



MONTHLY REPORT TO THE SBWMA  
FOR MARCH 2011

Submitted April 15, 2011



April 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 March, 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 blue ink that reads 'Mario Puccinelli'.

Mario Puccinelli  
General Manager

cc: Cliff Feldman  
Marshall Moran



# **RECOLOGY SAN MATEO COUNTY**

## **MONTHLY REPORT TO THE SBWMA**

**For  
MARCH 2011**

**Submitted  
APRIL 15, 2011**



## MARCH 2011 MONTHLY REPORT

### TABLE OF CONTENTS

	Page
A. Definitions	ii - iii
B. Summary	iv
C. Tonnage Summary	1 - 14
D. Inquiry, Service Request and Complaint Data	15
E. Call Center Data and Quality Assurance Calls Made	16
F. On-Site Customer Assessments, Visual Audits, and Recycling Tote-Bag Delivery Information	17



## MARCH 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.



## **MARCH 2011 MONTHLY REPORT**

### **SUMMARY**

Total commercial solid waste tonnage collected:	11,169.90
Total commercial recyclables tonnage collected:	2,276.65
Total commercial organics tonnage collected:	1,478.96
Total residential solid waste tonnage collected:	4,943.29
Total residential recyclables tonnage collected:	3,410.75
Total residential organics tonnage collected:	5,912.05
Overall Calculated Diversion rate:	44.80%
Commercial Diversion rate:	25.16%
Residential Diversion rate:	65.35%
Number of inquiries, service requests and complaints received:	2,041
Number of Customer Service calls received:	23,064
Average Hold Time for Customer Service calls:	32.86 seconds
On-site customer assessments and visual audits conducted:	229
Quality Assurance Program contact calls initiated:	208

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>ATHERTON</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	63.11	57.18	40.56
Commercial Recycling	RSMC	12.83	15.23	16.16
Commercial Organics	RSMC	59.18	32.05	41.36
Subtotal - Disposed		63.11	57.18	40.56
Subtotal - Diverted		72.01	47.28	57.52
<b>MFD</b>				
MFD Solid Waste	RSMC	0.00	0.33	0.09
MFD Recycling	RSMC	0.00	0.06	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.33	0.09
Subtotal - Diverted		0.00	0.06	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	243.60	188.57	166.92
Residential Curbside Recycling	RSMC	131.73	69.60	110.37
Residential Curbside Organics	RSMC	634.84	518.64	657.44
Subtotal - Disposed		243.60	188.57	166.92
Subtotal - Diverted		766.57	588.24	767.81
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		53.29%	45.26%	58.65%
MFD Recycling Rate		0.00%	15.38%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		75.89%	75.73%	82.14%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		306.71	246.08	207.57
Total Diverted		838.58	635.58	825.33
Total Diversion Rate		73.22%	72.09%	79.90%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		75.89%	75.73%	82.14%
Commercial Diversion Percentage		53.29%	45.15%	58.59%
Overall Diversion Percentage		73.22%	72.09%	79.90%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>BELMONT</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	230.13	200.57	255.49
Commercial Recycling	RSMC	57.95	64.22	66.51
Commercial Organics	RSMC	37.15	26.94	37.71
Subtotal - Disposed		230.13	200.57	255.49
Subtotal - Diverted		95.10	91.16	104.22
<b>MFD</b>				
MFD Solid Waste	RSMC	72.75	64.63	79.98
MFD Recycling	RSMC	6.28	13.61	26.19
MFD Organics	RSMC	0.56	0.60	1.10
Subtotal - Disposed		72.75	64.63	79.98
Subtotal - Diverted		6.84	14.21	27.29
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	39.48	33.62	40.28
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		39.48	33.62	40.28
Subtotal - Diverted		0.00	0.00	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	332.92	229.46	264.76
Residential Curbside Recycling	RSMC	441.62	289.52	235.29
Residential Curbside Organics	RSMC	358.41	245.88	297.87
Subtotal - Disposed		332.92	229.46	264.76
Subtotal - Diverted		800.03	535.40	533.16
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		29.24%	31.25%	28.97%
MFD Recycling Rate		8.59%	18.02%	25.44%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		70.61%	70.00%	66.82%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		675.28	528.28	640.51
Total Diverted		901.97	640.77	664.67
Total Diversion Rate		57.19%	54.81%	50.93%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		70.61%	70.00%	66.82%
Commercial Diversion Percentage		22.94%	26.07%	25.93%
Overall Diversion Percentage		57.19%	54.81%	50.93%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>BURLINGAME</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	644.25	618.20	757.40
Commercial Recycling	RSMC	161.76	217.14	296.63
Commercial Organics	RSMC	214.73	198.73	216.79
Subtotal - Disposed		644.25	618.20	757.40
Subtotal - Diverted		376.49	415.87	513.42
<b>MFD</b>				
MFD Solid Waste	RSMC	139.54	148.17	260.56
MFD Recycling	RSMC	0.00	11.11	41.28
MFD Organics	RSMC	2.45	2.45	2.97
Subtotal - Disposed		139.54	148.17	260.56
Subtotal - Diverted		2.45	13.56	44.25
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	676.16	613.32	721.47
Roll-Off Recycling	RSMC	15.20	10.31	10.76
Roll-Off Organics	RSMC	53.58	31.91	9.55
Subtotal - Disposed		676.16	613.32	721.47
Subtotal - Diverted		68.78	42.22	20.31
<b>Residential</b>				
Residential Solid Waste	RSMC	312.80	457.99	349.79
Residential Curbside Recycling	RSMC	235.82	255.75	266.74
Residential Curbside Organics	RSMC	446.82	307.83	402.97
Subtotal - Disposed		312.80	457.99	349.79
Subtotal - Diverted		682.64	563.58	669.71
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		36.88%	40.22%	40.40%
MFD Recycling Rate		1.73%	8.38%	14.52%
Roll-Off Recycling Rate		9.23%	6.44%	2.74%
Residential Organics & Recycling Rate		68.58%	55.17%	65.69%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,772.75	1,837.68	2,089.22
Total Diverted		1,130.36	1,035.23	1,247.69
Total Diversion Rate		38.94%	36.03%	37.39%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		68.58%	55.17%	65.69%
Commercial Diversion Percentage		23.47%	25.48%	24.94%
Overall Diversion Percentage		38.94%	36.03%	37.39%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>EAST PALO ALTO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	159.62	151.67	142.77
Commercial Recycling	RSMC	45.86	41.71	36.17
Commercial Organics	RSMC	39.96	21.55	30.22
Subtotal - Disposed		159.62	151.67	142.77
Subtotal - Diverted		85.82	63.26	66.39
<b>MFD</b>				
MFD Solid Waste	RSMC	151.73	149.36	165.70
MFD Recycling	RSMC	2.91	6.41	10.14
MFD Organics	RSMC	0.00	0.00	0.18
Subtotal - Disposed		151.73	149.36	165.70
Subtotal - Diverted		2.91	6.41	10.32
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	53.70	58.65	56.60
Roll-Off Recycling	RSMC	5.10	0.00	4.36
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		53.70	58.65	56.60
Subtotal - Diverted		5.10	0.00	4.36
<b>Residential</b>				
Residential Solid Waste	RSMC	606.57	434.03	506.80
Residential Curbside Recycling	RSMC	138.23	91.07	106.46
Residential Curbside Organics	RSMC	299.07	218.37	277.77
Subtotal - Disposed		606.57	434.03	506.80
Subtotal - Diverted		437.30	309.44	384.23
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		34.97%	29.43%	31.74%
MFD Recycling Rate		1.88%	4.12%	5.86%
Roll-Off Recycling Rate		8.67%	0.00%	7.15%
Residential Organics & Recycling Rate		41.89%	41.62%	43.12%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		971.62	793.71	871.87
Total Diverted		531.13	379.11	465.30
Total Diversion Rate		35.34%	32.32%	34.80%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		41.89%	41.62%	43.12%
Commercial Diversion Percentage		20.45%	16.23%	18.17%
Overall Diversion Percentage		35.34%	32.32%	34.80%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>FOSTER CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	358.43	340.12	462.99
Commercial Recycling	RSMC	70.61	64.62	97.15
Commercial Organics	RSMC	114.20	119.00	141.40
Subtotal - Disposed		358.43	340.12	462.99
Subtotal - Diverted		184.81	183.62	238.55
<b>MFD</b>				
MFD Solid Waste	RSMC	280.99	285.14	286.41
MFD Recycling	RSMC	12.54	16.70	19.83
MFD Organics	RSMC	0.97	1.04	1.21
Subtotal - Disposed		280.99	285.14	286.41
Subtotal - Diverted		13.51	17.74	21.04
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	174.57	154.87	192.02
Roll-Off Recycling	RSMC	2.78	3.16	5.91
Roll-Off Organics	RSMC	9.65	28.02	18.17
Subtotal - Disposed		174.57	154.87	192.02
Subtotal - Diverted		12.43	31.18	24.08
<b>Residential</b>				
Residential Solid Waste	RSMC	212.10	231.33	257.18
Residential Curbside Recycling	RSMC	230.12	167.64	215.79
Residential Curbside Organics	RSMC	243.90	160.44	195.84
Subtotal - Disposed		212.10	231.33	257.18
Subtotal - Diverted		474.02	328.08	411.63
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Commercial Recycling Rate</b>				
Commercial Recycling Rate		34.02%	35.06%	34.00%
MFD Recycling Rate		4.59%	5.86%	6.84%
Roll-Off Recycling Rate		6.65%	16.76%	11.14%
Residential Organics & Recycling Rate		69.09%	58.65%	61.55%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
<b>Total Disposed</b>				
Total Disposed		1,026.09	1,011.46	1,198.60
<b>Total Diverted</b>				
Total Diverted		684.77	560.62	695.30
<b>Total Diversion Rate</b>				
Total Diversion Rate		40.02%	35.66%	36.71%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		69.09%	58.65%	61.55%
Commercial Diversion Percentage		20.57%	22.96%	23.16%
Overall Diversion Percentage		40.02%	35.66%	36.71%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>HILLSBOROUGH</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	82.04	60.16	42.71
Commercial Recycling	RSMC	150.04	21.07	74.07
Commercial Organics	RSMC	43.26	26.70	26.67
Subtotal - Disposed		82.04	60.16	42.71
Subtotal - Diverted		193.30	47.77	100.74
<b>MFD</b>				
MFD Solid Waste	RSMC	0.00	0.85	0.39
MFD Recycling	RSMC	0.00	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.85	0.39
Subtotal - Diverted		0.00	0.00	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	0.00	5.24	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	7.54	0.00
Subtotal - Disposed		0.00	5.24	0.00
Subtotal - Diverted		0.00	7.54	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	269.23	370.31	244.08
Residential Curbside Recycling	RSMC	235.31	370.42	159.30
Residential Curbside Organics	RSMC	313.22	243.90	316.75
Subtotal - Disposed		269.23	370.31	244.08
Subtotal - Diverted		548.53	614.32	476.05
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		70.20%	44.26%	70.23%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	59.00%	0.00%
Residential Organics & Recycling Rate		67.08%	62.39%	66.11%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		351.27	436.56	287.18
Total Diverted		741.83	669.63	576.79
Total Diversion Rate		67.86%	60.53%	66.76%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		67.08%	62.39%	66.11%
Commercial Diversion Percentage		70.20%	45.50%	70.04%
Overall Diversion Percentage		67.86%	60.53%	66.76%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>MENLO PARK</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,030.75	953.73	1,055.55
Commercial Recycling	RSMC	169.90	181.04	208.23
Commercial Organics	RSMC	351.15	276.47	311.17
Subtotal - Disposed		1,030.75	953.73	1,055.55
Subtotal - Diverted		521.05	457.51	519.40
<b>MFD</b>				
MFD Solid Waste	RSMC	179.58	169.50	247.08
MFD Recycling	RSMC	4.47	11.99	21.34
MFD Organics	RSMC	2.24	1.96	3.10
Subtotal - Disposed		179.58	169.50	247.08
Subtotal - Diverted		6.71	13.95	24.44
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	72.99	50.84	45.01
Roll-Off Recycling	RSMC	53.62	53.03	80.05
Roll-Off Organics	RSMC	35.54	12.74	1.66
Subtotal - Disposed		72.99	50.84	45.01
Subtotal - Diverted		89.16	65.77	81.71
<b>Residential</b>				
Residential Solid Waste	RSMC	388.27	313.05	376.40
Residential Curbside Recycling	RSMC	351.80	221.28	315.43
Residential Curbside Organics	RSMC	810.68	510.76	674.44
Subtotal - Disposed		388.27	313.05	376.40
Subtotal - Diverted		1,162.48	732.04	989.87
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Commercial Recycling Rate</b>				
Commercial Recycling Rate		33.58%	32.42%	32.98%
MFD Recycling Rate		3.60%	7.60%	9.00%
Roll-Off Recycling Rate		54.99%	56.40%	64.48%
Residential Organics & Recycling Rate		74.96%	70.05%	72.45%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
<b>Total Disposed</b>				
Total Disposed		1,671.59	1,487.12	1,724.04
<b>Total Diverted</b>				
Total Diverted		1,779.40	1,269.27	1,615.42
<b>Total Diversion Rate</b>				
Total Diversion Rate		51.56%	46.05%	48.37%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		74.96%	70.05%	72.45%
Commercial Diversion Percentage		32.47%	31.39%	31.70%
Overall Diversion Percentage		51.56%	46.05%	48.37%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>NORTH FAIR OAKS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	164.46	163.00	182.36
Commercial Recycling	RSMC	44.50	35.91	54.77
Commercial Organics	RSMC	35.86	28.77	33.63
Subtotal - Disposed		164.46	163.00	182.36
Subtotal - Diverted		80.36	64.68	88.40
<b>MFD</b>				
MFD Solid Waste	RSMC	30.31	27.95	33.92
MFD Recycling	RSMC	0.64	1.22	3.21
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		30.31	27.95	33.92
Subtotal - Diverted		0.64	1.22	3.21
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	178.49	182.34	225.25
Residential Curbside Recycling	RSMC	92.68	59.89	84.32
Residential Curbside Organics	RSMC	198.90	132.91	150.94
Subtotal - Disposed		178.49	182.34	225.25
Subtotal - Diverted		291.58	192.80	235.26
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		32.82%	28.41%	32.65%
MFD Recycling Rate		2.07%	4.18%	8.65%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		62.03%	51.39%	51.09%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		373.26	373.29	441.53
Total Diverted		372.58	258.70	326.87
Total Diversion Rate		49.95%	40.93%	42.54%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		62.03%	51.39%	51.09%
Commercial Diversion Percentage		29.37%	25.66%	29.75%
Overall Diversion Percentage		49.95%	40.93%	42.54%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>REDWOOD CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,420.31	1,338.22	1,500.37
Commercial Recycling	RSMC	306.47	282.77	354.82
Commercial Organics	RSMC	263.24	173.84	200.54
Subtotal - Disposed		1,420.31	1,338.22	1,500.37
Subtotal - Diverted		569.71	456.61	555.36
<b>MFD</b>				
MFD Solid Waste	RSMC	329.93	306.76	364.74
MFD Recycling	RSMC	12.16	21.33	40.80
MFD Organics	RSMC	5.85	5.71	6.85
Subtotal - Disposed		329.93	306.76	364.74
Subtotal - Diverted		18.01	27.04	47.65
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	278.87	312.88	337.43
Roll-Off Recycling	RSMC	7.63	4.70	7.71
Roll-Off Organics	RSMC	54.99	44.55	48.19
Subtotal - Disposed		278.87	312.88	337.43
Subtotal - Diverted		62.62	49.25	55.90
<b>Residential</b>				
Residential Solid Waste	RSMC	1,090.38	737.42	885.24
Residential Curbside Recycling	RSMC	687.21	446.47	610.20
Residential Curbside Organics	RSMC	1,076.71	715.18	909.79
Subtotal - Disposed		1,090.38	737.42	885.24
Subtotal - Diverted		1,763.92	1,161.65	1,519.99
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Commercial Recycling Rate</b>				
Commercial Recycling Rate		28.63%	25.44%	27.02%
MFD Recycling Rate		5.18%	8.10%	11.55%
Roll-Off Recycling Rate		18.34%	13.60%	14.21%
Residential Organics & Recycling Rate		61.80%	61.17%	63.20%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
<b>Total Disposed</b>				
Total Disposed		3,119.49	2,695.28	3,087.78
<b>Total Diverted</b>				
Total Diverted		2,414.26	1,694.55	2,178.90
<b>Total Diversion Rate</b>				
Total Diversion Rate		43.63%	38.60%	41.37%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		61.80%	61.17%	63.20%
Commercial Diversion Percentage		24.27%	21.40%	23.03%
Overall Diversion Percentage		43.63%	38.60%	41.37%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>SAN CARLOS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	617.80	552.05	666.46
Commercial Recycling	RSMC	164.92	138.31	156.50
Commercial Organics	RSMC	58.15	45.26	64.51
Subtotal - Disposed		617.80	552.05	666.46
Subtotal - Diverted		223.07	183.57	221.01
<b>MFD</b>				
MFD Solid Waste	RSMC	44.31	43.65	138.73
MFD Recycling	RSMC	5.48	8.99	12.26
MFD Organics	RSMC	0.63	0.70	0.81
Subtotal - Disposed		44.31	43.65	138.73
Subtotal - Diverted		6.11	9.69	13.07
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	135.78	79.82	174.66
Roll-Off Recycling	RSMC	29.51	12.20	26.38
Roll-Off Organics	RSMC	17.91	8.01	12.94
Subtotal - Disposed		135.78	79.82	174.66
Subtotal - Diverted		47.42	20.21	39.32
<b>Residential</b>				
Residential Solid Waste	RSMC	471.75	334.84	359.89
Residential Curbside Recycling	RSMC	407.65	258.67	314.44
Residential Curbside Organics	RSMC	495.52	366.55	485.48
Subtotal - Disposed		471.75	334.84	359.89
Subtotal - Diverted		903.17	625.22	799.92
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		26.53%	24.95%	24.90%
MFD Recycling Rate		12.12%	18.17%	8.61%
Roll-Off Recycling Rate		25.88%	20.20%	18.38%
Residential Organics & Recycling Rate		65.69%	65.12%	68.97%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,269.64	1,010.36	1,339.74
Total Diverted		1,179.77	838.69	1,073.32
Total Diversion Rate		48.17%	45.36%	44.48%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		65.69%	65.12%	68.97%
Commercial Diversion Percentage		25.74%	24.01%	21.82%
Overall Diversion Percentage		48.17%	45.36%	44.48%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,507.34	1,519.04	1,721.39
Commercial Recycling	RSMC	280.78	330.33	458.30
Commercial Organics	RSMC	203.64	215.20	247.79
Subtotal - Disposed		1,507.34	1,519.04	1,721.39
Subtotal - Diverted		484.42	545.53	706.09
<b>MFD</b>				
MFD Solid Waste	RSMC	481.00	571.99	682.22
MFD Recycling	RSMC	14.80	45.21	80.89
MFD Organics	RSMC	6.21	6.06	6.34
Subtotal - Disposed		481.00	571.99	682.22
Subtotal - Diverted		21.01	51.27	87.23
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	317.76	317.33	364.59
Roll-Off Recycling	RSMC	34.51	47.18	30.86
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		317.76	317.33	364.59
Subtotal - Diverted		34.51	47.18	30.86
<b>Residential</b>				
Residential Solid Waste	RSMC	1,175.12	807.71	992.44
Residential Curbside Recycling	RSMC	1,013.55	696.53	699.51
Residential Curbside Organics	RSMC	1,178.62	825.16	1,021.59
Subtotal - Disposed		1,175.12	807.71	992.44
Subtotal - Diverted		2,192.17	1,521.69	1,721.10
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Commercial Recycling Rate</b>				
Commercial Recycling Rate		24.32%	26.42%	29.09%
MFD Recycling Rate		4.19%	8.23%	11.34%
Roll-Off Recycling Rate		9.80%	12.94%	7.80%
Residential Organics & Recycling Rate		65.10%	65.33%	63.43%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
<b>Total Disposed</b>				
Total Disposed		3,481.22	3,216.07	3,760.64
<b>Total Diverted</b>				
Total Diverted		2,732.11	2,165.67	2,545.28
<b>Total Diversion Rate</b>				
Total Diversion Rate		43.97%	40.24%	40.36%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		65.10%	65.33%	63.43%
Commercial Diversion Percentage		18.97%	21.10%	22.94%
Overall Diversion Percentage		43.97%	40.24%	40.36%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO COUNTY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	128.40	79.53	97.37
Commercial Recycling	RSMC	27.62	16.97	23.11
Commercial Organics	RSMC	18.33	8.09	10.88
Subtotal - Disposed		128.40	79.53	97.37
Subtotal - Diverted		45.95	25.06	33.99
<b>MFD</b>				
MFD Solid Waste	RSMC	5.12	6.03	8.55
MFD Recycling	RSMC	0.00	0.25	0.76
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		5.12	6.03	8.55
Subtotal - Diverted		0.00	0.25	0.76
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	235.36	184.69	213.92
Residential Curbside Recycling	RSMC	228.80	132.68	193.31
Residential Curbside Organics	RSMC	359.17	245.27	318.54
Subtotal - Disposed		235.36	184.69	213.92
Subtotal - Diverted		587.97	377.95	511.85
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		26.36%	23.96%	25.88%
MFD Recycling Rate		0.00%	3.98%	8.16%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		71.41%	67.17%	70.52%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		368.88	270.25	319.84
Total Diverted		633.92	403.26	546.60
Total Diversion Rate		63.21%	59.87%	63.09%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		71.41%	67.17%	70.52%
Commercial Diversion Percentage		25.60%	22.83%	24.70%
Overall Diversion Percentage		63.21%	59.87%	63.09%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>WEST BAY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	35.13	32.18	42.74
Commercial Recycling	RSMC	6.87	7.35	11.12
Commercial Organics	RSMC	3.26	2.56	3.22
Subtotal - Disposed		35.13	32.18	42.74
Subtotal - Diverted		10.13	9.91	14.34
<b>MFD</b>				
MFD Solid Waste	RSMC	0.74	1.47	1.31
MFD Recycling	RSMC	0.00	0.11	0.38
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.74	1.47	1.31
Subtotal - Diverted		0.00	0.11	0.38
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	0.00	0.00	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	85.18	65.26	100.62
Residential Curbside Recycling	RSMC	104.38	68.14	99.59
Residential Curbside Organics	RSMC	237.78	141.95	202.63
Subtotal - Disposed		85.18	65.26	100.62
Subtotal - Diverted		342.16	210.09	302.22
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		22.38%	23.54%	25.12%
MFD Recycling Rate		0.00%	6.96%	22.49%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		80.07%	76.30%	75.02%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		121.05	98.91	144.67
Total Diverted		352.29	220.11	316.94
Total Diversion Rate		74.43%	69.00%	68.66%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		80.07%	76.30%	75.02%
Commercial Diversion Percentage		22.02%	22.94%	25.05%
Overall Diversion Percentage		74.43%	69.00%	68.66%

Recology San Mateo County  
 Monthly Tonnage Report  
 Rate Year 2011  
 Summary

Member Agency/Type	Data Source	January	February	March
		Tons Collected	Tons Collected	Tons Collected
<b>TOTAL SBWMA</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	6,441.77	6,065.65	6,968.16
Commercial Recycling	RSMC	1,500.11	1,416.67	1,853.54
Commercial Organics	RSMC	1,442.11	1,175.16	1,365.89
Subtotal - Disposed		6,441.77	6,065.65	6,968.16
Subtotal - Diverted		2,942.22	2,591.83	3,219.43
<b>MFD</b>				
MFD Solid Waste	RSMC	1,716.00	1,775.83	2,269.68
MFD Recycling	RSMC	59.28	136.99	257.08
MFD Organics	RSMC	18.91	18.52	22.56
Subtotal - Disposed		1,716.00	1,775.83	2,269.68
Subtotal - Diverted		78.19	155.51	279.64
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	1,749.31	1,626.57	1,932.06
Roll-Off Recycling	RSMC	148.35	130.58	166.03
Roll-Off Organics	RSMC	171.67	132.77	90.51
Subtotal - Disposed		1,749.31	1,626.57	1,932.06
Subtotal - Diverted		320.02	263.35	256.54
<b>Residential</b>				
Residential Solid Waste	RSMC	5,601.77	4,537.00	4,943.29
Residential Curbside Recycling	RSMC	4,298.90	3,127.66	3,410.75
Residential Curbside Organics	RSMC	6,653.64	4,632.84	5,912.05
Subtotal - Disposed		5,601.77	4,537.00	4,943.29
Subtotal - Diverted		10,952.54	7,760.50	9,322.80
<b>Member Agency Vehicles</b>				
Member Agency Solid Waste	SBR			
Member Agency Recycling	SBR			
Member Agency Organics	SBR			
Member Agency Inert / C&D	SBR			
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Transfer Station / Third Party/ Other Transfer Station Diversion</b>				
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Commercial Recycling Rate</b>				
Commercial Recycling Rate		31.35%	29.94%	31.60%
MFD Recycling Rate		4.36%	8.05%	10.97%
Roll-Off Recycling Rate		15.46%	13.93%	11.72%
Residential Organics & Recycling Rate		66.16%	63.11%	65.35%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
<b>Total Disposed</b>				
Total Disposed		15,508.85	14,005.05	16,113.19
<b>Total Diverted</b>				
Total Diverted		14,292.97	10,771.19	13,078.41
<b>Total Diversion Rate</b>				
Total Diversion Rate		47.96%	43.47%	44.80%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		66.16%	63.11%	65.35%
Commercial Diversion Percentage		25.22%	24.13%	25.16%
Overall Diversion Percentage		47.96%	43.47%	44.80%

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	31	10	79	15	2	1	18	0	0	0	0	0	1	0	0	1	0	1	0	1	2	0	0	2
Belmont	32	25	8	65	9	0	0	9	0	0	0	0	0	1	1	0	0	0	0	0	1	1	3	0	4
Burlingame	45	36	11	92	13	8	3	24	0	1	0	1	0	1	0	2	0	2	4	0	0	4	0	0	4
East Palo Alto	11	11	2	24	2	3	1	6	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Foster City	27	33	8	68	5	5	2	12	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1
Hillsborough	61	20	29	110	16	5	3	24	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
Menlo Park	43	19	10	72	6	3	3	12	0	1	0	1	0	0	0	0	0	3	3	0	0	0	0	0	0
North Fair Oaks	18	10	5	33	9	2	0	11	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	1
Redwood City	94	60	39	193	35	8	2	45	0	0	0	0	0	3	0	3	1	2	2	5	5	4	0	0	9
San Carlos	70	43	26	139	18	10	1	29	0	2	0	2	1	2	1	4	2	2	0	4	8	3	0	0	11
San Mateo	103	67	54	224	20	7	4	31	0	5	0	5	0	2	0	2	0	0	0	0	10	1	0	0	11
San Mateo County	38	15	4	57	13	0	1	14	0	0	0	0	0	0	0	0	1	1	2	2	0	0	0	0	2
West Bay	17	1	9	27	8	0	0	8	0	0	0	0	0	0	0	1	0	0	1	1	1	0	0	0	1
Totals	597	371	215	1,183	169	53	21	243	0	10	0	10	1	9	2	12	4	8	8	20	36	11	0	0	47

	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	12	19	38	38	0	2	40	0	0	0	0	528	131	4	663	32	98	0	130
Belmont	48	74	107	229	81	8	6	95	2	2	1	5	814	245	23	1082	19	87	8	114
Burlingame	57	85	129	271	62	7	6	75	3	1	0	4	959	359	16	1334	52	484	5	541
East Palo Alto	37	58	68	163	31	2	0	33	2	0	0	2	250	85	7	342	4	17	0	21
Foster City	46	99	97	242	55	6	3	64	2	2	0	4	662	199	10	871	22	68	4	94
Hillsborough	19	33	54	106	52	2	2	56	0	0	0	0	679	200	11	890	14	43	1	58
Menlo Park	43	70	128	241	73	8	2	83	8	0	1	9	973	410	20	1403	21	201	2	224
North Fair Oaks	11	24	35	70	28	7	16	51	2	0	0	2	275	84	1	360	1	25	0	26
Redwood City	138	191	282	611	100	13	3	116	3	0	1	4	1575	490	50	2115	19	37	0	56
San Carlos	62	94	112	268	55	14	1	70	0	0	0	0	1743	604	11	2358	148	373	2	523
San Mateo	165	276	385	826	158	29	4	191	1	0	0	1	2459	891	54	3404	62	309	3	374
San Mateo County	36	39	52	127	26	4	8	38	0	0	0	0	454	117	8	579	12	50	3	65
West Bay	21	31	44	96	10	0	0	10	0	0	0	0	215	64	5	284	8	27	0	35
Totals	690	1,086	1,512	3,288	769	100	53	922	23	5	3	31	11,586	3,879	220	15,685	414	1,819	28	2,261

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	27,460	25,719	1,741	6.34%	39.53	75.85%	209
March	23,064	21,417	1,647	7.14%	32.86	69.93%	208

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	1	0	<b>1</b>	0	0	5	<b>5</b>	0	0	0	<b>0</b>
Belmont	3	32	37	<b>72</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Burlingame	2	17	19	<b>38</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
East Palo Alto	1	11	22	<b>34</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Foster City	3	18	27	<b>48</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Hillsborough	0	0	3	<b>3</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	4	38	4	<b>46</b>	0	0	12	<b>12</b>	0	0	0	<b>0</b>
North Fair Oaks	2	6	15	<b>23</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Redwood City	7	47	25	<b>79</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
San Carlos	2	25	29	<b>56</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
San Mateo	2	37	36	<b>75</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
San Mateo County	0	9	11	<b>20</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
West Bay	1	0	1	<b>2</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Totals	27	241	229	<b>497</b>	0	0	17	<b>17</b>	0	0	0	<b>0</b>