



QUARTERLY REPORT TO THE SBWMA
FOR 4th Quarter 2013

Submitted January 30, 2014



January 30, 2014

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

Dear Mr. McCarthy:

Enclosed is a copy of the Recology 4th 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 cursive script that reads 'Mario Puccinelli'.

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
4th Quarter 2013**

**Submitted
JANUARY 30, 2014**



4th QUARTER 2013 REPORT

TABLE OF CONTENTS

	Page
A. Definitions	ii - iii
B. Summary	iv
C. Tonnage Summary and Cumulative Comparison	1 - 28
D. Inquiry, Service Request and Complaint Data	29
E. Call Center Data and Quality Assurance Calls Made	30
F. On-Site Customer Assessments, Visual Audits, and Recycling Tote-Bag Delivery Information	31
G. Liquidated Damages Summary	32 - 37
H. Performance Incentives and Disincentives	38 - 42
I. Summary Assessment	43 - 49
J. Commercial Recycling Promotion Program Status Report	50 - 56



4th 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 4, system tonnage allocations were updated as follows: effective October 1 for usual and customary service changes.

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



4th QUARTER 2013 QUARTERLY REPORT SUMMARY

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2013 Year End
---------	----------------------------	----------------------------	----------------------------	----------------------------	------------------

Commercial Tonnage Collected

Solid Waste	20,158.84	20,818.20	21,687.86	21,032.52	83,697.42
Recyclables	4,873.08	5,261.46	5,506.81	5,393.51	21,034.86
Organics	4,586.86	4,980.84	5,225.44	5,749.53	20,542.67

Multi-Family Tonnage Collected

Solid Waste	8,465.58	8,916.43	8,802.94	8,336.25	34,521.20
Recyclables	1,826.32	1,898.74	1,903.03	1,987.81	7,615.90
Organics	230.12	256.44	216.60	223.43	926.59

Residential Tonnage Collected

Solid Waste	14,141.01	14,699.73	15,076.46	14,865.69	58,782.89
Recyclables	9,936.23	10,170.08	10,157.75	10,936.95	41,201.01
Organics	17,438.09	21,195.41	19,189.54	19,786.33	77,609.37

Diversion Rates

Commercial	28.69%	29.43%	29.65%	31.26%	29.77%
Multi-Family	19.54%	19.47%	19.41%	20.96%	19.84%
Residential	65.94%	68.09%	66.06%	67.39%	66.90%
Overall	47.63%	49.62%	48.08%	49.91%	48.83%

Inquires, Service Requests & Complaints	13,441	15,721	16,581	15,179	60,922
Calls Received	39,507	40,644	43,460	40,928	164,539
Avg. Hold Time	16.73	14.08	16.63	19.57	16.75
Assessments	173	318	341	212	1,044
Quality Assurance	643	630	669	620	2,562

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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	36.54	35.19	33.23	108.15	120.10	114.24	104.96	447.45
Commercial Recycling	14.56	14.63	14.68	36.21	37.99	47.43	43.87	165.50
Commercial Organics	60.66	29.88	39.43	97.49	148.72	125.32	129.97	501.50
Subtotal - Disposed	36.54	35.19	33.23	108.15	120.10	114.24	104.96	447.45
Subtotal - Diverted	75.22	44.51	54.11	133.70	186.71	172.75	173.84	667.00
Diversion Rate	67.30%	55.85%	61.95%	55.28%	60.86%	60.19%	62.35%	59.85%
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	141.86	134.14	154.27	416.18	431.63	424.69	430.27	1,702.77
Residential Curbside Recycling	124.07	118.33	134.05	322.91	342.07	331.40	376.45	1,372.83
Residential Curbside Organics	675.67	767.97	674.92	1,761.86	2,023.30	1,814.10	2,118.56	7,717.82
Subtotal - Disposed	141.86	134.14	154.27	416.18	431.63	424.69	430.27	1,702.77
Subtotal - Diverted	799.74	886.30	808.97	2,084.77	2,365.37	2,145.50	2,495.01	9,090.65
Diversion Rate	84.93%	86.85%	83.98%	83.36%	84.57%	83.48%	85.29%	84.22%
Total Disposed	178.40	169.33	187.50	524.33	552.16	538.93	535.23	2,150.65
Total Diverted	874.96	930.81	863.08	2,218.47	2,552.32	2,318.25	2,668.85	9,757.89
Total Diversion Rate	83.06%	84.61%	82.15%	80.88%	82.21%	81.14%	83.30%	81.94%
Single-Family Measured Diversion Rate	84.93%	86.85%	83.98%	83.36%	84.57%	83.48%	85.29%	84.22%
Commercial Measured Diversion Rate	67.30%	55.85%	61.95%	55.28%	60.80%	60.19%	62.35%	59.84%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	83.06%	84.61%	82.15%	80.88%	82.21%	81.14%	83.30%	81.94%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	591.22	532.17	447.45	(84.72)	-15.92%
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	200.36	154.17	165.50	11.33	7.35%
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	426.87	393.80	501.50	107.70	27.35%
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	591.22	532.17	447.88	(84.29)	-15.84%
SUBTOTAL - Diverted Tons	637.37	574.54	667.24	92.70	16.13%
<u>Residential</u>					
Residential Solid Waste	1,989.71	1,775.72	1,702.77	(72.95)	-4.11%
Residential Curbside Recycling	1,281.19	1,331.71	1,372.83	41.12	3.09%
Residential Curbside Organics	7,905.35	8,241.47	7,717.82	(523.65)	-6.35%
SUBTOTAL - Disposed Tons	1,989.71	1,775.72	1,702.77	(72.95)	-4.11%
SUBTOTAL - Diverted Tons	9,186.54	9,573.18	9,090.65	(482.53)	-5.04%
<u>Commercial/MFD and Residential</u>					
TOTAL TONS DISPOSED	2,580.93	2,307.89	2,150.65		
TOTAL TONS DIVERTED	9,823.91	10,147.72	9,757.89		
COMMERCIAL DIVERSION RATE	51.88%	51.91%	59.84%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	82.20%	84.35%	84.22%		
TOTAL DIVERSION RATE	79.19%	81.47%	81.94%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
BELMONT								
Commercial								
Commercial Solid Waste	204.81	206.82	205.05	568.23	585.52	590.44	616.68	2,360.87
Commercial Recycling	61.65	58.73	61.16	148.62	159.34	166.60	181.54	656.10
Commercial Organics	48.27	46.13	46.79	112.82	127.18	131.22	141.19	512.41
Subtotal - Disposed	204.81	206.82	205.05	568.23	585.52	590.44	616.68	2,360.87
Subtotal - Diverted	109.92	104.86	107.95	261.44	286.52	297.82	322.73	1,168.51
Diversion Rate	34.93%	33.64%	34.49%	31.51%	32.86%	33.53%	34.35%	33.11%
MFD								
MFD Solid Waste	183.89	180.53	193.43	535.26	555.18	575.70	557.85	2,223.99
MFD Recycling	45.11	42.28	48.94	123.22	126.34	130.15	136.33	516.04
MFD Organics	5.14	5.18	4.89	14.51	15.45	15.94	15.21	61.11
Subtotal - Disposed	183.89	180.53	193.43	535.26	555.18	575.70	557.85	2,223.99
Subtotal - Diverted	50.25	47.46	53.83	137.73	141.79	146.09	151.54	577.15
Diversion Rate	21.46%	20.82%	21.77%	20.47%	20.34%	20.24%	21.36%	20.60%
Roll-Off								
Roll-Off Solid Waste	49.98	26.02	55.27	110.54	120.26	124.53	131.27	486.60
Roll-Off Recycling	0.00	0.00	0.00	1.80	0.82	0.00	0.00	2.62
Roll-Off Organics	0.00	9.52	0.00	0.22	0.00	0.00	9.52	9.74
Subtotal - Disposed	49.98	26.02	55.27	110.54	120.26	124.53	131.27	486.60
Subtotal - Diverted	0.00	9.52	0.00	2.02	0.82	0.00	9.52	12.36
Diversion Rate	0.00%	26.79%	0.00%	1.79%	0.68%	0.00%	6.76%	2.48%
Residential								
Residential Solid Waste	284.02	271.16	292.67	795.35	825.72	836.80	847.85	3,305.72
Residential Curbside Recycling	241.17	238.82	272.71	695.96	702.18	703.08	752.70	2,853.92
Residential Curbside Organics	344.15	353.03	311.16	945.53	1,148.27	1,054.65	1,008.34	4,156.79
Subtotal - Disposed	284.02	271.16	292.67	795.35	825.72	836.80	847.85	3,305.72
Subtotal - Diverted	585.32	591.85	583.87	1,641.49	1,850.45	1,757.73	1,761.04	7,010.71
Diversion Rate	67.33%	68.58%	66.61%	67.36%	69.15%	67.75%	0.00%	67.96%
Total Disposed	722.70	684.53	746.42	2,009.38	2,086.68	2,127.47	2,153.65	8,377.18
Total Diverted	745.49	753.69	745.65	2,042.68	2,279.58	2,201.64	2,244.83	8,768.73
Total Diversion Rate	50.78%	52.40%	49.97%	50.41%	52.21%	50.86%	51.04%	51.14%
Single-Family Measured Diversion Rate	67.33%	68.58%	66.61%	67.36%	69.15%	67.75%	67.50%	67.96%
Commercial Measured Diversion Rate	26.75%	28.14%	26.28%	24.84%	25.39%	25.59%	27.03%	25.74%
MFD Measured Diversion Rate	21.46%	20.82%	21.77%	20.47%	20.34%	20.24%	21.36%	20.60%
Overall Measured Diversion Rate	50.78%	52.40%	49.97%	50.41%	52.21%	50.86%	51.04%	51.14%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	2,276.14	2,530.67	2,360.87	(169.80)	-6.71%
MFD Solid Waste	2,018.99	2,134.47	2,223.99	89.52	4.19%
Roll-Off Solid Waste	469.16	491.80	486.60	(5.20)	-1.06%
Commercial Recycling	536.32	614.13	656.10	41.97	6.83%
MFD Recycling	467.47	479.43	516.04	36.61	7.64%
Roll-Off Recycling	0.41	1.65	2.62	0.97	28.12%
Commercial Organics	412.88	440.09	512.41	72.32	16.43%
MFD Organics	25.68	41.96	61.11	19.15	45.64%
Roll-Off Organics	1.14	8.74	9.74	1.00	11.44%
SUBTOTAL - Disposed Tons	4,764.29	5,156.94	5,071.46	(85.48)	-1.66%
SUBTOTAL - Diverted Tons	1,443.90	1,586.00	1,758.02	172.02	10.85%
Residential					
Residential Solid Waste	3,281.73	3,391.24	3,305.72	(85.52)	-2.52%
Residential Curbside Recycling	3,045.13	2,886.60	2,853.92	(32.68)	-1.13%
Residential Curbside Organics	4,006.50	4,115.97	4,156.79	40.82	0.99%
SUBTOTAL - Disposed Tons	3,281.73	3,391.24	3,305.72	(85.52)	-2.52%
SUBTOTAL - Diverted Tons	7,051.63	7,002.57	7,010.71	8.14	0.12%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	8,046.02	8,548.18	8,377.18		
TOTAL TONS DIVERTED	8,495.53	8,588.57	8,768.73		
COMMERCIAL DIVERSION RATE	23.26%	23.52%	25.74%		
MFD DIVERSION RATE	19.63%	19.63%	20.60%		
RESIDENTIAL DIVERSION RATE	68.24%	67.37%	67.96%		
TOTAL DIVERSION RATE	51.36%	50.12%	51.14%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
BURLINGAME								
Commercial								
Commercial Solid Waste	702.36	677.05	690.56	1,993.69	2,087.30	2,117.41	2,069.97	8,268.37
Commercial Recycling	274.17	266.19	266.30	722.85	832.58	819.71	806.66	3,181.80
Commercial Organics	310.03	328.88	288.66	652.28	682.85	718.95	927.57	2,981.65
Subtotal - Disposed	702.36	677.05	690.56	1,993.69	2,087.30	2,117.41	2,069.97	8,268.37
Subtotal - Diverted	584.20	595.07	554.96	1,375.13	1,515.43	1,538.66	1,734.23	6,163.45
Diversion Rate	45.41%	46.78%	44.56%	40.82%	42.06%	42.09%	45.59%	42.71%
MFD								
MFD Solid Waste	243.24	231.10	247.53	729.55	743.49	747.06	721.87	2,941.97
MFD Recycling	76.37	73.29	81.60	210.30	213.25	215.87	231.26	870.68
MFD Organics	4.64	4.29	4.29	16.52	18.06	12.59	13.22	60.39
Subtotal - Disposed	243.24	231.10	247.53	729.55	743.49	747.06	721.87	2,941.97
Subtotal - Diverted	81.01	77.58	85.89	226.82	231.31	228.46	244.48	931.07
Diversion Rate	24.98%	25.13%	25.76%	23.72%	23.73%	23.42%	25.30%	24.04%
Roll-Off								
Roll-Off Solid Waste	607.16	553.44	603.90	1,831.23	1,770.00	1,877.99	1,764.50	7,243.72
Roll-Off Recycling	15.42	22.59	13.19	31.89	24.01	34.22	51.20	141.32
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	607.16	553.44	603.90	1,831.23	1,770.00	1,877.99	1,764.50	7,243.72
Subtotal - Diverted	15.42	22.59	13.19	31.89	24.01	34.22	51.20	141.32
Diversion Rate	2.48%	3.92%	2.14%	1.71%	1.34%	1.79%	2.82%	1.91%
Residential								
Residential Solid Waste	314.03	291.47	347.08	878.60	933.00	945.63	952.58	3,709.81
Residential Curbside Recycling	266.31	246.67	308.15	732.80	746.38	733.41	821.13	3,033.72
Residential Curbside Organics	427.91	468.22	417.54	1,137.03	1,431.02	1,291.13	1,313.67	5,172.85
Subtotal - Disposed	314.03	291.47	347.08	878.60	933.00	945.63	952.58	3,709.81
Subtotal - Diverted	694.22	714.89	725.69	1,869.83	2,177.40	2,024.54	2,134.80	8,206.57
Diversion Rate	68.85%	71.04%	67.65%	68.03%	70.00%	68.16%	0.00%	68.87%
Total Disposed	1,866.79	1,753.06	1,889.07	5,433.07	5,533.79	5,688.09	5,508.92	22,163.87
Total Diverted	1,374.85	1,410.13	1,379.73	3,503.67	3,948.15	3,825.88	4,164.71	15,442.41
Total Diversion Rate	42.41%	44.58%	42.21%	39.21%	41.64%	40.21%	43.05%	41.06%
Single-Family Measured Diversion Rate	68.85%	71.04%	67.65%	68.03%	70.00%	68.16%	69.15%	68.87%
Commercial Measured Diversion Rate	30.48%	32.23%	29.78%	26.40%	27.79%	27.53%	30.82%	28.17%
MFD Measured Diversion Rate	24.98%	25.13%	25.76%	23.72%	23.73%	23.42%	25.30%	24.04%
Overall Measured Diversion Rate	42.41%	44.58%	42.21%	39.21%	41.64%	40.21%	43.05%	41.06%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	8,222.96	8,600.41	8,268.37	(332.04)	-3.86%
MFD Solid Waste	3,146.03	2,990.25	2,941.97	(48.28)	-1.61%
Roll-Off Solid Waste	7,638.95	8,771.06	7,243.72	(1,527.34)	-17.41%
Commercial Recycling	2,613.82	2,785.59	3,181.80	396.21	14.22%
MFD Recycling	732.09	776.45	870.68	94.23	12.14%
Roll-Off Recycling	125.71	224.48	141.32	(83.16)	-37.05%
Commercial Organics	2,329.15	2,466.36	2,981.65	515.29	20.89%
MFD Organics	77.69	63.48	60.39	(3.09)	-4.87%
Roll-Off Organics	1,141.95	238.87	0.00	(238.87)	-100.00%
SUBTOTAL - Disposed Tons	19,007.94	20,361.72	18,454.06	(1,907.66)	-9.37%
SUBTOTAL - Diverted Tons	7,020.41	6,555.23	7,235.84	680.61	10.38%
Residential					
Residential Solid Waste	3,913.73	3,764.78	3,709.81	(54.97)	-1.46%
Residential Curbside Recycling	2,982.53	3,047.44	3,033.72	(13.72)	-0.45%
Residential Curbside Organics	5,128.51	5,268.69	5,172.85	(95.84)	-1.82%
SUBTOTAL - Disposed Tons	3,913.73	3,764.78	3,709.81	(54.97)	-1.46%
SUBTOTAL - Diverted Tons	8,111.04	8,316.13	8,206.57	(109.56)	-1.32%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	22,921.67	24,126.50	22,163.87		
TOTAL TONS DIVERTED	15,131.45	14,871.36	15,442.41		
COMMERCIAL DIVERSION RATE	26.97%	24.35%	28.17%		
MFD DIVERSION RATE	20.47%	21.93%	24.04%		
RESIDENTIAL DIVERSION RATE	67.45%	68.84%	68.87%		
TOTAL DIVERSION RATE	39.76%	38.13%	41.06%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
EAST PALO ALTO								
Commercial								
Commercial Solid Waste	106.14	102.17	100.48	310.85	344.96	345.62	308.79	1,310.22
Commercial Recycling	41.66	32.12	41.62	146.27	108.03	116.28	115.40	485.98
Commercial Organics	54.69	41.20	59.15	72.36	80.32	105.30	155.04	413.02
Subtotal - Disposed	106.14	102.17	100.48	310.85	344.96	345.62	308.79	1,310.22
Subtotal - Diverted	96.35	73.32	100.77	218.63	188.35	221.58	270.44	899.00
Diversion Rate	47.58%	41.78%	50.07%	41.29%	35.32%	39.07%	46.69%	40.69%
MFD								
MFD Solid Waste	218.59	218.79	220.59	642.36	684.91	711.54	657.97	2,696.78
MFD Recycling	21.26	19.56	22.30	52.79	54.26	56.89	63.12	227.06
MFD Organics	4.95	6.14	6.31	18.81	23.19	21.54	17.40	80.94
Subtotal - Disposed	218.59	218.79	220.59	642.36	684.91	711.54	657.97	2,696.78
Subtotal - Diverted	26.21	25.70	28.61	71.60	77.45	78.43	80.52	308.00
Diversion Rate	10.71%	10.51%	11.48%	10.03%	10.16%	9.93%	10.90%	10.25%
Roll-Off								
Roll-Off Solid Waste	112.50	107.05	95.50	323.55	314.09	348.32	315.05	1,301.01
Roll-Off Recycling	0.00	4.07	0.00	0.00	3.65	4.20	4.07	11.92
Roll-Off Organics	0.00	0.00	0.00	0.00	2.79	0.00	0.00	2.79
Subtotal - Disposed	112.50	107.05	95.50	323.55	314.09	348.32	315.05	1,301.01
Subtotal - Diverted	0.00	4.07	0.00	0.00	6.44	4.20	4.07	14.71
Diversion Rate	0.00%	3.66%	0.00%	0.00%	2.01%	1.19%	1.28%	1.12%
Residential								
Residential Solid Waste	529.89	483.74	550.57	1,521.89	1,584.24	1,656.81	1,564.20	6,327.14
Residential Curbside Recycling	115.43	111.56	126.08	327.94	350.01	355.68	353.07	1,386.70
Residential Curbside Organics	278.51	288.62	273.82	836.16	1,004.57	915.74	840.95	3,597.42
Subtotal - Disposed	529.89	483.74	550.57	1,521.89	1,584.24	1,656.81	1,564.20	6,327.14
Subtotal - Diverted	393.94	400.18	399.90	1,164.10	1,354.58	1,271.42	1,194.02	4,984.12
Diversion Rate	42.64%	45.27%	42.07%	43.34%	46.09%	43.42%	43.29%	44.06%
Total Disposed	967.12	911.75	967.14	2,798.65	2,928.20	3,062.29	2,846.01	11,635.15
Total Diverted	516.50	503.27	529.28	1,454.33	1,626.82	1,575.63	1,549.05	6,205.83
Total Diversion Rate	34.81%	35.57%	35.37%	34.20%	35.71%	33.97%	35.25%	34.78%
Single-Family Measured Diversion Rate	42.64%	45.27%	42.07%	43.34%	46.09%	43.42%	43.29%	44.06%
Commercial Measured Diversion Rate	21.89%	19.41%	23.70%	18.52%	16.84%	17.79%	21.69%	18.71%
MFD Measured Diversion Rate	10.71%	10.51%	11.48%	10.03%	10.16%	9.93%	10.90%	10.25%
Overall Measured Diversion Rate	34.81%	35.57%	35.37%	34.20%	35.71%	33.97%	35.25%	34.78%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	1,419.75	1,415.09	1,310.22	(104.87)	-7.41%
MFD Solid Waste	2,652.48	2,621.00	2,696.78	75.78	2.89%
Roll-Off Solid Waste	892.29	1,321.94	1,301.01	(20.93)	-1.58%
Commercial Recycling	564.07	1,038.49	485.98	(552.51)	-53.20%
MFD Recycling	28.13	203.81	227.06	23.25	11.41%
Roll-Off Recycling	37.53	18.71	11.92	(6.79)	-36.29%
Commercial Organics	313.21	303.45	413.02	109.57	36.11%
MFD Organics	54.96	71.19	80.94	9.75	13.70%
Roll-Off Organics	0.00	9.94	2.79	(7.15)	-71.93%
SUBTOTAL - Disposed Tons	4,964.52	5,358.03	5,308.01	(50.02)	-0.93%
SUBTOTAL - Diverted Tons	997.90	1,645.59	1,221.71	(423.88)	-25.76%
Residential					
Residential Solid Waste	6,288.92	6,430.77	6,327.14	(103.63)	-1.61%
Residential Curbside Recycling	1,301.68	1,326.68	1,386.70	60.02	4.52%
Residential Curbside Organics	3,448.63	3,480.48	3,597.42	116.94	3.36%
SUBTOTAL - Disposed Tons	6,288.92	6,430.77	6,327.14	(103.63)	-1.61%
SUBTOTAL - Diverted Tons	4,750.31	4,807.16	4,984.12	176.96	3.68%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	11,253.44	11,788.80	11,635.15		
TOTAL TONS DIVERTED	5,748.21	6,452.75	6,205.83		
COMMERCIAL DIVERSION RATE	16.74%	23.50%	18.71%		
MFD DIVERSION RATE	3.04%	9.50%	10.25%		
RESIDENTIAL DIVERSION RATE	43.03%	42.78%	44.06%		
TOTAL DIVERSION RATE	33.81%	35.37%	34.78%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
FOSTER CITY								
Commercial								
Commercial Solid Waste	257.13	229.80	225.21	687.99	727.19	684.76	712.14	2,812.08
Commercial Recycling	93.28	84.27	87.78	230.89	251.44	251.07	265.33	998.73
Commercial Organics	159.87	151.13	153.57	414.90	485.82	507.30	464.57	1,872.59
Subtotal - Disposed	257.13	229.80	225.21	687.99	727.19	684.76	712.14	2,812.08
Subtotal - Diverted	253.15	235.40	241.35	645.79	737.26	758.37	729.90	2,871.32
Diversion Rate	49.61%	50.60%	51.73%	48.42%	50.34%	52.55%	50.62%	50.52%
MFD								
MFD Solid Waste	277.19	272.86	281.44	784.54	845.19	894.02	831.49	3,355.24
MFD Recycling	78.69	75.53	79.84	179.85	193.47	221.02	234.06	828.40
MFD Organics	3.43	3.28	3.17	12.84	15.37	10.15	9.88	48.24
Subtotal - Disposed	277.19	272.86	281.44	784.54	845.19	894.02	831.49	3,355.24
Subtotal - Diverted	82.12	78.81	83.01	192.69	208.84	231.17	243.94	876.64
Diversion Rate	22.85%	22.41%	22.78%	19.72%	19.81%	20.54%	22.68%	20.72%
Roll-Off								
Roll-Off Solid Waste	120.82	112.73	105.26	318.12	321.09	331.29	338.81	1,309.31
Roll-Off Recycling	2.47	0.40	1.12	5.73	7.64	0.00	3.99	17.36
Roll-Off Organics	43.33	40.61	50.57	113.63	137.57	137.44	134.51	523.15
Subtotal - Disposed	120.82	112.73	105.26	318.12	321.09	331.29	338.81	1,309.31
Subtotal - Diverted	45.80	41.01	51.69	119.36	145.21	137.44	138.50	540.51
Diversion Rate	27.49%	26.67%	32.93%	27.28%	31.14%	29.32%	29.02%	29.22%
Residential								
Residential Solid Waste	288.11	263.64	292.91	783.42	809.42	844.34	844.66	3,281.84
Residential Curbside Recycling	202.03	197.88	229.28	582.55	596.94	599.22	629.19	2,407.90
Residential Curbside Organics	239.11	237.29	190.67	621.31	763.22	704.67	667.07	2,756.27
Subtotal - Disposed	288.11	263.64	292.91	783.42	809.42	844.34	844.66	3,281.84
Subtotal - Diverted	441.14	435.17	419.95	1,203.86	1,360.16	1,303.89	1,296.26	5,164.17
Diversion Rate	60.49%	62.27%	58.91%	60.58%	62.69%	60.70%	60.55%	61.14%
Total Disposed	943.25	879.03	904.82	2,574.07	2,702.89	2,754.41	2,727.10	10,758.47
Total Diverted	822.21	790.39	796.00	2,161.70	2,451.47	2,430.87	2,408.60	9,452.64
Total Diversion Rate	46.57%	47.35%	46.80%	45.65%	47.56%	46.88%	46.90%	46.77%
Single-Family Measured Diversion Rate	60.49%	62.27%	58.91%	60.58%	62.69%	60.70%	60.55%	61.14%
Commercial Measured Diversion Rate	36.78%	36.60%	38.06%	34.85%	36.56%	37.11%	37.14%	36.45%
MFD Measured Diversion Rate	22.85%	22.41%	22.78%	19.72%	19.81%	20.54%	22.68%	20.72%
Overall Measured Diversion Rate	46.57%	47.35%	46.80%	45.65%	47.56%	46.88%	46.90%	46.77%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	3,200.66	3,160.55	2,812.08	(348.47)	-11.03%
MFD Solid Waste	3,963.06	3,203.16	3,355.24	152.08	4.75%
Roll-Off Solid Waste	1,771.87	1,444.85	1,309.31	(135.54)	-9.38%
Commercial Recycling	688.67	941.33	998.73	57.40	6.10%
MFD Recycling	601.97	657.90	828.40	170.50	25.92%
Roll-Off Recycling	46.60	22.90	17.36	(5.54)	-24.19%
Commercial Organics	1,469.88	1,587.85	1,872.59	284.74	17.93%
MFD Organics	35.51	34.96	48.24	13.28	37.99%
Roll-Off Organics	348.55	578.91	523.15	(55.76)	-9.63%
SUBTOTAL - Disposed Tons	8,935.59	7,808.56	7,476.63	(331.93)	-4.25%
SUBTOTAL - Diverted Tons	3,191.18	3,823.85	4,288.47	464.62	12.15%
Residential					
Residential Solid Waste	3,159.32	3,299.56	3,281.84	(17.72)	-0.54%
Residential Curbside Recycling	2,441.75	2,413.36	2,407.90	(5.45)	-0.23%
Residential Curbside Organics	2,770.17	2,829.72	2,756.27	(73.45)	-2.60%
SUBTOTAL - Disposed Tons	3,159.32	3,299.56	3,281.84	(17.72)	-0.54%
SUBTOTAL - Diverted Tons	5,211.92	5,243.08	5,164.17	(78.91)	-1.50%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	12,094.91	11,108.12	10,758.47		
TOTAL TONS DIVERTED	8,403.10	9,066.93	9,452.64		
COMMERCIAL DIVERSION RATE	26.32%	32.87%	36.45%		
MFD DIVERSION RATE	13.86%	17.78%	20.72%		
RESIDENTIAL DIVERSION RATE	62.26%	61.38%	61.14%		
TOTAL DIVERSION RATE	40.99%	44.94%	46.77%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
HILLSBOROUGH								
Commercial								
Commercial Solid Waste	34.16	25.17	23.88	86.76	116.74	98.60	83.21	385.31
Commercial Recycling	35.95	12.44	12.89	82.16	121.54	227.65	61.28	492.63
Commercial Organics	25.83	24.28	30.07	68.47	130.24	75.46	80.18	354.35
Subtotal - Disposed	34.16	25.17	23.88	86.76	116.74	98.60	83.21	385.31
Subtotal - Diverted	61.78	36.72	42.96	150.63	251.78	303.11	141.46	846.98
Diversion Rate	64.39%	59.33%	64.27%	63.45%	68.32%	75.45%	62.96%	68.73%
MFD								
MFD Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MFD Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Roll-Off								
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Diverted	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential								
Residential Solid Waste	192.75	175.11	215.93	540.11	563.71	585.57	583.79	2,273.18
Residential Curbside Recycling	172.22	157.53	195.27	465.30	481.57	477.70	525.02	1,949.59
Residential Curbside Organics	370.76	375.53	330.83	993.76	1,188.46	1,108.96	1,077.12	4,368.30
Subtotal - Disposed	192.75	175.11	215.93	540.11	563.71	585.57	583.79	2,273.18
Subtotal - Diverted	542.98	533.06	526.10	1,459.06	1,670.03	1,586.66	1,602.14	6,317.89
Diversion Rate	73.80%	75.27%	70.90%	72.98%	74.76%	0.00%	73.29%	73.54%
Total Disposed	226.91	200.28	239.81	626.87	680.45	684.17	667.00	2,658.49
Total Diverted	604.76	569.78	569.06	1,609.69	1,921.81	1,889.77	1,743.60	7,164.87
Total Diversion Rate	72.72%	73.99%	70.35%	71.97%	73.85%	73.42%	72.33%	72.94%
Single-Family Measured Diversion Rate	73.80%	75.27%	70.90%	72.98%	74.76%	73.04%	73.29%	73.54%
Commercial Measured Diversion Rate	64.39%	59.33%	64.27%	63.45%	68.32%	75.45%	62.96%	68.73%
MFD Measured Diversion Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Measured Diversion Rate	72.72%	73.99%	70.35%	71.97%	73.85%	73.42%	72.33%	72.94%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	506.78	379.52	385.31	5.79	1.53%
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	590.06	229.44	492.63	263.19	114.71%
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	275.02	323.48	354.35	30.87	9.54%
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	512.02	381.32	385.31	3.99	1.05%
SUBTOTAL - Diverted Tons	872.62	568.76	846.98	278.22	48.92%
Residential					
Residential Solid Waste	2,767.86	2,359.06	2,273.18	(85.88)	-3.64%
Residential Curbside Recycling	2,183.21	1,934.48	1,949.59	15.11	0.78%
Residential Curbside Organics	3,907.29	4,548.66	4,368.30	(180.36)	-3.97%
SUBTOTAL - Disposed Tons	2,767.86	2,359.06	2,273.18	(85.88)	-3.64%
SUBTOTAL - Diverted Tons	6,090.50	6,483.14	6,317.89	(165.25)	-2.55%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	3,279.88	2,740.38	2,658.49		
TOTAL TONS DIVERTED	6,963.12	7,051.90	7,164.87		
COMMERCIAL DIVERSION RATE	63.02%	59.86%	68.73%		
MFD DIVERSION RATE	0.00%	0.00%	0.00%		
RESIDENTIAL DIVERSION RATE	68.75%	73.32%	73.54%		
TOTAL DIVERSION RATE	67.98%	72.01%	72.94%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
MENLO PARK								
Commercial								
Commercial Solid Waste	769.64	723.42	734.79	2,282.63	2,355.46	2,385.37	2,227.85	9,251.31
Commercial Recycling	268.86	200.47	206.75	675.80	678.88	657.05	676.08	2,687.81
Commercial Organics	451.33	447.56	416.92	1,015.69	1,006.35	1,007.52	1,315.81	4,345.37
Subtotal - Disposed	769.64	723.42	734.79	2,282.63	2,355.46	2,385.37	2,227.85	9,251.31
Subtotal - Diverted	720.19	648.03	623.67	1,691.49	1,685.23	1,664.57	1,991.89	7,033.18
Diversion Rate	48.34%	47.25%	45.91%	42.56%	41.71%	41.10%	47.20%	43.19%
MFD								
MFD Solid Waste	179.99	171.19	176.11	519.64	547.56	558.57	527.29	2,153.06
MFD Recycling	68.29	61.06	67.67	178.41	183.88	186.32	197.02	745.63
MFD Organics	11.58	11.44	10.69	27.26	31.70	31.42	33.71	124.09
Subtotal - Disposed	179.99	171.19	176.11	519.64	547.56	558.57	527.29	2,153.06
Subtotal - Diverted	79.87	72.50	78.36	205.67	215.58	217.74	230.73	869.72
Diversion Rate	30.74%	29.75%	30.79%	28.36%	28.25%	28.05%	30.44%	28.77%
Roll-Off								
Roll-Off Solid Waste	36.73	33.83	36.89	109.89	95.70	97.30	107.45	410.34
Roll-Off Recycling	61.02	51.84	54.95	84.93	143.58	164.21	167.81	560.53
Roll-Off Organics	20.53	24.57	24.26	92.61	55.24	53.52	69.36	270.73
Subtotal - Disposed	36.73	33.83	36.89	109.89	95.70	97.30	107.45	410.34
Subtotal - Diverted	81.55	76.41	79.21	177.54	198.82	217.73	237.17	831.26
Diversion Rate	68.95%	69.31%	68.23%	61.77%	67.51%	69.11%	68.82%	66.95%
Residential								
Residential Solid Waste	363.98	356.11	384.18	1,050.43	1,096.40	1,124.75	1,104.27	4,375.85
Residential Curbside Recycling	312.49	301.13	343.24	876.85	892.55	886.47	956.86	3,612.73
Residential Curbside Organics	662.22	827.30	681.70	1,812.50	2,164.20	1,966.29	2,171.22	8,114.21
Subtotal - Disposed	363.98	356.11	384.18	1,050.43	1,096.40	1,124.75	1,104.27	4,375.85
Subtotal - Diverted	974.71	1,128.43	1,024.94	2,689.35	3,056.75	2,852.76	3,128.08	11,726.94
Diversion Rate	72.81%	76.01%	72.74%	71.91%	73.60%	71.72%	73.91%	72.83%
Total Disposed	1,350.34	1,284.55	1,331.97	3,962.59	4,095.12	4,165.99	3,966.86	16,190.56
Total Diverted	1,856.32	1,925.37	1,806.18	4,764.05	5,156.38	4,952.80	5,587.87	20,461.10
Total Diversion Rate	57.89%	59.98%	57.56%	54.59%	55.74%	54.31%	58.48%	55.83%
Single-Family Measured Diversion Rate	72.81%	76.01%	72.74%	71.91%	73.60%	71.72%	73.91%	72.83%
Commercial Measured Diversion Rate	47.20%	46.19%	45.18%	41.60%	41.18%	40.85%	46.22%	42.50%
MFD Measured Diversion Rate	30.74%	29.75%	30.79%	28.36%	28.25%	28.05%	30.44%	28.77%
Overall Measured Diversion Rate	57.89%	59.98%	57.56%	54.59%	55.74%	54.31%	58.48%	55.83%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	10,407.78	9,951.68	9,251.31	(700.37)	-7.04%
MFD Solid Waste	2,511.65	2,175.92	2,153.06	(22.86)	-1.05%
Roll-Off Solid Waste	630.67	532.98	410.34	(122.64)	-23.01%
Commercial Recycling	2,013.95	2,566.57	2,687.81	121.24	4.72%
MFD Recycling	527.40	663.85	745.63	81.78	12.32%
Roll-Off Recycling	481.46	268.82	560.53	291.71	108.51%
Commercial Organics	3,707.57	4,094.45	4,345.37	250.92	6.13%
MFD Organics	129.37	114.25	124.09	9.84	8.61%
Roll-Off Organics	103.10	356.99	270.73	(86.26)	-24.16%
SUBTOTAL - Disposed Tons	13,550.10	12,660.58	11,814.71	(845.87)	-6.68%
SUBTOTAL - Diverted Tons	6,962.85	8,064.93	8,734.16	669.23	8.30%
Residential					
Residential Solid Waste	4,366.97	4,459.31	4,375.85	(83.46)	-1.87%
Residential Curbside Recycling	3,577.82	3,635.94	3,612.73	(23.21)	-0.64%
Residential Curbside Organics	8,207.30	8,248.47	8,114.21	(134.26)	-1.63%
SUBTOTAL - Disposed Tons	4,366.97	4,459.31	4,375.85	(83.46)	-1.87%
SUBTOTAL - Diverted Tons	11,785.12	11,884.41	11,726.94	(157.47)	-1.32%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	17,917.07	17,119.89	16,190.56		
TOTAL TONS DIVERTED	18,747.97	19,949.34	20,461.10		
COMMERCIAL DIVERSION RATE	33.94%	38.91%	42.50%		
MFD DIVERSION RATE	20.73%	26.34%	28.77%		
RESIDENTIAL DIVERSION RATE	72.96%	72.72%	72.83%		
TOTAL DIVERSION RATE	51.13%	53.82%	55.83%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
NORTH FAIR OAKS								
Commercial								
Commercial Solid Waste	162.07	155.18	164.68	486.22	479.36	495.27	481.93	1,942.78
Commercial Recycling	41.28	39.78	42.30	123.66	120.87	121.90	123.36	489.79
Commercial Organics	35.04	34.08	32.28	85.52	96.76	108.37	101.40	392.05
Subtotal - Disposed	162.07	155.18	164.68	486.22	479.36	495.27	481.93	1,942.78
Subtotal - Diverted	76.32	73.86	74.58	209.18	217.63	230.27	224.76	881.84
Diversion Rate	32.01%	32.25%	31.17%	30.08%	31.22%	31.74%	31.80%	31.22%
MFD								
MFD Solid Waste	80.01	77.89	83.74	212.95	255.46	257.85	241.64	967.90
MFD Recycling	9.46	9.59	10.89	28.96	30.02	29.48	29.94	118.40
MFD Organics	0.20	0.23	0.26	0.40	0.00	0.49	0.69	1.58
Subtotal - Disposed	80.01	77.89	83.74	212.95	255.46	257.85	241.64	967.90
Subtotal - Diverted	9.66	9.82	11.15	29.36	30.02	29.97	30.63	119.98
Diversion Rate	10.77%	11.20%	11.75%	12.12%	10.52%	10.41%	11.25%	11.03%
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	222.94	223.22	256.36	675.33	710.60	743.98	702.52	2,832.43
Residential Curbside Recycling	93.05	90.46	118.89	277.26	293.19	297.27	302.40	1,170.12
Residential Curbside Organics	158.82	178.12	169.57	478.76	578.14	525.08	506.51	2,088.49
Subtotal - Disposed	222.94	223.22	256.36	675.33	710.60	743.98	702.52	2,832.43
Subtotal - Diverted	251.87	268.58	288.46	756.02	871.33	822.35	808.91	3,258.61
Diversion Rate	53.05%	54.61%	52.95%	52.82%	55.08%	52.50%	53.52%	53.50%
Total Disposed	465.02	456.29	504.78	1,374.50	1,445.42	1,497.10	1,426.09	5,743.11
Total Diverted	337.85	352.26	374.19	994.56	1,118.98	1,082.59	1,064.30	4,260.43
Total Diversion Rate	42.08%	43.57%	42.57%	41.98%	43.64%	41.97%	42.74%	42.59%
Single-Family Measured Diversion Rate	53.05%	54.61%	52.95%	52.82%	55.08%	52.50%	53.52%	53.50%
Commercial Measured Diversion Rate	26.21%	26.42%	25.66%	25.44%	25.21%	25.68%	26.09%	25.61%
MFD Measured Diversion Rate	10.77%	11.20%	11.75%	12.12%	10.52%	10.41%	11.25%	11.03%
Overall Measured Diversion Rate	42.08%	43.57%	42.57%	41.98%	43.64%	41.97%	42.74%	42.59%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	1,729.60	2,033.91	1,942.78	(91.13)	-4.48%
MFD Solid Waste	785.27	822.70	967.90	145.20	17.65%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	418.58	477.20	489.79	12.59	2.64%
MFD Recycling	100.23	110.41	118.40	7.99	7.24%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	366.40	381.55	392.05	10.50	2.75%
MFD Organics	3.02	2.18	1.58	(0.60)	0.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	2,514.87	2,856.61	2,910.68	54.07	1.89%
SUBTOTAL - Diverted Tons	888.23	971.34	1,001.82	30.48	3.14%
Residential					
Residential Solid Waste	2,493.76	2,768.53	2,832.43	63.90	2.31%
Residential Curbside Recycling	989.25	1,154.24	1,170.12	15.88	1.38%
Residential Curbside Organics	2,051.23	2,124.37	2,088.49	(35.88)	-1.69%
SUBTOTAL - Disposed Tons	2,493.76	2,768.53	2,832.43	63.90	2.31%
SUBTOTAL - Diverted Tons	3,040.48	3,278.61	3,258.61	(20.00)	-0.61%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	5,008.63	5,625.14	5,743.11		
TOTAL TONS DIVERTED	3,928.71	4,249.95	4,260.43		
COMMERCIAL DIVERSION RATE	26.10%	25.37%	25.61%		
MFD DIVERSION RATE	11.62%	12.04%	11.03%		
RESIDENTIAL DIVERSION RATE	54.94%	54.22%	53.50%		
TOTAL DIVERSION RATE	43.96%	43.04%	42.59%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
REDWOOD CITY								
Commercial								
Commercial Solid Waste	1,305.34	1,253.91	1,287.84	3,675.35	3,781.28	4,017.68	3,847.09	15,321.40
Commercial Recycling	308.09	285.12	292.59	851.02	865.02	890.83	885.80	3,492.67
Commercial Organics	281.82	361.31	299.30	750.07	816.23	933.80	942.43	3,442.53
Subtotal - Disposed	1,305.34	1,253.91	1,287.84	3,675.35	3,781.28	4,017.68	3,847.09	15,321.40
Subtotal - Diverted	589.91	646.43	591.89	1,601.09	1,681.25	1,824.63	1,828.23	6,935.20
Diversion Rate	31.13%	34.02%	31.49%	30.34%	30.78%	31.23%	32.21%	31.16%
MFD								
MFD Solid Waste	571.62	556.47	585.51	1,893.97	1,993.98	1,864.98	1,713.60	7,466.53
MFD Recycling	105.92	101.47	113.35	328.54	334.87	317.43	320.74	1,301.58
MFD Organics	10.10	10.71	10.05	29.69	32.75	30.34	30.86	123.64
Subtotal - Disposed	571.62	556.47	585.51	1,893.97	1,993.98	1,864.98	1,713.60	7,466.53
Subtotal - Diverted	116.02	112.18	123.40	358.23	367.62	347.77	351.60	1,425.22
Diversion Rate	16.87%	16.78%	17.41%	15.91%	15.57%	15.72%	17.02%	16.03%
Roll-Off								
Roll-Off Solid Waste	370.99	299.79	361.11	941.47	1,015.74	1,021.49	1,031.89	4,010.59
Roll-Off Recycling	16.39	16.78	14.76	33.26	27.87	49.65	47.93	158.71
Roll-Off Organics	54.87	56.79	76.69	127.52	165.33	170.58	188.35	651.78
Subtotal - Disposed	370.99	299.79	361.11	941.47	1,015.74	1,021.49	1,031.89	4,010.59
Subtotal - Diverted	71.26	73.57	91.45	160.78	193.20	220.23	236.28	810.49
Diversion Rate	16.11%	19.70%	20.21%	14.59%	15.98%	17.74%	18.63%	16.81%
Residential								
Residential Solid Waste	872.32	785.43	920.62	2,469.11	2,540.91	2,611.85	2,578.37	10,200.24
Residential Curbside Recycling	652.11	602.96	729.36	1,797.68	1,853.80	1,854.62	1,984.43	7,490.53
Residential Curbside Organics	1,060.64	1,197.62	1,032.31	2,829.54	3,497.70	3,095.54	3,290.57	12,713.35
Subtotal - Disposed	872.32	785.43	920.62	2,469.11	2,540.91	2,611.85	2,578.37	10,200.24
Subtotal - Diverted	1,712.75	1,800.58	1,761.67	4,627.22	5,351.50	4,950.16	5,275.00	20,203.88
Diversion Rate	66.26%	69.63%	65.68%	65.21%	67.81%	65.46%	67.17%	66.45%
Total Disposed	3,120.27	2,895.60	3,155.08	8,979.90	9,331.91	9,516.00	9,170.95	36,998.76
Total Diverted	2,489.94	2,632.76	2,568.41	6,747.32	7,593.57	7,342.79	7,691.11	29,374.79
Total Diversion Rate	44.38%	47.62%	44.87%	42.90%	44.86%	43.55%	45.61%	44.26%
Single-Family Measured Diversion Rate	66.26%	69.63%	65.68%	65.21%	67.81%	65.46%	67.17%	66.45%
Commercial Measured Diversion Rate	25.69%	28.28%	26.53%	24.56%	24.82%	25.74%	26.82%	25.50%
MFD Measured Diversion Rate	16.87%	16.78%	17.41%	15.91%	15.57%	15.72%	17.02%	16.03%
Overall Measured Diversion Rate	44.38%	47.62%	44.87%	42.90%	44.86%	43.55%	45.61%	44.26%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	14,650.61	15,913.47	15,321.40	(592.07)	-3.72%
MFD Solid Waste	7,963.02	7,687.77	7,466.53	(221.24)	-2.88%
Roll-Off Solid Waste	4,138.86	4,163.84	4,010.59	(153.25)	-3.68%
Commercial Recycling	2,984.86	3,477.58	3,492.67	15.09	0.43%
MFD Recycling	1,147.28	1,211.15	1,301.58	90.43	7.47%
Roll-Off Recycling	122.07	114.38	158.71	44.33	38.76%
Commercial Organics	2,656.97	3,229.20	3,442.53	213.33	6.61%
MFD Organics	136.97	129.08	123.64	(5.44)	-4.21%
Roll-Off Organics	616.13	747.42	651.78	(95.64)	-12.80%
SUBTOTAL - Disposed Tons	26,752.49	27,765.08	26,798.52	(966.56)	-3.48%
SUBTOTAL - Diverted Tons	7,664.28	8,908.81	9,170.91	262.10	2.94%
Residential					
Residential Solid Waste	10,544.13	10,381.14	10,200.24	(180.90)	-1.74%
Residential Curbside Recycling	6,935.81	7,308.64	7,490.53	181.89	2.49%
Residential Curbside Organics	11,724.56	12,495.95	12,713.35	217.40	1.74%
SUBTOTAL - Disposed Tons	10,544.13	10,381.14	10,200.24	(180.90)	-1.74%
SUBTOTAL - Diverted Tons	18,660.37	19,804.59	20,203.88	399.29	2.02%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	37,296.62	38,146.22	36,998.76		
TOTAL TONS DIVERTED	26,324.65	28,713.40	29,374.79		
COMMERCIAL DIVERSION RATE	22.27%	24.29%	25.50%		
MFD DIVERSION RATE	13.89%	14.85%	16.03%		
RESIDENTIAL DIVERSION RATE	63.90%	65.61%	66.45%		
TOTAL DIVERSION RATE	41.38%	42.95%	44.26%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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	547.00	496.91	510.43	1,454.09	1,538.13	1,605.11	1,554.34	6,151.67
Commercial Recycling	166.79	158.50	156.99	431.88	452.64	528.35	482.28	1,895.15
Commercial Organics	78.39	77.72	74.51	191.03	212.99	228.83	230.62	863.47
Subtotal - Disposed	547.00	496.91	510.43	1,454.09	1,538.13	1,605.11	1,554.34	6,151.67
Subtotal - Diverted	245.18	236.22	231.50	622.91	665.63	757.18	712.90	2,758.62
Diversion Rate	30.95%	32.22%	31.20%	29.99%	30.20%	32.05%	31.44%	30.96%
MFD								
MFD Solid Waste	129.99	126.55	134.83	397.98	400.09	404.00	391.37	1,593.44
MFD Recycling	39.05	35.88	42.61	106.28	109.85	110.83	117.54	444.50
MFD Organics	10.18	9.78	9.83	14.16	16.08	18.54	29.79	78.57
Subtotal - Disposed	129.99	126.55	134.83	397.98	400.09	404.00	391.37	1,593.44
Subtotal - Diverted	49.23	45.66	52.44	120.44	125.93	129.37	147.33	523.07
Diversion Rate	27.47%	26.51%	28.00%	23.23%	23.94%	24.26%	27.35%	24.71%
Roll-Off								
Roll-Off Solid Waste	71.95	60.40	64.18	199.74	203.04	224.45	196.53	823.76
Roll-Off Recycling	17.76	13.59	13.62	26.39	35.26	67.44	44.97	174.06
Roll-Off Organics	0.00	0.00	0.00	9.28	0.00	0.00	0.00	9.28
Subtotal - Disposed	71.95	60.40	64.18	199.74	203.04	224.45	196.53	823.76
Subtotal - Diverted	17.76	13.59	13.62	35.67	35.26	67.44	44.97	183.34
Diversion Rate	19.80%	18.37%	17.51%	15.15%	14.80%	23.10%	0.00%	18.20%
Residential								
Residential Solid Waste	364.09	368.89	383.92	1,053.28	1,112.35	1,122.62	1,116.90	4,405.15
Residential Curbside Recycling	334.53	336.53	367.08	962.58	977.41	968.66	1,038.14	3,946.79
Residential Curbside Organics	497.73	582.66	470.29	1,378.24	1,716.79	1,525.33	1,550.68	6,171.04
Subtotal - Disposed	364.09	368.89	383.92	1,053.28	1,112.35	1,122.62	1,116.90	4,405.15
Subtotal - Diverted	832.26	919.19	837.37	2,340.82	2,694.20	2,493.99	2,588.82	10,117.83
Diversion Rate	69.57%	71.36%	68.56%	68.97%	70.78%	68.96%	0.00%	69.67%
Total Disposed	1,113.03	1,052.75	1,093.36	3,105.09	3,253.61	3,356.18	3,259.14	12,974.02
Total Diverted	1,144.43	1,214.66	1,134.93	3,119.84	3,521.02	3,447.98	3,494.02	13,582.86
Total Diversion Rate	50.70%	53.57%	50.93%	50.12%	51.97%	50.67%	51.74%	51.15%
Single-Family Measured Diversion Rate	69.57%	71.36%	68.56%	68.97%	70.78%	68.96%	69.86%	69.67%
Commercial Measured Diversion Rate	29.42%	30.17%	29.55%	27.52%	27.86%	29.93%	29.70%	28.79%
MFD Measured Diversion Rate	27.47%	26.51%	28.00%	23.23%	23.94%	24.26%	27.35%	24.71%
Overall Measured Diversion Rate	50.70%	53.57%	50.93%	50.12%	51.97%	50.67%	51.74%	51.15%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	6,080.74	6,058.04	6,151.67	93.63	1.55%
MFD Solid Waste	1,756.00	1,556.17	1,593.44	37.27	2.39%
Roll-Off Solid Waste	1,336.01	976.84	823.76	(153.08)	-15.67%
Commercial Recycling	1,583.21	1,757.09	1,895.15	138.06	7.86%
MFD Recycling	407.67	375.77	444.50	68.73	18.29%
Roll-Off Recycling	345.23	186.22	174.06	(12.16)	-6.53%
Commercial Organics	687.65	838.14	863.47	25.33	3.02%
MFD Organics	86.80	73.08	78.57	5.49	7.51%
Roll-Off Organics	64.78	2.13	9.28	7.15	335.68%
SUBTOTAL - Disposed Tons	9,172.75	8,591.05	8,568.87	(22.18)	-0.26%
SUBTOTAL - Diverted Tons	3,175.34	3,232.43	3,465.03	232.60	7.20%
Residential					
Residential Solid Waste	4,498.48	4,489.04	4,405.15	(83.89)	-1.87%
Residential Curbside Recycling	3,852.35	3,958.02	3,946.79	(11.23)	-0.28%
Residential Curbside Organics	6,158.36	6,302.84	6,171.04	(131.80)	-2.09%
SUBTOTAL - Disposed Tons	4,498.48	4,489.04	4,405.15	(83.89)	-1.87%
SUBTOTAL - Diverted Tons	10,010.71	10,260.86	10,117.83	(143.03)	-1.39%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	13,671.23	13,080.09	12,974.02		
TOTAL TONS DIVERTED	13,186.05	13,493.29	13,582.86		
COMMERCIAL DIVERSION RATE	25.72%	27.34%	28.79%		
MFD DIVERSION RATE	21.97%	22.39%	24.71%		
RESIDENTIAL DIVERSION RATE	69.00%	69.57%	69.67%		
TOTAL DIVERSION RATE	49.10%	50.78%	51.15%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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 MATEO								
Commercial								
Commercial Solid Waste	1,232.42	1,190.06	1,202.16	3,311.03	3,419.31	3,679.97	3,624.64	14,034.95
Commercial Recycling	404.17	389.47	403.31	1,041.84	1,203.60	1,156.81	1,196.95	4,599.20
Commercial Organics	241.96	249.29	275.99	700.51	740.44	825.22	767.24	3,033.41
Subtotal - Disposed	1,232.42	1,190.06	1,202.16	3,311.03	3,419.31	3,679.97	3,624.64	14,034.95
Subtotal - Diverted	646.13	638.76	679.30	1,742.35	1,944.04	1,982.03	1,964.19	7,632.61
Diversion Rate	34.40%	34.93%	36.10%	34.48%	36.25%	35.01%	35.14%	35.23%
MFD								
MFD Solid Waste	853.79	835.67	897.36	2,632.57	2,767.32	2,676.32	2,586.82	10,663.03
MFD Recycling	210.65	204.17	228.14	600.32	634.98	620.61	642.96	2,498.87
MFD Organics	24.45	23.78	23.14	94.71	102.48	74.17	71.37	342.73
Subtotal - Disposed	853.79	835.67	897.36	2,632.57	2,767.32	2,676.32	2,586.82	10,663.03
Subtotal - Diverted	235.10	227.95	251.28	695.03	737.46	694.78	714.33	2,841.60
Diversion Rate	21.59%	21.43%	21.88%	20.89%	21.04%	20.61%	0.00%	21.04%
Roll-Off								
Roll-Off Solid Waste	402.64	363.31	399.61	1,037.58	1,081.77	1,170.34	1,165.56	4,455.25
Roll-Off Recycling	36.29	40.83	48.47	107.21	90.43	99.28	125.59	422.51
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Subtotal - Disposed	402.64	363.31	399.61	1,037.58	1,081.77	1,170.34	1,165.56	4,455.25
Subtotal - Diverted	36.29	40.83	48.47	107.21	90.43	99.28	125.59	422.51
Diversion Rate	8.27%	10.10%	10.82%	9.37%	7.71%	7.82%	9.73%	8.66%
Residential								
Residential Solid Waste	1,048.87	1,000.70	1,100.56	3,040.82	3,124.68	3,205.16	3,150.13	12,520.79
Residential Curbside Recycling	721.49	720.23	818.70	2,045.95	2,075.84	2,088.48	2,260.42	8,470.69
Residential Curbside Organics	1,138.57	1,256.50	1,065.37	3,087.26	3,893.60	3,550.78	3,460.44	13,992.08
Subtotal - Disposed	1,048.87	1,000.70	1,100.56	3,040.82	3,124.68	3,205.16	3,150.13	12,520.79
Subtotal - Diverted	1,860.06	1,976.73	1,884.07	5,133.21	5,969.44	5,639.26	5,720.86	22,462.77
Diversion Rate	63.94%	66.39%	63.13%	62.80%	65.64%	63.76%	64.49%	64.21%
Total Disposed	3,537.72	3,389.74	3,599.69	10,022.00	10,393.08	10,731.79	10,527.15	41,674.02
Total Diverted	2,777.58	2,884.27	2,863.12	7,677.80	8,741.37	8,415.35	8,524.97	33,359.49
Total Diversion Rate	43.98%	45.97%	44.30%	43.38%	45.68%	43.95%	44.75%	44.46%
Single-Family Measured Diversion Rate	63.94%	66.39%	63.13%	62.80%	65.64%	63.76%	64.49%	64.21%
Commercial Measured Diversion Rate	26.94%	27.53%	28.15%	26.71%	27.61%	26.95%	27.54%	27.21%
MFD Measured Diversion Rate	21.59%	21.43%	21.88%	20.89%	21.04%	20.61%	0.00%	21.04%
Overall Measured Diversion Rate	43.98%	45.97%	44.30%	43.38%	45.68%	43.95%	44.75%	44.46%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	13,943.82	14,785.48	14,034.95	(750.53)	-5.08%
MFD Solid Waste	11,703.20	10,580.12	10,663.03	82.91	0.78%
Roll-Off Solid Waste	4,323.75	4,600.31	4,455.25	(145.06)	-3.15%
Commercial Recycling	3,608.08	4,286.18	4,599.20	313.02	7.30%
MFD Recycling	2,365.38	2,278.04	2,498.87	220.83	9.69%
Roll-Off Recycling	438.38	498.93	422.51	(76.42)	-15.32%
Commercial Organics	2,646.99	3,006.65	3,033.41	26.76	0.89%
MFD Organics	382.22	357.70	342.73	(14.97)	-4.19%
Roll-Off Organics	0.47	18.50	0.00	(18.50)	-100.00%
SUBTOTAL - Disposed Tons	29,970.77	29,965.91	29,153.23	(812.68)	-2.71%
SUBTOTAL - Diverted Tons	9,441.52	10,446.00	10,896.72	450.72	4.31%
Residential					
Residential Solid Waste	12,310.20	12,733.82	12,520.79	(213.03)	-1.67%
Residential Curbside Recycling	8,656.08	8,525.24	8,470.69	(54.55)	-0.64%
Residential Curbside Organics	13,667.64	14,179.58	13,992.08	(187.50)	-1.32%
SUBTOTAL - Disposed Tons	12,310.20	12,733.82	12,520.79	(213.03)	-1.67%
SUBTOTAL - Diverted Tons	22,323.72	22,704.82	22,462.77	(242.05)	-1.07%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	42,280.97	42,699.73	41,674.02		
TOTAL TONS DIVERTED	31,765.24	33,150.82	33,359.49		
COMMERCIAL DIVERSION RATE	23.96%	25.85%	27.21%		
MFD DIVERSION RATE	19.01%	19.94%	21.04%		
RESIDENTIAL DIVERSION RATE	64.46%	64.07%	64.21%		
TOTAL DIVERSION RATE	42.90%	43.71%	44.46%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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 MATEO COUNTY								
Commercial								
Commercial Solid Waste	84.49	81.90	82.11	240.02	250.08	256.60	248.50	995.20
Commercial Recycling	23.78	22.32	24.07	61.48	63.94	68.48	70.17	264.07
Commercial Organics	20.10	19.30	18.86	50.98	56.41	57.81	58.26	223.46
Subtotal - Disposed	84.49	81.90	82.11	240.02	250.08	256.60	248.50	995.20
Subtotal - Diverted	43.88	41.62	42.93	112.46	120.35	126.29	128.43	487.53
Diversion Rate	34.18%	33.69%	34.33%	31.91%	32.49%	32.98%	34.07%	32.88%
MFD								
MFD Solid Waste	33.26	32.58	33.39	99.71	106.32	106.05	99.23	411.31
MFD Recycling	3.89	3.69	4.06	12.54	12.59	11.41	11.64	48.18
MFD Organics	0.30	0.31	0.29	1.22	1.33	1.03	0.90	4.48
Subtotal - Disposed	33.26	32.58	33.39	99.71	106.32	106.05	99.23	411.31
Subtotal - Diverted	4.19	4.00	4.35	13.76	13.92	12.44	12.54	52.66
Diversion Rate	11.19%	10.93%	11.53%	12.13%	11.58%	10.50%	11.22%	11.35%
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	228.60	215.05	245.35	634.22	658.28	694.31	689.00	2,675.81
Residential Curbside Recycling	199.88	199.07	235.50	581.64	593.49	588.30	634.45	2,397.88
Residential Curbside Organics	348.25	403.29	328.85	970.50	1,162.64	1,065.36	1,080.39	4,278.89
Subtotal - Disposed	228.60	215.05	245.35	634.22	658.28	694.31	689.00	2,675.81
Subtotal - Diverted	548.13	602.36	564.35	1,552.14	1,756.13	1,653.66	1,714.84	6,676.77
Diversion Rate	70.57%	73.69%	69.70%	70.99%	72.74%	70.43%	71.34%	71.39%
Total Disposed	346.35	329.53	360.85	973.95	1,014.68	1,056.96	1,036.73	4,082.32
Total Diverted	596.20	647.98	611.63	1,678.36	1,890.40	1,792.39	1,855.81	7,216.96
Total Diversion Rate	63.25%	66.29%	62.89%	63.28%	65.07%	62.91%	64.16%	63.87%
Single-Family Measured Diversion Rate	70.57%	73.69%	69.70%	70.99%	72.74%	70.43%	71.34%	71.39%
Commercial Measured Diversion Rate	28.99%	28.49%	29.05%	27.09%	27.36%	27.67%	28.85%	27.75%
MFD Measured Diversion Rate	11.19%	10.93%	11.53%	12.13%	11.58%	10.50%	11.22%	11.35%
Overall Measured Diversion Rate	63.25%	66.29%	62.89%	63.28%	65.07%	62.91%	64.16%	63.87%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	998.90	1,050.52	995.20	(55.32)	-5.27%
MFD Solid Waste	419.41	397.14	411.31	14.17	3.57%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	199.65	243.73	264.07	20.34	8.35%
MFD Recycling	60.39	49.96	48.18	(1.78)	-3.56%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	145.94	219.45	223.46	4.01	1.83%
MFD Organics	8.13	4.84	4.48	(0.36)	-7.44%
Roll-Off Organics	0.10	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	1,418.31	1,447.66	1,406.51	(41.15)	-2.84%
SUBTOTAL - Diverted Tons	414.21	517.98	540.19	22.21	4.29%
Residential					
Residential Solid Waste	2,596.84	2,706.08	2,675.81	(30.27)	-1.12%
Residential Curbside Recycling	2,247.43	2,400.46	2,397.88	(2.58)	-0.11%
Residential Curbside Organics	4,033.75	4,274.56	4,278.89	4.33	0.10%
SUBTOTAL - Disposed Tons	2,596.84	2,706.08	2,675.81	(30.27)	-1.12%
SUBTOTAL - Diverted Tons	6,281.18	6,675.02	6,676.77	1.75	0.03%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	4,015.15	4,153.74	4,082.32		
TOTAL TONS DIVERTED	6,695.39	7,193.00	7,216.96		
COMMERCIAL DIVERSION RATE	22.60%	26.35%	27.75%		
MFD DIVERSION RATE	14.04%	12.13%	11.35%		
RESIDENTIAL DIVERSION RATE	70.75%	71.15%	71.39%		
TOTAL DIVERSION RATE	62.51%	63.39%	63.87%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
WEST BAY								
Commercial								
Commercial Solid Waste	35.46	33.48	32.42	81.71	90.65	101.08	101.36	374.80
Commercial Recycling	12.63	13.13	13.47	29.19	32.09	35.65	39.23	136.16
Commercial Organics	11.00	11.68	10.83	31.48	35.60	38.80	33.51	139.39
Subtotal - Disposed	35.46	33.48	32.42	81.71	90.65	101.08	101.36	374.80
Subtotal - Diverted	23.63	24.81	24.30	60.67	67.69	74.45	72.74	275.55
Diversion Rate	39.99%	42.56%	42.84%	42.61%	42.75%	42.41%	41.78%	42.37%
MFD								
MFD Solid Waste	2.58	2.15	2.39	17.05	16.93	6.85	7.12	47.95
MFD Recycling	1.14	0.98	1.08	5.11	5.23	3.02	3.20	16.56
MFD Organics	0.15	0.13	0.12	0.00	0.03	0.39	0.40	0.82
Subtotal - Disposed	2.58	2.15	2.39	17.05	16.93	6.85	7.12	47.95
Subtotal - Diverted	1.29	1.11	1.20	5.11	5.26	3.41	3.60	17.38
Diversion Rate	33.33%	34.05%	33.43%	23.06%	23.70%	33.24%	33.58%	26.60%
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	105.94	91.33	103.88	282.27	308.79	279.95	301.15	1,172.16
Residential Curbside Recycling	104.60	91.78	106.31	266.81	264.65	273.46	302.69	1,107.61
Residential Curbside Organics	226.41	258.71	215.69	585.64	623.50	571.91	700.81	2,481.86
Subtotal - Disposed	105.94	91.33	103.88	282.27	308.79	279.95	301.15	1,172.16
Subtotal - Diverted	331.01	350.49	322.00	852.45	888.15	845.37	1,003.50	3,589.47
Diversion Rate	75.75%	79.33%	75.61%	75.12%	74.20%	75.12%	76.92%	75.38%
Total Disposed	143.98	126.96	138.69	381.03	416.37	387.88	409.63	1,594.91
Total Diverted	355.93	376.41	347.50	918.23	961.10	923.23	1,079.84	3,882.40
Total Diversion Rate	71.20%	74.78%	71.47%	70.67%	69.77%	70.42%	72.50%	70.88%
Single-Family Measured Diversion Rate	75.75%	79.33%	75.61%	75.12%	74.20%	75.12%	76.92%	75.38%
Commercial Measured Diversion Rate	39.58%	42.11%	42.28%	39.98%	40.41%	41.91%	41.31%	40.93%
MFD Measured Diversion Rate	33.33%	34.05%	33.43%	23.06%	23.70%	33.24%	33.58%	26.60%
Overall Measured Diversion Rate	71.20%	74.78%	71.47%	70.67%	69.77%	70.42%	72.50%	70.88%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	392.32	379.90	374.80	(5.10)	-1.34%
MFD Solid Waste	72.55	61.63	47.95	(13.68)	-22.20%
Roll-Off Solid Waste	0.00	0.00	0.00	0.00	0.00%
Commercial Recycling	103.53	128.31	136.16	7.85	6.12%
MFD Recycling	16.80	18.33	16.56	(1.77)	-9.66%
Roll-Off Recycling	0.00	0.00	0.00	0.00	0.00%
Commercial Organics	46.18	102.39	139.39	37.00	36.14%
MFD Organics	0.00	0.00	0.82	0.82	100.00%
Roll-Off Organics	0.00	0.00	0.00	0.00	0.00%
SUBTOTAL - Disposed Tons	464.87	441.53	422.75	(18.78)	-4.25%
SUBTOTAL - Diverted Tons	166.51	249.03	292.93	43.90	17.63%
Residential					
Residential Solid Waste	1,094.48	1,204.69	1,172.16	(32.53)	-2.70%
Residential Curbside Recycling	1,099.77	1,124.60	1,107.61	(16.99)	-1.51%
Residential Curbside Organics	2,363.05	2,534.62	2,481.86	(52.76)	-2.08%
SUBTOTAL - Disposed Tons	1,094.48	1,204.69	1,172.16	(32.53)	-2.70%
SUBTOTAL - Diverted Tons	3,462.82	3,659.22	3,589.47	(69.75)	-1.91%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	1,559.35	1,646.22	1,594.91		
TOTAL TONS DIVERTED	3,629.33	3,908.25	3,882.40		
COMMERCIAL DIVERSION RATE	26.37%	36.06%	40.93%		
MFD DIVERSION RATE	18.80%	22.92%	26.60%		
RESIDENTIAL DIVERSION RATE	75.98%	75.23%	75.38%		
TOTAL DIVERSION RATE	69.95%	70.36%	70.88%		

¹ Includes Agency facilities tonnage

RECOLOGY QUARTERLY REPORT 2013

	October	November	December	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
TOTAL SBWMA								
Commercial								
Commercial Solid Waste	5,477.56	5,211.06	5,292.84	15,286.72	15,896.08	16,492.15	15,981.46	63,656.41
Commercial Recycling	1,746.87	1,577.17	1,623.91	4,581.87	4,927.96	5,087.81	4,947.95	19,545.59
Commercial Organics	1,778.99	1,822.44	1,746.36	4,243.60	4,619.91	4,863.90	5,347.79	19,075.20
Subtotal - Disposed	5,477.56	5,211.06	5,292.84	15,286.72	15,896.08	16,492.15	15,981.46	63,656.41
Subtotal - Diverted	3,525.86	3,399.61	3,370.27	8,825.47	9,547.87	9,951.71	10,295.74	38,620.79
Diversion Rate	39.16%	39.48%	38.90%	36.60%	37.53%	37.63%	39.18%	37.76%
MFD								
MFD Solid Waste	2,774.15	2,705.78	2,856.32	8,465.58	8,916.43	8,802.94	8,336.25	34,521.20
MFD Recycling	659.83	627.50	700.48	1,826.32	1,898.74	1,903.03	1,987.81	7,615.90
MFD Organics	75.12	75.27	73.04	230.12	256.44	216.60	223.43	926.59
Subtotal - Disposed	2,774.15	2,705.78	2,856.32	8,465.58	8,916.43	8,802.94	8,336.25	34,521.20
Subtotal - Diverted	734.95	702.77	773.52	2,056.44	2,155.18	2,119.63	2,211.24	8,542.49
Diversion Rate	20.94%	20.62%	21.31%	19.54%	19.47%	19.41%	20.96%	19.84%
Roll-Off								
Roll-Off Solid Waste	1,772.77	1,556.57	1,721.72	4,872.12	4,922.12	5,195.71	5,051.06	20,041.01
Roll-Off Recycling	149.35	150.10	146.11	291.21	333.50	419.00	445.56	1,489.27
Roll-Off Organics	118.73	131.49	151.52	343.26	360.93	361.54	401.74	1,467.47
Subtotal - Disposed	1,772.77	1,556.57	1,721.72	4,872.12	4,922.12	5,195.71	5,051.06	20,041.01
Subtotal - Diverted	268.08	281.59	297.63	634.47	694.43	780.54	847.30	2,956.74
Diversion Rate	13.14%	15.32%	14.74%	11.52%	12.36%	13.06%	14.37%	12.86%
Residential								
Residential Solid Waste	4,957.40	4,659.99	5,248.30	14,141.01	14,699.73	15,076.46	14,865.69	58,782.89
Residential Curbside Recycling	3,539.38	3,412.95	3,984.62	9,936.23	10,170.08	10,157.75	10,936.95	41,201.01
Residential Curbside Organics	6,428.75	7,194.86	6,162.72	17,438.09	21,195.41	19,189.54	19,786.33	77,609.37
Subtotal - Disposed	4,957.40	4,659.99	5,248.30	14,141.01	14,699.73	15,076.46	14,865.69	58,782.89
Subtotal - Diverted	9,968.13	10,607.81	10,147.34	27,374.32	31,365.49	29,347.29	30,723.28	118,810.38
Diversion Rate	66.79%	69.48%	65.91%	65.94%	68.09%	66.06%	67.39%	66.90%
Total Disposed	14,981.88	14,133.40	15,119.18	42,765.43	44,434.36	45,567.26	44,234.46	177,001.51
Total Diverted	14,497.02	14,991.78	14,588.76	38,890.70	43,762.97	42,199.17	44,077.56	168,930.40
Total Diversion Rate	49.18%	51.47%	49.11%	47.63%	49.62%	48.08%	49.91%	48.83%
Single-Family Measured Diversion Rate	66.79%	69.48%	65.91%	65.94%	68.09%	66.06%	67.39%	66.90%
Commercial Measured Diversion Rate	31.12%	31.64%	31.03%	28.69%	29.43%	29.65%	31.26%	29.77%
MFD Measured Diversion Rate	20.94%	20.62%	21.31%	19.54%	19.47%	19.41%	20.96%	19.84%
Overall Measured Diversion Rate	49.18%	51.47%	49.11%	47.63%	49.62%	48.08%	49.91%	48.83%

Recology San Mateo County
 Cumulative Comparison of Tonnage
 Rate Year 2013

CUMULATIVE ANNUAL COMPARISON OF TONNAGE

Period: JANUARY - DECEMBER 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	64,421.28	66,791.41	63,656.41	(3,135.00)	-4.69%
MFD Solid Waste	36,991.66	34,230.33	34,521.20	290.87	0.85%
Roll-Off Solid Waste	21,206.80	22,305.42	20,041.01	(2,264.41)	-10.15%
Commercial Recycling	16,105.16	18,699.81	19,545.59	845.78	4.52%
MFD Recycling	6,454.81	6,825.10	7,615.90	790.80	11.59%
Roll-Off Recycling	1,604.00	1,346.41	1,489.27	142.86	10.61%
Commercial Organics	15,484.71	17,386.86	19,075.20	1,688.34	9.71%
MFD Organics	940.35	892.72	926.59	33.87	3.79%
Roll-Off Organics	2,287.29	1,993.59	1,467.47	(526.12)	-26.39%
SUBTOTAL - Disposed Tons	122,619.74	123,327.16	118,218.62	(5,108.54)	-4.14%
SUBTOTAL - Diverted Tons	42,876.32	47,144.49	50,120.02	2,975.53	6.31%
Residential					
Residential Solid Waste	59,306.13	59,763.74	58,782.89	(980.85)	-1.64%
Residential Curbside Recycling	40,594.00	41,047.41	41,201.01	153.60	0.37%
Residential Curbside Organics	75,372.34	78,645.38	77,609.37	(1,036.01)	-1.32%
SUBTOTAL - Disposed Tons	59,306.13	59,763.74	58,782.89	(980.85)	-1.64%
SUBTOTAL - Diverted Tons	115,966.34	119,692.79	118,810.38	(882.41)	-0.74%
Commercial/MFD and Residential					
TOTAL TONS DISPOSED	181,925.87	183,090.90	177,001.51		
TOTAL TONS DIVERTED	158,842.66	166,837.28	168,930.40		
COMMERCIAL DIVERSION RATE	25.91%	27.66%	29.77%		
MFD DIVERSION RATE	16.66%	18.40%	19.84%		
RESIDENTIAL DIVERSION RATE	66.16%	66.70%	66.90%		
TOTAL DIVERSION RATE	46.61%	47.68%	48.83%		

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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	17	12	17	46	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	40	19	26	85	1	2	1	4	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	0
Burlingame	26	18	59	103	1	0	3	4	0	0	0	0	0	0	0	0	1	2	2	5	0	1	0	1
East Palo Alto	9	8	13	30	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0
Foster City	25	21	32	78	0	1	1	2	0	0	0	0	0	0	0	0	2	1	0	3	0	1	0	1
Hillsborough	20	18	50	88	0	1	0	1	0	0	0	0	0	0	0	0	2	0	0	2	0	0	1	1
Menlo Park	24	27	43	94	1	1	2	4	0	0	0	0	0	0	0	0	2	0	0	2	0	1	0	1
North Fair Oaks	14	14	12	40	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0
Redwood City	105	63	101	269	3	2	1	6	0	0	0	0	0	0	0	0	3	0	1	4	1	1	2	4
San Carlos	35	30	49	114	1	2	0	3	0	0	0	0	0	1	1	2	3	0	3	6	2	0	2	4
San Mateo	136	116	143	395	5	3	1	9	0	0	0	0	1	0	0	1	1	1	2	4	5	1	4	10
San Mateo County	28	19	43	90	1	2	2	5	0	0	0	0	0	0	0	0	0	1	0	1	1	1	0	2
West Bay	13	5	7	25	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	3	0	0	3
Totals	492	370	595	1,457	14	16	13	43	0	0	0	0	1	1	1	3	16	8	8	32	12	6	9	27

	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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	29	57	56	142	11	6	18	35	0	0	0	0	19	32	47	98	18	39	12	69
Belmont	217	275	243	735	7	7	41	55	0	0	0	0	74	70	91	235	37	16	78	131
Burlingame	170	223	192	585	27	21	45	93	0	0	0	0	93	103	102	298	37	62	35	134
East Palo Alto	90	101	82	273	2	2	8	12	0	0	0	0	26	39	45	110	4	4	6	14
Foster City	197	196	196	589	3	7	15	25	0	0	0	0	70	43	75	188	39	22	43	104
Hillsborough	72	105	127	304	11	14	29	54	0	0	0	0	50	42	73	165	12	14	39	65
Menlo Park	151	180	191	522	24	21	30	75	0	0	0	0	108	71	93	272	89	34	28	151
North Fair Oaks	47	56	60	163	5	11	15	31	0	0	0	0	27	25	38	90	10	8	7	25
Redwood City	392	478	416	1286	32	39	68	139	0	0	0	0	150	136	176	462	8	7	6	21
San Carlos	221	283	222	726	36	27	46	109	0	0	0	0	227	232	272	731	43	83	41	167
San Mateo	503	634	610	1747	34	49	81	164	0	0	0	0	293	215	342	850	241	110	100	451
San Mateo County	119	153	134	406	11	9	11	31	0	0	0	0	50	48	51	149	25	26	38	89
West Bay	57	60	58	175	2	12	10	24	0	0	0	0	22	13	16	51	21	14	5	40
Totals	2,265	2,801	2,587	7,653	205	225	417	847	0	0	0	0	1,209	1,069	1,421	3,699	584	439	438	1,461

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
October	13,675	13,457	218	1.59%	12.54	95.11%	237
November	12,328	12,119	209	1.70%	14.55	92.61%	201
December	14,925	14,069	856	5.74%	30.62	79.37%	182
Quarter 4	40,928	39,645	1,283	3.13%	19.57	88.76%	620

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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	20	22	10	52	0	1	0	1	0	0	10	10
Burlingame	2	1	15	18	0	0	1	1	0	0	6	6
East Palo Alto	5	7	4	16	4	0	1	5	0	0	20	20
Foster City	0	6	1	7	0	1	1	2	300	0	0	300
Hillsborough	0	0	1	1	0	0	0	0	0	0	0	0
Menlo Park	16	13	10	39	0	0	0	0	0	20	40	60
North Fair Oaks	7	2	3	12	3	0	0	3	0	0	0	0
Redwood City	7	10	2	19	0	0	0	0	0	0	0	0
San Carlos	5	4	2	11	3	1	0	4	0	5	0	5
San Mateo	2	1	1	4	1	0	0	1	115	0	15	130
San Mateo County	1	10	0	11	0	0	2	2	0	0	0	0
West Bay	0	0	2	2	1	0	0	1	0	0	0	0
Totals	65	76	51	192	12	3	5	20	415	25	91	531

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,															
	October			November			December			Q4			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	-	150	1	\$ 150
Belmont	-	0	0	2	0	0	-	0	0	2	0	-	450	2	\$ 150
Burlingame	2	0	0	2	0	0	2	0	0	6	0	-	-	2	\$ 150
East Palo Alto	-	0	0	1	0	0	-	0	0	1	0	-	-	1	\$ 150
Foster City	3	1	150	2	0	0	-	0	0	5	1	150	150	2	\$ 150
Hillsborough	2	1	150	-	0	0	-	0	0	2	1	150	300	1	\$ 150
Menlo Park	2	0	0	-	0	0	-	0	0	2	0	-	-	3	\$ 150
North Fair Oaks	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
Redwood City	3	0	0	-	0	0	2	0	0	5	0	-	-	6	\$ 150
San Carlos	3	0	0	-	0	0	3	0	0	6	0	-	1,050	3	\$ 150
San Mateo	1	0	0	1	0	0	2	0	0	4	0	-	-	6	\$ 150
San Mateo Cnty	-	0	0	1	0	0	-	0	0	1	0	-	-	2	\$ 150
West Bay	1	0	0	-	0	0	-	0	0	1	0	-	-	1	\$ 150
	18	2	300	9	0	0	9	0	0	36	2	300	2,100	31	

2. Complaints regarding failure to provide new service or change existing service level within five (5) business days															
8.02.C															
	October			November			December			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	4	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	-	2	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	-	-	11	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	6	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	-	-	13	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 100
	-	0	0	-	0	0	-	0	0	-	0	-	-	59	

3. Complaints regarding improper container placement															
8.02.B.1															
	October			November			December			Q4			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	1	0	0	-	0	0	1	0	-	-	12	\$ 50
Belmont	2	0	0	2	0	0	5	0	0	9	0	-	-	36	\$ 50
Burlingame	4	0	0	5	0	0	3	0	0	12	0	-	-	35	\$ 50
East Palo Alto	-	0	0	-	0	0	1	0	0	1	0	-	-	23	\$ 50
Foster City	1	0	0	-	0	0	1	0	0	2	0	-	-	35	\$ 50
Hillsborough	2	0	0	-	0	0	1	0	0	3	0	-	-	20	\$ 50
Menlo Park	-	0	0	4	0	0	2	0	0	6	0	-	-	42	\$ 50
North Fair Oaks	-	0	0	-	0	0	3	0	0	3	0	-	-	14	\$ 50
Redwood City	2	0	0	4	0	0	3	0	0	9	0	-	-	94	\$ 50
San Carlos	5	0	0	3	0	0	2	0	0	10	0	-	-	46	\$ 50
San Mateo	7	0	0	2	0	0	8	0	0	17	0	-	-	105	\$ 50
San Mateo Cnty	1	0	0	3	0	0	3	0	0	7	0	-	-	27	\$ 50
West Bay	3	0	0	-	0	0	-	0	0	3	0	-	-	11	\$ 50
	27	0	0	24	0	0	32	0	0	83	0	-	-	500	

2013 LIQUIDATED DAMAGES

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

	October			November			December			Q4			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

	October			November			December			Q4			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	-	0	0	-	0	0	0	0	-	-	13	\$ 50
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	-	-	3	\$ 50
West Bay	-	0	0	-	0	0	-	0	0	0	0	-	-	1	\$ 50
	-	0	0	-	0	0	-	0	0	0	0	-	-	59	

6. Complaints regarding unacceptable employee behavior

8.06.J

	October			November			December			Q4			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	-	500	0	\$ 250
Burlingame	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
East Palo Alto	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
Foster City	-	-	0	-	-	0	-	-	0	0	0	-	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	-	-	0	0	0	-	750	0	\$ 250
Redwood City	-	-	0	-	-	0	-	-	0	0	0	-	1,000	0	\$ 250
San Carlos	-	-	0	1	1	250	1	1	250	2	2	500	3,000	0	\$ 250
San Mateo	1	1	250	-	-	0	-	-	0	1	1	250	1,500	0	\$ 250
San Mateo Cnty	-	-	0	-	-	0	-	-	0	0	0	-	-	0	\$ 250
West Bay	-	-	0	-	-	0	-	-	0	0	0	-	250	0	\$ 250
	1	1	250	1	1	250	1	1	250	3	3	750	7,750	-	

2013 LIQUIDATED DAMAGES

7.A, 7.B,

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

8.02.1

	October			November			December			Q4			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	-	0	0	-	0	0	-	0	0	0	0	-	-	5	\$ 50
Foster City	-	0	0	-	0	0	-	0	0	0	0	-	-	9	\$ 50
Hillsborough	-	0	0	-	0	0	1	0	0	1	0	-	-	5	\$ 50
Menlo Park	-	0	0	1	0	0	-	0	0	1	0	-	-	10	\$ 50
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	-	50	3	\$ 50
Redwood City	1	0	0	1	0	0	1	0	0	3	0	-	-	22	\$ 50
San Carlos	2	0	0	-	0	0	2	0	0	4	0	-	-	11	\$ 50
San Mateo	4	0	0	1	0	0	4	0	0	9	0	-	-	25	\$ 50
San Mateo Cnty	1	0	0	1	0	0	-	0	0	2	0	-	-	6	\$ 50
West Bay	3	0	0	-	0	0	-	0	0	3	0	-	-	3	\$ 50
	11	0	0	5	0	0	8	0	0	24	0	-	50	119	

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.1

	October			November			December			Q4			2013 LD Amount	Monthly Allowance	LD per Occurrence
	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount	Occurrences	Net of Allowances	LD Amount			
Atherton	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Belmont	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
Burlingame	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	-	500	0	\$ 500
Foster City	-	0	0	1	1	500	-	0	0	1	1	500	1,000	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	1	1	500	1	1	500	500	0	\$ 500
San Carlos	-	0	0	-	0	0	-	0	0	0	0	-	-	0	\$ 500
San Mateo	1	1	500	-	0	0	-	0	0	1	1	500	1,000	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
	1	1	500	1	1	500	1	1	500	3	3	1,500	3000	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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			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

	October			November			December			Q4			2013 LD Amount	Tonnage Allowance	LD per Ton Solid Waste/ Organics	
	Net of	LD		Net of	LD		Net of	LD		Net of	LD					
	Tonnage	Allowances	Amount	Tonnage	Allowances	Amount	Tonnage	Allowances	Amount	Tonnage	Allowances	LD Amount				
Atherton	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Belmont	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Burlingame	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
East Palo Alto	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Foster City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Hillsborough	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Menlo Park	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
North Fair Oaks	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
Redwood City	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Carlos	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Mateo	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
San Mateo Cnty	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
West Bay	-	0	0	-	0	0	-	0	0	0	0	0	-	-	0	\$ 100
	-	0	0	-	0	0	-	0	0	0	0	0				
													2,550	12,900		

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

Agency	Monthly Service Opportunities Calculation	Number of Monthly Service Opportunities	0.0333%		0.1000%									\$50	\$50
			Incentive Level Threshold Less than 1 per 3,000 Service Opportunities	Disincentive Level Threshold More than 1 per 1,000 Service Opportunities	Number of Complaints			Incentive			Disincentive			Incentive Payment due \$50 per Complaint	Disincentive Payment due \$50 per Complaint
Quarter 4					Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec		
Atherton	2355 x 3 x 4.33	30,591	10	31	17	12	17	0	0	0	0	0	0	\$0	\$0
Belmont	6726 x 3 x 4.33	87,371	29	87	40	19	26	0	10	3	0	0	0	\$0	\$0
Burlingame	6590 x 3 x 4.33	85,604	29	86	26	18	59	3	11	0	0	0	0	\$0	\$0
East Palo Alto	4165 x 3 x 4.33	54,103	18	54	9	8	13	9	10	5	0	0	0	\$0	\$0
Foster City	6717 x 3 x 4.33	87,254	29	87	25	21	32	4	8	0	0	0	0	\$0	\$0
Hillsborough	3610 x 3 x 4.33	46,894	16	47	20	18	50	0	0	0	0	0	3	\$0	\$0
Menlo Park	7845 x 3 x 4.33	101,907	34	102	24	27	43	10	7	0	0	0	0	\$0	\$0
North Fair Oaks	2664 x 3 x 4.33	34,605	12	35	14	14	12	0	0	0	0	0	0	\$0	\$0
Redwood City	17347 x 3 x 4.33	225,338	75	225	105	63	101	0	12	0	0	0	0	\$0	\$0
San Carlos	8595 x 3 x 4.33	111,649	37	112	35	30	49	2	7	0	0	0	0	\$0	\$0
San Mateo	19989 x 3 x 4.33	259,657	86	260	136	116	143	0	0	0	0	0	0	\$0	\$0
San Mateo County	5004 x 3 x 4.33	65,002	22	65	28	19	43	0	3	0	0	0	0	\$0	\$0
West Bay	2212 x 3 x 4.33	28,734	10	29	13	5	7	0	5	3	0	0	0	\$0	\$0
Totals														* \$0	\$0

* Note: Approval by Member Agencies of contract amendments has eliminated this incentive/disincentive.

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 4	Oct	Nov			Dec	Oct	Nov	Dec
Atherton	0	1	1	N/A	0	\$0	(\$50)	(\$50)	(\$100)
Belmont	1	2	1	N/A	0	(\$50)	(\$100)	(\$50)	(\$200)
Burlingame	1	0	3	N/A	0	(\$50)	\$0	(\$150)	(\$200)
East Palo Alto	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Foster City	0	1	1	N/A	0	\$0	(\$50)	(\$50)	(\$100)
Hillsborough	0	1	0	N/A	0	\$0	(\$50)	\$0	(\$50)
Menlo Park	1	1	2	N/A	0	(\$50)	(\$50)	(\$100)	(\$200)
North Fair Oaks	1	0	0	N/A	0	(\$50)	\$0	\$0	(\$50)
Redwood City	3	2	1	N/A	0	(\$150)	(\$100)	(\$50)	(\$300)
San Carlos	1	2	0	N/A	0	(\$50)	(\$100)	\$0	(\$150)
San Mateo	5	3	1	N/A	0	(\$250)	(\$150)	(\$50)	(\$450)
San Mateo County	1	2	2	N/A	0	(\$50)	(\$100)	(\$100)	(\$250)
West Bay	0	0	1	N/A	0	\$0	\$0	(\$50)	(\$50)
Totals	14	16	13			(\$700)	(\$800)	(\$650)	(\$2,150)

		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 4	Month							
October	10	15	30	5	0	\$2,340	\$0	\$2,340
November	13	15	30	2	0	\$1,170	\$0	\$1,170
December	29	15	30	0	0	\$0	\$0	\$0
Totals						\$3,510	\$0	\$3,510
		Year 2012						
	Agency	Solid Waste Tons						
	Atherton	2,308				\$44	\$0	\$44
	Belmont	8,548				\$164	\$0	\$164
	Burlingame	24,127				\$463	\$0	\$463
	East Palo Alto	11,789				\$226	\$0	\$226
	Foster City	11,108				\$213	\$0	\$213
	Hillsborough	2,740				\$53	\$0	\$53
	Menlo Park	17,120				\$328	\$0	\$328
	North Fair Oaks	5,625				\$108	\$0	\$108
	Redwood City	38,146				\$731	\$0	\$731
	San Carlos	13,080				\$251	\$0	\$251
	San Mateo	42,700				\$819	\$0	\$819
	San Mateo County	4,154				\$80	\$0	\$80
	West Bay	1,646				\$32	\$0	\$32
		183,091				\$3,510	\$0	\$3,510

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

Quarter 4 Month						\$5
October	122			N/A	N/A	\$0
November	238			N/A	N/A	\$0
December	1,413			N/A	N/A	\$0
Quarterly Totals	1,773	40,928	2,046		0	\$0
Year 2012 Tons of Solid Waste Collected						
	Agency					
	Atherton		2,308			\$0
	Belmont		8,548			\$0
	Burlingame		24,127			\$0
	East Palo Alto		11,789			\$0
	Foster City		11,108			\$0
	Hillsborough		2,740			\$0
	Menlo Park		17,120			\$0
	North Fair Oaks		5,625			\$0
	Redwood City		38,146			\$0
	San Carlos		13,080			\$0
	San Mateo		42,700			\$0
	San Mateo County		4,154			\$0
	West Bay		1,646			\$0
			183,091			* N/A

* Note: Approval by Member Agencies of contract amendments has changed the calculation of this disincentive.

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2013

Quarter 4

Aggregate SBWMA

Material Type	Tons Collected	Allowable Contamination Threshold	Measured Contamination Level	Variance	Tons	Payment Amount	Payment Due
Single-Family Targeted Recyclable Materials	10,820.66	8.50%	7.50%	-1.00%	N/A	\$175	N/A
Commercial Targeted Recyclable Materials	6,991.67	10.00%	7.80%	-2.20%	N/A	\$70	N/A
Residential Organic Materials	19,786.33	5.00%	2.20%	-2.80%	N/A	\$70	N/A
Commercial Organic Materials	4,404.20	10.00%	7.40%	-2.60%	N/A	\$70	N/A
Multi-Family and Commercial Plant Materials	1,568.76	5.00%	0.00%	-5.00%	N/A	\$70	N/A
Total						\$0	

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Social Media Launch

During the start of November 2013, Recology San Mateo County (RSMC) launched Facebook and Twitter accounts, which has built a network of over two hundred followers, in the short time since it started. By utilizing social media, RSMC can engage with a broader audience by sharing topics that include industry related news, collection schedules and “Beyond the Cart” services offered by RSMC. In addition to customer related services, RSMC has also engaged in topics of community involvement and creative reuse projects. Such as the Facebook post about this year’s holiday tree, made from plastic water bottles and other scavenged materials, which reached an audience of over 1,000 people.

Second Harvest Food Bank

RSMC encourages our employee-owners to give back to the communities we serve by helping others who are in need.

A group of RSMC employee-owners volunteered two evenings that were organized for RSMC Employee-Owners. During the time spent at Second Harvest Food Bank, RSMC volunteers separated, sorted, and packaged food to be given to the less fortunate in time for the holidays.



Coats for Kids

RSMC launched its annual Coats for Kids Program to collect new and gently used coats for donation to those in need of a warm coat during the cold weather season.

RSMC collected a little over 800 coats this year. Coats were donated to the Samaritan House and St. Anthony’s Clothing Center. Pat Ferrando volunteer/coordinator of the St. Anthony’s Clothing Center said this about Recology:

“There are no words that can adequately describe what all of you gave to us at the Clothing Center yesterday. To have collected all those jackets and coats, delivered them to us, and then hung them all to be given away (and out in the cold I might add)---what a gift. The energy and sense of joy you shared with my staff and our clients really was a special way to begin the holiday season. It was fun for me to see familiar faces from last year, as well as meeting some new helpers. I hope each of you felt first hand what I feel each time we are able to provide something special to families that have so very little in the way of extras.

St. Anthony’s is so blessed to have the support of your wonderful organization throughout the year helping us to fulfill our mission of providing food and clothing to those in our community who are struggling and in need of just a bit of extra help. A warm coat, a word of encouragement, a simple “let me help you”, a smile, holding a fussy baby so a mom could gather clothes, all were shared by you [Recology volunteers] with our clients today. Each act of kindness was so beautiful to see. For all of those gifts, as well as the gift of your presence and your time, I say a very heartfelt thank you.”

Recycled Holiday Tree



RSMC created a recycled tree, which was put on display at the Hillsdale Mall in San Mateo, from November 25th through January 7th. As mentioned earlier, the tree was placed on our Facebook page and used to promote recycling and reuse during the holidays. RSMC employee-owners made the eight foot tree from scavenged wood, including a bed frame and over 700 plastic bottles from Recology's Disposal and Recycling Centers in San Francisco and San Bruno. The glittery angel on top was even made from plastic bottles. The toys around the tree, including a wagon and tricycle, were rescued from the landfill and refurbished.

SAL/PAL Toy Drive and Wrapping Event

RSMC participated again this year in the Annual Holiday Toy & Book Drive, sponsored by the Redwood City PAL (Police Activities League), SAL (Sheriff Activities League), Police and Fire Associations, by donating toys and books.

RSMC employee-owners and their families also volunteered at the annual SAL/PAL wrapping party at Red Morton Community Center in Redwood City. The toys and books were delivered to children over the course of three nights in December by members of the police and fire departments.



SIGNIFICANT CHALLENGES

Bulky Item Collection

Bulky Item Collection (BIC) requests and customers exceeding the limit of items set out for collection have been a challenge.

As noted in the chart below, BIC collections increased approximate 24% in December, compared to 2012. To meet the increased demand for collections during December, RSMC added a Saturday route and a third BIC crew.

	12/2012	12/2013
BICs	2040	2536

BIC guidelines are posted on RSMC's website and Customer Service Representatives review the guidelines with customers when appointments are scheduled. In the past, information about the BIC program has also been distributed in billing inserts. Despite

these public education efforts, customers often exceed the set out limit of bags and items accepted in one appointment. Extra items set out can result in extra labor to collect the items, additional customer communication to request approval to utilize the customer's second BIC allotment and/or apply charges.

Customer service and continued education is paramount and RSMC will continue to educate residents about the program parameters, as well as encourage reuse and donation of usable goods whenever possible, to minimize the impacts related to excessive set-outs.

Below are examples of customers who did not properly follow the BIC guidelines:

<p>10/14/2013 Redwood City</p>	
<p>10/14/2013 Redwood City</p>	

10/28/2013
Redwood City



11/19/2013
East Palo Alto



11/29/2013
Redwood City



12/5/2013
San Mateo



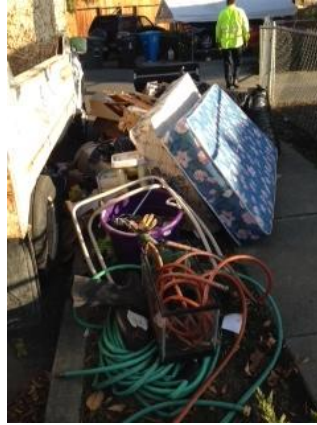
12/9/2013
Menlo Park



12/3/2013
Redwood City



12/13/2013
North Fair Oaks



12/23/2013
East Palo Alto



12/24/2013
East Palo Alto



12/6/2013
Belmont



12/13/2013
East Palo Alto



12/17/2013
Redwood City



12/6/2013
East Palo Alto



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 4 (Q4) 2013 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

Attendee	Unacceptable Levels Documentary
Angela Goebel	X
Mia Rossi	X
Sandra Tinoco	X
Sarah Prescott	X
Yvette Madera	X

On November 14, 2013, the CRPT team attended a screening of the documentary, Unacceptable Levels. Unacceptable Levels examined the results of the chemical revolution of the 1940s through the eyes of affable filmmaker Ed Brown, a father seeking to understand the world in which he and his wife are raising their children. To create this debut documentary, one man and his camera traveled extensively to find and interview top minds in the fields of science, advocacy, and law. Weaving their testimonies into a compelling narrative, Brown presents a story of how the chemical revolution brought us to where we are, and of where, if we're not vigilant, it may take us. Unacceptable Levels opens the door to conversations about the chemical burden our bodies carry so that we can make informed decisions now and in the future. The film poses challenges to companies, our government, and our society to do something about a nearly-unseen threat with the inspired knowledge that small changes can generate a massive impact.

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 Q4 2013.

New/Increased Recycling and Compost Customers

Recology San Mateo County (RSMC) is pleased to report that the CRPT exceeded the Q4 2013 goal of recruiting new or increasing existing recycling and compost services in the commercial and MFD sectors as noted below.

Q4 2013 Goal New and/or Increased Recycling or Compost Customers	Q4 2013 Actual New and/or Increased Recycling or Compost Customers
150	169

AB341 Outreach

RSMC is pleased to report that the CRPT exceeded the Q4 2013 goal set for contacting commercial or MFD customers that fall within the mandate of AB341‡, who were not subscribing to recycling service with RSMC.

Q4 2013 Goal AB 341 Outreach	Q4 2013 Actual AB 341 Outreach
36	42

‡The Californian Waste Management Act of 1989 (AB 939) requires each city, county or regional agency, if any, to divert 50% of all solid waste from landfill or incineration by January 1, 2000, by practicing source reduction, and resource recovery through recycling and composting. AB 341 creates a policy goal of at least 75% of all solid waste generated be source reduced, recycled, or composted by 2020. AB 341 requires businesses that generate 4-cubic yards or more of solid waste per week and all multi-family dwellings of 5 units or more to subscribe to recycling service.

The CRPT achieved the goal set for conducting Top MSW Site Assessments in Q4 2013, as outlined below:

Q4 2013 Goal Top MSW Generator Site Assessments*	Q4 2013 Actual Top MSW Generator Site Assessments
192	192

All Site Assessments performed during Q4 2013 in each Member Agency are summarized below and represent completion of the Top MSW Generator Site Assessments required for 2013:

Member Agency	Top MSW Generator Site Assessments	Additional Site Assessments
Atherton	-0-	-0-
Belmont	52	-0-
Burlingame	18	1
East Palo Alto	16	5
Foster City	7	2
Hillsborough	1	-0-
Menlo Park	39	-0-
North Fair Oaks	12	3
Redwood City	19	-0-
San Carlos	11	4
San Mateo	4	1
San Mateo County	11	2
West Bay Sanitary District	2	1
Total	192	20

A detailed accounting of the Top MSW Accounts summarized above is included in the 4rd 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.

All Site Assessments performed during 2013 in each Member Agency are summarized below and represent completion of the Top MSW Generator Site Assessments required for 2013:

Member Agency	On-site Assessments 7.04.E												Total	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Atherton	-0-	-0-	-0-	-0-	-0-	-0-	1	6	-0-	-0-	-0-	-0-	7	
Belmont	3	3	3	8	6	6	9	1	9	20	22	10	100	
Burlingame	10	6	7	10	6	20	11	7	5	2	1	15	100	
East Palo Alto	-0-	2	7	1	5	20	23	15	11	5	7	4	100	
Foster City	2	4	6	5	-0-	15	6	29	20	-0-	6	1	94	*(6 closed)
Hillsborough	-0-	2	1	-0-	-0-	-0-	-0-	1	-0-	-0-	-0-	1	5	
Menlo Park	5	5	1	1	5	8	10	17	9	16	13	10	100	
North Fair Oaks	-0-	-0-	2	-0-	11	8	5	6	6	7	2	3	50	
Redwood City	8	7	10	9	14	14	4	6	10	7	10	2	101	
San Carlos	6	7	2	10	15	4	13	17	15	5	4	2	100	
San Mateo	9	13	4	3	17	31	7	4	5	2	1	1	97	*(3 closed)
San Mateo County	-0-	-0-	5	9	-0-	10	10	6	-0-	1	10	-0-	51	
West Bay	3	-0-	-0-	8	4	10	-0-	-0-	3	-0-	-0-	2	30	
Totals	46	49	48	64	83	146	99	115	93	65	76	51	935	

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

Member Agency	Number of Visual Audits 7.06 ⁽¹⁾												Total	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Atherton	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-
Belmont	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	1	-0-	1
Burlingame	-0-	3	-0-	1	1	1	-0-	-0-	-0-	-0-	-0-	1	7	
East Palo Alto	-0-	2	2	-0-	1	-0-	2	8	1	4	-0-	1	21	
Foster City	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	1	1	2	
Hillsborough	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	
Menlo Park	-0-	3	3	-0-	-0-	1	-0-	1	1	-0-	-0-	-0-	9	
North Fair Oaks	-0-	-0-	2	-0-	5	-0-	-0-	-0-	-0-	3	-0-	-0-	10	
Redwood City	-0-	3	3	2	1	-0-	3	1	1	-0-	-0-	-0-	14	
San Carlos	-0-	4	-0-	2	6	2	4	-0-	3	3	1	-0-	25	
San Mateo	2	-0-	3	-0-	-0-	2	2	2	-0-	1	-0-	-0-	12	
San Mateo County	-0-	-0-	-0-	-0-	-0-	-0-	3	-0-	1	-0-	-0-	2	6	
West Bay	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	1	1	-0-	-0-	2	
Totals	2	15	13	5	14	6	14	12	8	12	3	5	109	

†Site Checks

RSMC is pleased to report that RSMC exceeded the Q4 2013 goal of conducting 350 Site Checks, as outlined below:

Q4 2013 Goal Site Checks	Q4 2013 Actual Site Checks
350	623

†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 1 (Q1) 2014 Goals

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

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

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

The Q1 2014 goals for the CRPT will be achieved through the metrics outlined below:

- Perform 200 Site Assessments of Commercial and/or MFD accounts
- Conduct a minimum of 350 Site Checks of Commercial and/or MFD accounts
- Recruit or increase a minimum of 100 recycling and/or compost accounts
- Contact Commercial and/or MFD customers that are not AB341 compliant, or show 0% diversion rate who have not already been contacted by the CRPT and identified as sharing recycling containers, backhauling or selling recyclable materials and/or using non-franchised haulers to collect recyclable materials.

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:

Ride-A-Longs

In Q1, the CRPT will conduct Ride-A-Longs with drivers to identify Commercial and MFD customers that may not be utilizing the recycling and/or organics programs effectively. The CRPT will ride with routes that have high volume generating customers. These Ride-A-Longs will provide the CRPT more detail regarding customers that can benefit from technical assistance in an effort to increase diversion.

Target MFD Customers with Low Diversion

The CRPT will target 30 MFD customers this quarter with a 20% or below diversion rate. Through on-site visits and/or Site Assessments, the CRPT will determine opportunities to reduce waste and assist the customers with increasing diversion levels. The CRPT will establish communication with these customers to offer cost savings analysis, on-site technical assistance, and/or provide customized educational pieces that best fit their needs.

Maintenance of High Traffic Commercial Business Districts

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

Commercial Posters

Working closely with members of the SBWMA Pub Ed subcommittee, the CRPT developed new Commercial and MFD recycle, compost and garbage posters. Utilizing their experience from routine audits, contamination checks and customer feedback, the new posters were created with images most commonly found in the waste stream. The CRPT also created a brand new poster for "Paper Towels Only", which will be distributed as deemed appropriate, to customers subscribed to compost collection service.

The posters are an essential outreach tool used during trainings and presentations, and the updated layout provides a more concise, clear and easy-to-read message for our customers, about what is accepted in the BizSMART program. The updated design will be especially

useful for the CRPT when training multilingual audiences and customers with low diversion rates. These visual aids will help reinforce recycling and composting habits and reach broader or more diverse audiences. The new posters, show on the next page, will also be available on RSMC’s website for customers to download and post internally or distribute to employees and/or tenants.



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 4th Quarter Report detail file in the tab labeled “M1d. Diversion Level”.