>	<b>71.11%</b>	<b>69.76%</b>	<b>68.55%</b>	<b>70.23%</b>	<b>69.88%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>70.06%</b>
Single-Family Measured Diversion Rate	75.65%	74.41%	72.98%	74.90%	74.44%	0.00%	0.00%	74.67%
Commercial Measured Diversion Rate	40.67%	41.56%	43.67%	41.31%	41.96%	0.00%	0.00%	41.64%
MFD Measured Diversion Rate	34.15%	34.17%	35.94%	34.45%	34.71%	0.00%	0.00%	34.58%
Overall Measured Diversion Rate	71.11%	69.76%	68.55%	70.23%	69.88%	0.00%	0.00%	70.06%



Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>West Bay Sanitary</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	203.87	191.59	172.36	193.05	20.69	12.00%
MFD Solid Waste	37.70	24.59	33.98	13.45	(20.53)	-60.42%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	47.50	63.60	61.28	72.00	10.72	17.49%
MFD Recycling	7.71	7.60	10.34	6.34	(4.00)	-38.68%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	19.82	49.42	67.08	68.20	1.12	1.67%
MFD Organics	0.00	0.00	0.03	0.77	0.74	100.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00%
<b>SUBTOTAL - Disposed Tons</b>	<b>241.57</b>	<b>216.18</b>	<b>206.34</b>	<b>206.50</b>	<b>0.16</b>	<b>0.08%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>75.03</b>	<b>120.62</b>	<b>138.73</b>	<b>147.31</b>	<b>8.58</b>	<b>6.18%</b>
<b>Residential</b>						
Residential Solid Waste	521.51	570.60	591.06	552.77	(38.29)	-6.48%
Residential Curbside Recycling	535.71	565.63	531.46	537.84	6.38	1.20%
Residential Curbside Organics	1,161.94	1,162.30	1,209.14	1,091.38	(117.76)	-9.74%
<b>SUBTOTAL - Disposed Tons</b>	<b>521.51</b>	<b>570.60</b>	<b>591.06</b>	<b>552.77</b>	<b>(38.29)</b>	<b>-6.48%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>1,697.65</b>	<b>1,727.93</b>	<b>1,740.60</b>	<b>1,629.22</b>	<b>(111.38)</b>	<b>-6.40%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>763.08</b>	<b>786.78</b>	<b>797.40</b>	<b>759.27</b>		
<b>TOTAL TONS DIVERTED</b>	<b>1,772.68</b>	<b>1,848.55</b>	<b>1,879.33</b>	<b>1,776.53</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>23.70%</b>	<b>35.81%</b>	<b>40.20%</b>	<b>41.64%</b>		
<b>MFD DIVERSION RATE</b>	<b>16.98%</b>	<b>23.61%</b>	<b>23.38%</b>	<b>34.58%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>76.50%</b>	<b>75.18%</b>	<b>74.65%</b>	<b>74.67%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>69.91%</b>	<b>70.14%</b>	<b>70.21%</b>	<b>70.06%</b>		

<sup>1</sup> Includes Agency facilities tonnage

**RECOLOGY QUARTERLY REPORT 2014**

	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2014 Year to Date
<b>MEMBER AGENCY</b>	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
<b>TOTAL SBWMA</b>								
<b>Commercial</b>								
Commercial Solid Waste	5,345.25	5,258.89	5,173.88	15,811.97	15,778.02	0.00	0.00	31,589.99
Commercial Recycling	1,785.44	1,707.65	1,756.28	5,237.90	5,249.37	0.00	0.00	10,487.27
Commercial Organics	1,471.72	1,548.10	1,542.39	4,636.32	4,562.21	0.00	0.00	9,198.53
Subtotal - Disposed	5,345.25	5,258.89	5,173.88	15,811.97	15,778.02	0.00	0.00	31,589.99
Subtotal - Diverted	3,257.16	3,255.75	3,298.67	9,874.22	9,811.58	0.00	0.00	19,685.80
Diversion Rate	37.86%	38.24%	38.93%	38.44%	38.34%	0.00%	0.00%	38.39%
<b>MFD</b>								
MFD Solid Waste	2,769.57	2,803.37	2,789.14	8,295.85	8,362.08	0.00	0.00	16,657.93
MFD Recycling	636.81	641.19	659.76	1,942.38	1,937.76	0.00	0.00	3,880.14
MFD Organics	75.59	73.93	73.14	213.10	222.66	0.00	0.00	435.76
Subtotal - Disposed	2,769.57	2,803.37	2,789.14	8,295.85	8,362.08	0.00	0.00	16,657.93
Subtotal - Diverted	712.40	715.12	732.90	2,155.48	2,160.42	0.00	0.00	4,315.90
Diversion Rate	20.46%	20.32%	20.81%	20.62%	20.53%	0.00%	0.00%	20.58%
<b>Roll-Off</b>								
Roll-Off Solid Waste	1,635.14	1,694.60	1,563.79	4,694.33	4,893.53	0.00	0.00	9,587.86
Roll-Off Recycling	111.84	133.58	129.61	396.01	375.03	0.00	0.00	771.04
Roll-Off Organics	117.97	126.49	108.93	347.43	353.39	0.00	0.00	700.82
Subtotal - Disposed	1,635.14	1,694.60	1,563.79	4,694.33	4,893.53	0.00	0.00	9,587.86
Subtotal - Diverted	229.81	260.07	238.54	743.44	728.42	0.00	0.00	1,471.86
Diversion Rate	12.32%	13.31%	13.24%	13.67%	12.96%	0.00%	0.00%	13.31%
<b>Residential</b>								
Residential Solid Waste	4,834.74	4,777.55	4,747.70	14,104.23	14,359.99	0.00	0.00	28,464.22
Residential Curbside Recycling	3,351.18	3,354.24	3,307.36	10,135.68	10,012.78	0.00	0.00	20,148.46
Residential Curbside Organics	6,848.35	6,239.95	5,683.05	17,104.97	18,771.35	0.00	0.00	35,876.32
Subtotal - Disposed	4,834.74	4,777.55	4,747.70	14,104.23	14,359.99	0.00	0.00	28,464.22
Subtotal - Diverted	10,199.53	9,594.19	8,990.41	27,240.65	28,784.13	0.00	0.00	56,024.78
Diversion Rate	67.84%	66.76%	65.44%	65.89%	66.72%	0.00%	0.00%	66.31%
<b>Total Disposed</b>	<b>14,584.70</b>	<b>14,534.41</b>	<b>14,274.51</b>	<b>42,906.38</b>	<b>43,393.62</b>	<b>0.00</b>	<b>0.00</b>	<b>86,300.00</b>
<b>Total Diverted</b>	<b>14,398.90</b>	<b>13,825.13</b>	<b>13,260.52</b>	<b>40,013.79</b>	<b>41,484.55</b>	<b>0.00</b>	<b>0.00</b>	<b>81,498.34</b>
<b>Total Diversion Rate</b>	<b>49.68%</b>	<b>48.75%</b>	<b>48.16%</b>	<b>48.26%</b>	<b>48.88%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>48.57%</b>
Single-Family Measured Diversion Rate	67.84%	66.76%	65.44%	65.89%	66.72%	0.00%	0.00%	66.31%
Commercial Measured Diversion Rate	30.10%	30.25%	30.95%	30.72%	30.43%	0.00%	0.00%	30.58%
MFD Measured Diversion Rate	20.46%	20.32%	20.81%	20.62%	20.53%	0.00%	0.00%	20.58%
Overall Measured Diversion Rate	49.68%	48.75%	48.16%	48.26%	48.88%	0.00%	0.00%	48.57%

Recology San Mateo County  
 Cumulative Comparison of Tonnage  
 Rate Year 2014

**CUMULATIVE ANNUAL COMPARISON OF TONNAGE**

Period: JANUARY - JUNE 2014

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>Year to Date</u> <u>2014 Tons</u>	<u>2013 - 2014</u> <u>Tons Incr/(Decr)</u>	<u>2013 - 2014</u> <u>% Change</u>
<b>TOTAL SBWMA</b>						
<b>Commercial<sup>1</sup> and MFD</b>						
Commercial Solid Waste	32,106.86	34,177.16	31,182.80	31,589.99	407.19	1.31%
MFD Solid Waste	18,496.02	15,887.55	17,382.01	16,657.93	(724.08)	-4.17%
Roll-Off Solid Waste	11,015.71	11,023.76	9,794.24	9,587.86	(206.38)	-2.11%
Commercial Recycling	7,955.00	9,594.13	9,509.83	10,487.27	977.44	10.28%
MFD Recycling	3,135.24	2,997.61	3,725.06	3,880.14	155.08	4.16%
Roll-Off Recycling	856.46	750.21	624.71	771.04	146.33	23.42%
Commercial Organics	7,301.96	7,944.79	8,863.51	9,198.53	335.02	3.78%
MFD Organics	447.39	381.28	486.56	435.76	(50.80)	-10.44%
Roll-Off Organics	758.07	1,236.65	704.19	700.82	(3.37)	-0.48%
<b>SUBTOTAL - Disposed Tons</b>	<b>61,618.59</b>	<b>61,088.47</b>	<b>58,359.05</b>	<b>57,835.78</b>	<b>(523.27)</b>	<b>-0.90%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>20,454.12</b>	<b>22,904.67</b>	<b>23,913.86</b>	<b>25,473.56</b>	<b>1,559.70</b>	<b>6.52%</b>
<b>Residential</b>						
Residential Solid Waste	29,332.85	29,213.43	28,840.74	28,464.22	(376.52)	-1.31%
Residential Curbside Recycling	20,396.79	19,912.44	20,106.31	20,148.46	42.15	0.21%
Residential Curbside Organics	37,102.51	37,848.46	38,633.50	35,876.32	(2,757.18)	-7.14%
<b>SUBTOTAL - Disposed Tons</b>	<b>29,332.85</b>	<b>29,213.43</b>	<b>28,840.74</b>	<b>28,464.22</b>	<b>(376.52)</b>	<b>-1.31%</b>
<b>SUBTOTAL - Diverted Tons</b>	<b>57,499.30</b>	<b>57,760.90</b>	<b>58,739.81</b>	<b>56,024.78</b>	<b>(2,715.03)</b>	<b>-4.62%</b>
<b>Commercial/MFD and Residential</b>						
<b>TOTAL TONS DISPOSED</b>	<b>90,951.44</b>	<b>90,301.90</b>	<b>87,199.79</b>	<b>86,300.00</b>		
<b>TOTAL TONS DIVERTED</b>	<b>77,953.42</b>	<b>80,665.57</b>	<b>82,653.67</b>	<b>81,498.34</b>		
<b>COMMERCIAL DIVERSION RATE</b>	<b>24.92%</b>	<b>27.27%</b>	<b>29.07%</b>	<b>30.58%</b>		
<b>MFD DIVERSION RATE</b>	<b>16.23%</b>	<b>17.54%</b>	<b>19.50%</b>	<b>20.58%</b>		
<b>RESIDENTIAL DIVERSION RATE</b>	<b>66.22%</b>	<b>66.41%</b>	<b>67.07%</b>	<b>66.31%</b>		
<b>TOTAL DIVERSION RATE</b>	<b>46.15%</b>	<b>47.18%</b>	<b>48.66%</b>	<b>48.57%</b>		

<sup>1</sup> Includes Agency facilities tonnage

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

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	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	23	34	26	83	0	1	0	1	0	0	0	0	1	0	0	1	0	0	1	1	0	0	0	0
Belmont	25	45	50	120	0	2	0	2	0	0	0	0	0	0	0	1	0	2	3	0	2	2	4	
Burlingame	30	46	73	149	0	2	0	2	0	1	0	1	0	0	0	0	1	3	4	2	0	0	2	
East Palo Alto	13	16	16	45	1	4	0	5	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Foster City	17	34	31	82	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hillsborough	32	32	54	118	0	0	0	0	0	0	0	0	0	1	1	0	0	2	2	0	1	0	1	
Menlo Park	56	100	66	222	1	1	0	2	0	0	0	0	0	0	0	1	0	1	2	0	1	0	1	
North Fair Oaks	23	26	19	68	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Redwood City	87	113	146	346	1	1	1	3	0	0	0	0	0	0	0	3	6	3	12	1	5	4	10	
San Carlos	34	50	72	156	0	1	0	1	0	0	0	0	1	0	1	2	2	0	1	3	1	1	0	2
San Mateo	89	154	229	472	0	1	0	1	1	0	0	1	0	0	2	2	3	5	6	14	6	2	5	13
San Mateo County	40	37	61	138	0	0	3	3	0	0	0	0	0	0	0	1	1	0	2	1	2	3	6	
West Bay	14	8	14	36	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	1	1	2	
Totals	483	695	857	2,035	3	15	4	22	1	1	0	2	2	0	4	6	12	13	19	44	13	15	15	43

	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	36	47	65	148	3	10	17	30	0	0	0	0	25	30	22	77	8	43	15	66
Belmont	171	180	232	583	8	9	11	28	0	0	0	0	83	80	109	272	36	31	87	154
Burlingame	177	211	187	575	27	26	34	87	0	0	0	0	91	117	95	303	33	97	46	176
East Palo Alto	96	125	145	366	1	4	10	15	0	0	0	0	53	64	48	165	12	8	12	32
Foster City	152	183	195	530	5	10	5	20	0	0	0	0	69	67	70	206	29	31	70	130
Hillsborough	67	92	96	255	10	13	8	31	0	0	0	0	32	42	56	130	23	11	43	77
Menlo Park	152	188	211	551	18	25	34	77	0	0	0	0	113	128	111	352	109	59	36	204
North Fair Oaks	48	64	37	149	10	7	13	30	0	0	0	0	51	40	38	129	21	8	13	42
Redwood City	381	361	450	1192	28	64	47	139	0	0	0	0	172	172	195	539	10	14	16	40
San Carlos	231	231	245	707	48	36	40	124	0	0	0	0	307	297	276	880	36	120	47	203
San Mateo	555	599	580	1734	36	44	81	161	0	0	0	0	279	305	273	857	282	149	122	553
San Mateo County	94	113	135	342	13	10	9	32	0	0	0	0	48	67	70	185	25	27	66	118
West Bay	33	53	64	150	5	2	3	10	0	0	0	0	28	30	34	92	28	10	4	42
Totals	2,193	2,447	2,642	7,282	212	260	312	784	0	0	0	0	1,351	1,439	1,397	4,187	652	608	577	1,837

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

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
April	12,239	12,139	100	0.82%	11.05	97.11%	217
May	11,840	11,746	94	0.79%	12.96	95.64%	226
June	13,347	13,170	177	1.33%	15.13	91.97%	202
Quarter 2	37,426	37,055	371	0.99%	13.11	94.82%	645

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

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	0	0	4	<b>4</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	0	2	3	<b>5</b>	1	0	5	<b>6</b>	0	160	7	<b>167</b>
Burlingame	8	9	2	<b>19</b>	0	4	1	<b>5</b>	18	0	7	<b>25</b>
East Palo Alto	9	3	2	<b>14</b>	0	1	2	<b>3</b>	0	16	200	<b>216</b>
Foster City	7	13	6	<b>26</b>	0	0	0	<b>0</b>	100	0	500	<b>600</b>
Hillsborough	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	0	2	5	<b>7</b>	0	2	0	<b>2</b>	0	0	171	<b>171</b>
North Fair Oaks	10	9	5	<b>24</b>	0	3	1	<b>4</b>	0	43	0	<b>43</b>
Redwood City	6	7	5	<b>18</b>	0	0	3	<b>3</b>	0	20	285	<b>305</b>
San Carlos	5	6	11	<b>22</b>	3	3	6	<b>12</b>	9	0	53	<b>62</b>
San Mateo	12	3	0	<b>15</b>	0	9	1	<b>10</b>	67	0	43	<b>110</b>
San Mateo County	0	9	4	<b>13</b>	0	1	0	<b>1</b>	0	10	14	<b>24</b>
West Bay	3	1	0	<b>4</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Totals	60	64	47	<b>171</b>	4	23	19	<b>46</b>	194	249	1,280	<b>1,723</b>

2014 LIQUIDATED DAMAGES

COLLECTION QUALITY

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

	April			May			June			Q2			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	1	0	0	1	0	-	-	1	\$ 150
Belmont	1	0	0	-	0	0	3	1	150	4	1	150	150	2	\$ 150
Burlingame	-	0	0	1	0	0	3	1	150	4	1	150	150	2	\$ 150
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Foster City	1	0	0	-	0	0	-	0	0	1	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	2	1	150	2	1	150	150	1	\$ 150
Menlo Park	1	0	0	1	0	0	2	0	0	4	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Redwood City	3	0	0	7	1	150	5	0	0	15	1	150	150	6	\$ 150
San Carlos	2	0	0	-	0	0	1	0	0	3	0	-	-	3	\$ 150
San Mateo	3	0	0	5	0	0	8	2	300	16	2	300	750	6	\$ 150
San Mateo Cnty	1	0	0	1	0	0	-	0	0	2	0	-	-	2	\$ 150
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
	13	0	0	15	1	150	25	5	750	53	6	900	1,350	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			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
	-	0	0	-	0	0	-	0	0	-	0	-	-	59	

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

	April			May			June			Q2			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	2	0	0	3	0	0	-	0	0	5	0	-	-	12	\$ 50
Belmont	1	0	0	2	0	0	4	0	0	7	0	-	-	36	\$ 50
Burlingame	3	0	0	8	0	0	7	0	0	18	0	-	-	35	\$ 50
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	23	\$ 50
Foster City	-	0	0	1	0	0	-	0	0	1	0	-	-	35	\$ 50
Hillsborough	-	0	0	-	0	0	3	0	0	3	0	-	-	20	\$ 50
Menlo Park	2	0	0	4	0	0	6	0	0	12	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	14	\$ 50
Redwood City	2	0	0	5	0	0	5	0	0	12	0	-	-	94	\$ 50
San Carlos	1	0	0	4	0	0	7	0	0	12	0	-	-	46	\$ 50
San Mateo	5	0	0	7	0	0	6	0	0	18	0	-	-	105	\$ 50
San Mateo Cnty	-	0	0	2	0	0	1	0	0	3	0	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
	16	0	0	37	0	0	39	0	0	92	0	-	-	500	

### 2014 LIQUIDATED DAMAGES

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

	April			May			June			Q2			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 25
	-	0	0	-	0	0	0	0	0	0	0	-	-	0	

5. **Excessive noise complaints**

8.02.J

	April			May			June			Q2			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Burlingame	-	0	0	1	0	0	-	0	0	1	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	1	0	0	-	0	0	-	0	0	1	0	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	1	0	0	1	0	0	0	0	0	2	0	-	-	59	

6. **Complaints regarding unacceptable employee behavior**

8.06.J

	April			May			June			Q2			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	1	1	250	-	-	0	-	-	0	1	1	250	250	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	1	1	250	1	1	250	250	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	1	1	250	-	-	0	1	1	250	2	2	500	750	0	\$ 250
San Mateo	-	-	0	-	-	0	2	2	500	2	2	500	750	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	2	2	500	0	0	0	4	4	1,000	6	6	1,500	2,250	-	



# 2014 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			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Belmont	-	0	0	2	0	0	1	0	0	3	0	-	-	9	\$ 50
Burlingame	2	0	0	-	0	0	-	0	0	2	0	-	-	8	\$ 50
East Palo Alto	1	0	0	-	0	0	-	0	0	1	0	-	-	5	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	9	\$ 50
Hillsborough	-	0	0	1	0	0	-	0	0	1	0	-	-	5	\$ 50
Menlo Park	-	0	0	1	0	0	-	0	0	1	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Redwood City	-	0	0	5	0	0	3	0	0	8	0	-	-	22	\$ 50
San Carlos	1	0	0	-	0	0	-	0	0	1	0	-	-	11	\$ 50
San Mateo	5	0	0	2	0	0	5	0	0	12	0	-	-	25	\$ 50
San Mateo Cnty	-	0	0	2	0	0	3	0	0	5	0	-	-	6	\$ 50
West Bay	-	0	0	1	0	0	1	0	0	2	0	-	-	3	\$ 50
	9	0	0	14	0	0	13	0	0	36	0	-	-	119	

8.

**Complaints regarding unreasonable leaks or spills of vehicle fluids**  
8.02.1

	April			May			June			Q2			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Belmont	-	0	0	-	0	0	1	1	500	1	1	500	1,000	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	-	500	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
North Fair Oaks	1	1	500	-	0	0	-	0	0	1	1	500	500	0	\$ 500
Redwood City	1	1	500	-	0	0	1	1	500	2	2	1,000	1,000	0	\$ 500
San Carlos	-	0	0	1	1	500	-	0	0	1	1	500	500	0	\$ 500
San Mateo	1	1	500	-	0	0	-	0	0	1	1	500	1,000	0	\$ 500
San Mateo Cnty	1	1	500	-	0	0	-	0	0	1	1	500	500	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
	4	4	2,000	1	1	500	2	2	1,000	7	7	3,500	5,500	0	

**CUSTOMER SERVICE QUALITY**

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

\* Per Attachment J, to be reported after month six

	April			May			June			Q2			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	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	-	-	-	

# 2014 LIQUIDATED DAMAGES

**REPORTING**

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

	April			May			June			Q2			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	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			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	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			2014 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	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	

# 2014 LIQUIDATED DAMAGES

**OTHER**

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

	April			May			June			Q2			2014 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

**Disposal of organic materials without written approval**  
8.02.D

	April			May			June			Q2			2014 LD Amount	Tonnage Allowance	LD per Ton Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

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

	April			May			June			Q2			2014 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 175
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

## 2014 LIQUIDATED DAMAGES

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

6.01

	April			May			June			Q2			2014	Tonnage	LD per Ton Solid Waste/ Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	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		5,900	9,100	

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

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Apr	May	Jun			Apr	May	Jun	Total
Atherton	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Belmont	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
Burlingame	0	2	0	N/A	0	\$0	(\$100)	\$0	(\$100)
East Palo Alto	1	4	0	N/A	0	(\$50)	(\$200)	\$0	(\$250)
Foster City	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Hillsborough	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Menlo Park	1	1	0	N/A	0	(\$50)	(\$50)	\$0	(\$100)
North Fair Oaks	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Redwood City	1	1	1	N/A	0	(\$50)	(\$50)	(\$50)	(\$150)
San Carlos	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
San Mateo	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
San Mateo County	0	0	3	N/A	0	\$0	\$0	(\$150)	(\$150)
West Bay	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
<b>Totals</b>	<b>3</b>	<b>15</b>	<b>4</b>			<b>(\$150)</b>	<b>(\$750)</b>	<b>(\$200)</b>	<b>(\$1,100)</b>

Recology San Mateo County

**Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2014**

Aggregate SBWMA

Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	\$500	\$500	Quarterly Net Amount	
					Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second		
Quarter 2								
Month								
April	9	15	30	6	0	\$2,923	\$0	\$2,923
May	11	15	30	4	0	\$1,821	\$0	\$1,821
June	14	15	30	1	0	\$682	\$0	\$682
Totals						\$5,426	\$0	\$5,426
Year 2013								
	Agency	Solid Waste Tons						
	Atherton	2,151				\$66	\$0	\$66
	Belmont	8,377				\$257	\$0	\$257
	Burlingame	22,164				\$680	\$0	\$680
	East Palo Alto	11,635				\$357	\$0	\$357
	Foster City	10,758				\$330	\$0	\$330
	Hillsborough	2,658				\$82	\$0	\$82
	Menlo Park	16,191				\$496	\$0	\$496
	North Fair Oaks	5,743				\$176	\$0	\$176
	Redwood City	36,999				\$1,134	\$0	\$1,134
	San Carlos	12,974				\$398	\$0	\$398
	San Mateo	41,674				\$1,278	\$0	\$1,278
	San Mateo County	4,082				\$125	\$0	\$125
	West Bay	1,595				\$49	\$0	\$49
		177,002				\$5,426	\$0	\$5,426

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

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

Quarter 2						\$5
Month						
April	61			N/A	N/A	\$0
May	174			N/A	N/A	\$0
June	333			N/A	N/A	\$0
Totals	568	37,426	1,871		0	\$0

		Year 2013			
		Tons of Solid			
	Agency	Waste Collected			
	Atherton	2,151		N/A	\$0
	Belmont	8,377		N/A	\$0
	Burlingame	22,164		N/A	\$0
	East Palo Alto	11,635		N/A	\$0
	Foster City	10,758		N/A	\$0
	Hillsborough	2,658		N/A	\$0
	Menlo Park	16,191		N/A	\$0
	North Fair Oaks	5,743		N/A	\$0
	Redwood City	36,999		N/A	\$0
	San Carlos	12,974		N/A	\$0
	San Mateo	41,674		N/A	\$0
	San Mateo County	4,082		N/A	\$0
	West Bay	1,595		N/A	\$0
		177,002		N/A	\$0

Recology San Mateo County  
 Quarterly Contamination  
 Disincentive Calculation  
 Rate Year 2014

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	9,923.00	8.50%	6.20%	-2.30%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	6,910.91	10.00%	5.60%	-4.40%	N/A	\$70	N/A
Residential Organic Materials	18,771.35	5.00%	1.40%	-3.60%	N/A	\$70	N/A
Commercial Organic Materials	4,418.49	10.00%	7.80%	-2.20%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	719.77	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Total						\$0	



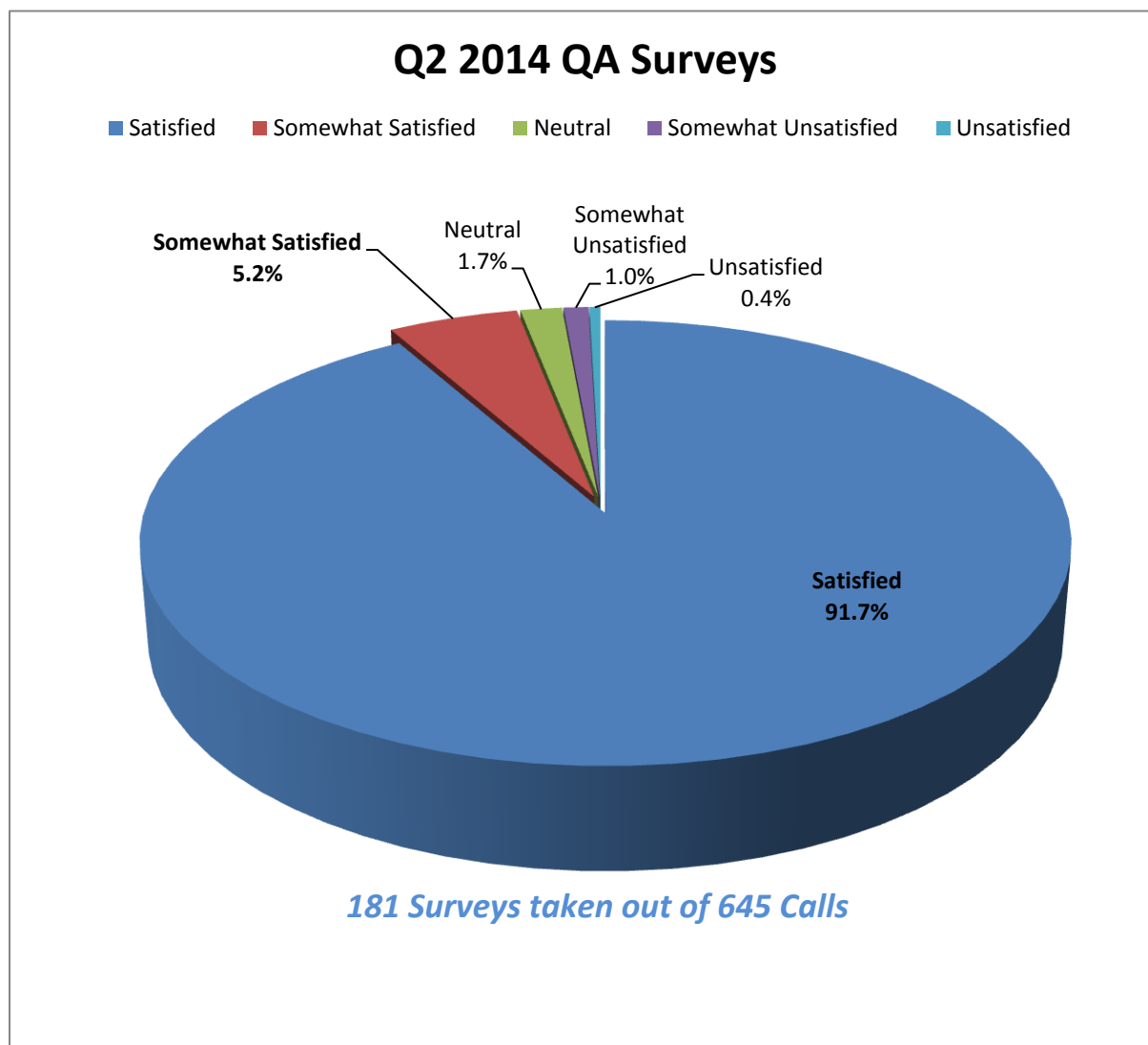
## I. SUMMARY ASSESSMENT

### SIGNIFICANT ACCOMPLISHMENTS

#### Customer Service Quality Assurance Surveys

Customer Service Representatives contact customers from the previous service day to survey them on their experience with the Call Center. Customers have the option of taking the survey over the phone or accessing the survey from a website provided to them. Of the 645 calls placed to customers during Quarter 2 (Q2), 181 surveys were completed (any surveys with unanswered questions were eliminated from the results).

The results of the surveys continue to be very positive. 97.9% of the customers gave satisfactory ratings, while only 1.4% gave unsatisfactory ratings. Reasons cited for the satisfactory rating included friendliness, listening carefully, patience and responsiveness.



### ***BizSMART @Work Awards***

Recology San Mateo County and RethinkWaste hosted the third annual BizSMART@Work Awards on Friday, June 27th to recognize businesses and multi-family dwellings (MFDs) for their dedication to increase diversion from the landfill through recycling and composting programs in 2013. Three MFDs and eighteen 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, Kingston Café in San Mateo, also received the Rethinker's Choice Award.



## **SIGNIFICANT CHALLENGES**

### **Bulky Item Collections (BIC)**

In spite of yearly outreach and specific instructions given at the time of scheduling collections, Recology San Mateo County (RSMC) still experiences problems with BIC overages. To help educate customers directly, RSMC is developing a BIC tag to leave with customers who set out items that are not within the BIC guidelines.



## 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 (Q2) 2014 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

Attendee	Compactor Workshop	Zero Waste Initiative Workshop	County-wide Recycling Meeting	Resource Conservation 101	Safety and Environmental Training	Sustainable San Mateo County 2014 Indicators Launch	County-wide Litter Round Table
Angela Goebel	X		X				
Gina Tretton					X		
Mia Rossi	X		X				
Misty McKinney	X	X	X				X
Sandra Tinoco	X		X			X	
Sarah Prescott	X		X	X		X	
Yvette Madera	X					X	

On April 23, 2014 Angela Goebel, Mia Rossi, Misty McKinney, Sandra Tinoco, Sarah Prescott, and Yvette Madera attended a compactor workshop given by an industry expert from Recology Golden Gate. This workshop was for the Waste Zero Specialists to better understand the various compactor systems available to customers throughout the service area and the available options customers have when choosing a compactor for their facility.

On May 13, 2014, Misty McKinney attended Zero Litter Initiative Workshop. The workshop is the third installment workshop to discuss how different stakeholders can help solve the issue of litter making its way to waterways.

On May 14, 2014, Angela Goebel, Mia Rossi, Misty McKinney, Sandra Tinoco, and Sarah Prescott attended the County- wide Recycling Meeting held at San Mateo Elections Office. The focus of the meeting was on Household Hazardous Waste. Presentations included how hazardous waste is handled and where it is disposed or recycled, proper battery handling and its recycling process. Lastly, an update of the Paintcare program given by Terri Ryan, California Regional Coordinator for PaintCare and what happens to paint after it is collected.

On May 22, 2014, Sarah Prescott attended Resource Conservation 101, offered through RecycleWorks Volunteer Program. This was a 3-hour foundational course that provided attendees with the general knowledge about conserving resources in San Mateo County. Discussions included the basics of the 4Rs (Reduce, Reuse, Recycle, Rot), energy efficiency, San Mateo County's water conservation, and pollution prevention.

On June 2, 2014, Gina Tretten attended Recology's Safety & Environmental Training. Gina was trained on emergency & evacuation procedures, fire safety, hazard communication & pictograms, and safety & protective equipment.

On June 3, 2014, Sandra Tinoco, Sarah Prescott, and Yvette Madera attended Sustainable San Mateo County's 2014 Indicators Launch- Transportation: Connecting the Last Mile. The launch included two different panels. The first panel was Improving Community Health through Active Transportation. This focused on the Safe Routes to School Programs through the San Mateo County Office of Education and Bike Coalitions. They worked with public schools to encourage families to walk or bike to school, which was successful in pre and post-program surveys of how families got to school. The second panel was Driving our Economy: Increasing Prosperity while Decreasing Emissions. This panel focused on the new development of multi-family dwellings in Redwood City, and how it important to develop public transportation that is nearby and accessible to residents. They also discussed the San Mateo creating Sustainable Streets Program, which features street greening and slowing through plantings and bike friendly lanes. These improvements encourage drivers to slow down, and residents to feel safe biking or walking along busy corridors. Pre and post-program analysis of the number of bicyclists showed the program was successful in increasing safety and getting more bicyclists on the road. Overall, the Launch encouraged people to think critically and creatively about encouraging residents and commuters to choose more carbon efficient modes of transportation.

On June 25, 2014, Misty McKinney attended the Countywide Litter Roundtable. This was the first installment of a series of workshops to address the problems of litter found in the streets, in the waterways and other areas in San Mateo County. Attendees included municipal agency staff, franchised waste haulers, transfer station and landfill operators, environmental organizations, enforcement agencies, volunteers and others interested in reducing litter in the community.

### **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 2014.

**New/Increased Recycling and Compost Customers**

Recology San Mateo County (RSMC) is pleased to report that the CRPT exceeded the Q2 2014 goal of recruiting new or increasing existing recycling and compost services in the commercial and MFD sectors as noted below.

Q2 2014 Goal New and/or Increased Recycling or Compost Customers	Q2 2014 Actual New and/or Increased Recycling or Compost Customers
100	188

The CRPT achieved the goal set for conducting Targeted Account Site Assessments in Q2 2014, as outlined below:

Q2 2014 Goal Target Account Site Assessments*	Q2 2014 Actual Top MSW Generator Site Assessments
150	171

All Site Assessments performed during Q2 2014 in each Member Agency are summarized below.

Member Agency	2014 Target Account Site Assessments	Additional Waste Audits
Atherton	4	-0-

Member Agency	2014 Target Account Site Assessments	Additional Waste Audits
Belmont	5	6
Burlingame	19	5
East Palo Alto	14	3
Foster City	26	-0-
Hillsborough	-0-	-0-
Menlo Park	7	2
North Fair Oaks	24	4
Redwood City	18	3
San Carlos	22	12
San Mateo	15	10
San Mateo County	13	1
West Bay Sanitary District	4	-0-
<b>Total</b>	<b>171</b>	<b>46</b>

A detailed accounting of the Target Accounts summarized above is included in the 2nd Quarter 2014 Report detail file in the tab labeled “M10a. Top MSW Generators.”

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

### †Site Checks

RSMC is pleased to report that RSMC exceeded the Q2 2014 goal of conducting 350 Site Checks, as outlined below:

Q2 2014 Goal Site Checks	Q2 2014 Actual Site Checks
350	1253

†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 (Q3) 2014 Goals

RSMC’s goal is to continue to increase diversion by implementing new recycling and compost programs, and work directly with customers to maximize their existing programs. RSMC will continue to perform Site Assessments, conduct Site Checks to verify service levels and program efficiencies and provide technical assistance to customers on a requested or as needed basis.

With that in mind, the following goals have been set for the CRPT:

- Increase commercial recycling and compost service level volumes
- Increase the commercial and/or MFD recycling and compost customer base



- Decrease commercial and/or MFD solid waste disposal
- Perform Site Assessments of Targeted MSW Generators
- Conduct Site Checks for bin verification of on-site collection containers at MFD and/or Commercial accounts

**The Q3 2014 goals for the CRPT will be achieved through the metrics outlined below:**

- Perform 50 Site Assessments of Commercial and/or MFD accounts
- Conduct a minimum of 300 Site Checks of Commercial and/or MFD accounts
- Recruit or increase a minimum of 100 recycling and/or compost accounts
- Recruit 10 Food Service and/or MFD customers with low diversion rates to implement compost service

#### **Compensation Incentive Plan**

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

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

To support our goal of increasing diversion and minimizing contamination, our strategy will be to focus attention on large accounts, to ensure their needs are being met and that maximum diversion is being achieved. The CRPT will also continue to utilize AB341 outreach and Contamination Site Checks to identify the needs of customers and areas in which we can improve existing diversion programs or implement new ones. An outline of these strategies is noted below:

#### **Target MFD/Commercial Customers with Low Diversion**

The CRPT contacted over 100 MFD/Commercial customers during Q2 2014 with a 20% or below diversion rate. During on-site visits and/or Site Assessments, the CRPT was able to determine opportunities to reduce waste and assist the customers with increasing diversion levels. The CRPT established communication with these customers to offer cost savings analyses, on-site technical assistance and/or provide customized educational pieces that best fit their needs. In Q3 2014, the CRPT will continue to target MFD/Commercial customers with a diversion rate of 20% or less.

#### **Maintenance of High Traffic Commercial Business Districts**

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

### **Focus on Large MFD/Commercial Customers Not Fully Utilizing Recycling/Compost Services**

The CRPT will focus on large accounts who currently subscribe to recycling and/or compost collection, to determine if the customer is fully utilizing the services. The CRPT will conduct audits, to determine if there is opportunity to capture additional materials that can be diverted and evaluate if technical assistance is needed. If further technical assistance is recommended, the CRPT will establish communication with these customers to provide customized educational pieces that best fit their needs.

### **Target Compost Rich Accounts**

The CRPT will target the Food Service and MFD sector in an effort to focus on organic rich accounts. With this effort, the CRPT will achieve increasing diversion, while decreasing the amount of organic material sent to landfill, in the SBWMA service area. Audits will be conducted on the garbage and recycle to evaluate the potential success of introducing the compost program. In addition, the CRPT will meet one on one with customers and on-site managers to provide cost analysis and technical assistance.

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

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

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

A detailed account of the diversion statistics is included in the 2014 1<sup>st</sup> Quarter Report detail file in the tab labeled "M1d. Diversion Level".