



MONTHLY REPORT TO THE SBWMA
FOR JANUARY 2011

Submitted February 15, 2011



February 15, 2011

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 January, 2011 monthly report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

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

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

MONTHLY REPORT TO THE SBWMA

**For
JANUARY 2011**

**Submitted
FEBRUARY 15, 2011**



JANUARY 2011 MONTHLY REPORT

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JANUARY 2011 MONTHLY 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. 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. 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.



JANUARY 2011 MONTHLY REPORT

SUMMARY

Total commercial solid waste tonnage collected:	9,907.08
Total commercial recyclables tonnage collected:	1,707.74
Total commercial organics tonnage collected:	1,632.69
Total residential solid waste tonnage collected:	5,601.77
Total residential recyclables tonnage collected:	4,298.90
Total residential organics tonnage collected:	6,653.64
Overall Calculated Diversion rate:	47.96%
Commercial Diversion rate:	25.22%
Residential Diversion rate:	66.16%
Number of inquiries, service requests and complaints received:	14,120
Number of Customer Service calls received:	56,085
Average Hold Time for Customer Service calls:	117.34 seconds
On-site customer assessments and visual audits conducted:	27
Quality Assurance Program contact calls initiated:	204

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
ATHERTON					
Commercial					
Commercial Solid Waste	RSMC	63.11		0.00	63.11
Commercial Recycling	RSMC	12.83	0.00%	0.00	12.83
Commercial Organics	RSMC	59.18	0.00%	0.00	59.18
Subtotal - Disposed		63.11		0.00	63.11
Subtotal - Diverted		72.01		0.00	72.01
MFD					
MFD Solid Waste	RSMC	0.00		0.00	0.00
MFD Recycling	RSMC	0.00	0.00%	0.00	0.00
MFD Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		0.00		0.00	0.00
Subtotal - Diverted		0.00		0.00	0.00
Roll-Off					
	RSMC	0.00		0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00%	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		0.00		0.00	0.00
Subtotal - Diverted		0.00		0.00	0.00
Residential					
Residential Solid Waste	RSMC	243.60		0.00	243.60
Residential Curbside Recycling	RSMC	131.73	0.00%	0.00	131.73
Residential Curbside Organics	RSMC	634.84	0.00%	0.00	634.84
Subtotal - Disposed		243.60		0.00	243.60
Subtotal - Diverted		766.57		0.00	766.57
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		53.29%		0.00	53.29%
MFD Recycling Rate		0.00%		0.00	0.00%
Roll-Off Recycling Rate		0.00%		0.00	0.00%
Residential Organics & Recycling		75.89%		0.00	75.89%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		306.71		0.00	306.71
Total Diverted		838.58		0.00	838.58
Total Diversion Rate		73.22%			73.22%
RSMC Collection					
Single-Family Diversion Percentage					75.89%
Commercial Diversion Percentage					53.29%
Overall Diversion Percentage					73.22%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
BELMONT					
Commercial					
Commercial Solid Waste	RSMC	230.13		0.00	230.13
Commercial Recycling	RSMC	57.95	0.00%	0.00	57.95
Commercial Organics	RSMC	37.15	0.00%	0.00	37.15
Subtotal - Disposed		230.13		0.00	230.13
Subtotal - Diverted		95.10		0.00	95.10
MFD					
MFD Solid Waste	RSMC	72.75		0.00	72.75
MFD Recycling	RSMC	6.28	0.00%	0.00	6.28
MFD Organics	RSMC	0.56	0.00%	0.00	0.56
Subtotal - Disposed		72.75		0.00	72.75
Subtotal - Diverted		6.84		0.00	6.84
Roll-Off					
Roll-Off Solid Waste	RSMC	39.48		0.00	39.48
Roll-Off Recycling	RSMC	0.00	0.00%	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		39.48		0.00	39.48
Subtotal - Diverted		0.00		0.00	0.00
Residential					
Residential Solid Waste	RSMC	332.92		0.00	332.92
Residential Curbside Recycling	RSMC	441.62	0.00%	0.00	441.62
Residential Curbside Organics	RSMC	358.41	0.00%	0.00	358.41
Subtotal - Disposed		332.92		0.00	332.92
Subtotal - Diverted		800.03		0.00	800.03
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		29.24%		0.00	29.24%
MFD Recycling Rate		8.59%		0.00	8.59%
Roll-Off Recycling Rate		0.00%		0.00	0.00%
Residential Organics & Recycling		70.61%		0.00	70.61%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		675.28		0.00	675.28
Total Diverted		901.97		0.00	901.97
Total Diversion Rate		57.19%			57.19%
RSMC Collection					
Single-Family Diversion Percentage					70.61%
Commercial Diversion Percentage					22.94%
Overall Diversion Percentage					57.19%

Recology San Mateo County
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 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
BURLINGAME					
Commercial					
Commercial Solid Waste	RSMC	644.25		0.00	644.25
Commercial Recycling	RSMC	161.76	0.00%	0.00	161.76
Commercial Organics	RSMC	214.73	0.00%	0.00	214.73
Subtotal - Disposed		644.25		0.00	644.25
Subtotal - Diverted		376.49		0.00	376.49
MFD					
MFD Solid Waste	RSMC	139.54		0.00	139.54
MFD Recycling	RSMC	0.00	0.00%	0.00	0.00
MFD Organics	RSMC	2.45	0.00%	0.00	2.45
Subtotal - Disposed		139.54		0.00	139.54
Subtotal - Diverted		2.45		0.00	2.45
Roll-Off					
Roll-Off Solid Waste	RSMC	676.16		0.00	676.16
Roll-Off Recycling	RSMC	15.20	0.00%	0.00	15.20
Roll-Off Organics	RSMC	53.58	0.00%	0.00	53.58
Subtotal - Disposed		676.16		0.00	676.16
Subtotal - Diverted		68.78		0.00	68.78
Residential					
Residential Solid Waste	RSMC	312.80		0.00	312.80
Residential Curbside Recycling	RSMC	235.82	0.00%	0.00	235.82
Residential Curbside Organics	RSMC	446.82	0.00%	0.00	446.82
Subtotal - Disposed		312.80		0.00	312.80
Subtotal - Diverted		682.64		0.00	682.64
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		36.88%		0.00	36.88%
MFD Recycling Rate		1.73%		0.00	1.73%
Roll-Off Recycling Rate		9.23%		0.00	9.23%
Residential Organics & Recycling		68.58%		0.00	68.58%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		1,772.75		0.00	1,772.75
Total Diverted		1,130.36		0.00	1,130.36
Total Diversion Rate		38.94%			38.94%
RSMC Collection					
Single-Family Diversion Percentage					68.58%
Commercial Diversion Percentage					23.47%
Overall Diversion Percentage					38.94%

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 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
EAST PALO ALTO					
Commercial					
Commercial Solid Waste	RSMC	159.62		0.00	159.62
Commercial Recycling	RSMC	45.86	0.00%	0.00	45.86
Commercial Organics	RSMC	39.96	0.00%	0.00	39.96
Subtotal - Disposed		159.62		0.00	159.62
Subtotal - Diverted		85.82		0.00	85.82
MFD					
MFD Solid Waste	RSMC	151.73		0.00	151.73
MFD Recycling	RSMC	2.91	0.00%	0.00	2.91
MFD Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		151.73		0.00	151.73
Subtotal - Diverted		2.91		0.00	2.91
Roll-Off					
Roll-Off Solid Waste	RSMC	53.70		0.00	53.70
Roll-Off Recycling	RSMC	5.10	0.00%	0.00	5.10
Roll-Off Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		53.70		0.00	53.70
Subtotal - Diverted		5.10		0.00	5.10
Residential					
Residential Solid Waste	RSMC	606.57		0.00	606.57
Residential Curbside Recycling	RSMC	138.23	0.00%	0.00	138.23
Residential Curbside Organics	RSMC	299.07	0.00%	0.00	299.07
Subtotal - Disposed		606.57		0.00	606.57
Subtotal - Diverted		437.30		0.00	437.30
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		34.97%		0.00	34.97%
MFD Recycling Rate		1.88%		0.00	1.88%
Roll-Off Recycling Rate		8.67%		0.00	8.67%
Residential Organics & Recycling		41.89%		0.00	41.89%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		971.62		0.00	971.62
Total Diverted		531.13		0.00	531.13
Total Diversion Rate		35.34%			35.34%
RSMC Collection					
Single-Family Diversion Percentage					41.89%
Commercial Diversion Percentage					20.45%
Overall Diversion Percentage					35.34%

Recology San Mateo County
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Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
FOSTER CITY					
Commercial					
Commercial Solid Waste	RSMC	358.43		0.00	358.43
Commercial Recycling	RSMC	70.61	0.00%	0.00	70.61
Commercial Organics	RSMC	114.20	0.00%	0.00	114.20
Subtotal - Disposed		358.43		0.00	358.43
Subtotal - Diverted		184.81		0.00	184.81
MFD					
MFD Solid Waste	RSMC	280.99		0.00	280.99
MFD Recycling	RSMC	12.54	0.00%	0.00	12.54
MFD Organics	RSMC	0.97	0.00%	0.00	0.97
Subtotal - Disposed		280.99		0.00	280.99
Subtotal - Diverted		13.51		0.00	13.51
Roll-Off					
Roll-Off Solid Waste	RSMC	174.57		0.00	174.57
Roll-Off Recycling	RSMC	2.78	0.00%	0.00	2.78
Roll-Off Organics	RSMC	9.65	0.00%	0.00	9.65
Subtotal - Disposed		174.57		0.00	174.57
Subtotal - Diverted		12.43		0.00	12.43
Residential					
Residential Solid Waste	RSMC	212.10		0.00	212.10
Residential Curbside Recycling	RSMC	230.12	0.00%	0.00	230.12
Residential Curbside Organics	RSMC	243.90	0.00%	0.00	243.90
Subtotal - Disposed		212.10		0.00	212.10
Subtotal - Diverted		474.02		0.00	474.02
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		34.02%		0.00	34.02%
MFD Recycling Rate		4.59%		0.00	4.59%
Roll-Off Recycling Rate		6.65%		0.00	6.65%
Residential Organics & Recycling		69.09%		0.00	69.09%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		1,026.09		0.00	1,026.09
Total Diverted		684.77		0.00	684.77
Total Diversion Rate		40.02%			40.02%
RSMC Collection					
Single-Family Diversion Percentage					69.09%
Commercial Diversion Percentage					20.57%
Overall Diversion Percentage					40.02%

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Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
HILLSBOROUGH					
Commercial					
Commercial Solid Waste	RSMC	82.04		0.00	82.04
Commercial Recycling	RSMC	150.04	0.00%	0.00	150.04
Commercial Organics	RSMC	43.26	0.00%	0.00	43.26
Subtotal - Disposed		82.04		0.00	82.04
Subtotal - Diverted		193.30		0.00	193.30
MFD					
MFD Solid Waste	RSMC	0.00		0.00	0.00
MFD Recycling	RSMC	0.00	0.00%	0.00	0.00
MFD Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		0.00		0.00	0.00
Subtotal - Diverted		0.00		0.00	0.00
Roll-Off					
Roll-Off Solid Waste	RSMC	0.00		0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00%	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		0.00		0.00	0.00
Subtotal - Diverted		0.00		0.00	0.00
Residential					
Residential Solid Waste	RSMC	269.23		0.00	269.23
Residential Curbside Recycling	RSMC	235.31	0.00%	0.00	235.31
Residential Curbside Organics	RSMC	313.22	0.00%	0.00	313.22
Subtotal - Disposed		269.23		0.00	269.23
Subtotal - Diverted		548.53		0.00	548.53
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		70.20%		0.00	70.20%
MFD Recycling Rate		0.00%		0.00	0.00%
Roll-Off Recycling Rate		0.00%		0.00	0.00%
Residential Organics & Recycling		67.08%		0.00	67.08%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		351.27		0.00	351.27
Total Diverted		741.83		0.00	741.83
Total Diversion Rate		67.86%			67.86%
RSMC Collection					
Single-Family Diversion Percentage					67.08%
Commercial Diversion Percentage					70.20%
Overall Diversion Percentage					67.86%

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Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
MENLO PARK					
Commercial					
Commercial Solid Waste	RSMC	1,030.75		0.00	1,030.75
Commercial Recycling	RSMC	169.90	0.00%	0.00	169.90
Commercial Organics	RSMC	351.15	0.00%	0.00	351.15
Subtotal - Disposed		1,030.75		0.00	1,030.75
Subtotal - Diverted		521.05		0.00	521.05
MFD					
MFD Solid Waste	RSMC	179.58		0.00	179.58
MFD Recycling	RSMC	4.47	0.00%	0.00	4.47
MFD Organics	RSMC	2.24	0.00%	0.00	2.24
Subtotal - Disposed		179.58		0.00	179.58
Subtotal - Diverted		6.71		0.00	6.71
Roll-Off					
Roll-Off Solid Waste	RSMC	72.99		0.00	72.99
Roll-Off Recycling	RSMC	53.62	0.00%	0.00	53.62
Roll-Off Organics	RSMC	35.54	0.00%	0.00	35.54
Subtotal - Disposed		72.99		0.00	72.99
Subtotal - Diverted		89.16		0.00	89.16
Residential					
Residential Solid Waste	RSMC	388.27		0.00	388.27
Residential Curbside Recycling	RSMC	351.80	0.00%	0.00	351.80
Residential Curbside Organics	RSMC	810.68	0.00%	0.00	810.68
Subtotal - Disposed		388.27		0.00	388.27
Subtotal - Diverted		1,162.48		0.00	1,162.48
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		33.58%		0.00	33.58%
MFD Recycling Rate		3.60%		0.00	3.60%
Roll-Off Recycling Rate		54.99%		0.00	54.99%
Residential Organics & Recycling		74.96%		0.00	74.96%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		1,671.59		0.00	1,671.59
Total Diverted		1,779.40		0.00	1,779.40
Total Diversion Rate		51.56%			51.56%
RSMC Collection					
Single-Family Diversion Percentage					74.96%
Commercial Diversion Percentage					32.47%
Overall Diversion Percentage					51.56%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
NORTH FAIR OAKS					
Commercial					
Commercial Solid Waste	RSMC	164.46		0.00	164.46
Commercial Recycling	RSMC	44.50	0.00%	0.00	44.50
Commercial Organics	RSMC	35.86	0.00%	0.00	35.86
Subtotal - Disposed		164.46		0.00	164.46
Subtotal - Diverted		80.36		0.00	80.36
MFD					
MFD Solid Waste	RSMC	30.31		0.00	30.31
MFD Recycling	RSMC	0.64	0.00%	0.00	0.64
MFD Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		30.31		0.00	30.31
Subtotal - Diverted		0.64		0.00	0.64
Roll-Off					
Roll-Off Solid Waste	RSMC	0.00		0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00%	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		0.00		0.00	0.00
Subtotal - Diverted		0.00		0.00	0.00
Residential					
Residential Solid Waste	RSMC	178.49		0.00	178.49
Residential Curbside Recycling	RSMC	92.68	0.00%	0.00	92.68
Residential Curbside Organics	RSMC	198.90	0.00%	0.00	198.90
Subtotal - Disposed		178.49		0.00	178.49
Subtotal - Diverted		291.58		0.00	291.58
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		32.82%		0.00	32.82%
MFD Recycling Rate		2.07%		0.00	2.07%
Roll-Off Recycling Rate		0.00%		0.00	0.00%
Residential Organics & Recycling		62.03%		0.00	62.03%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		373.26		0.00	373.26
Total Diverted		372.58		0.00	372.58
Total Diversion Rate		49.95%			49.95%
RSMC Collection					
Single-Family Diversion Percentage					62.03%
Commercial Diversion Percentage					29.37%
Overall Diversion Percentage					49.95%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
REDWOOD CITY					
Commercial					
Commercial Solid Waste	RSMC	1,420.31		0.00	1,420.31
Commercial Recycling	RSMC	306.47	0.00%	0.00	306.47
Commercial Organics	RSMC	263.24	0.00%	0.00	263.24
Subtotal - Disposed		1,420.31		0.00	1,420.31
Subtotal - Diverted		569.71		0.00	569.71
MFD					
MFD Solid Waste	RSMC	329.93		0.00	329.93
MFD Recycling	RSMC	12.16	0.00%	0.00	12.16
MFD Organics	RSMC	5.85	0.00%	0.00	5.85
Subtotal - Disposed		329.93		0.00	329.93
Subtotal - Diverted		18.01		0.00	18.01
Roll-Off					
Roll-Off Solid Waste	RSMC	278.87		0.00	278.87
Roll-Off Recycling	RSMC	7.63	0.00%	0.00	7.63
Roll-Off Organics	RSMC	54.99	0.00%	0.00	54.99
Subtotal - Disposed		278.87		0.00	278.87
Subtotal - Diverted		62.62		0.00	62.62
Residential					
Residential Solid Waste	RSMC	1,090.38		0.00	1,090.38
Residential Curbside Recycling	RSMC	687.21	0.00%	0.00	687.21
Residential Curbside Organics	RSMC	1,076.71	0.00%	0.00	1,076.71
Subtotal - Disposed		1,090.38		0.00	1,090.38
Subtotal - Diverted		1,763.92		0.00	1,763.92
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		28.63%		0.00	28.63%
MFD Recycling Rate		5.18%		0.00	5.18%
Roll-Off Recycling Rate		18.34%		0.00	18.34%
Residential Organics & Recycling		61.80%		0.00	61.80%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		3,119.49		0.00	3,119.49
Total Diverted		2,414.26		0.00	2,414.26
Total Diversion Rate		43.63%			43.63%
RSMC Collection					
Single-Family Diversion Percentage					61.80%
Commercial Diversion Percentage					24.27%
Overall Diversion Percentage					43.63%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
SAN CARLOS					
Commercial					
Commercial Solid Waste	RSMC	617.80		0.00	617.80
Commercial Recycling	RSMC	164.92	0.00%	0.00	164.92
Commercial Organics	RSMC	58.15	0.00%	0.00	58.15
Subtotal - Disposed		617.80		0.00	617.80
Subtotal - Diverted		223.07		0.00	223.07
MFD					
MFD Solid Waste	RSMC	44.31		0.00	44.31
MFD Recycling	RSMC	5.48	0.00%	0.00	5.48
MFD Organics	RSMC	0.63	0.00%	0.00	0.63
Subtotal - Disposed		44.31		0.00	44.31
Subtotal - Diverted		6.11		0.00	6.11
Roll-Off					
Roll-Off Solid Waste	RSMC	135.78		0.00	135.78
Roll-Off Recycling	RSMC	29.51	0.00%	0.00	29.51
Roll-Off Organics	RSMC	17.91	0.00%	0.00	17.91
Subtotal - Disposed		135.78		0.00	135.78
Subtotal - Diverted		47.42		0.00	47.42
Residential					
Residential Solid Waste	RSMC	471.75		0.00	471.75
Residential Curbside Recycling	RSMC	407.65	0.00%	0.00	407.65
Residential Curbside Organics	RSMC	495.52	0.00%	0.00	495.52
Subtotal - Disposed		471.75		0.00	471.75
Subtotal - Diverted		903.17		0.00	903.17
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		26.53%		0.00	26.53%
MFD Recycling Rate		12.12%		0.00	12.12%
Roll-Off Recycling Rate		25.88%		0.00	25.88%
Residential Organics & Recycling		65.69%		0.00	65.69%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		1,269.64		0.00	1,269.64
Total Diverted		1,179.77		0.00	1,179.77
Total Diversion Rate		48.17%			48.17%
RSMC Collection					
Single-Family Diversion Percentage					65.69%
Commercial Diversion Percentage					25.74%
Overall Diversion Percentage					48.17%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
SAN MATEO					
Commercial					
Commercial Solid Waste	RSMC	1,507.34		0.00	1,507.34
Commercial Recycling	RSMC	280.78	0.00%	0.00	280.78
Commercial Organics	RSMC	203.64	0.00%	0.00	203.64
Subtotal - Disposed		1,507.34		0.00	1,507.34
Subtotal - Diverted		484.42		0.00	484.42
MFD					
MFD Solid Waste	RSMC	481.00		0.00	481.00
MFD Recycling	RSMC	14.80	0.00%	0.00	14.80
MFD Organics	RSMC	6.21	0.00%	0.00	6.21
Subtotal - Disposed		481.00		0.00	481.00
Subtotal - Diverted		21.01		0.00	21.01
Roll-Off					
Roll-Off Solid Waste	RSMC	317.76		0.00	317.76
Roll-Off Recycling	RSMC	34.51	0.00%	0.00	34.51
Roll-Off Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		317.76		0.00	317.76
Subtotal - Diverted		34.51		0.00	34.51
Residential					
Residential Solid Waste	RSMC	1,175.12		0.00	1,175.12
Residential Curbside Recycling	RSMC	1,013.55	0.00%	0.00	1,013.55
Residential Curbside Organics	RSMC	1,178.62	0.00%	0.00	1,178.62
Subtotal - Disposed		1,175.12		0.00	1,175.12
Subtotal - Diverted		2,192.17		0.00	2,192.17
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		24.32%		0.00	24.32%
MFD Recycling Rate		4.19%		0.00	4.19%
Roll-Off Recycling Rate		9.80%		0.00	9.80%
Residential Organics & Recycling		65.10%		0.00	65.10%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		3,481.22		0.00	3,481.22
Total Diverted		2,732.11		0.00	2,732.11
Total Diversion Rate		43.97%			43.97%
RSMC Collection					
Single-Family Diversion Percentage					65.10%
Commercial Diversion Percentage					18.97%
Overall Diversion Percentage					43.97%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
SAN MATEO COUNTY					
Commercial					
Commercial Solid Waste	RSMC	128.40		0.00	128.40
Commercial Recycling	RSMC	27.62	0.00%	0.00	27.62
Commercial Organics	RSMC	18.33	0.00%	0.00	18.33
Subtotal - Disposed		128.40		0.00	128.40
Subtotal - Diverted		45.95		0.00	45.95
MFD					
MFD Solid Waste	RSMC	5.12		0.00	5.12
MFD Recycling	RSMC	0.00	0.00%	0.00	0.00
MFD Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		5.12		0.00	5.12
Subtotal - Diverted		0.00		0.00	0.00
Roll-Off					
Roll-Off Solid Waste	RSMC	0.00		0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00%	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		0.00		0.00	0.00
Subtotal - Diverted		0.00		0.00	0.00
Residential					
Residential Solid Waste	RSMC	235.36		0.00	235.36
Residential Curbside Recycling	RSMC	228.80	0.00%	0.00	228.80
Residential Curbside Organics	RSMC	359.17	0.00%	0.00	359.17
Subtotal - Disposed		235.36		0.00	235.36
Subtotal - Diverted		587.97		0.00	587.97
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		26.36%		0.00	26.36%
MFD Recycling Rate		0.00%		0.00	0.00%
Roll-Off Recycling Rate		0.00%		0.00	0.00%
Residential Organics & Recycling		71.41%		0.00	71.41%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		368.88		0.00	368.88
Total Diverted		633.92		0.00	633.92
Total Diversion Rate		63.21%			63.21%
RSMC Collection					
Single-Family Diversion Percentage					71.41%
Commercial Diversion Percentage					25.60%
Overall Diversion Percentage					63.21%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	January			Net Tons
		Tons Collected	Contamination Percentage	Contamination Tonnage	
WEST BAY					
Commercial					
Commercial Solid Waste	RSMC	35.13		0.00	35.13
Commercial Recycling	RSMC	6.87	0.00%	0.00	6.87
Commercial Organics	RSMC	3.26	0.00%	0.00	3.26
Subtotal - Disposed		35.13		0.00	35.13
Subtotal - Diverted		10.13		0.00	10.13
MFD					
MFD Solid Waste	RSMC	0.74		0.00	0.74
MFD Recycling	RSMC	0.00	0.00%	0.00	0.00
MFD Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		0.74		0.00	0.74
Subtotal - Diverted		0.00		0.00	0.00
Roll-Off					
Roll-Off Solid Waste	RSMC	0.00		0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00%	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00%	0.00	0.00
Subtotal - Disposed		0.00		0.00	0.00
Subtotal - Diverted		0.00		0.00	0.00
Residential					
Residential Solid Waste	RSMC	85.18		0.00	85.18
Residential Curbside Recycling	RSMC	104.38	0.00%	0.00	104.38
Residential Curbside Organics	RSMC	237.78	0.00%	0.00	237.78
Subtotal - Disposed		85.18		0.00	85.18
Subtotal - Diverted		342.16		0.00	342.16
Member Agency Vehicles					
Member Agency Solid Waste	SBR				
Member Agency Recycling	SBR				
Member Agency Organics	SBR				
Member Agency Inert / C&D	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		22.38%		0.00	22.38%
MFD Recycling Rate		0.00%		0.00	0.00%
Roll-Off Recycling Rate		0.00%		0.00	0.00%
Residential Organics & Recycling		80.07%		0.00	80.07%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		121.05		0.00	121.05
Total Diverted		352.29		0.00	352.29
Total Diversion Rate		74.43%			74.43%
RSMC Collection					
Single-Family Diversion Percentage					80.07%
Commercial Diversion Percentage					22.02%
Overall Diversion Percentage					74.43%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	January			
		Tons Collected	Contamination Percentage	Contamination Tonnage	Net Tons
TOTAL SBWMA					
Commercial					
Commercial Solid Waste	RSMC	6,441.77		0.00	6,441.77
Commercial Recycling	RSMC	1,500.11	0.00%	0.00	1,500.11
Commercial Organics	RSMC	1,442.11	0.00%	0.00	1,442.11
Subtotal - Disposed		6,441.77		0.00	6,441.77
Subtotal - Diverted		2,942.22		0.00	2,942.22
MFD					
MFD Solid Waste	RSMC	1,716.00		0.00	1,716.00
MFD Recycling	RSMC	59.28	0.00%	0.00	59.28
MFD Organics	RSMC	18.91	0.00%	0.00	18.91
Subtotal - Disposed		1,716.00		0.00	1,716.00
Subtotal - Diverted		78.19		0.00	78.19
Roll-Off					
Roll-Off Solid Waste	RSMC	1,749.31		0.00	1,749.31
Roll-Off Recycling	RSMC	148.35	0.00%	0.00	148.35
Roll-Off Organics	RSMC	171.67	0.00%	0.00	171.67
Subtotal - Disposed		1,749.31		0.00	1,749.31
Subtotal - Diverted		320.02		0.00	320.02
Residential					
Residential Solid Waste	RSMC	5,601.77		0.00	5,601.77
Residential Curbside Recycling	RSMC	4,298.90	0.00%	0.00	4,298.90
Residential Curbside Organics	RSMC	6,653.64	0.00%	0.00	6,653.64
Subtotal - Disposed		5,601.77		0.00	5,601.77
Subtotal - Diverted		10,952.54		0.00	10,952.54
Member Agency Vehicles					
Member Agency Solid Waste	SBR	0.00			
Member Agency Recycling	SBR	0.00			
Member Agency Organics	SBR	0.00			
Member Agency Inert / C&D	SBR	0.00			
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Transfer Station / Third Party/ Other Transfer Station Diversion					
Self-Haul Solid Waste	SBR				
MRF Residue					
Buyback Recycling	SBR				
Self-Haul Green Waste	SBR				
Self-Haul Inert / C&D	SBR				
Other Transfer Station Diversion	SBR				
Subtotal - Disposed		0.00			
Subtotal - Diverted		0.00			
Commercial Recycling Rate		31.35%		0.00	31.35%
MFD Recycling Rate		4.36%		0.00	4.36%
Roll-Off Recycling Rate		15.46%		0.00	15.46%
Residential Organics & Recycling		66.16%		0.00	66.16%
Member Agency Recycling Rate		0.00%			
Transfer Station Diversion Rate		0.00%			
Total Disposed		15,508.85		0.00	15,508.85
Total Diverted		14,292.97		0.00	14,292.97
Total Diversion Rate		47.96%			47.96%
RSMC Collection					
Single-Family Diversion Percentage					66.16%
Commercial Diversion Percentage					25.22%
Overall Diversion Percentage					47.96%

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2011

	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			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	38	0	0	38	15	0	0	15	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	
Belmont	32	0	0	32	9	0	0	9	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Burlingame	45	0	0	45	13	0	0	13	0	0	0	0	0	0	0	0	0	0	4	0	0	4		
East Palo Alto	11	0	0	11	2	0	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0	1		
Foster City	27	0	0	27	5	0	0	5	0	0	0	0	0	0	0	0	0	0	1	0	0	1		
Hillsborough	61	0	0	61	16	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Menlo Park	43	0	0	43	6	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
North Fair Oaks	18	0	0	18	9	0	0	9	0	0	0	0	0	0	0	0	0	0	1	0	0	1		
Redwood City	94	0	0	94	35	0	0	35	0	0	0	0	0	0	0	1	0	0	1	5	0	0		
San Carlos	70	0	0	70	18	0	0	18	0	0	0	1	1	0	0	2	0	0	2	8	0	0		
San Mateo	103	0	0	103	20	0	0	20	0	0	0	0	0	0	0	0	0	0	10	0	0	10		
San Mateo County	38	0	0	38	13	0	0	13	0	0	0	0	0	0	0	0	0	0	2	0	0	2		
West Bay	17	0	0	17	8	0	0	8	0	0	0	0	0	0	0	1	0	0	1	1	0	0		
Totals	597	0	0	597	169	0	0	169	0	0	0	1	1	0	0	4	0	0	4	36	0	0	36	

	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			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	7	0	0	7	38	0	0	38	0	0	0	0	528	0	0	528	32	0	0	32
Belmont	48	0	0	48	81	0	0	81	2	0	0	2	814	0	0	814	19	0	0	19
Burlingame	57	0	0	57	62	0	0	62	3	0	0	3	959	0	0	959	52	0	0	52
East Palo Alto	37	0	0	37	31	0	0	31	2	0	0	2	250	0	0	250	4	0	0	4
Foster City	46	0	0	46	55	0	0	55	2	0	0	2	662	0	0	662	22	0	0	22
Hillsborough	19	0	0	19	52	0	0	52	0	0	0	0	679	0	0	679	14	0	0	14
Menlo Park	43	0	0	43	73	0	0	73	8	0	0	8	973	0	0	973	21	0	0	21
North Fair Oaks	11	0	0	11	28	0	0	28	2	0	0	2	275	0	0	275	1	0	0	1
Redwood City	138	0	0	138	100	0	0	100	3	0	0	3	1575	0	0	1575	19	0	0	19
San Carlos	62	0	0	62	55	0	0	55	0	0	0	0	1743	0	0	1743	148	0	0	148
San Mateo	165	0	0	165	158	0	0	158	1	0	0	1	2459	0	0	2459	62	0	0	62
San Mateo County	36	0	0	36	26	0	0	26	0	0	0	0	454	0	0	454	12	0	0	12
West Bay	21	0	0	21	10	0	0	10	0	0	0	0	215	0	0	215	8	0	0	8
Totals	690	0	0	690	769	0	0	769	23	0	0	23	11,586	0	0	11,586	414	0	0	414

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2011

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
January	56,085	47,813	8,272	14.75%	117.34	32.39%	204
February	0	0	0	0.00%	0	0.00%	0
March	0	0	0	0.00%	0	0.00%	0
Quarter 1	56,085	47,813	8,272	14.75%	117.34	32.39%	204

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2011

	Number of On-site Assessments 7.04.E				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1	Jan	Feb	Mar	Qrt 1
Atherton	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	3	0	0	3	0	0	0	0	0	0	0	0
Burlingame	2	0	0	2	0	0	0	0	0	0	0	0
East Palo Alto	1	0	0	1	0	0	0	0	0	0	0	0
Foster City	3	0	0	3	0	0	0	0	0	0	0	0
Hillsborough	0	0	0	0	0	0	0	0	0	0	0	0
Menlo Park	4	0	0	4	0	0	0	0	0	0	0	0
North Fair Oaks	2	0	0	2	0	0	0	0	0	0	0	0
Redwood City	7	0	0	7	0	0	0	0	0	0	0	0
San Carlos	2	0	0	2	0	0	0	0	0	0	0	0
San Mateo	2	0	0	2	0	0	0	0	0	0	0	0
San Mateo County	0	0	0	0	0	0	0	0	0	0	0	0
West Bay	1	0	0	1	0	0	0	0	0	0	0	0
Totals	27	0	0	27	0	0	0	0	0	0	0	0