



QUARTERLY REPORT TO THE SBWMA
FOR 3rd Quarter 2013

Submitted October 30, 2013



October 30, 2013

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

Dear Mr. McCarthy:

Enclosed is a copy of the Recology 3rd Quarter 2013 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

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

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
3rd Quarter 2013**

**Submitted
OCTOBER 30, 2013**



3rd QUARTER 2013 REPORT

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3rd QUARTER 2013 REPORT

DEFINITIONS OF WASTE TYPES INCLUDED ON THE TONNAGE SUMMARY REPORT

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

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

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

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

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

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

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

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

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

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

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

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

Tonnage Allocations – During Quarter 3, system tonnage allocations were updated as follows: effective July 1 for usual and customary service changes; effective August 1 due to changes in commercial recycling routes and effective September 2 due to changes in commercial recycling routes.

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



3rd QUARTER 2013 QUARTERLY REPORT SUMMARY

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

Solid Waste	20,158.84	20,818.20	21,687.86		62,664.90
Recyclables	4,873.08	5,261.46	5,506.81		15,641.35
Organics	4,586.86	4,980.84	5,225.44		14,793.14

Multi-Family Tonnage Collected

Solid Waste	8,465.58	8,916.43	8,802.94		26,184.95
Recyclables	1,826.32	1,898.74	1,903.03		5,628.09
Organics	230.12	256.44	216.60		703.16

Residential Tonnage Collected

Solid Waste	14,141.01	14,699.73	15,076.46		43,917.20
Recyclables	9,936.23	10,170.08	10,157.75		30,264.06
Organics	17,438.09	21,195.41	19,189.54		57,823.04

Diversion Rates

Commercial	28.69%	29.43%	29.65%		29.27%
Multi-Family	19.54%	19.47%	19.41%		19.47%
Residential	65.94%	68.09%	66.06%		66.73%
Overall	47.63%	49.62%	48.08%		48.46%

Inquires, Service Requests & Complaints	13,441	15,721	16,581		45,743
Calls Received	39,507	40,644	43,460		123,611
Avg. Hold Time	16.73	14.08	16.63		15.82
Assessments	173	318	341		832
Quality Assurance	643	630	669		1,942

RECOLOGY QUARTERLY REPORT 2013

	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
ATHERTON								
Commercial								
Commercial Solid Waste	36.66	37.62	39.96	108.15	120.10	114.24	0.00	342.49
Commercial Recycling	12.99	11.93	22.51	36.21	37.99	47.43	0.00	121.63
Commercial Organics	30.08	39.06	56.18	97.49	148.72	125.32	0.00	371.53
Subtotal - Disposed	36.66	37.62	39.96	108.15	120.10	114.24	0.00	342.49
Subtotal - Diverted	43.07	50.99	78.69	133.70	186.71	172.75	0.00	493.16
Diversion Rate	54.02%	57.54%	66.32%	55.28%	60.86%	60.19%	0.00%	59.02%
MFD								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.43	0.00	0.00	0.43
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.24	0.00	0.00	0.24
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.43	0.00	0.00	0.43
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.24	0.00	0.00	0.24
Diversion Rate	0.00%	0.00%	0.00%	0.00%	35.82%	0.00%	0.00%	35.82%
Residential								
Residential Solid Waste	152.00	137.55	135.14	416.18	431.63	424.69	0.00	1,272.50
Residential Curbside Recycling	121.34	104.68	105.38	322.91	342.07	331.40	0.00	996.38
Residential Curbside Organics	615.35	603.19	595.56	1,761.86	2,023.30	1,814.10	0.00	5,599.26
Subtotal - Disposed	152.00	137.55	135.14	416.18	431.63	424.69	0.00	1,272.50
Subtotal - Diverted	736.69	707.87	700.94	2,084.77	2,365.37	2,145.50	0.00	6,595.64
Diversion Rate	82.90%	83.73%	83.84%	83.36%	84.57%	83.48%	0.00%	83.83%
Total Disposed	188.66	175.17	175.10	524.33	552.16	538.93	0.00	1,615.42
Total Diverted	779.76	758.86	779.63	2,218.47	2,552.32	2,318.25	0.00	7,089.04
Total Diversion Rate	80.52%	81.25%	81.66%	80.88%	82.21%	81.14%	0.00%	81.44%
Single-Family Measured Diversion Rate	82.90%	83.73%	83.84%	83.36%	84.57%	83.48%	0.00%	83.83%
Commercial Measured Diversion Rate	54.02%	57.54%	66.32%	55.28%	60.80%	60.19%	0.00%	59.00%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	80.52%	81.25%	81.66%	80.88%	82.21%	81.14%	0.00%	81.44%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Atherton					
<u>Commercial¹ and MFD</u>					
Commercial Solid Waste	452.22	395.20	342.49	(52.71)	-13.34%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	0.00	0.00	0.43	0.43	100.00%
Commercial Recycling	164.12	114.10	121.63	7.53	6.60%
MFD Recycling	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	6.61	0.00	0.24	0.24	100.00%
Commercial Organics	339.64	284.74	371.53	86.79	30.48%
MFD Organics	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	3.53	26.57	0.00	(26.57)	-100.00%
SUBTOTAL - Disposed Tons	452.22	395.20	342.92	(52.28)	-13.23%
SUBTOTAL - Diverted Tons	513.90	425.41	493.40	67.99	15.98%
<u>Residential</u>					
Residential Solid Waste	1,537.78	1,302.52	1,272.50	(30.02)	-2.30%
Residential Curbside Recycling	936.38	962.70	996.38	33.68	3.50%
Residential Curbside Organics	5,676.17	5,774.39	5,599.26	(175.13)	-3.03%
SUBTOTAL - Disposed Tons	1,537.78	1,302.52	1,272.50	(30.02)	-2.30%
SUBTOTAL - Diverted Tons	6,612.55	6,737.09	6,595.64	(141.45)	-2.10%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	1,990.00	1,697.72	1,615.42		
TOTAL TONS DIVERTED	7,126.45	7,162.50	7,089.04		
COMMERCIAL DIVERSION RATE	53.19%	51.84%	59.00%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	81.13%	83.80%	83.83%		
TOTAL DIVERSION RATE	78.17%	80.84%	81.44%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BELMONT								
Commercial								
Commercial Solid Waste	193.90	198.73	197.81	568.23	585.52	590.44	0.00	1,744.19
Commercial Recycling	56.33	54.62	55.65	148.62	159.34	166.60	0.00	474.56
Commercial Organics	41.82	42.92	46.48	112.82	127.18	131.22	0.00	371.22
Subtotal - Disposed	193.90	198.73	197.81	568.23	585.52	590.44	0.00	1,744.19
Subtotal - Diverted	98.15	97.54	102.13	261.44	286.52	297.82	0.00	845.78
Diversion Rate	33.61%	32.92%	34.05%	31.51%	32.86%	33.53%	0.00%	32.66%
MFD								
MFD Solid Waste	201.79	190.01	183.90	535.26	555.18	575.70	0.00	1,666.14
MFD Recycling	44.68	43.66	41.81	123.22	126.34	130.15	0.00	379.71
MFD Organics	4.90	5.68	5.36	14.51	15.45	15.94	0.00	45.90
Subtotal - Disposed	201.79	190.01	183.90	535.26	555.18	575.70	0.00	1,666.14
Subtotal - Diverted	49.58	49.34	47.17	137.73	141.79	146.09	0.00	425.61
Diversion Rate	19.72%	20.61%	20.41%	20.47%	20.34%	20.24%	0.00%	20.35%
Roll-Off								
Roll-Off Solid Waste	40.37	53.31	30.85	110.54	120.26	124.53	0.00	355.33
Roll-Off Recycling	0.00	0.00	0.00	1.80	0.82	0.00	0.00	2.62
Roll-Off Organics	0.00	0.00	0.00	0.22	0.00	0.00	0.00	0.22
Subtotal - Disposed	40.37	53.31	30.85	110.54	120.26	124.53	0.00	355.33
Subtotal - Diverted	0.00	0.00	0.00	2.02	0.82	0.00	0.00	2.84
Diversion Rate	0.00%	0.00%	0.00%	1.79%	0.68%	0.00%	0.00%	0.79%
Residential								
Residential Solid Waste	293.34	281.84	261.62	795.35	825.72	836.80	0.00	2,457.87
Residential Curbside Recycling	245.15	236.57	221.36	695.96	702.18	703.08	0.00	2,101.22
Residential Curbside Organics	367.38	346.08	341.19	945.53	1,148.27	1,054.65	0.00	3,148.45
Subtotal - Disposed	293.34	281.84	261.62	795.35	825.72	836.80	0.00	2,457.87
Subtotal - Diverted	612.53	582.65	562.55	1,641.49	1,850.45	1,757.73	0.00	5,249.67
Diversion Rate	67.62%	67.40%	68.26%	67.36%	69.15%	67.75%	0.00%	68.11%
Total Disposed	729.40	723.89	674.18	2,009.38	2,086.68	2,127.47	0.00	6,223.53
Total Diverted	760.26	729.53	711.85	2,042.68	2,279.58	2,201.64	0.00	6,523.90
Total Diversion Rate	51.04%	50.19%	51.36%	50.41%	52.21%	50.86%	0.00%	51.18%
Single-Family Measured Diversion Rate	67.62%	67.40%	68.26%	67.36%	69.15%	67.75%	0.00%	68.11%
Commercial Measured Diversion Rate	25.31%	24.94%	26.57%	24.84%	25.39%	25.59%	0.00%	25.28%
MFD Measured Diversion Rate	19.72%	20.61%	20.41%	20.47%	20.34%	20.24%	0.00%	20.35%
Overall Measured Diversion Rate	51.04%	50.19%	51.36%	50.41%	52.21%	50.86%	0.00%	51.18%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Belmont					
Commercial¹ and MFD					
Commercial Solid Waste	1,651.45	1,910.36	1,744.19	(166.17)	-8.70%
MFD Solid Waste	1,464.88	1,557.15	1,666.14	108.99	7.00%
Roll-Off Solid Waste	359.71	367.62	355.33	(12.29)	-3.34%
Commercial Recycling	391.34	451.70	474.56	22.86	5.06%
MFD Recycling	341.10	344.93	379.71	34.78	10.08%
Roll-Off Recycling	0.41	1.65	2.62	0.97	28.12%
Commercial Organics	307.86	316.20	371.22	55.02	17.40%
MFD Organics	19.15	25.48	45.90	20.42	80.14%
Roll-Off Organics	1.14	7.02	0.22	(6.80)	-96.87%
SUBTOTAL - Disposed Tons	3,476.04	3,835.13	3,765.66	(69.47)	-1.81%
SUBTOTAL - Diverted Tons	1,061.00	1,146.98	1,274.23	127.25	11.09%
Residential					
Residential Solid Waste	2,453.87	2,504.85	2,457.87	(46.98)	-1.88%
Residential Curbside Recycling	2,300.77	2,110.83	2,101.22	(9.61)	-0.46%
Residential Curbside Organics	3,057.33	3,026.79	3,148.45	121.66	4.02%
SUBTOTAL - Disposed Tons	2,453.87	2,504.85	2,457.87	(46.98)	-1.88%
SUBTOTAL - Diverted Tons	5,358.10	5,137.62	5,249.67	112.05	2.18%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	5,929.91	6,339.98	6,223.53		
TOTAL TONS DIVERTED	6,419.10	6,284.60	6,523.90		
COMMERCIAL DIVERSION RATE	23.39%	23.02%	25.28%		
MFD DIVERSION RATE	19.74%	19.22%	20.35%		
RESIDENTIAL DIVERSION RATE	68.59%	67.22%	68.11%		
TOTAL DIVERSION RATE	51.98%	49.78%	51.18%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
BURLINGAME								
Commercial								
Commercial Solid Waste	739.84	703.02	674.55	1,993.69	2,087.30	2,117.41	0.00	6,198.40
Commercial Recycling	285.64	283.67	250.40	722.85	832.58	819.71	0.00	2,375.14
Commercial Organics	233.41	244.44	241.10	652.28	682.85	718.95	0.00	2,054.08
Subtotal - Disposed	739.84	703.02	674.55	1,993.69	2,087.30	2,117.41	0.00	6,198.40
Subtotal - Diverted	519.05	528.11	491.50	1,375.13	1,515.43	1,538.66	0.00	4,429.22
Diversion Rate	41.23%	42.90%	42.15%	40.82%	42.06%	42.09%	0.00%	41.68%
MFD								
MFD Solid Waste	263.51	249.33	234.22	729.55	743.49	747.06	0.00	2,220.10
MFD Recycling	76.25	71.69	67.93	210.30	213.25	215.87	0.00	639.42
MFD Organics	4.21	4.34	4.04	16.52	18.06	12.59	0.00	47.17
Subtotal - Disposed	263.51	249.33	234.22	729.55	743.49	747.06	0.00	2,220.10
Subtotal - Diverted	80.46	76.03	71.97	226.82	231.31	228.46	0.00	686.59
Diversion Rate	23.39%	23.37%	23.51%	23.72%	23.73%	23.42%	0.00%	23.62%
Roll-Off								
Roll-Off Solid Waste	651.76	641.09	585.14	1,831.23	1,770.00	1,877.99	0.00	5,479.22
Roll-Off Recycling	6.97	11.61	15.64	31.89	24.01	34.22	0.00	90.12
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	651.76	641.09	585.14	1,831.23	1,770.00	1,877.99	0.00	5,479.22
Subtotal - Diverted	6.97	11.61	15.64	31.89	24.01	34.22	0.00	90.12
Diversion Rate	1.06%	1.78%	2.60%	1.71%	1.34%	1.79%	0.00%	1.62%
Residential								
Residential Solid Waste	331.62	305.34	308.67	878.60	933.00	945.63	0.00	2,757.23
Residential Curbside Recycling	260.02	232.59	240.80	732.80	746.38	733.41	0.00	2,212.59
Residential Curbside Organics	462.75	410.11	418.27	1,137.03	1,431.02	1,291.13	0.00	3,859.18
Subtotal - Disposed	331.62	305.34	308.67	878.60	933.00	945.63	0.00	2,757.23
Subtotal - Diverted	722.77	642.70	659.07	1,869.83	2,177.40	2,024.54	0.00	6,071.77
Diversion Rate	68.55%	67.79%	68.10%	68.03%	70.00%	68.16%	0.00%	68.77%
Total Disposed	1,986.73	1,898.78	1,802.58	5,433.07	5,533.79	5,688.09	0.00	16,654.95
Total Diverted	1,329.25	1,258.45	1,238.18	3,503.67	3,948.15	3,825.88	0.00	11,277.70
Total Diversion Rate	40.09%	39.86%	40.72%	39.21%	41.64%	40.21%	0.00%	40.37%
Single-Family Measured Diversion Rate	68.55%	67.79%	68.10%	68.03%	70.00%	68.16%	0.00%	68.77%
Commercial Measured Diversion Rate	26.82%	27.87%	27.94%	26.40%	27.79%	27.53%	0.00%	27.25%
MFD Measured Diversion Rate	23.39%	23.37%	23.51%	23.72%	23.73%	23.42%	0.00%	23.62%
Overall Measured Diversion Rate	40.09%	39.86%	40.72%	39.21%	41.64%	40.21%	0.00%	40.37%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Burlingame					
Commercial¹ and MFD					
Commercial Solid Waste	6,202.99	6,418.45	6,198.40	(220.05)	-3.43%
MFD Solid Waste	2,373.21	2,180.78	2,220.10	39.32	1.80%
Roll-Off Solid Waste	5,974.40	6,551.12	5,479.22	(1,071.90)	-16.36%
Commercial Recycling	1,933.75	2,087.15	2,375.14	287.99	13.80%
MFD Recycling	541.62	543.42	639.42	96.00	17.67%
Roll-Off Recycling	86.16	177.98	90.12	(87.86)	-49.37%
Commercial Organics	1,718.56	1,682.96	2,054.08	371.12	22.05%
MFD Organics	57.32	44.68	47.17	2.49	5.57%
Roll-Off Organics	714.54	238.87	0.00	(238.87)	-100.00%
SUBTOTAL - Disposed Tons	14,550.60	15,150.35	13,897.72	(1,252.63)	-8.27%
SUBTOTAL - Diverted Tons	5,051.95	4,775.06	5,205.93	430.87	9.02%
Residential					
Residential Solid Waste	2,985.99	2,775.77	2,757.23	(18.54)	-0.67%
Residential Curbside Recycling	2,196.59	2,210.21	2,212.59	2.38	0.11%
Residential Curbside Organics	3,816.02	3,757.91	3,859.18	101.27	2.69%
SUBTOTAL - Disposed Tons	2,985.99	2,775.77	2,757.23	(18.54)	-0.67%
SUBTOTAL - Diverted Tons	6,012.61	5,968.12	6,071.77	103.65	1.74%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	17,536.59	17,926.12	16,654.95		
TOTAL TONS DIVERTED	11,064.56	10,743.18	11,277.70		
COMMERCIAL DIVERSION RATE	25.77%	23.96%	27.25%		
MFD DIVERSION RATE	20.15%	21.24%	23.62%		
RESIDENTIAL DIVERSION RATE	66.82%	68.25%	68.77%		
TOTAL DIVERSION RATE	38.69%	37.47%	40.37%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO								
Commercial								
Commercial Solid Waste	120.61	118.67	106.34	310.85	344.96	345.62	0.00	1,001.43
Commercial Recycling	48.63	31.30	36.35	146.27	108.03	116.28	0.00	370.58
Commercial Organics	27.71	47.43	30.16	72.36	80.32	105.30	0.00	257.98
Subtotal - Disposed	120.61	118.67	106.34	310.85	344.96	345.62	0.00	1,001.43
Subtotal - Diverted	76.34	78.73	66.51	218.63	188.35	221.58	0.00	628.56
Diversion Rate	38.76%	39.88%	38.48%	41.29%	35.32%	39.07%	0.00%	38.56%
MFD								
MFD Solid Waste	249.70	233.38	228.46	642.36	684.91	711.54	0.00	2,038.81
MFD Recycling	19.35	17.50	20.04	52.79	54.26	56.89	0.00	163.94
MFD Organics	7.94	6.42	7.18	18.81	23.19	21.54	0.00	63.54
Subtotal - Disposed	249.70	233.38	228.46	642.36	684.91	711.54	0.00	2,038.81
Subtotal - Diverted	27.29	23.92	27.22	71.60	77.45	78.43	0.00	227.48
Diversion Rate	9.85%	9.30%	10.65%	10.03%	10.16%	9.93%	0.00%	10.04%
Roll-Off								
Roll-Off Solid Waste	115.17	122.20	110.95	323.55	314.09	348.32	0.00	985.96
Roll-Off Recycling	0.00	4.20	0.00	0.00	3.65	4.20	0.00	7.85
Roll-Off Organics	0.00	0.00	0.00	0.00	2.79	0.00	0.00	2.79
Subtotal - Disposed	115.17	122.20	110.95	323.55	314.09	348.32	0.00	985.96
Subtotal - Diverted	0.00	4.20	0.00	0.00	6.44	4.20	0.00	10.64
Diversion Rate	0.00%	3.32%	0.00%	0.00%	2.01%	1.19%	0.00%	1.07%
Residential								
Residential Solid Waste	599.58	527.67	529.56	1,521.89	1,584.24	1,656.81	0.00	4,762.94
Residential Curbside Recycling	128.00	116.23	111.45	327.94	350.01	355.68	0.00	1,033.63
Residential Curbside Organics	329.55	291.53	294.66	836.16	1,004.57	915.74	0.00	2,756.47
Subtotal - Disposed	599.58	527.67	529.56	1,521.89	1,584.24	1,656.81	0.00	4,762.94
Subtotal - Diverted	457.55	407.76	406.11	1,164.10	1,354.58	1,271.42	0.00	3,790.10
Diversion Rate	43.28%	43.59%	43.40%	43.34%	46.09%	43.42%	0.00%	44.31%
Total Disposed	1,085.06	1,001.92	975.31	2,798.65	2,928.20	3,062.29	0.00	8,789.14
Total Diverted	561.18	514.61	499.84	1,454.33	1,626.82	1,575.63	0.00	4,656.78
Total Diversion Rate	34.09%	33.93%	33.88%	34.20%	35.71%	33.97%	0.00%	34.63%
Single-Family Measured Diversion Rate	43.28%	43.59%	43.40%	43.34%	46.09%	43.42%	0.00%	44.31%
Commercial Measured Diversion Rate	17.59%	18.39%	17.37%	18.52%	16.84%	17.79%	0.00%	17.71%
MFD Measured Diversion Rate	9.85%	9.30%	10.65%	10.03%	10.16%	9.93%	0.00%	10.04%
Overall Measured Diversion Rate	34.09%	33.93%	33.88%	34.20%	35.71%	33.97%	0.00%	34.63%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
East Palo Alto					
Commercial¹ and MFD					
Commercial Solid Waste	1,067.10	1,061.92	1,001.43	(60.49)	-5.70%
MFD Solid Waste	1,993.63	1,920.10	2,038.81	118.71	6.18%
Roll-Off Solid Waste	577.19	1,003.04	985.96	(17.08)	-1.70%
Commercial Recycling	411.38	922.54	370.58	(551.96)	-59.83%
MFD Recycling	20.52	144.71	163.94	19.23	13.29%
Roll-Off Recycling	24.55	17.74	7.85	(9.89)	-55.75%
Commercial Organics	236.14	233.54	257.98	24.44	10.47%
MFD Organics	41.43	50.09	63.54	13.45	26.85%
Roll-Off Organics	0.00	9.94	2.79	(7.15)	-71.93%
SUBTOTAL - Disposed Tons	3,637.92	3,985.06	4,026.20	41.14	1.03%
SUBTOTAL - Diverted Tons	734.02	1,378.56	866.68	(511.88)	-37.13%
Residential					
Residential Solid Waste	4,736.58	4,795.71	4,762.94	(32.77)	-0.68%
Residential Curbside Recycling	972.48	970.50	1,033.63	63.13	6.50%
Residential Curbside Organics	2,621.30	2,611.31	2,756.47	145.16	5.56%
SUBTOTAL - Disposed Tons	4,736.58	4,795.71	4,762.94	(32.77)	-0.68%
SUBTOTAL - Diverted Tons	3,593.78	3,581.81	3,790.10	208.29	5.82%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	8,374.50	8,780.77	8,789.14		
TOTAL TONS DIVERTED	4,327.80	4,960.37	4,656.78		
COMMERCIAL DIVERSION RATE	16.79%	25.70%	17.71%		
MFD DIVERSION RATE	3.01%	9.21%	10.04%		
RESIDENTIAL DIVERSION RATE	43.14%	42.76%	44.31%		
TOTAL DIVERSION RATE	34.07%	36.10%	34.63%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
FOSTER CITY								
Commercial								
Commercial Solid Waste	238.66	223.91	222.19	687.99	727.19	684.76	0.00	2,099.94
Commercial Recycling	86.81	78.18	86.08	230.89	251.44	251.07	0.00	733.40
Commercial Organics	171.95	172.62	162.73	414.90	485.82	507.30	0.00	1,408.02
Subtotal - Disposed	238.66	223.91	222.19	687.99	727.19	684.76	0.00	2,099.94
Subtotal - Diverted	258.76	250.80	248.81	645.79	737.26	758.37	0.00	2,141.42
Diversion Rate	52.02%	52.83%	52.83%	48.42%	50.34%	52.55%	0.00%	50.49%
MFD								
MFD Solid Waste	325.57	292.38	276.07	784.54	845.19	894.02	0.00	2,523.75
MFD Recycling	72.33	73.92	74.77	179.85	193.47	221.02	0.00	594.34
MFD Organics	3.44	3.36	3.35	12.84	15.37	10.15	0.00	38.36
Subtotal - Disposed	325.57	292.38	276.07	784.54	845.19	894.02	0.00	2,523.75
Subtotal - Diverted	75.77	77.28	78.12	192.69	208.84	231.17	0.00	632.70
Diversion Rate	18.88%	20.91%	22.06%	19.72%	19.81%	20.54%	0.00%	20.04%
Roll-Off								
Roll-Off Solid Waste	110.28	122.91	98.10	318.12	321.09	331.29	0.00	970.50
Roll-Off Recycling	0.00	0.00	0.00	5.73	7.64	0.00	0.00	13.37
Roll-Off Organics	44.74	49.47	43.23	113.63	137.57	137.44	0.00	388.64
Subtotal - Disposed	110.28	122.91	98.10	318.12	321.09	331.29	0.00	970.50
Subtotal - Diverted	44.74	49.47	43.23	119.36	145.21	137.44	0.00	402.01
Diversion Rate	28.86%	28.70%	30.59%	27.28%	31.14%	29.32%	0.00%	29.29%
Residential								
Residential Solid Waste	297.58	285.33	261.43	783.42	809.42	844.34	0.00	2,437.18
Residential Curbside Recycling	203.10	203.47	192.65	582.55	596.94	599.22	0.00	1,778.71
Residential Curbside Organics	254.55	233.48	216.64	621.31	763.22	704.67	0.00	2,089.20
Subtotal - Disposed	297.58	285.33	261.43	783.42	809.42	844.34	0.00	2,437.18
Subtotal - Diverted	457.65	436.95	409.29	1,203.86	1,360.16	1,303.89	0.00	3,867.91
Diversion Rate	60.60%	60.50%	61.02%	60.58%	62.69%	60.70%	0.00%	61.35%
Total Disposed	972.09	924.53	857.79	2,574.07	2,702.89	2,754.41	0.00	8,031.37
Total Diverted	836.92	814.50	779.45	2,161.70	2,451.47	2,430.87	0.00	7,044.04
Total Diversion Rate	46.26%	46.84%	47.61%	45.65%	47.56%	46.88%	0.00%	46.73%
Single-Family Measured Diversion Rate	60.60%	60.50%	61.02%	60.58%	62.69%	60.70%	0.00%	61.35%
Commercial Measured Diversion Rate	35.99%	37.13%	38.30%	34.85%	36.56%	37.11%	0.00%	36.21%
MFD Measured Diversion Rate	18.88%	20.91%	22.06%	19.72%	19.81%	20.54%	0.00%	20.04%
Overall Measured Diversion Rate	46.26%	46.84%	47.61%	45.65%	47.56%	46.88%	0.00%	46.73%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Foster City					
Commercial¹ and MFD					
Commercial Solid Waste	2,516.86	2,388.53	2,099.94	(288.59)	-12.08%
MFD Solid Waste	3,116.39	2,326.14	2,523.75	197.61	8.50%
Roll-Off Solid Waste	1,422.13	1,061.01	970.50	(90.51)	-8.53%
Commercial Recycling	498.19	697.89	733.40	35.51	5.09%
MFD Recycling	435.47	463.50	594.34	130.84	28.23%
Roll-Off Recycling	35.74	18.26	13.37	(4.89)	-26.78%
Commercial Organics	1,083.58	1,154.55	1,408.02	253.47	21.95%
MFD Organics	26.18	23.91	38.36	14.45	60.43%
Roll-Off Organics	234.71	449.01	388.64	(60.37)	-13.45%
SUBTOTAL - Disposed Tons	7,055.38	5,775.68	5,594.19	(181.49)	-3.14%
SUBTOTAL - Diverted Tons	2,313.87	2,807.12	3,176.13	369.01	13.15%
Residential					
Residential Solid Waste	2,335.27	2,475.32	2,437.18	(38.14)	-1.54%
Residential Curbside Recycling	1,798.44	1,771.38	1,778.71	7.34	0.41%
Residential Curbside Organics	2,085.05	2,107.27	2,089.20	(18.07)	-0.86%
SUBTOTAL - Disposed Tons	2,335.27	2,475.32	2,437.18	(38.14)	-1.54%
SUBTOTAL - Diverted Tons	3,883.49	3,878.65	3,867.91	(10.74)	-0.28%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	9,390.65	8,251.00	8,031.37		
TOTAL TONS DIVERTED	6,197.36	6,685.77	7,044.04		
COMMERCIAL DIVERSION RATE	24.70%	32.71%	36.21%		
MFD DIVERSION RATE	12.90%	17.32%	20.04%		
RESIDENTIAL DIVERSION RATE	62.45%	61.04%	61.35%		
TOTAL DIVERSION RATE	39.76%	44.76%	46.73%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	42.09	36.83	19.68	86.76	116.74	98.60	0.00	302.10
Commercial Recycling	125.80	44.07	57.78	82.16	121.54	227.65	0.00	431.35
Commercial Organics	19.80	26.76	28.90	68.47	130.24	75.46	0.00	274.17
Subtotal - Disposed	42.09	36.83	19.68	86.76	116.74	98.60	0.00	302.10
Subtotal - Diverted	145.60	70.83	86.68	150.63	251.78	303.11	0.00	705.52
Diversion Rate	77.57%	65.79%	81.50%	63.45%	68.32%	75.45%	0.00%	70.02%
MFD								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	212.38	182.06	191.13	540.11	563.71	585.57	0.00	1,689.39
Residential Curbside Recycling	171.20	151.05	155.45	465.30	481.57	477.70	0.00	1,424.57
Residential Curbside Organics	386.15	353.86	368.95	993.76	1,188.46	1,108.96	0.00	3,291.18
Subtotal - Disposed	212.38	182.06	191.13	540.11	563.71	585.57	0.00	1,689.39
Subtotal - Diverted	557.35	504.91	524.40	1,459.06	1,670.03	1,586.66	0.00	4,715.75
Diversion Rate	72.41%	73.50%	73.29%	72.98%	74.76%	0.00%	0.00%	73.62%
Total Disposed	254.47	218.89	210.81	626.87	680.45	684.17	0.00	1,991.49
Total Diverted	702.95	575.74	611.08	1,609.69	1,921.81	1,889.77	0.00	5,421.27
Total Diversion Rate	73.42%	72.45%	74.35%	71.97%	73.85%	73.42%	0.00%	73.13%
Single-Family Measured Diversion Rate	72.41%	73.50%	73.29%	72.98%	74.76%	73.04%	0.00%	73.62%
Commercial Measured Diversion Rate	77.57%	65.79%	81.50%	63.45%	68.32%	75.45%	0.00%	70.02%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	73.42%	72.45%	74.35%	71.97%	73.85%	73.42%	0.00%	73.13%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Hillsborough					
Commercial¹ and MFD					
Commercial Solid Waste	380.44	283.87	302.10	18.23	6.42%
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00%
Roll-Off Solid Waste	5.24	1.80	0.00	(1.80)	-100.00%
Commercial Recycling	550.71	136.42	431.35	294.93	216.19%
MFD Recycling	0.00	0.00	0.00	0.00	0.00%
Roll-Off Recycling	0.00	10.32	0.00	(10.32)	-100.00%
Commercial Organics	203.59	223.89	274.17	50.28	22.46%
MFD Organics	0.00	0.00	0.00	0.00	0.00%
Roll-Off Organics	7.54	5.52	0.00	(5.52)	-100.00%
SUBTOTAL - Disposed Tons	385.68	285.67	302.10	16.43	5.75%
SUBTOTAL - Diverted Tons	761.84	376.15	705.52	329.37	87.56%
Residential					
Residential Solid Waste	2,158.95	1,747.51	1,689.39	(58.12)	-3.33%
Residential Curbside Recycling	1,705.84	1,393.48	1,424.57	31.09	2.23%
Residential Curbside Organics	2,829.92	3,201.83	3,291.18	89.35	2.79%
SUBTOTAL - Disposed Tons	2,158.95	1,747.51	1,689.39	(58.12)	-3.33%
SUBTOTAL - Diverted Tons	4,535.76	4,595.31	4,715.75	120.44	2.62%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	2,544.63	2,033.18	1,991.49		
TOTAL TONS DIVERTED	5,297.60	4,971.46	5,421.27		
COMMERCIAL DIVERSION RATE	66.39%	56.84%	70.02%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	67.75%	72.45%	73.62%		
TOTAL DIVERSION RATE	67.55%	70.97%	73.13%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							2013
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
MENLO PARK								
Commercial								
Commercial Solid Waste	838.66	780.70	766.01	2,282.63	2,355.46	2,385.37	0.00	7,023.46
Commercial Recycling	228.14	238.10	190.81	675.80	678.88	657.05	0.00	2,011.73
Commercial Organics	322.83	339.14	345.55	1,015.69	1,006.35	1,007.52	0.00	3,029.56
Subtotal - Disposed	838.66	780.70	766.01	2,282.63	2,355.46	2,385.37	0.00	7,023.46
Subtotal - Diverted	550.97	577.24	536.36	1,691.49	1,685.23	1,664.57	0.00	5,041.29
Diversion Rate	39.65%	42.51%	41.18%	42.56%	41.71%	41.10%	0.00%	41.79%
MFD								
MFD Solid Waste	196.50	184.51	177.56	519.64	547.56	558.57	0.00	1,625.77
MFD Recycling	63.74	62.31	60.27	178.41	183.88	186.32	0.00	548.61
MFD Organics	10.53	11.33	9.56	27.26	31.70	31.42	0.00	90.38
Subtotal - Disposed	196.50	184.51	177.56	519.64	547.56	558.57	0.00	1,625.77
Subtotal - Diverted	74.27	73.64	69.83	205.67	215.58	217.74	0.00	638.99
Diversion Rate	27.43%	28.53%	28.23%	28.36%	28.25%	28.05%	0.00%	28.21%
Roll-Off								
Roll-Off Solid Waste	37.06	32.97	27.27	109.89	95.70	97.30	0.00	302.89
Roll-Off Recycling	46.40	63.90	53.91	84.93	143.58	164.21	0.00	392.72
Roll-Off Organics	18.48	20.30	14.74	92.61	55.24	53.52	0.00	201.37
Subtotal - Disposed	37.06	32.97	27.27	109.89	95.70	97.30	0.00	302.89
Subtotal - Diverted	64.88	84.20	68.65	177.54	198.82	217.73	0.00	594.09
Diversion Rate	63.65%	71.86%	71.57%	61.77%	67.51%	69.11%	0.00%	66.23%
Residential								
Residential Solid Waste	394.08	386.30	344.37	1,050.43	1,096.40	1,124.75	0.00	3,271.58
Residential Curbside Recycling	298.46	292.14	295.87	876.85	892.55	886.47	0.00	2,655.87
Residential Curbside Organics	652.84	688.53	624.92	1,812.50	2,164.20	1,966.29	0.00	5,942.99
Subtotal - Disposed	394.08	386.30	344.37	1,050.43	1,096.40	1,124.75	0.00	3,271.58
Subtotal - Diverted	951.30	980.67	920.79	2,689.35	3,056.75	2,852.76	0.00	8,598.86
Diversion Rate	70.71%	71.74%	72.78%	71.91%	73.60%	71.72%	0.00%	72.44%
Total Disposed	1,466.30	1,384.48	1,315.21	3,962.59	4,095.12	4,165.99	0.00	12,223.70
Total Diverted	1,641.42	1,715.75	1,595.63	4,764.05	5,156.38	4,952.80	0.00	14,873.23
Total Diversion Rate	52.82%	55.34%	54.82%	54.59%	55.74%	54.31%	0.00%	54.89%
Single-Family Measured Diversion Rate	70.71%	71.74%	72.78%	71.91%	73.60%	71.72%	0.00%	72.44%
Commercial Measured Diversion Rate	39.16%	42.41%	41.01%	41.60%	41.18%	40.85%	0.00%	41.21%
MFD Measured Diversion Rate	27.43%	28.53%	28.23%	28.36%	28.25%	28.05%	0.00%	28.21%
Overall Measured Diversion Rate	52.82%	55.34%	54.82%	54.59%	55.74%	54.31%	0.00%	54.89%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Menlo Park					
Commercial¹ and MFD					
Commercial Solid Waste	7,966.55	7,449.35	7,023.46	(425.89)	-5.72%
MFD Solid Waste	1,922.52	1,581.44	1,625.77	44.33	2.80%
Roll-Off Solid Waste	482.68	400.13	302.89	(97.24)	-24.30%
Commercial Recycling	1,463.67	1,921.29	2,011.73	90.44	4.71%
MFD Recycling	383.29	469.37	548.61	79.24	16.88%
Roll-Off Recycling	429.10	205.87	392.72	186.85	90.76%
Commercial Organics	2,437.37	2,713.48	3,029.56	316.08	11.65%
MFD Organics	85.05	78.12	90.38	12.26	15.69%
Roll-Off Organics	72.13	272.80	201.37	(71.43)	-26.18%
SUBTOTAL - Disposed Tons	10,371.75	9,430.92	8,952.12	(478.80)	-5.08%
SUBTOTAL - Diverted Tons	4,870.61	5,660.93	6,274.37	613.44	10.84%
Residential					
Residential Solid Waste	3,271.63	3,298.78	3,271.58	(27.20)	-0.82%
Residential Curbside Recycling	2,622.21	2,657.06	2,655.87	(1.19)	-0.04%
Residential Curbside Organics	5,986.40	5,792.00	5,942.99	150.99	2.61%
SUBTOTAL - Disposed Tons	3,271.63	3,298.78	3,271.58	(27.20)	-0.82%
SUBTOTAL - Diverted Tons	8,608.61	8,449.06	8,598.86	149.80	1.77%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	13,643.38	12,729.70	12,223.70		
TOTAL TONS DIVERTED	13,479.22	14,109.99	14,873.23		
COMMERCIAL DIVERSION RATE	31.95%	37.51%	41.21%		
MFD DIVERSION RATE	19.59%	25.72%	28.21%		
RESIDENTIAL DIVERSION RATE	72.46%	71.92%	72.44%		
TOTAL DIVERSION RATE	49.70%	52.57%	54.89%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							Year to Date
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	166.75	166.82	161.70	486.22	479.36	495.27	0.00	1,460.85
Commercial Recycling	43.13	40.79	37.98	123.66	120.87	121.90	0.00	366.43
Commercial Organics	35.45	38.38	34.54	85.52	96.76	108.37	0.00	290.65
Subtotal - Disposed	166.75	166.82	161.70	486.22	479.36	495.27	0.00	1,460.85
Subtotal - Diverted	78.58	79.17	72.52	209.18	217.63	230.27	0.00	657.08
Diversion Rate	32.03%	32.18%	30.96%	30.08%	31.22%	31.74%	0.00%	31.02%
MFD								
MFD Solid Waste	87.05	86.92	83.88	212.95	255.46	257.85	0.00	726.26
MFD Recycling	10.56	9.69	9.23	28.96	30.02	29.48	0.00	88.46
MFD Organics	0.00	0.22	0.27	0.40	0.00	0.49	0.00	0.89
Subtotal - Disposed	87.05	86.92	83.88	212.95	255.46	257.85	0.00	726.26
Subtotal - Diverted	10.56	9.91	9.50	29.36	30.02	29.97	0.00	89.35
Diversion Rate	10.82%	10.23%	10.17%	12.12%	10.52%	10.41%	0.00%	10.95%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	268.26	231.78	243.94	675.33	710.60	743.98	0.00	2,129.91
Residential Curbside Recycling	108.42	90.97	97.88	277.26	293.19	297.27	0.00	867.72
Residential Curbside Organics	193.36	160.29	171.43	478.76	578.14	525.08	0.00	1,581.98
Subtotal - Disposed	268.26	231.78	243.94	675.33	710.60	743.98	0.00	2,129.91
Subtotal - Diverted	301.78	251.26	269.31	756.02	871.33	822.35	0.00	2,449.70
Diversion Rate	52.94%	52.02%	52.47%	52.82%	55.08%	52.50%	0.00%	53.49%
Total Disposed	522.06	485.52	489.52	1,374.50	1,445.42	1,497.10	0.00	4,317.02
Total Diverted	390.92	340.34	351.33	994.56	1,118.98	1,082.59	0.00	3,196.13
Total Diversion Rate	42.82%	41.21%	41.78%	41.98%	43.64%	41.97%	0.00%	42.54%
Single-Family Measured Diversion Rate	52.94%	52.02%	52.47%	52.82%	55.08%	52.50%	0.00%	53.49%
Commercial Measured Diversion Rate	25.99%	25.98%	25.04%	25.44%	25.21%	25.68%	0.00%	25.44%
MFD Measured Diversion Rate	10.82%	10.23%	10.17%	12.12%	10.52%	10.41%	0.00%	10.95%
Overall Measured Diversion Rate	42.82%	41.21%	41.78%	41.98%	43.64%	41.97%	0.00%	42.54%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
North Fair Oaks					
Commercial¹ and MFD					
Commercial Solid Waste	1,265.17	1,506.95	1,460.85	(46.10)	-3.06%
MFD Solid Waste	574.42	589.17	726.26	137.09	23.27%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	313.36	350.53	366.43	15.90	4.54%
MFD Recycling	75.03	78.76	88.46	9.70	12.32%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	265.96	278.29	290.65	12.36	4.44%
MFD Organics	2.19	1.71	0.89	(0.82)	0.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,839.59	2,096.12	2,187.11	90.99	4.34%
SUBTOTAL - Diverted Tons	656.54	709.29	746.43	37.14	5.24%
Residential					
Residential Solid Waste	1,835.67	2,025.60	2,129.91	104.31	5.15%
Residential Curbside Recycling	714.80	834.55	867.72	33.17	3.97%
Residential Curbside Organics	1,529.04	1,541.67	1,581.98	40.31	2.61%
SUBTOTAL - Disposed Tons	1,835.67	2,025.60	2,129.91	104.31	5.15%
SUBTOTAL - Diverted Tons	2,243.84	2,376.22	2,449.70	73.48	3.09%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	3,675.26	4,121.72	4,317.02		
TOTAL TONS DIVERTED	2,900.38	3,085.51	3,196.13		
COMMERCIAL DIVERSION RATE	26.30%	25.28%	25.44%		
MFD DIVERSION RATE	11.85%	12.02%	10.95%		
RESIDENTIAL DIVERSION RATE	55.00%	53.98%	53.49%		
TOTAL DIVERSION RATE	44.11%	42.81%	42.54%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,387.76	1,362.10	1,267.82	3,675.35	3,781.28	4,017.68	0.00	11,474.31
Commercial Recycling	313.21	301.10	276.52	851.02	865.02	890.83	0.00	2,606.87
Commercial Organics	320.20	309.03	304.57	750.07	816.23	933.80	0.00	2,500.10
Subtotal - Disposed	1,387.76	1,362.10	1,267.82	3,675.35	3,781.28	4,017.68	0.00	11,474.31
Subtotal - Diverted	633.41	610.13	581.09	1,601.09	1,681.25	1,824.63	0.00	5,106.97
Diversion Rate	31.34%	30.94%	31.43%	30.34%	30.78%	31.23%	0.00%	30.80%
MFD								
MFD Solid Waste	655.98	614.52	594.48	1,893.97	1,993.98	1,864.98	0.00	5,752.93
MFD Recycling	110.97	105.12	101.34	328.54	334.87	317.43	0.00	980.84
MFD Organics	10.98	9.73	9.63	29.69	32.75	30.34	0.00	92.78
Subtotal - Disposed	655.98	614.52	594.48	1,893.97	1,993.98	1,864.98	0.00	5,752.93
Subtotal - Diverted	121.95	114.85	110.97	358.23	367.62	347.77	0.00	1,073.62
Diversion Rate	15.68%	15.75%	15.73%	15.91%	15.57%	15.72%	0.00%	15.73%
Roll-Off								
Roll-Off Solid Waste	364.10	374.55	282.84	941.47	1,015.74	1,021.49	0.00	2,978.70
Roll-Off Recycling	14.75	19.00	15.90	33.26	27.87	49.65	0.00	110.78
Roll-Off Organics	66.16	53.52	50.90	127.52	165.33	170.58	0.00	463.43
Subtotal - Disposed	364.10	374.55	282.84	941.47	1,015.74	1,021.49	0.00	2,978.70
Subtotal - Diverted	80.91	72.52	66.80	160.78	193.20	220.23	0.00	574.21
Diversion Rate	18.18%	16.22%	19.11%	14.59%	15.98%	17.74%	0.00%	16.16%
Residential								
Residential Solid Waste	939.21	854.51	818.13	2,469.11	2,540.91	2,611.85	0.00	7,621.87
Residential Curbside Recycling	659.86	602.81	591.95	1,797.68	1,853.80	1,854.62	0.00	5,506.10
Residential Curbside Organics	1,114.35	986.64	994.55	2,829.54	3,497.70	3,095.54	0.00	9,422.78
Subtotal - Disposed	939.21	854.51	818.13	2,469.11	2,540.91	2,611.85	0.00	7,621.87
Subtotal - Diverted	1,774.21	1,589.45	1,586.50	4,627.22	5,351.50	4,950.16	0.00	14,928.88
Diversion Rate	65.39%	65.04%	65.98%	65.21%	67.81%	65.46%	0.00%	66.20%
Total Disposed	3,347.05	3,205.68	2,963.27	8,979.90	9,331.91	9,516.00	0.00	27,827.81
Total Diverted	2,610.48	2,386.95	2,345.36	6,747.32	7,593.57	7,342.79	0.00	21,683.68
Total Diversion Rate	43.82%	42.68%	44.18%	42.90%	44.86%	43.55%	0.00%	43.80%
Single-Family Measured Diversion Rate	65.39%	65.04%	65.98%	65.21%	67.81%	65.46%	0.00%	66.20%
Commercial Measured Diversion Rate	25.78%	25.33%	26.13%	24.56%	24.82%	25.74%	0.00%	25.05%
MFD Measured Diversion Rate	15.68%	15.75%	15.73%	15.91%	15.57%	15.72%	0.00%	15.73%
Overall Measured Diversion Rate	43.82%	42.68%	44.18%	42.90%	44.86%	43.55%	0.00%	43.80%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
Redwood City					
Commercial¹ and MFD					
Commercial Solid Waste	10,920.14	11,878.79	11,474.31	(404.48)	-3.41%
MFD Solid Waste	5,935.40	5,580.14	5,752.93	172.79	3.10%
Roll-Off Solid Waste	3,102.08	3,120.73	2,978.70	(142.03)	-4.55%
Commercial Recycling	2,228.66	2,527.55	2,606.87	79.32	3.14%
MFD Recycling	856.63	854.93	980.84	125.91	14.73%
Roll-Off Recycling	90.66	75.48	110.78	35.30	46.77%
Commercial Organics	1,811.97	2,261.28	2,500.10	238.82	10.56%
MFD Organics	93.41	94.53	92.78	(1.75)	-1.85%
Roll-Off Organics	452.74	574.20	463.43	(110.77)	-19.29%
SUBTOTAL - Disposed Tons	19,957.62	20,579.66	20,205.94	(373.72)	-1.82%
SUBTOTAL - Diverted Tons	5,534.07	6,387.97	6,754.80	366.83	5.74%
Residential					
Residential Solid Waste	7,951.52	7,706.61	7,621.87	(84.74)	-1.10%
Residential Curbside Recycling	5,114.18	5,328.10	5,506.10	178.00	3.34%
Residential Curbside Organics	8,688.06	8,933.72	9,422.78	489.06	5.47%
SUBTOTAL - Disposed Tons	7,951.52	7,706.61	7,621.87	(84.74)	-1.10%
SUBTOTAL - Diverted Tons	13,802.24	14,261.82	14,928.88	667.06	4.68%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	27,909.14	28,286.27	27,827.81		
TOTAL TONS DIVERTED	19,336.31	20,649.79	21,683.68		
COMMERCIAL DIVERSION RATE	21.71%	23.69%	25.05%		
MFD DIVERSION RATE	13.80%	14.54%	15.73%		
RESIDENTIAL DIVERSION RATE	63.45%	64.92%	66.20%		
TOTAL DIVERSION RATE	40.93%	42.20%	43.80%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2013 Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN CARLOS								
Commercial								
Commercial Solid Waste	552.39	532.85	519.87	1,454.09	1,538.13	1,605.11	0.00	4,597.33
Commercial Recycling	160.66	167.04	200.65	431.88	452.64	528.35	0.00	1,412.87
Commercial Organics	76.22	79.03	73.58	191.03	212.99	228.83	0.00	632.85
Subtotal - Disposed	552.39	532.85	519.87	1,454.09	1,538.13	1,605.11	0.00	4,597.33
Subtotal - Diverted	236.88	246.07	274.23	622.91	665.63	757.18	0.00	2,045.72
Diversion Rate	30.01%	31.59%	34.53%	29.99%	30.20%	32.05%	0.00%	30.79%
MFD								
MFD Solid Waste	141.41	135.03	127.56	397.98	400.09	404.00	0.00	1,202.07
MFD Recycling	37.92	37.33	35.58	106.28	109.85	110.83	0.00	326.96
MFD Organics	5.90	7.08	5.56	14.16	16.08	18.54	0.00	48.78
Subtotal - Disposed	141.41	135.03	127.56	397.98	400.09	404.00	0.00	1,202.07
Subtotal - Diverted	43.82	44.41	41.14	120.44	125.93	129.37	0.00	375.74
Diversion Rate	23.66%	24.75%	24.39%	23.23%	23.94%	24.26%	0.00%	23.81%
Roll-Off								
Roll-Off Solid Waste	78.52	73.50	72.43	199.74	203.04	224.45	0.00	627.23
Roll-Off Recycling	15.13	12.63	39.68	26.39	35.26	67.44	0.00	129.09
Roll-Off Organics	0.00	0.00	0.00	9.28	0.00	0.00	0.00	9.28
Subtotal - Disposed	78.52	73.50	72.43	199.74	203.04	224.45	0.00	627.23
Subtotal - Diverted	15.13	12.63	39.68	35.67	35.26	67.44	0.00	138.37
Diversion Rate	16.16%	14.66%	35.39%	15.15%	14.80%	23.10%	0.00%	18.07%
Residential								
Residential Solid Waste	378.55	389.91	354.16	1,053.28	1,112.35	1,122.62	0.00	3,288.25
Residential Curbside Recycling	324.24	334.86	309.56	962.58	977.41	968.66	0.00	2,908.65
Residential Curbside Organics	517.05	517.77	490.51	1,378.24	1,716.79	1,525.33	0.00	4,620.36
Subtotal - Disposed	378.55	389.91	354.16	1,053.28	1,112.35	1,122.62	0.00	3,288.25
Subtotal - Diverted	841.29	852.63	800.07	2,340.82	2,694.20	2,493.99	0.00	7,529.01
Diversion Rate	68.97%	68.62%	69.32%	68.97%	70.78%	68.96%	0.00%	69.60%
Total Disposed	1,150.87	1,131.29	1,074.02	3,105.09	3,253.61	3,356.18	0.00	9,714.88
Total Diverted	1,137.12	1,155.74	1,155.12	3,119.84	3,521.02	3,447.98	0.00	10,088.84
Total Diversion Rate	49.70%	50.53%	51.82%	50.12%	51.97%	50.67%	0.00%	50.94%
Single-Family Measured Diversion Rate	68.97%	68.62%	69.32%	68.97%	70.78%	68.96%	0.00%	69.60%
Commercial Measured Diversion Rate	27.70%	29.02%	33.03%	27.52%	27.86%	29.93%	0.00%	28.49%
MFD Measured Diversion Rate	23.66%	24.75%	24.39%	23.23%	23.94%	24.26%	0.00%	23.81%
Overall Measured Diversion Rate	49.70%	50.53%	51.82%	50.12%	51.97%	50.67%	0.00%	50.94%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
San Carlos					
Commercial¹ and MFD					
Commercial Solid Waste	4,594.64	4,457.43	4,597.33	139.90	3.14%
MFD Solid Waste	1,326.84	1,120.09	1,202.07	81.98	7.32%
Roll-Off Solid Waste	1,104.39	751.71	627.23	(124.48)	-16.56%
Commercial Recycling	1,201.20	1,287.35	1,412.87	125.52	9.75%
MFD Recycling	309.31	264.70	326.96	62.26	23.52%
Roll-Off Recycling	260.97	135.22	129.09	(6.13)	-4.53%
Commercial Organics	515.50	612.42	632.85	20.43	3.34%
MFD Organics	65.08	57.04	48.78	(8.26)	-14.48%
Roll-Off Organics	64.78	2.13	9.28	7.15	335.68%
SUBTOTAL - Disposed Tons	7,025.87	6,329.23	6,426.63	97.40	1.54%
SUBTOTAL - Diverted Tons	2,416.84	2,358.86	2,559.83	200.97	8.52%
Residential					
Residential Solid Waste	3,381.96	3,315.38	3,288.25	(27.13)	-0.82%
Residential Curbside Recycling	2,865.11	2,866.67	2,908.65	41.98	1.46%
Residential Curbside Organics	4,639.75	4,567.41	4,620.36	52.95	1.16%
SUBTOTAL - Disposed Tons	3,381.96	3,315.38	3,288.25	(27.13)	-0.82%
SUBTOTAL - Diverted Tons	7,504.86	7,434.08	7,529.01	94.93	1.28%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	10,407.83	9,644.61	9,714.88		
TOTAL TONS DIVERTED	9,921.70	9,792.94	10,088.84		
COMMERCIAL DIVERSION RATE	25.59%	27.15%	28.49%		
MFD DIVERSION RATE	22.01%	22.31%	23.81%		
RESIDENTIAL DIVERSION RATE	68.94%	69.16%	69.60%		
TOTAL DIVERSION RATE	48.80%	50.38%	50.94%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
SAN MATEO								
Commercial								
Commercial Solid Waste	1,282.31	1,212.93	1,184.73	3,311.03	3,419.31	3,679.97	0.00	10,410.31
Commercial Recycling	394.87	370.44	391.50	1,041.84	1,203.60	1,156.81	0.00	3,402.25
Commercial Organics	280.41	279.98	264.83	700.51	740.44	825.22	0.00	2,266.17
Subtotal - Disposed	1,282.31	1,212.93	1,184.73	3,311.03	3,419.31	3,679.97	0.00	10,410.31
Subtotal - Diverted	675.28	650.42	656.33	1,742.35	1,944.04	1,982.03	0.00	5,668.42
Diversion Rate	34.50%	34.91%	35.65%	34.48%	36.25%	35.01%	0.00%	35.25%
MFD								
MFD Solid Waste	920.97	885.51	869.84	2,632.57	2,767.32	2,676.32	0.00	8,076.21
MFD Recycling	215.14	203.74	201.73	600.32	634.98	620.61	0.00	1,855.91
MFD Organics	25.15	25.30	23.72	94.71	102.48	74.17	0.00	271.36
Subtotal - Disposed	920.97	885.51	869.84	2,632.57	2,767.32	2,676.32	0.00	8,076.21
Subtotal - Diverted	240.29	229.04	225.45	695.03	737.46	694.78	0.00	2,127.27
Diversion Rate	20.69%	20.55%	20.58%	20.89%	21.04%	20.61%	0.00%	20.85%
Roll-Off								
Roll-Off Solid Waste	428.34	371.77	370.23	1,037.58	1,081.77	1,170.34	0.00	3,289.69
Roll-Off Recycling	33.37	30.31	35.60	107.21	90.43	99.28	0.00	296.92
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	428.34	371.77	370.23	1,037.58	1,081.77	1,170.34	0.00	3,289.69
Subtotal - Diverted	33.37	30.31	35.60	107.21	90.43	99.28	0.00	296.92
Diversion Rate	7.23%	7.54%	8.77%	9.37%	7.71%	7.82%	0.00%	8.28%
Residential								
Residential Solid Waste	1,115.95	1,075.92	1,013.29	3,040.82	3,124.68	3,205.16	0.00	9,370.66
Residential Curbside Recycling	708.95	721.19	658.34	2,045.95	2,075.84	2,088.48	0.00	6,210.27
Residential Curbside Organics	1,219.71	1,205.95	1,125.12	3,087.26	3,893.60	3,550.78	0.00	10,531.64
Subtotal - Disposed	1,115.95	1,075.92	1,013.29	3,040.82	3,124.68	3,205.16	0.00	9,370.66
Subtotal - Diverted	1,928.66	1,927.14	1,783.46	5,133.21	5,969.44	5,639.26	0.00	16,741.91
Diversion Rate	63.35%	64.17%	63.77%	62.80%	65.64%	63.76%	0.00%	64.11%
Total Disposed	3,747.57	3,546.13	3,438.09	10,022.00	10,393.08	10,731.79	0.00	31,146.87
Total Diverted	2,877.60	2,836.91	2,700.84	7,677.80	8,741.37	8,415.35	0.00	24,834.52
Total Diversion Rate	43.43%	44.44%	44.00%	43.38%	45.68%	43.95%	0.00%	44.36%
Single-Family Measured Diversion Rate	63.35%	64.17%	63.77%	62.80%	65.64%	63.76%	0.00%	64.11%
Commercial Measured Diversion Rate	26.50%	26.92%	27.45%	26.71%	27.61%	26.95%	0.00%	27.09%
MFD Measured Diversion Rate	20.69%	20.55%	20.58%	20.89%	21.04%	20.61%	0.00%	20.85%
Overall Measured Diversion Rate	43.43%	44.44%	44.00%	43.38%	45.68%	43.95%	0.00%	44.36%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
San Mateo					
Commercial¹ and MFD					
Commercial Solid Waste	10,523.32	11,128.78	10,410.31	(718.47)	-6.46%
MFD Solid Waste	8,832.33	7,653.92	8,076.21	422.29	5.52%
Roll-Off Solid Waste	3,181.40	3,392.57	3,289.69	(102.88)	-3.03%
Commercial Recycling	2,663.41	3,254.74	3,402.25	147.51	4.53%
MFD Recycling	1,746.08	1,599.80	1,855.91	256.11	16.01%
Roll-Off Recycling	303.74	375.91	296.92	(78.99)	-21.01%
Commercial Organics	1,975.68	2,249.61	2,266.17	16.56	0.74%
MFD Organics	285.28	254.89	271.36	16.47	6.46%
Roll-Off Organics	0.00	18.50	0.00	(18.50)	-100.00%
SUBTOTAL - Disposed Tons	22,537.05	22,175.27	21,776.21	(399.06)	-1.80%
SUBTOTAL - Diverted Tons	6,974.19	7,753.45	8,092.61	339.16	4.37%
Residential					
Residential Solid Waste	9,180.87	9,415.95	9,370.66	(45.29)	-0.48%
Residential Curbside Recycling	6,501.24	6,197.07	6,210.27	13.20	0.21%
Residential Curbside Organics	10,293.38	10,336.29	10,531.64	195.35	1.89%
SUBTOTAL - Disposed Tons	9,180.87	9,415.95	9,370.66	(45.29)	-0.48%
SUBTOTAL - Diverted Tons	16,794.62	16,533.36	16,741.91	208.56	1.26%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	31,717.92	31,591.22	31,146.87		
TOTAL TONS DIVERTED	23,768.81	24,286.81	24,834.52		
COMMERCIAL DIVERSION RATE	23.63%	25.91%	27.09%		
MFD DIVERSION RATE	18.70%	19.51%	20.85%		
RESIDENTIAL DIVERSION RATE	64.66%	63.71%	64.11%		
TOTAL DIVERSION RATE	42.84%	43.46%	44.36%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
SAN MATEO COUNTY								
Commercial								
Commercial Solid Waste	85.64	89.40	81.56	240.02	250.08	256.60	0.00	746.70
Commercial Recycling	25.05	21.40	22.03	61.48	63.94	68.48	0.00	193.90
Commercial Organics	18.85	18.75	20.21	50.98	56.41	57.81	0.00	165.20
Subtotal - Disposed	85.64	89.40	81.56	240.02	250.08	256.60	0.00	746.70
Subtotal - Diverted	43.90	40.15	42.24	112.46	120.35	126.29	0.00	359.10
Diversion Rate	33.89%	30.99%	34.12%	31.91%	32.49%	32.98%	0.00%	32.47%
MFD								
MFD Solid Waste	35.71	35.58	34.76	99.71	106.32	106.05	0.00	312.08
MFD Recycling	3.89	3.95	3.57	12.54	12.59	11.41	0.00	36.54
MFD Organics	0.42	0.33	0.28	1.22	1.33	1.03	0.00	3.58
Subtotal - Disposed	35.71	35.58	34.76	99.71	106.32	106.05	0.00	312.08
Subtotal - Diverted	4.31	4.28	3.85	13.76	13.92	12.44	0.00	40.12
Diversion Rate	10.77%	10.74%	9.97%	12.13%	11.58%	10.50%	0.00%	11.39%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	247.26	229.29	217.76	634.22	658.28	694.31	0.00	1,986.81
Residential Curbside Recycling	205.71	190.87	191.72	581.64	593.49	588.30	0.00	1,763.43
Residential Curbside Organics	372.12	348.02	345.22	970.50	1,162.64	1,065.36	0.00	3,198.50
Subtotal - Disposed	247.26	229.29	217.76	634.22	658.28	694.31	0.00	1,986.81
Subtotal - Diverted	577.83	538.89	536.94	1,552.14	1,756.13	1,653.66	0.00	4,961.93
Diversion Rate	70.03%	70.15%	71.15%	70.99%	72.74%	70.43%	0.00%	71.41%
Total Disposed	368.61	354.27	334.08	973.95	1,014.68	1,056.96	0.00	3,045.59
Total Diverted	626.04	583.32	583.03	1,678.36	1,890.40	1,792.39	0.00	5,361.15
Total Diversion Rate	62.94%	62.21%	63.57%	63.28%	65.07%	62.91%	0.00%	63.77%
Single-Family Measured Diversion Rate	70.03%	70.15%	71.15%	70.99%	72.74%	70.43%	0.00%	71.41%
Commercial Measured Diversion Rate	28.43%	26.23%	28.38%	27.09%	27.36%	27.67%	0.00%	27.38%
MFD Measured Diversion Rate	10.77%	10.74%	9.97%	12.13%	11.58%	10.50%	0.00%	11.39%
Overall Measured Diversion Rate	62.94%	62.21%	63.57%	63.28%	65.07%	62.91%	0.00%	63.77%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
San Mateo County					
Commercial¹ and MFD					
Commercial Solid Waste	735.40	786.84	746.70	(40.14)	-5.10%
MFD Solid Waste	308.78	283.22	312.08	28.86	10.19%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	146.41	175.33	193.90	18.57	10.59%
MFD Recycling	44.28	36.34	36.54	0.20	0.55%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	107.14	162.03	165.20	3.17	1.96%
MFD Organics	5.98	3.90	3.58	(0.32)	-8.21%
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,044.18	1,070.06	1,058.78	(11.28)	-1.05%
SUBTOTAL - Diverted Tons	303.91	377.60	399.22	21.62	5.73%
Residential					
Residential Solid Waste	1,935.15	1,993.73	1,986.81	(6.92)	-0.35%
Residential Curbside Recycling	1,644.00	1,746.08	1,763.43	17.35	0.99%
Residential Curbside Organics	2,993.97	3,041.44	3,198.50	157.06	5.16%
SUBTOTAL - Disposed Tons	1,935.15	1,993.73	1,986.81	(6.92)	-0.35%
SUBTOTAL - Diverted Tons	4,637.97	4,787.52	4,961.93	174.41	3.64%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	2,979.33	3,063.79	3,045.59		
TOTAL TONS DIVERTED	4,941.88	5,165.12	5,361.15		
COMMERCIAL DIVERSION RATE	22.54%	26.08%	27.38%		
MFD DIVERSION RATE	14.00%	12.44%	11.39%		
RESIDENTIAL DIVERSION RATE	70.56%	70.60%	71.41%		
TOTAL DIVERSION RATE	62.39%	62.77%	63.77%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

MEMBER AGENCY	2013							Year to Date
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	
WEST BAY								
Commercial								
Commercial Solid Waste	35.37	33.44	32.27	81.71	90.65	101.08	0.00	273.44
Commercial Recycling	11.69	11.77	12.19	29.19	32.09	35.65	0.00	96.93
Commercial Organics	13.31	13.56	11.93	31.48	35.60	38.80	0.00	105.88
Subtotal - Disposed	35.37	33.44	32.27	81.71	90.65	101.08	0.00	273.44
Subtotal - Diverted	25.00	25.33	24.12	60.67	67.69	74.45	0.00	202.81
Diversion Rate	41.41%	43.10%	42.77%	42.61%	42.75%	42.41%	0.00%	42.58%
MFD								
MFD Solid Waste	2.37	2.41	2.07	17.05	16.93	6.85	0.00	40.83
MFD Recycling	1.03	1.04	0.95	5.11	5.23	3.02	0.00	13.36
MFD Organics	0.15	0.12	0.12	0.00	0.03	0.39	0.00	0.42
Subtotal - Disposed	2.37	2.41	2.07	17.05	16.93	6.85	0.00	40.83
Subtotal - Diverted	1.18	1.16	1.07	5.11	5.26	3.41	0.00	13.78
Diversion Rate	33.24%	32.49%	34.08%	23.06%	23.70%	33.24%	0.00%	25.23%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	105.67	83.48	90.80	282.27	308.79	279.95	0.00	871.01
Residential Curbside Recycling	96.49	89.01	87.96	266.81	264.65	273.46	0.00	804.92
Residential Curbside Organics	200.38	186.13	185.40	585.64	623.50	571.91	0.00	1,781.05
Subtotal - Disposed	105.67	83.48	90.80	282.27	308.79	279.95	0.00	871.01
Subtotal - Diverted	296.87	275.14	273.36	852.45	888.15	845.37	0.00	2,585.97
Diversion Rate	73.75%	76.72%	75.07%	75.12%	74.20%	75.12%	0.00%	74.80%
Total Disposed	143.41	119.33	125.14	381.03	416.37	387.88	0.00	1,185.28
Total Diverted	323.05	301.63	298.55	918.23	961.10	923.23	0.00	2,802.56
Total Diversion Rate	69.26%	71.65%	70.46%	70.67%	69.77%	70.42%	0.00%	70.28%
Single-Family Measured Diversion Rate	73.75%	76.72%	75.07%	75.12%	74.20%	75.12%	0.00%	74.80%
Commercial Measured Diversion Rate	40.96%	42.49%	42.31%	39.98%	40.41%	41.91%	0.00%	40.80%
MFD Measured Diversion Rate	33.24%	32.49%	34.08%	23.06%	23.70%	33.24%	0.00%	25.23%
Overall Measured Diversion Rate	69.26%	71.65%	70.46%	70.67%	69.77%	70.42%	0.00%	70.28%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
West Bay Sanitary					
Commercial¹ and MFD					
Commercial Solid Waste	297.83	280.12	273.44	(6.68)	-2.38%
MFD Solid Waste	55.08	42.51	40.83	(1.68)	-3.95%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	74.62	95.58	96.93	1.35	1.41%
MFD Recycling	12.10	12.70	13.36	0.66	5.20%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	32.71	74.75	105.88	31.13	41.65%
MFD Organics	0.00	0.00	0.42	0.42	100.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	352.91	322.63	314.27	(8.36)	-2.59%
SUBTOTAL - Diverted Tons	119.43	183.03	216.59	33.56	18.34%
Residential					
Residential Solid Waste	807.41	868.13	871.01	2.88	0.33%
Residential Curbside Recycling	801.58	835.52	804.92	(30.60)	-3.66%
Residential Curbside Organics	1,689.55	1,724.34	1,781.05	56.71	3.29%
SUBTOTAL - Disposed Tons	807.41	868.13	871.01	2.88	0.33%
SUBTOTAL - Diverted Tons	2,491.13	2,559.86	2,585.97	26.11	1.02%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	1,160.32	1,190.76	1,185.28		
TOTAL TONS DIVERTED	2,610.56	2,742.89	2,802.56		
COMMERCIAL DIVERSION RATE	25.28%	36.20%	40.80%		
MFD DIVERSION RATE	18.01%	23.00%	25.23%		
RESIDENTIAL DIVERSION RATE	75.52%	74.68%	74.80%		
TOTAL DIVERSION RATE	69.23%	69.73%	70.28%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	2013							
	July	August	September	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
MEMBER AGENCY	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	5,720.64	5,497.02	5,274.49	15,286.72	15,896.08	16,492.15	0.00	47,674.95
Commercial Recycling	1,792.95	1,654.41	1,640.45	4,581.87	4,927.96	5,087.81	0.00	14,597.64
Commercial Organics	1,592.04	1,651.10	1,620.76	4,243.60	4,619.91	4,863.90	0.00	13,727.41
Subtotal - Disposed	5,720.64	5,497.02	5,274.49	15,286.72	15,896.08	16,492.15	0.00	47,674.95
Subtotal - Diverted	3,384.99	3,305.51	3,261.21	8,825.47	9,547.87	9,951.71	0.00	28,325.05
Diversion Rate	37.17%	37.55%	38.21%	36.60%	37.53%	37.63%	0.00%	37.27%
MFD								
MFD Solid Waste	3,080.56	2,909.58	2,812.80	8,465.58	8,916.43	8,802.94	0.00	26,184.95
MFD Recycling	655.86	629.95	617.22	1,826.32	1,898.74	1,903.03	0.00	5,628.09
MFD Organics	73.62	73.91	69.07	230.12	256.44	216.60	0.00	703.16
Subtotal - Disposed	3,080.56	2,909.58	2,812.80	8,465.58	8,916.43	8,802.94	0.00	26,184.95
Subtotal - Diverted	729.48	703.86	686.29	2,056.44	2,155.18	2,119.63	0.00	6,331.25
Diversion Rate	19.15%	19.48%	19.61%	19.54%	19.47%	19.41%	0.00%	19.47%
Roll-Off								
Roll-Off Solid Waste	1,825.60	1,792.30	1,577.81	4,872.12	4,922.12	5,195.71	0.00	14,989.95
Roll-Off Recycling	116.62	141.65	160.73	291.21	333.50	419.00	0.00	1,043.71
Roll-Off Organics	129.38	123.29	108.87	343.26	360.93	361.54	0.00	1,065.73
Subtotal - Disposed	1,825.60	1,792.30	1,577.81	4,872.12	4,922.12	5,195.71	0.00	14,989.95
Subtotal - Diverted	246.00	264.94	269.60	634.47	694.43	780.54	0.00	2,109.44
Diversion Rate	11.87%	12.88%	14.59%	11.52%	12.36%	13.06%	0.00%	12.34%
Residential								
Residential Solid Waste	5,335.48	4,970.98	4,770.00	14,141.01	14,699.73	15,076.46	0.00	43,917.20
Residential Curbside Recycling	3,530.94	3,366.44	3,260.37	9,936.23	10,170.08	10,157.75	0.00	30,264.06
Residential Curbside Organics	6,685.54	6,331.58	6,172.42	17,438.09	21,195.41	19,189.54	0.00	57,823.04
Subtotal - Disposed	5,335.48	4,970.98	4,770.00	14,141.01	14,699.73	15,076.46	0.00	43,917.20
Subtotal - Diverted	10,216.48	9,698.02	9,432.79	27,374.32	31,365.49	29,347.29	0.00	88,087.10
Diversion Rate	65.69%	66.11%	66.42%	65.94%	68.09%	66.06%	0.00%	66.73%
Total Disposed	15,962.28	15,169.88	14,435.10	42,765.43	44,434.36	45,567.26	0.00	132,767.05
Total Diverted	14,576.95	13,972.33	13,649.89	38,890.70	43,762.97	42,199.17	0.00	124,852.84
Total Diversion Rate	47.73%	47.95%	48.60%	47.63%	49.62%	48.08%	0.00%	48.46%
Single-Family Measured Diversion Rate	65.69%	66.11%	66.42%	65.94%	68.09%	66.06%	0.00%	66.73%
Commercial Measured Diversion Rate	29.09%	29.53%	30.38%	28.69%	29.43%	29.65%	0.00%	29.27%
MFD Measured Diversion Rate	19.15%	19.48%	19.61%	19.54%	19.47%	19.41%	0.00%	19.47%
Overall Measured Diversion Rate	47.73%	47.95%	48.60%	47.63%	49.62%	48.08%	0.00%	48.46%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - SEPTEMBER 2013

<u>MEMBER AGENCY</u>	<u>Year to Date</u> <u>2011 Tons</u>	<u>Year to Date</u> <u>2012 Tons</u>	<u>Year to Date</u> <u>2013 Tons</u>	<u>2012 - 2013</u> <u>Tons Incr/(Decr)</u>	<u>2012 - 2013</u> <u>% Change</u>
TOTAL SBWMA					
Commercial¹ and MFD					
Commercial Solid Waste	48,574.11	49,946.59	47,674.95	(2,271.64)	-4.55%
MFD Solid Waste	27,903.48	24,834.66	26,184.95	1,350.29	5.44%
Roll-Off Solid Waste	16,209.22	16,649.73	14,989.95	(1,659.78)	-9.97%
Commercial Recycling	12,040.82	14,022.17	14,597.64	575.47	4.10%
MFD Recycling	4,765.43	4,813.16	5,628.09	814.93	16.93%
Roll-Off Recycling	1,237.94	1,018.43	1,043.71	25.28	2.48%
Commercial Organics	11,035.70	12,247.74	13,727.41	1,479.67	12.08%
MFD Organics	681.07	634.35	703.16	68.81	10.85%
Roll-Off Organics	1,551.21	1,604.56	1,065.73	(538.83)	-33.58%
SUBTOTAL - Disposed Tons	92,686.81	91,430.98	88,849.85	(2,581.13)	-2.82%
SUBTOTAL - Diverted Tons	31,312.17	34,340.41	36,765.74	2,425.33	7.06%
Residential					
Residential Solid Waste	44,572.65	44,225.86	43,917.20	(308.66)	-0.70%
Residential Curbside Recycling	30,173.62	29,884.15	30,264.06	379.91	1.27%
Residential Curbside Organics	55,905.94	56,416.37	57,823.04	1,406.67	2.49%
SUBTOTAL - Disposed Tons	44,572.65	44,225.86	43,917.20	(308.66)	-0.70%
SUBTOTAL - Diverted Tons	86,079.56	86,300.52	88,087.10	1,786.58	2.07%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	137,259.46	135,656.84	132,767.05		
TOTAL TONS DIVERTED	117,391.73	120,640.93	124,852.84		
COMMERCIAL DIVERSION RATE	25.25%	27.30%	29.27%		
MFD DIVERSION RATE	16.33%	17.99%	19.47%		
RESIDENTIAL DIVERSION RATE	65.88%	66.12%	66.73%		
TOTAL DIVERSION RATE	46.10%	47.07%	48.46%		

¹ Includes Agency facilities tonnage

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

	Single-Family Missed Pick-Up Initial Complaints 8.02.B.2				Single-Family Missed Pick-Up Collection Events 8.02.B.2				Excessive Noise 8.02.J				Discourteous Behavior 8.06.J				Property Damage 8.02.H				Spills 8.02.I			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	11	7	17	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	22	18	30	70	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0
Burlingame	32	35	23	90	3	0	0	3	0	0	0	0	0	0	1	1	2	0	2	4	0	1	0	1
East Palo Alto	6	10	4	20	0	2	1	3	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2
Foster City	12	19	14	45	1	2	1	4	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	1
Hillsborough	54	25	21	100	1	4	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2
Menlo Park	43	44	42	129	2	1	0	3	0	0	0	0	0	0	0	0	0	1	0	1	1	1	1	3
North Fair Oaks	14	11	8	33	0	0	1	1	0	0	0	0	0	0	1	1	0	1	0	1	4	1	0	5
Redwood City	81	106	93	280	3	4	0	7	0	0	0	0	0	1	0	1	4	2	2	8	1	5	0	6
San Carlos	33	50	34	117	0	0	2	2	0	0	0	0	1	1	0	2	2	2	0	4	1	4	3	8
San Mateo	69	68	115	252	2	1	3	6	0	2	1	3	2	1	1	4	2	4	2	8	2	3	1	6
San Mateo County	23	15	21	59	0	2	2	4	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	3
West Bay	10	15	18	43	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0
Totals	410	423	440	1,273	12	16	10	38	0	2	1	3	3	4	5	12	10	10	7	27	11	20	6	37

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	48	45	28	121	13	3	8	24	0	0	0	0	36	49	23	108	12	45	10	67
Belmont	214	187	182	583	23	18	10	51	0	0	0	0	104	111	66	281	39	32	82	153
Burlingame	196	191	186	573	42	20	33	95	0	0	0	0	94	117	111	322	50	77	39	166
East Palo Alto	101	115	99	315	11	9	4	24	0	0	0	0	59	52	46	157	3	4	13	20
Foster City	215	210	174	599	7	11	16	34	0	0	0	0	96	86	81	263	38	32	75	145
Hillsborough	106	84	101	291	9	16	9	34	0	0	0	0	63	49	50	162	17	8	65	90
Menlo Park	223	177	152	552	26	44	20	90	0	0	0	0	158	123	85	366	124	45	35	204
North Fair Oaks	65	52	48	165	16	8	7	31	0	0	0	0	53	42	15	110	6	4	15	25
Redwood City	486	425	388	1299	39	42	36	117	0	0	0	0	262	237	170	669	13	15	9	37
San Carlos	305	249	215	769	34	28	27	89	0	0	0	0	445	374	325	1144	47	101	51	199
San Mateo	661	598	602	1861	43	63	56	162	0	0	0	0	397	333	256	986	293	196	186	675
San Mateo County	142	133	109	384	7	12	9	28	0	0	0	0	69	58	57	184	26	19	45	90
West Bay	66	43	50	159	4	1	8	13	0	0	0	0	36	23	22	81	37	20	5	62
Totals	2,828	2,509	2,334	7,671	274	275	243	792	0	0	0	0	1,872	1,654	1,307	4,833	705	598	630	1,933

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

SBWMA Service Area	Number of Calls Received	Number of Calls Answered	Number of Calls Dropped	Percentage of Calls Dropped	Average Hold Time in Seconds	Percentage of Calls Answered in Thirty Seconds	Number of Quality Assurance Calls Made
July	15,715	15,316	399	2.54%	16.37	90.42%	253
August	14,196	13,952	244	1.72%	13.70	95.19%	207
September	13,549	13,187	362	2.67%	20.03	87.21%	209
Quarter 3	43,460	42,455	1,005	2.31%	16.63	90.99%	669

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

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	1	6	0	7	0	0	0	0	0	0	0	0
Belmont	9	1	9	19	0	0	0	0	8	25	10	43
Burlingame	11	7	5	23	0	0	0	0	101	27	59	187
East Palo Alto	23	15	11	49	2	8	1	11	205	398	118	721
Foster City	6	29	20	55	0	0	0	0	200	0	100	300
Hillsborough	0	1	0	1	0	0	0	0	0	0	0	0
Menlo Park	10	17	9	36	0	1	1	2	0	8	0	8
North Fair Oaks	5	6	6	17	0	0	0	0	22	0	0	22
Redwood City	4	6	10	20	3	1	1	5	177	0	80	257
San Carlos	13	17	15	45	4	0	3	7	36	16	43	95
San Mateo	7	4	5	16	2	2	0	4	244	177	284	705
San Mateo County	10	6	0	16	3	0	1	4	0	0	25	25
West Bay	0	0	3	3	0	0	1	1	0	0	0	0
Totals	99	115	93	307	14	12	8	34	993	651	719	2,363

2013 LIQUIDATED DAMAGES

COLLECTION QUALITY

1.A, 1.B, 1.C															
Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days															
8.01.A, 8.02.H,															
	July			August			September			Q3			2013	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	150	1	\$ 150
Belmont	-	0	0	-	0	0	2	0	0	2	0	-	450	2	\$ 150
Burlingame	2	0	0	-	0	0	2	0	0	4	0	-	-	2	\$ 150
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
Foster City	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 150
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	150	1	\$ 150
Menlo Park	-	0	0	1	0	0	-	0	0	1	0	-	-	3	\$ 150
North Fair Oaks	-	0	0	1	0	0	-	0	0	1	0	-	-	1	\$ 150
Redwood City	4	0	0	2	0	0	2	0	0	8	0	-	-	6	\$ 150
San Carlos	2	0	0	2	0	0	1	0	0	5	0	-	1,050	3	\$ 150
San Mateo	2	0	0	6	0	0	2	0	0	10	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	1	0	0	1	0	0	2	0	-	-	2	\$ 150
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 150
	10	0	0	14	0	0	10	0	0	34	0	-	1,800	31	

2.															
Complaints regarding failure to provide new service or change existing service level within five (5) business days															
8.02.C															
	July			August			September			Q3			2013	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	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															
	July			August			September			Q3			2013	Monthly	LD per
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	2	0	0	2	0	0	-	0	0	4	0	-	-	12	\$ 50
Belmont	2	0	0	1	0	0	4	0	0	7	0	-	-	36	\$ 50
Burlingame	2	0	0	2	0	0	1	0	0	5	0	-	-	35	\$ 50
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	23	\$ 50
Foster City	1	0	0	-	0	0	-	0	0	1	0	-	-	35	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	20	\$ 50
Menlo Park	4	0	0	5	0	0	7	0	0	16	0	-	-	42	\$ 50
North Fair Oaks	1	0	0	1	0	0	-	0	0	2	0	-	-	14	\$ 50
Redwood City	-	0	0	4	0	0	2	0	0	6	0	-	-	94	\$ 50
San Carlos	-	0	0	3	0	0	1	0	0	4	0	-	-	46	\$ 50
San Mateo	2	0	0	5	0	0	9	0	0	16	0	-	-	105	\$ 50
San Mateo Cnty	-	0	0	2	0	0	-	0	0	2	0	-	-	27	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
	14	0	0	26	0	0	24	0	0	64	0	-	-	500	

2013 LIQUIDATED DAMAGES

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

	July			August			September			Q3			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 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	

5. Excessive noise complaints

8.02.J

	July			August			September			Q3			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 50
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 50
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 50
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 50
San Mateo	-	0	0	2	0	0	1	0	0	3	0	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	-	0	0	2	0	0	1	0	0	3	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	July			August			September			Q3			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	1	1	250	1	1	250	500	0	\$ 250
Burlingame	-	-	0	-	-	0	1	1	250	1	1	250	250	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	1	1	250	1	1	250	250	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	1	1	250	1	1	250	750	0	\$ 250
Redwood City	-	-	0	1	1	250	-	-	0	1	1	250	1,000	0	\$ 250
San Carlos	1	1	250	1	1	250	-	-	0	2	2	500	2,500	0	\$ 250
San Mateo	2	2	500	1	1	250	1	1	250	4	4	1,000	1,250	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	1	1	250	-	-	0	1	1	250	250	0	\$ 250
	3	3	750	4	4	1,000	5	5	1,250	12	12	3,000	7,000	-	

2013 LIQUIDATED DAMAGES

7.A, 7.B,

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

	July			August			September			Q3			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	9	\$ 50
Burlingame	-	0	0	1	0	0	-	0	0	1	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	1	0	0	2	0	-	-	5	\$ 50
Menlo Park	1	0	0	1	0	0	1	0	0	3	0	-	-	10	\$ 50
North Fair Oaks	4	1	50	1	0	0	-	0	0	5	1	50	50	3	\$ 50
Redwood City	1	0	0	5	0	0	-	0	0	6	0	-	-	22	\$ 50
San Carlos	1	0	0	4	0	0	3	0	0	8	0	-	-	11	\$ 50
San Mateo	2	0	0	2	0	0	1	0	0	5	0	-	-	25	\$ 50
San Mateo Cnty	1	0	0	2	0	0	-	0	0	3	0	-	-	6	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
	11	1	50	17	0	0	6	0	0	34	1	50	50	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids
8.02.1

	July			August			September			Q3			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
East Palo Alto	-	0	0	1	1	500	-	0	0	1	1	500	500	0	\$ 500
Foster City	-	0	0	1	1	500	-	0	0	1	1	500	500	0	\$ 500
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
San Mateo	-	0	0	1	1	500	-	0	0	1	1	500	500	0	\$ 500
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
	-	0	0	3	3	1,500	-	0	0	3	3	1,500	1,500	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

	July			August			September			Q3			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

2013 LIQUIDATED DAMAGES

REPORTING

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

	July			August			September			Q3			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Belmont	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Hillsborough	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Menlo Park	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Carlos	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

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

	July			August			September			Q3			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	-	

3. Late submittal of billing review report 7.01.E

	July			August			September			Q3			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 250
	-	0	0	-	0	0	-	0	0	0	0	-	-	0	

2013 LIQUIDATED DAMAGES

OTHER

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

	July			August			September			Q3			2013 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 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

	July			August			September			Q3			2013 LD Amount	Tonnage Allowance	LD per Ton Organics
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 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

	July			August			September			Q3			2013 LD Amount	Tonnage Allowance	LD per Ton Recyclables
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 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	-	-	-	

2013 LIQUIDATED DAMAGES

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

6.01

	July			August			September			Q3			2013	Tonnage	LD per Ton Solid Waste/ Organics	
	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount	Tonnage	Net of Allowances	LD Amount				LD Amount
Atherton	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	0	4,550	10,350	-	

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

Agency	Monthly Service Opportunities Calculation	Number of Monthly Service Opportunities	Rate		Number of Complaints			Incentive			Disincentive			Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint	
			0.0333%	0.1000%	Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug	Sep	\$50	\$50	
Quarter 3																
Atherton	2350 x 3 x 4.33	30,527	10	31	11	7	17	0	3	0	0	0	0	0	\$150	\$0
Belmont	6709 x 3 x 4.33	87,150	29	87	22	18	30	7	11	0	0	0	0	0	\$900	\$0
Burlingame	6596 x 3 x 4.33	85,682	29	86	32	35	23	0	0	6	0	0	0	0	\$300	\$0
East Palo Alto	4159 x 3 x 4.33	54,025	18	54	6	10	4	12	8	14	0	0	0	0	\$1,700	\$0
Foster City	6700 x 3 x 4.33	87,033	29	87	12	19	14	17	10	15	0	0	0	0	\$2,100	\$0
Hillsborough	3612 x 3 x 4.33	46,920	16	47	54	25	21	0	0	0	7	0	0	0	\$0	(\$350)
Menlo Park	7822 x 3 x 4.33	101,608	34	102	43	44	42	0	0	0	0	0	0	0	\$0	\$0
North Fair Oaks	2659 x 3 x 4.33	34,540	12	35	14	11	8	0	1	4	0	0	0	0	\$250	\$0
Redwood City	17317 x 3 x 4.33	224,948	75	225	81	106	93	0	0	0	0	0	0	0	\$0	\$0
San Carlos	8582 x 3 x 4.33	111,480	37	111	33	50	34	4	0	3	0	0	0	0	\$350	\$0
San Mateo	19876 x 3 x 4.33	258,189	86	258	69	68	115	17	18	0	0	0	0	0	\$1,750	\$0
San Mateo County	5012 x 3 x 4.33	65,106	22	65	23	15	21	0	7	1	0	0	0	0	\$400	\$0
West Bay	2201 x 3 x 4.33	28,591	10	29	10	15	18	0	0	0	0	0	0	0	\$0	\$0
Totals														*	\$7,900	(\$350)

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

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

\$50

Agency	Number of Missed Pick-Up Events			Incentive Threshold	Disincentive Threshold	Disincentive Payment Due \$50 per Event			
	Quarter 3	Jul	Aug			Sep	Jul	Aug	Sep
Atherton	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Belmont	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Burlingame	3	0	0	N/A	0	(\$150)	\$0	\$0	(\$150)
East Palo Alto	0	2	1	N/A	0	\$0	(\$100)	(\$50)	(\$150)
Foster City	1	2	1	N/A	0	(\$50)	(\$100)	(\$50)	(\$200)
Hillsborough	1	4	0	N/A	0	(\$50)	(\$200)	\$0	(\$250)
Menlo Park	2	1	0	N/A	0	(\$100)	(\$50)	\$0	(\$150)
North Fair Oaks	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Redwood City	3	4	0	N/A	0	(\$150)	(\$200)	\$0	(\$350)
San Carlos	0	0	2	N/A	0	\$0	\$0	(\$100)	(\$100)
San Mateo	2	1	3	N/A	0	(\$100)	(\$50)	(\$150)	(\$300)
San Mateo County	0	2	2	N/A	0	\$0	(\$100)	(\$100)	(\$200)
West Bay	0	0	0	N/A	0	\$0	\$0	\$0	\$0
Totals	12	16	10			(\$600)	(\$800)	(\$500)	(\$1,900)

		Quarterly	Average Speed of Answer	Incentive/Disincentive		Rate Year 2013			
Aggregate SBWMA						\$500	\$500		
Average Speed of Answer in Seconds SBWMA Service Area	Incentive Average Speed of Answer in Seconds	Disincentive Average Speed of Answer in Seconds	Incentive Seconds	Disincentive Seconds	Incentive Payment due \$500 per Second	Disincentive Payment due \$500 per Second	Quarterly Net Amount		
Quarter 3									
Month									
July	15	15	30	0	0	\$155	\$0	\$155	
August	12	15	30	3	0	\$1,730	\$0	\$1,730	
September	18	15	30	0	0	\$0	\$0	\$0	
Totals						\$1,885	\$0	\$1,885	
		Year 2012							
	Agency	Solid Waste Tons							
	Atherton	2,308				\$24	\$0	\$24	
	Belmont	8,548				\$88	\$0	\$88	
	Burlingame	24,127				\$248	\$0	\$248	
	East Palo Alto	11,789				\$121	\$0	\$121	
	Foster City	11,108				\$114	\$0	\$114	
	Hillsborough	2,740				\$28	\$0	\$28	
	Menlo Park	17,120				\$176	\$0	\$176	
	North Fair Oaks	5,625				\$58	\$0	\$58	
	Redwood City	38,146				\$393	\$0	\$393	
	San Carlos	13,080				\$135	\$0	\$135	
	San Mateo	42,700				\$440	\$0	\$440	
	San Mateo County	4,154				\$43	\$0	\$43	
	West Bay	1,646				\$17	\$0	\$17	
		183,091				\$1,885	\$0	\$1,885	

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

Aggregate SBWMA \$5

Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area	Incentive Threshold of Calls SBWMA Service Area	Disincentive Threshold of Calls SBWMA Service Area	Incentive Number of Calls	Disincentive Number of Calls	Incentive Payment Due	Disincentive Payment due \$5 per Call
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Quarter 3 \$5
 Month

July	420	N/A	0	N/A	420	N/A	(\$2,100)
August	176	N/A	0	N/A	176	N/A	(\$880)
September	565	N/A	0	N/A	565	N/A	(\$2,825)
Totals					<u>1,161</u>		<u>(\$5,805)</u>

		Year 2012			
		Tons of Solid			
	Agency	Waste Collected			
	Atherton	2,308		\$0	(\$73)
	Belmont	8,548		\$0	(\$271)
	Burlingame	24,127		\$0	(\$765)
	East Palo Alto	11,789		\$0	(\$374)
	Foster City	11,108		\$0	(\$352)
	Hillsborough	2,740		\$0	(\$87)
	Menlo Park	17,120		\$0	(\$543)
	North Fair Oaks	5,625		\$0	(\$178)
	Redwood City	38,146		\$0	(\$1,209)
	San Carlos	13,080		\$0	(\$415)
	San Mateo	42,700		\$0	(\$1,354)
	San Mateo County	4,154		\$0	(\$132)
	West Bay	1,646		\$0	(\$52)
		<u>183,091</u>		* N/A	<u>(\$5,805)</u>

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

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2013

Quarter 3

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,064.33	8.50%		-8.50%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	6,733.40	10.00%		-10.00%	N/A	\$70	N/A
Residential Organic Materials	19,189.54	5.00%		-5.00%	N/A	\$70	N/A
Commercial Organic Materials	4,483.26	10.00%		-10.00%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	958.78	5.00%		-5.00%	N/A	\$70	N/A
Total						\$0	

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Recology San Mateo County Volunteer Projects

Recology San Mateo County (RSMC) employees participated in California Coastal Clean Up Day on Saturday, September 21st in San Mateo, Redwood City and Burlingame. Each year, on the third Saturday in September, volunteers join together throughout California to clean up the state's waterways.



The San Mateo Bayfront Clean Up is one of the most well attended events in the Bay Area with over 900 people volunteering. RSMC had several employees and their families volunteer at this event. Volunteers picked up litter along the Bayfront Trail, San Mateo Creek, Marina Lagoon and Tidelines Park.

Waste Zero Specialist, Sarah Prescott organized approximately 40 junior high school boys to volunteer with her at the Burlingame Bayfront Clean Up. The crew began at the Embassy Suites Hotel and worked south along the Bayfront nearly reaching the volunteers of the San Mateo Bayfront Clean Up.



At the different cleanup events, most of the materials found were cigarette butts, food wrappers, plastic bags, and plastic water bottles. There were also some very interesting finds, including tires, shopping carts, car parts, chairs, and toys!

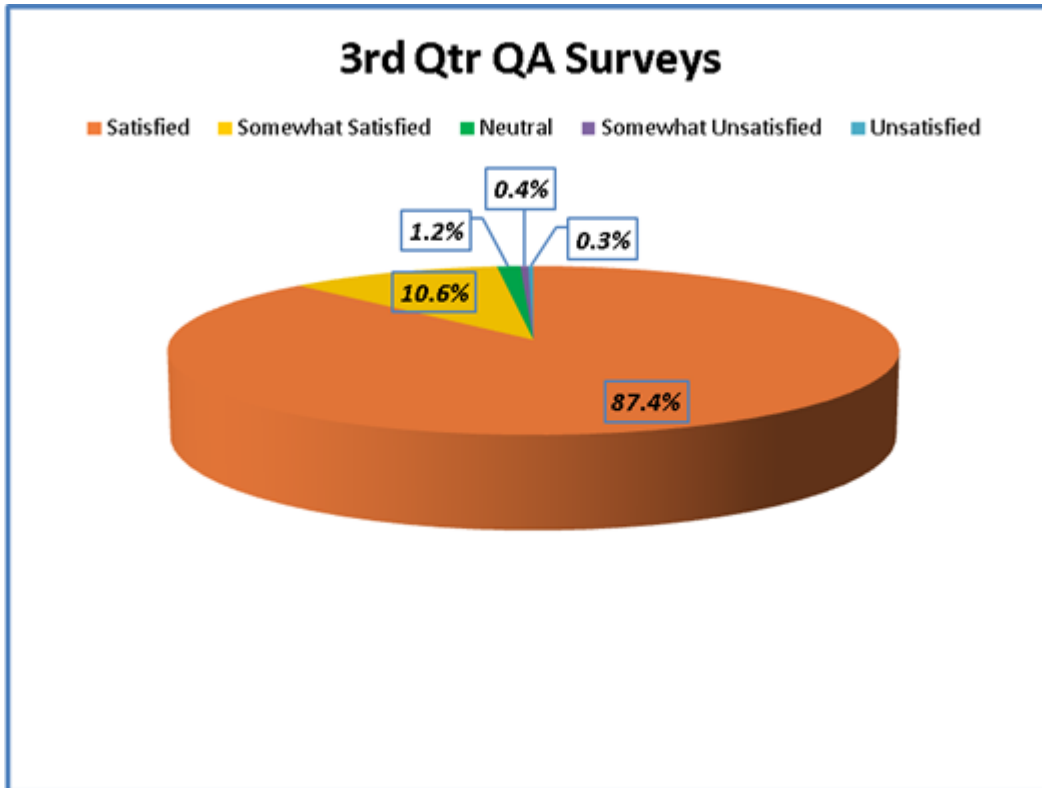


Customer Service Quality Assurance Surveys

In July 2013, Customer Service Representatives performed Quality Assurance Surveys by following up with customers who had contacted the Recology Call Center the previous day, to survey their experience. Customers had the option of taking the survey over the phone or accessing the survey from a website provided to them. Of the 669 calls placed to customers, 155 surveys were completed. Any surveys with unanswered questions were eliminated from the results.

The results of the surveys were very positive with 98% of the customers giving a satisfactory rating, while less than 1% gave an unsatisfactory rating. Reasons cited for the satisfactory rating included friendliness, careful listening, responsiveness, patience and enthusiasm.

A chart outlining the Quality Assurance Surveys is below:



SIGNIFICANT CHALLENGES

Scavenging of Recyclable Materials

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

The pictures below are just a few examples of RSMC's sightings of recycling scavenging during Q3 2013:

Date & Location	Photo
<p>7/08/13</p> <p>2600 Block of Middlefield Rd</p> <p>Redwood City</p>	

<p>7/09/13</p> <p>San Mateo Dr & Poplar Ave</p> <p>San Mateo</p>	
<p>7/15/13</p> <p>Middlefield Rd & Theatre Way</p> <p>Redwood City</p>	
<p>8/19/2013</p> <p>42nd & Beresford</p> <p>Belmont</p>	
<p>9/04/13</p> <p>1230 Burlingame Ave</p> <p>Burlingame</p>	

<p>9/20/13 Maple Ave Redwood City</p>	
<p>9/20/13 Stambaugh St Redwood City</p>	

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

J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT

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

The table below represents a summary of Quarter 3 (Q3) 2013 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

Attendee	Computer Program Training	CRRA Conference	Leadership Programs	Leary Communications Training	WM Work-Shop	RCDC Training
Angela Goebel				X		X
Wendy Lao	X			X		X
Mia Rossi	X	X		X		X
Misty McKinney					X	X
Nikoleta Vicsapiova	X					X
Sandra Tinoco	X		X		X	X
Sarah Prescott	X					X
Yvette Madera			X			X

On 7/23/2013, Wendy Lao attended Recology's AR (Accounts Receivable) Computer Training, to meet Recology's training requirements and learn the necessary skills to document her daily activities, in order to meet the reporting requirements of the CRPT.

On 7/24/2013, Sarah Prescott, Sandra Tinoco, Nikoleta Vicsapiova, Mia Rossi and Wendy Lao attended Recology's ALTAR (Alternate Accounts Receivable) Computer Training. This Recology required course provides employees with the necessary skills to navigate Recology's AS400 Database, including customer account research and documentation.

From 8/11-13/2013, Mia Rossi attended the 37th Annual California Resource Recovery Association (CRRA) Conference and Trade Show. The conference included sessions on the latest issues, programs, methods, and ideas in the waste reduction, reuse, recycling and composting industry and provides a forum to discuss concepts, best practices, controversies, and innovative ideas amongst all levels of the industry.

In September, Sandra Tinoco and Yvette Madera commenced their participation in the San Mateo Area Chamber Leadership and the Redwood City Area Chamber Leadership Programs, respectively. These Leadership Programs identify and nurture existing and potential community leaders by broadening their knowledge of the community, including transportation, housing, education and community development, while enhancing their individual effectiveness through exposure to leadership characteristics. These Leadership Programs will be held monthly over the next ten months, and include day-long sessions where participants engage in face-to-face discussions with experts and key decision makers from throughout San Mateo County.

On 9/5/2013, Angela Goebel and Wendy Lao attended the Leary Communications Building Client Relationships course. This course focused on how to successfully build client relationships by aligning your sales and service with the business objectives of your clients.

On 9/17/2013, Sandra Tinoco and Misty McKinney attended the Waste Management Sector Plan Workshop. The purpose of the workshop was to discuss revised documents for the Waste Management Sector Plan, which explores activities to achieve the 75% recycling goal of AB 341 and the development of the AB 32 2013 Scoping Plan Update.

On 9/24-25/2013, Mia Rossi participated in the Leary Communications Speaking for Results course. "Speaking for Results" is an interactive, rigorous two day workshop that builds fundamentals of managing a room, reading and understanding an audience, organizing information so it is easy to act upon and keeps a question and answer exchange.

Recology Career Development Center Trainings (RCDC)

During Q3 2013, the CRPT participated in several online trainings offered through Recology's RCDC Program. Trainings include Strategic Thinking, Critical Analysis, Business Acumen, Communication, Interpersonal Skills, Teamwork, Leadership, People Development, Knowledge Building, Customer Relations, and Keys to Success. An outline of their participation is as follows:

Sandra Tinoco completed the *Succeeding Through Teamwork in Business* training. During this training, Sandra explored ways to strengthen team communications through improving listening skills and interpretation of non-verbal cues. Also, identifying approaches that can be used to work through challenging situations, resolving team conflict and recognizing experiences and perspectives that might be different from yours.

Sandra Tinoco also completed the *Business Meeting Skills* training. In a company, much time is devoted to meetings, whether in small groups or in large gatherings. Effectiveness in a meeting depends not only on one's ability to listen, but on one's skill in presenting material and facilitating communications among other participants. The training also included how to create an agenda, run a meeting, and facilitate online meetings.

Sarah Prescott and Yvette Madera completed the *Be An Effective Facilitator* training. In this course, they developed the skills needed to strategically plan work sessions and create formal agendas, lead groups to generate new ideas through brainstorming events, and help people work through facilitating difficult sessions.

Misty McKinney completed the *Customer Service: Positive Outcomes* training. Knowing how to properly engage difficult customers can defuse their heightened emotions and enable the handling of their issues more quickly and easily. Further, by focusing on increasing customer loyalty, one can keep customers, even the unhappy ones, coming back. Ultimately, repeat customers will not only provide more business for our company, but will be easier to handle in terms of service needs. In this course, Misty identified the guidelines for dealing with unreasonable and irate customers, and how to take action to increase the loyalty of the customers we serve.

Sarah Prescott completed the *Dynamic Business Presentations* training. By structuring ideas and developing effective visual aids, this training provided information on how to create more powerful presentations.

Nikoleta Vicsapiova completed the *First Steps Towards Strategic Planning* training. This course provided processes for developing a clear understanding of an organization's current and desired state and operations and market position, to better understand the importance of Mission and Vision Statements for a company.

Nikoleta Vicsapiova completed the *Applying Leadership Principles 1: Developing Critical Leadership Skills* training. Effective leadership is essential in today's business world, and in terms of growth as a professional, it's important to develop the skills that effective leaders have. In this course, Nikoleta learned to identify the characteristics of great leaders and develop critical leadership skills.

Nikoleta Vicsapiova completed the *Applying Leadership Principles 2: Building Great Business Relationships* training. A follow-up course to *Applying Leadership Principles 1*, this course focused on the skills and behaviors of an effective leader needed to create a strong foundation that will support further development. These included building a reputation as a professional committed to excellence and building a storehouse of good will amongst colleagues.

Angela Goebel and Wendy Lao completed the *Basics of Effective Selling* training. This course is part of the Basic Management Series and introduced some basic selling techniques. The course reviewed how to identify qualified leads, how to close a deal, and how to build a long term positive relationship with a customer.

Angela Goebel completed the *Presenting Your Ideas Effectively* training. This course focused on delivering your message to others - whether a large or small group. This course also provided several tips and techniques on how to help organize and present ideas effectively. Appealing visual aids and other effective techniques were described to help create a dynamic delivery style.

Mia Rossi completed the *Getting The Results Without The Authority* training. Although most organizations have established channels of authority and power, some company ventures require that their project leaders work outside of recognized authority. This course focused on acquiring the skills to influence others to enable you to complete tasks, and establish mutually beneficial relationships with coworkers.

Mia Rossi completed the *Developing Yourself as a Leader* training. Making it a priority to develop and grow leadership skills is critical if you want to be able to take full advantage of the personal and professional opportunities that will come your way. In this course, Mia explored ways to accurately assess herself as a leader and implement a development plan. This course is intended for first-time managers, team leads, and individual contributors on techniques and best practices for continual improvement of themselves as leaders.

Yvette Madera completed the *Dealing with Challenging Customer Interactions: Resolving Challenging Situations* training. This course is about starting communications with the customer, and overcoming any communication barriers that might be present.

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 Q3 2013.

New/Increased Recycling and Compost Customers

RSMC is pleased to report the CRPT exceeded the Q3 2013 goal of recruiting new or increasing existing recycling and compost services in the commercial and MFD sectors as noted below.

Q3 2013 Goal New and/or Increased Recycling or Compost Customer	Q3 2013 Actual New and/or Increased Recycling or Compost Customers
150	200

The CRPT exceeded the goal set for conducting Top MSW Site Assessments in Q3 2013, as outlined below:

Q3 2013 Goal Top MSW Generator Site Assessments*	Q3 2013 Actual Top MSW Generator Site Assessments
250	307

All Site Assessments performed during Q3 2013 in each Member Agency are summarized below:

Member Agency	Top MSW Generator Site Assessments	Additional Site Assessments
Atherton	7	0
Belmont	19	0
Burlingame	23	0
East Palo Alto	49	11
Foster City	55	0
Hillsborough	1	0
Menlo Park	36	2
North Fair Oaks	17	0
Redwood City	20	5
San Carlos	45	7
San Mateo	16	4
San Mateo County	16	4
West Bay Sanitary District	3	1
Total	307	34

A detailed accounting of the Top MSW Accounts summarized above is included in the 3rd Quarter 2013 Report detail file in the tab labeled “M10a. Top MSW Generators.”

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

†Site Checks

RSMC is pleased to report that the RSMC exceeded the Q3 2013 goal of 1000 Site Checks, as outlined below:

Q3 2013 Goal Site Checks	Q3 2013 Actual Site Checks
1000	2023

†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 4 (Q4) 2013 Goals

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

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

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

The Q4 2013 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct remaining 192 Site Assessments of the Top MSW Generators
- Complete a minimum of 350 Site Checks of Commercial and/or MFD customers
- Recruit or increase a minimum of 150 recycling and/or compost accounts
- Contact the remaining new or existing 36 customers who have not been contacted regarding AB341

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:

Maintenance of Large Accounts

Given that recycling is non-franchised, it's imperative that we continue to nurture these accounts and capture the cardboard and other valuable commodities that will benefit the Member Agencies. The CPRT will continue to use this strategy of focusing on several large

accounts each quarter, with the goal of increasing diversion, maintaining customer relations and/or securing the account so that recyclable materials are brought to the Shoreway Environmental Center.

AB341

The CRPT has found that there are approximately 220 commercial customers that are still not in compliance with AB341. Directly contacting customers has been a successful strategy for recruiting new recycling customers. The CRPT will continue these efforts by contacting any customers not previously contacted, who are not currently participating in the BizSMART Program, and also customers that have previously declined the service.

Contamination Site Checks

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

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

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

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

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

A detailed account of the diversion statistics is included in the 2013 3rd Quarter Report detail file in the tab labeled "M1d. Diversion Level".