



## 3<sup>rd</sup> Quarter 2013 Update


SBWMA Board Meeting  
November 21, 2013

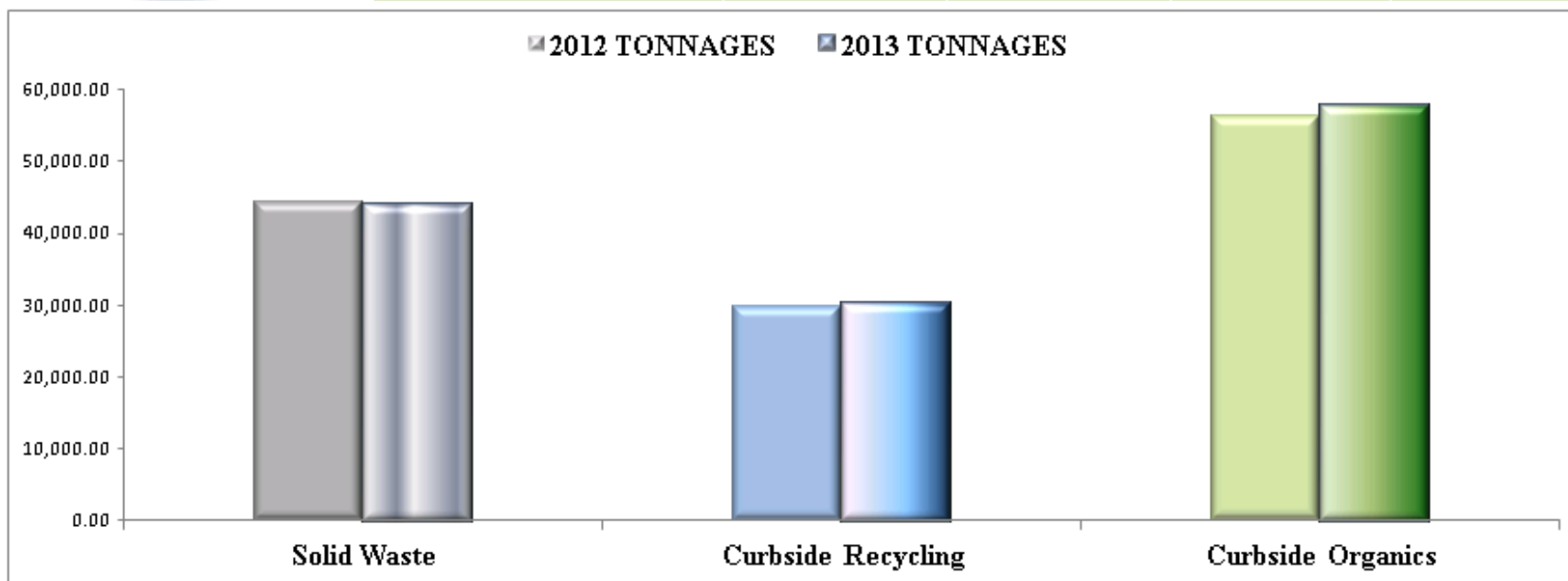





Reduce • Reuse • Recycle • **Recologize!**

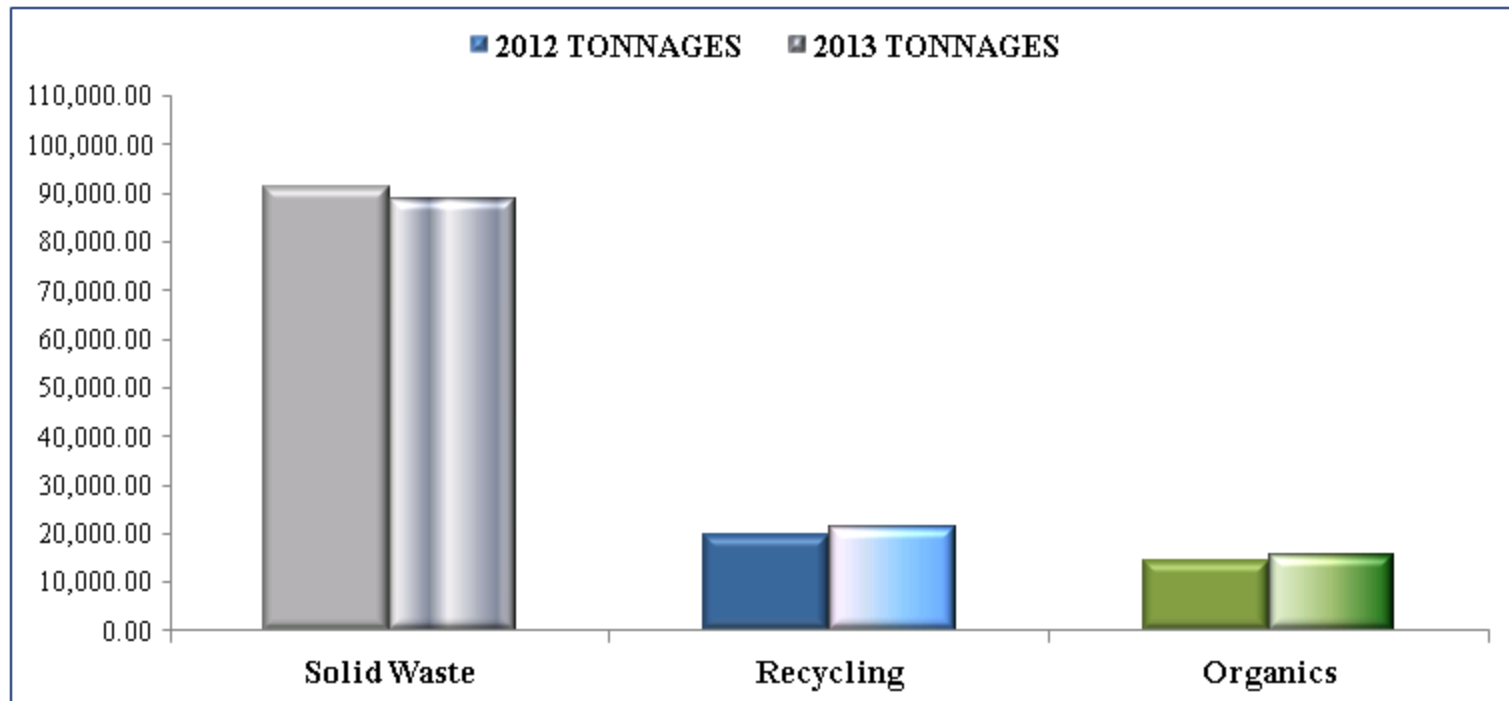


# Residential


*RESIDENTIAL	2012 TONNAGES	2013 TONNAGES	2012-2013 Incr/(Decr)	2012-2013 Incr/(Decr)
 Solid Waste	44,225.86	43,917.20	(308.66)	-0.70%
Curbside Recycling	29,884.15	30,264.06	379.91	1.27%
Curbside Organics	56,416.37	57,823.04	1406.67	2.49%

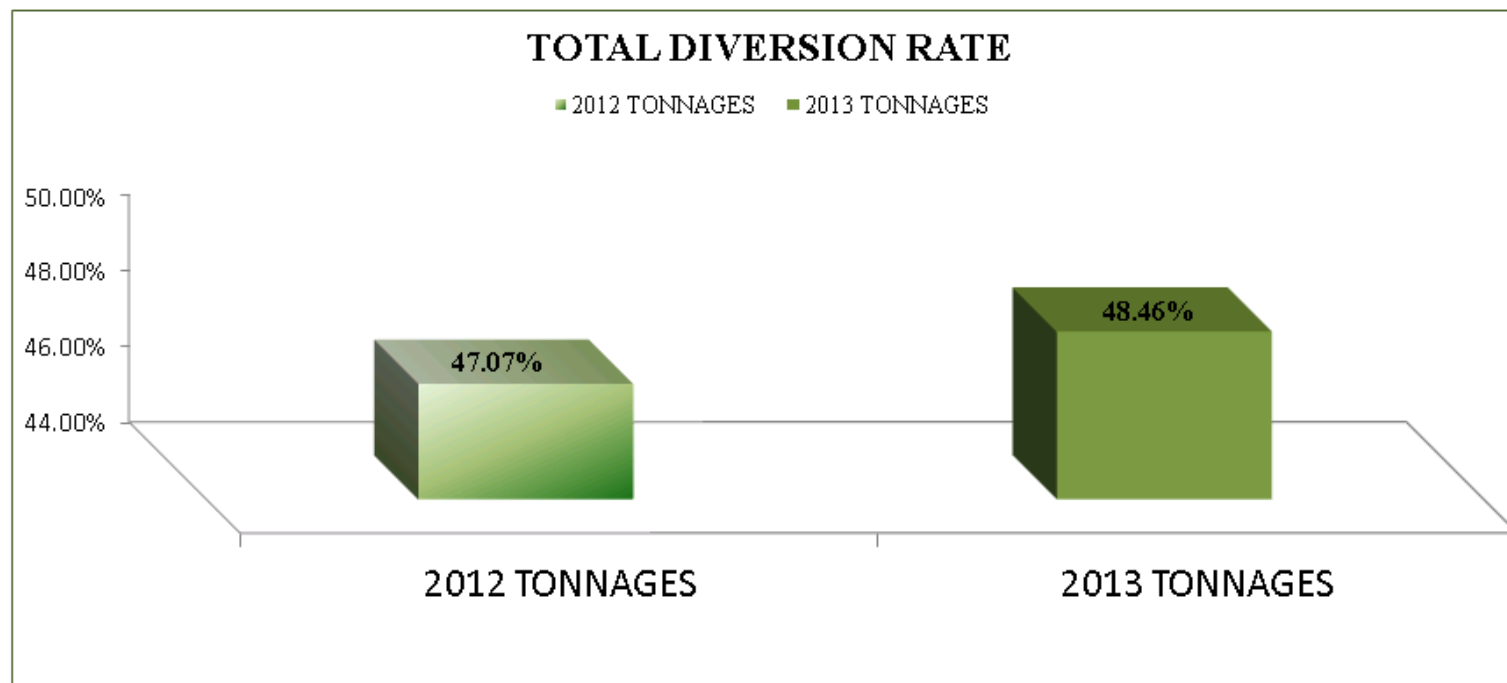


*COMMERCIAL AND MFD	2012 TONNAGES	2013 TONNAGES	2012 - 2013 Incr/(Decr)	2012 - 2013 Incr/(Decr)
 <b>Solid Waste</b>	91,430.98	88,849.85	(2,581.13)	-2.82%
 <b>Recycling</b>	19,853.76	21,269.44	1,415.68	7.13%
 <b>Organics</b>	14,486.65	15,496.30	1,009.65	6.97%



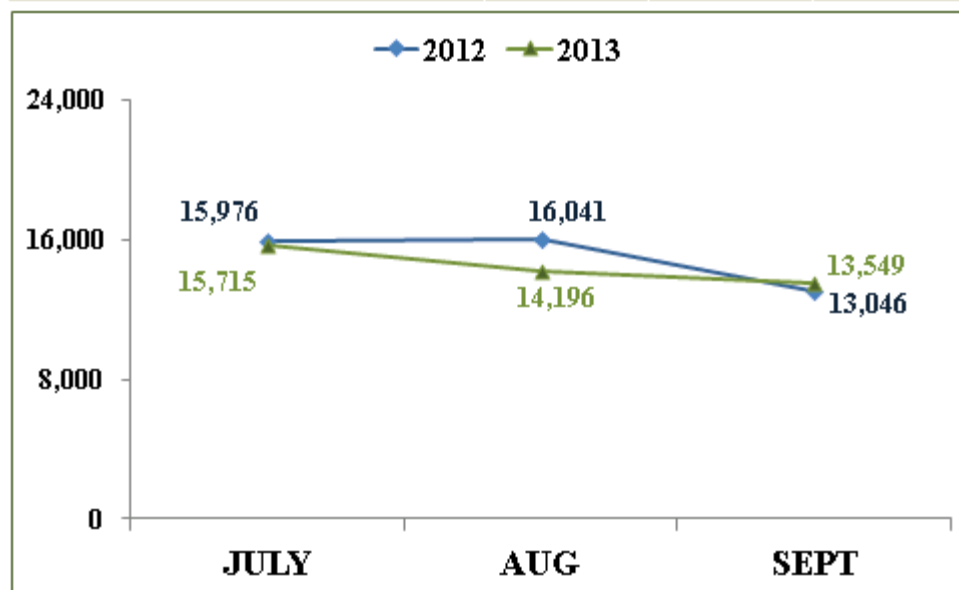
# Diversion

*COMMERCIAL/MFD AND RESIDENTIAL		2012 TONNAGES	2013 TONNAGES	2012-2013 Incr/(Decr)	2012-2013 Incr/(Decr)
 <p>Recology. San Mateo County WASTE ZERO</p> <p>Recycling changes everything.</p>	TOTAL TONS DISPOSED	135,656.84	132,767.05	(2,889.79)	-2.13%
	TOTAL TONS DIVERTED	120,640.93	124,852.84	4,211.91	3.49%
	TOTAL DIVERSION RATE	47.07%	48.46%	---	1.39%




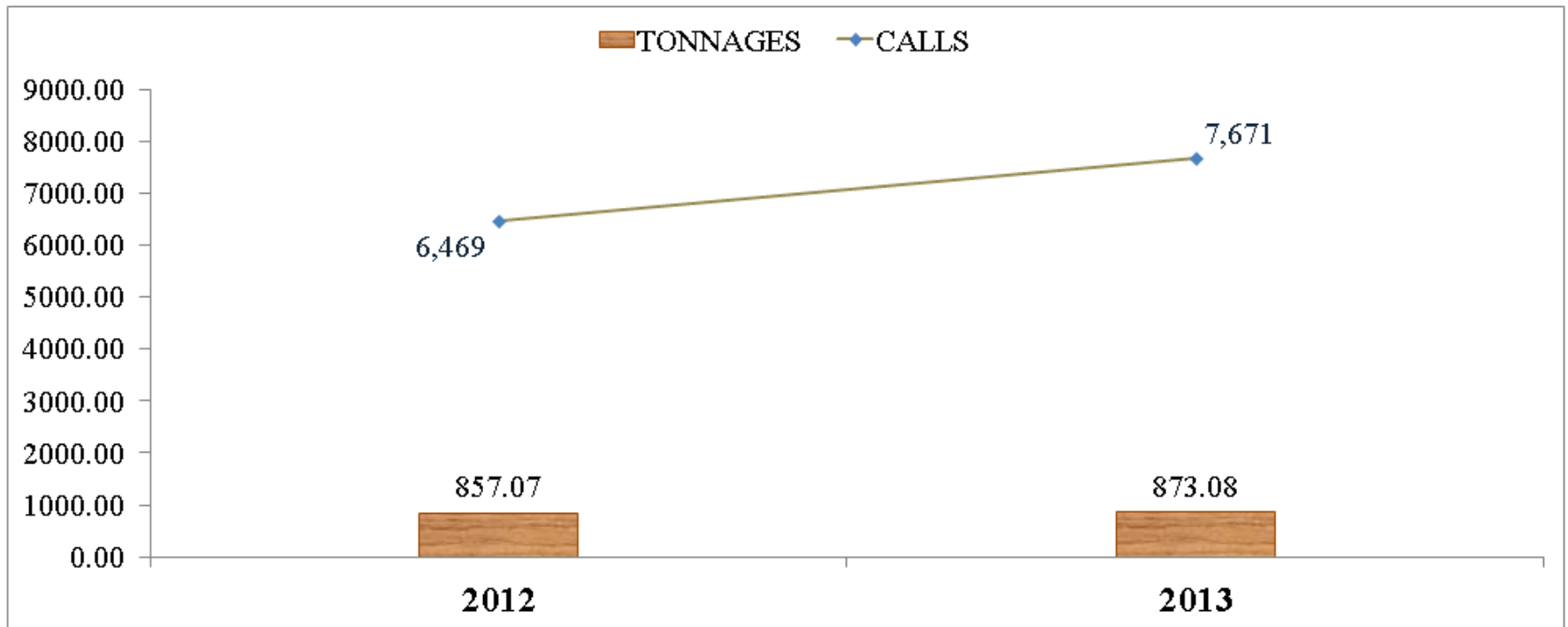
# Customer Service

TOTAL CALLS BY MONTH		JULY	AUG	SEPT
	<b>2012</b>	15,976	16,041	13,046
	<b>2013</b>	15,715	14,196	13,549



# Bulky Item Collection

BULKY ITEM COLLECTION	JULY		AUGUST		SEPT		TOTALS			
	2012	2013	2012	2013	2012	2013	2012	2013	Incr/(Decr)	Incr/(Decr)
 <b>Calls</b>	2,282	2,828	2,305	2,509	1,882	2,334	6,469	7,671	1,202	19%
<b>Tonnages</b>	285.99	323.84	320.54	290.29	250.54	258.95	857.07	873.08	16	2%

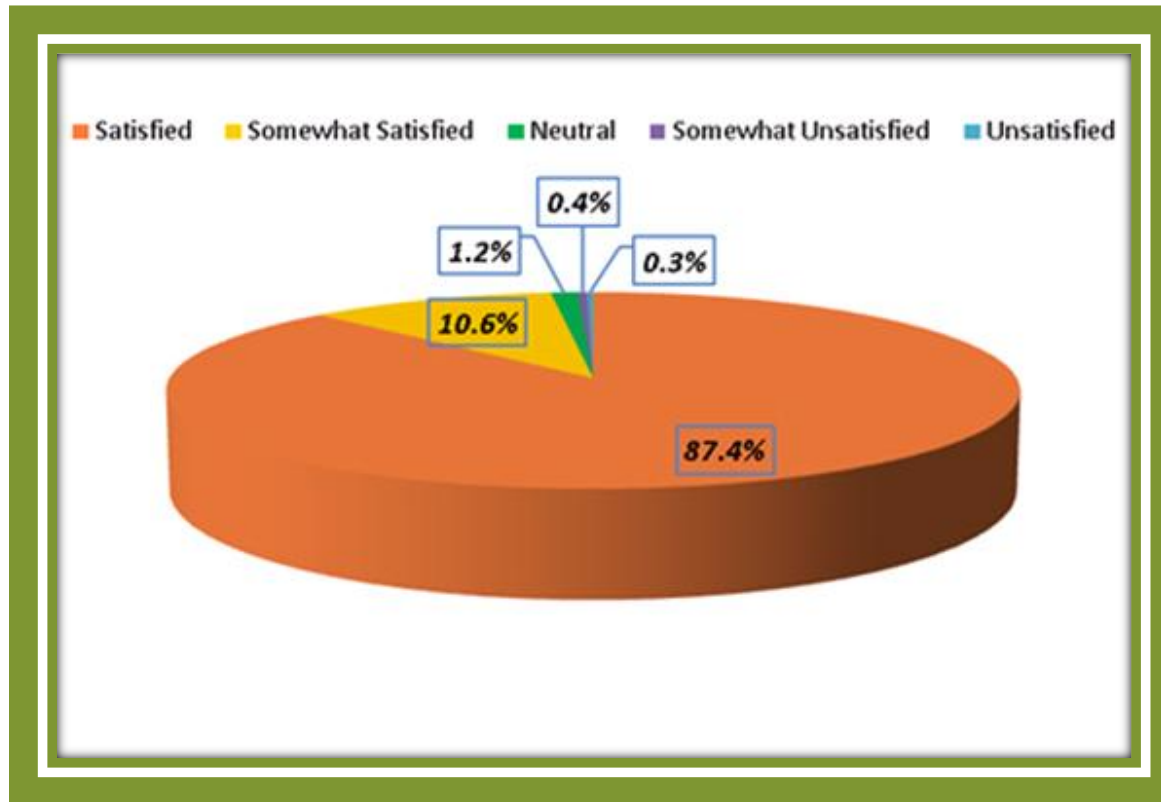


# Waste Zero

DESCRIPTION	Q1	Q2	Q3	YTD
Increase Organics Service	9	21	38	68
Increase Recycling Service	75	77	109	261
New Organics Accounts	34	51	38	123
New Recycling Accounts	55	33	28	116
Presentations	5	14	8	27
Training	12	21	30	63
Waste Audit Conducted	31	29	35	95
Top MSW Generator Audits	148	295	315	758



# QA Survey Results





# Compliments

```

SAGE (CTM1)
ATHERTON AVE      Old Route 812  Route JCH
                  Date/Time   8/29/2013 14:07:43 000
t                Termid/User  QPADEV0722 SMANGELE 000
                  Urgency      Times Called 0
                  Allow Update... Y
                  Earned Date.... 8/29/2013
                  Reason Code.... 31057
                  COMPLIMENT
  
```

Notes:

CUSTOMER WOULD LIKE TO THANK IMOGENE FOR HER EFFICIENCY AND CORRESPONDENCE. SHE IS A VERY SATISFIED CUSTOMER.

```

SSAGE (CTM1)
ORANGE CT        Old Route      Route JCH
                  Date/Time     7/15/2013 17:28:17 000
xt              Termid/User  QPADEV06VV SBTAMERA 000
                  Urgency      Times Called 0
                  Allow Update... Y
                  Earned Date.... 7/12/2013
                  Reason Code.... 31057
                  COMPLIMENT
  
```

Notes:

EMAIL COMPLIMENT FROM CUSTOMER REGARDING RSMC SERVICE "BOTTOM LINE...WHEN YOU RECEIVE EXCELLENT TREATMENT YOU TEND TO BRAG ABOUT IT"

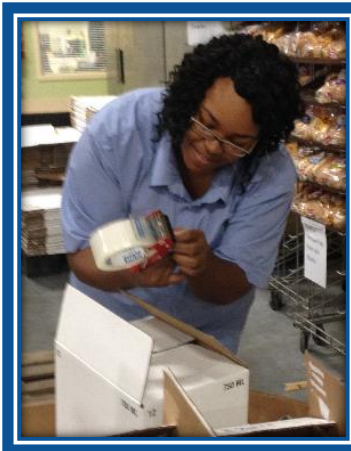


# Community Service



## California Coastal Clean Up Day

RSMC employee-owners and their families volunteered at events on September 21<sup>st</sup> in San Mateo, Redwood City and Burlingame.



## Second Food Harvest Bank

RSMC employee-owners supporting our communities!





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## Recology Addresses Union Labor Negotiations

There has been some confusion over concurrent contract negotiations between both Teamsters 350 and Recology and Teamsters 350 and South Bay Recycling.

Because of concern regarding reports last week about ongoing negotiations between the company and labor, Gino Gasparini the Public Affairs Manager for Recology, the City of Belmont's solid waste provider sent the city the following message:

“Recology San Mateo County is currently negotiating in good faith with representatives from Teamsters Local 350 on contract terms to replace an expired contract that covers many of their employees. These negotiations are confidential between the parties. Negotiations of this magnitude usually take several weeks and possibly months to resolve.

Despite erroneous news reports, there has been no strike vote taken by the Teamsters in relation to the ongoing negotiations between Recology San Mateo County and Teamsters Local 350.

Concurrently, Teamsters Local 350 is negotiating separately with representatives from South Bay Recycling, the company that handles the processing and transfer of materials delivered by Recology San Mateo County to the Shoreway Environmental Center. It is our understanding that both parties continue to negotiate on the terms of their contract, but as Recology is not a party to those negotiations, we cannot comment on their progress.”

### Reference

<http://belmont-ca.patch.com/groups/business-news/p/recology-addresses-union-labor-negotiations>

# 2013 Holiday Collection Schedule

There will be no CartSMART Recycle, Compost and Garbage collection services on Wednesday, December 25, 2013 and Wednesday, January 1, 2014. If your regular collection day falls **on or after the holiday**, your service will be delayed by one day. Your regular collection service schedule will resume the week of January 6, 2014.

MON	TUES	WED	THURS	FRI	SAT
DEC 23 Regular service	DEC 24 Regular service	DEC 25 Christmas Day <b>NO SERVICE</b> Office Closed →	DEC 26 Service for Wednesday → Customers	DEC 27 Service for Thursday → Customers	DEC 28 Service for Friday Customers
DEC 30 Regular service	DEC 31 Regular service	JAN 1 New Year's Day <b>NO SERVICE</b> Office Closed →	JAN 2 Service for Wednesday → Customers	JAN 3 Service for Thursday → Customers	JAN 4 Service for Friday Customers



# Tree Cycling

Recology San Mateo County will collect holiday trees curbside for composting between **December 26th and January 31st, on your regular collection day.**

Please remove all decorations and tree stands (flocked trees are accepted) before placing next to your green Compost Cart. Trees may be up to 8 feet in length. If your tree is longer than 8 feet, please cut the tree before placing the pieces next to or in your Compost Cart. **After January 31st, please cut the tree to fit inside the Compost Cart.**

## **Apartment Managers/Owners:**

Please call to arrange for collection of holiday trees. Trees can be collected in piles or in a drop box for no additional charge. For more information, please call a customer service representative at **650.595.3900** or visit us online at [RecologySanMateoCounty.com](http://RecologySanMateoCounty.com).





