



MONTHLY REPORT TO THE SBWMA
FOR MAY 2011

Submitted June 15, 2011



June 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 May, 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
MAY 2011**

**Submitted
JUNE 15, 2011**



MAY 2011 MONTHLY REPORT

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MAY 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.



MAY 2011 MONTHLY REPORT

SUMMARY

Total commercial solid waste tonnage collected:	10,606.05
Total commercial recyclables tonnage collected:	2,141.11
Total commercial organics tonnage collected:	1,390.15
Total residential solid waste tonnage collected:	4,704.16
Total residential recyclables tonnage collected:	3,187.29
Total residential organics tonnage collected:	6,512.73
Overall Calculated Diversion rate:	46.36%
Commercial Diversion rate:	24.98%
Residential Diversion rate:	67.34%
Number of inquiries, service requests and complaints received:	543
Number of Customer Service calls received:	19,599
Average Hold Time for Customer Service calls:	27.68 seconds
On-site customer assessments and visual audits conducted:	498
Quality Assurance Program contact calls initiated:	200

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
ATHERTON				
Commercial				
Commercial Solid Waste	RSMC	37.26	45.41	0.00
Commercial Recycling	RSMC	9.89	12.40	0.00
Commercial Organics	RSMC	29.18	38.05	0.00
Subtotal - Disposed		37.26	45.41	0.00
Subtotal - Diverted		39.07	50.45	0.00
MFD				
MFD Solid Waste	RSMC	0.18	0.00	0.00
MFD Recycling	RSMC	0.00	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.18	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
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
Residential				
Residential Solid Waste	RSMC	141.48	194.66	0.00
Residential Curbside Recycling	RSMC	100.60	102.76	0.00
Residential Curbside Organics	RSMC	693.88	642.71	0.00
Subtotal - Disposed		141.48	194.66	0.00
Subtotal - Diverted		794.48	745.47	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		51.19%	52.63%	0.00%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		84.88%	79.29%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		178.92	240.07	0.00
Total Diverted		833.55	795.92	0.00
Total Diversion Rate		82.33%	76.83%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		84.88%	79.29%	0.00%
Commercial Diversion Percentage		51.07%	52.63%	0.00%
Overall Diversion Percentage		82.33%	76.83%	0.00%

Recology San Mateo County
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 Rate Year 2011
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
BELMONT				
Commercial				
Commercial Solid Waste	RSMC	247.50	266.52	0.00
Commercial Recycling	RSMC	54.40	69.67	0.00
Commercial Organics	RSMC	36.66	31.07	0.00
Subtotal - Disposed		247.50	266.52	0.00
Subtotal - Diverted		91.06	100.74	0.00
MFD				
MFD Solid Waste	RSMC	79.91	84.01	0.00
MFD Recycling	RSMC	22.54	18.34	0.00
MFD Organics	RSMC	0.88	0.84	0.00
Subtotal - Disposed		79.91	84.01	0.00
Subtotal - Diverted		23.42	19.18	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	43.73	40.20	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		43.73	40.20	0.00
Subtotal - Diverted		0.00	0.00	0.00
Residential				
Residential Solid Waste	RSMC	243.12	235.97	0.00
Residential Curbside Recycling	RSMC	199.58	202.82	0.00
Residential Curbside Organics	RSMC	382.90	360.08	0.00
Subtotal - Disposed		243.12	235.97	0.00
Subtotal - Diverted		582.48	562.90	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		26.90%	27.43%	0.00%
MFD Recycling Rate		22.67%	18.59%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		70.55%	70.46%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		614.26	626.70	0.00
Total Diverted		696.96	682.82	0.00
Total Diversion Rate		53.15%	52.14%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		70.55%	70.46%	0.00%
Commercial Diversion Percentage		23.57%	23.48%	0.00%
Overall Diversion Percentage		53.15%	52.14%	0.00%

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Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
BURLINGAME				
Commercial				
Commercial Solid Waste	RSMC	704.13	808.42	0.00
Commercial Recycling	RSMC	236.37	277.23	0.00
Commercial Organics	RSMC	172.52	170.42	0.00
Subtotal - Disposed		704.13	808.42	0.00
Subtotal - Diverted		408.89	447.65	0.00
MFD				
MFD Solid Waste	RSMC	227.38	283.95	0.00
MFD Recycling	RSMC	36.00	25.97	0.00
MFD Organics	RSMC	2.62	2.76	0.00
Subtotal - Disposed		227.38	283.95	0.00
Subtotal - Diverted		38.62	28.73	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	700.80	749.53	0.00
Roll-Off Recycling	RSMC	8.69	11.61	0.00
Roll-Off Organics	RSMC	30.90	22.57	0.00
Subtotal - Disposed		700.80	749.53	0.00
Subtotal - Diverted		39.59	34.18	0.00
Residential				
Residential Solid Waste	RSMC	267.26	337.97	0.00
Residential Curbside Recycling	RSMC	221.33	240.63	0.00
Residential Curbside Organics	RSMC	454.18	469.95	0.00
Subtotal - Disposed		267.26	337.97	0.00
Subtotal - Diverted		675.51	710.58	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		36.74%	35.64%	0.00%
MFD Recycling Rate		14.52%	9.19%	0.00%
Roll-Off Recycling Rate		5.35%	4.36%	0.00%
Residential Organics & Recycling Rate		71.65%	67.77%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,899.57	2,179.87	0.00
Total Diverted		1,162.61	1,221.14	0.00
Total Diversion Rate		37.97%	35.91%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		71.65%	67.77%	0.00%
Commercial Diversion Percentage		22.98%	21.70%	0.00%
Overall Diversion Percentage		37.97%	35.91%	0.00%

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 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
EAST PALO ALTO				
Commercial				
Commercial Solid Waste	RSMC	132.32	187.31	0.00
Commercial Recycling	RSMC	42.04	36.66	0.00
Commercial Organics	RSMC	28.83	36.73	0.00
Subtotal - Disposed		132.32	187.31	0.00
Subtotal - Diverted		70.87	73.39	0.00
MFD				
MFD Solid Waste	RSMC	161.93	227.73	0.00
MFD Recycling	RSMC	8.39	4.90	0.00
MFD Organics	RSMC	0.14	0.15	0.00
Subtotal - Disposed		161.93	227.73	0.00
Subtotal - Diverted		8.53	5.05	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	66.32	51.52	0.00
Roll-Off Recycling	RSMC	0.00	4.69	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		66.32	51.52	0.00
Subtotal - Diverted		0.00	4.69	0.00
Residential				
Residential Solid Waste	RSMC	492.18	537.79	0.00
Residential Curbside Recycling	RSMC	100.76	109.79	0.00
Residential Curbside Organics	RSMC	330.88	310.94	0.00
Subtotal - Disposed		492.18	537.79	0.00
Subtotal - Diverted		431.64	420.73	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		34.88%	28.15%	0.00%
MFD Recycling Rate		5.00%	2.17%	0.00%
Roll-Off Recycling Rate		0.00%	8.34%	0.00%
Residential Organics & Recycling Rate		46.72%	43.89%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		852.75	1,004.35	0.00
Total Diverted		511.04	503.86	0.00
Total Diversion Rate		37.47%	33.41%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		46.72%	43.89%	0.00%
Commercial Diversion Percentage		18.05%	15.12%	0.00%
Overall Diversion Percentage		37.47%	33.41%	0.00%

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Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
FOSTER CITY				
Commercial				
Commercial Solid Waste	RSMC	396.47	457.62	0.00
Commercial Recycling	RSMC	84.73	75.19	0.00
Commercial Organics	RSMC	130.97	131.82	0.00
Subtotal - Disposed		396.47	457.62	0.00
Subtotal - Diverted		215.70	207.01	0.00
MFD				
MFD Solid Waste	RSMC	279.95	254.82	0.00
MFD Recycling	RSMC	17.68	13.15	0.00
MFD Organics	RSMC	0.95	0.90	0.00
Subtotal - Disposed		279.95	254.82	0.00
Subtotal - Diverted		18.63	14.05	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	157.98	184.03	0.00
Roll-Off Recycling	RSMC	2.69	5.53	0.00
Roll-Off Organics	RSMC	22.31	24.88	0.00
Subtotal - Disposed		157.98	184.03	0.00
Subtotal - Diverted		25.00	30.41	0.00
Residential				
Residential Solid Waste	RSMC	250.20	246.86	0.00
Residential Curbside Recycling	RSMC	186.49	189.27	0.00
Residential Curbside Organics	RSMC	241.81	243.24	0.00
Subtotal - Disposed		250.20	246.86	0.00
Subtotal - Diverted		428.30	432.51	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		35.24%	31.15%	0.00%
MFD Recycling Rate		6.24%	5.23%	0.00%
Roll-Off Recycling Rate		13.66%	14.18%	0.00%
Residential Organics & Recycling Rate		63.12%	63.66%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,084.60	1,143.33	0.00
Total Diverted		687.63	683.98	0.00
Total Diversion Rate		38.80%	37.43%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		63.12%	63.66%	0.00%
Commercial Diversion Percentage		23.71%	21.91%	0.00%
Overall Diversion Percentage		38.80%	37.43%	0.00%

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Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
HILLSBOROUGH				
Commercial				
Commercial Solid Waste	RSMC	30.26	29.85	0.00
Commercial Recycling	RSMC	36.75	47.80	0.00
Commercial Organics	RSMC	21.26	16.08	0.00
Subtotal - Disposed		30.26	29.85	0.00
Subtotal - Diverted		58.01	63.88	0.00
MFD				
MFD Solid Waste	RSMC	0.42	0.06	0.00
MFD Recycling	RSMC	0.00	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.42	0.06	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
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
Residential				
Residential Solid Waste	RSMC	187.10	266.46	0.00
Residential Curbside Recycling	RSMC	144.37	204.28	0.00
Residential Curbside Organics	RSMC	337.76	345.39	0.00
Subtotal - Disposed		187.10	266.46	0.00
Subtotal - Diverted		482.13	549.67	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		65.72%	68.15%	0.00%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		72.04%	67.35%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		217.78	296.37	0.00
Total Diverted		540.14	613.55	0.00
Total Diversion Rate		71.27%	67.43%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		72.04%	67.35%	0.00%
Commercial Diversion Percentage		65.41%	68.11%	0.00%
Overall Diversion Percentage		71.27%	67.43%	0.00%

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 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
MENLO PARK				
Commercial				
Commercial Solid Waste	RSMC	933.89	960.36	0.00
Commercial Recycling	RSMC	174.23	199.75	0.00
Commercial Organics	RSMC	266.13	271.92	0.00
Subtotal - Disposed		933.89	960.36	0.00
Subtotal - Diverted		440.36	471.67	0.00
MFD				
MFD Solid Waste	RSMC	216.09	241.34	0.00
MFD Recycling	RSMC	21.38	8.97	0.00
MFD Organics	RSMC	2.87	2.69	0.00
Subtotal - Disposed		216.09	241.34	0.00
Subtotal - Diverted		24.25	11.66	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	56.03	64.69	0.00
Roll-Off Recycling	RSMC	28.19	45.68	0.00
Roll-Off Organics	RSMC	0.00	1.30	0.00
Subtotal - Disposed		56.03	64.69	0.00
Subtotal - Diverted		28.19	46.98	0.00
Residential				
Residential Solid Waste	RSMC	324.51	309.11	0.00
Residential Curbside Recycling	RSMC	272.88	269.35	0.00
Residential Curbside Organics	RSMC	753.21	640.67	0.00
Subtotal - Disposed		324.51	309.11	0.00
Subtotal - Diverted		1,026.09	910.02	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		32.04%	32.94%	0.00%
MFD Recycling Rate		10.09%	4.61%	0.00%
Roll-Off Recycling Rate		33.47%	42.07%	0.00%
Residential Organics & Recycling Rate		75.97%	74.65%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,530.52	1,575.50	0.00
Total Diverted		1,518.89	1,440.33	0.00
Total Diversion Rate		49.81%	47.76%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		75.97%	74.65%	0.00%
Commercial Diversion Percentage		29.01%	29.52%	0.00%
Overall Diversion Percentage		49.81%	47.76%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
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 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
NORTH FAIR OAKS				
Commercial				
Commercial Solid Waste	RSMC	156.01	92.53	0.00
Commercial Recycling	RSMC	45.12	42.10	0.00
Commercial Organics	RSMC	31.60	31.78	0.00
Subtotal - Disposed		156.01	92.53	0.00
Subtotal - Diverted		76.72	73.88	0.00
MFD				
MFD Solid Waste	RSMC	31.03	27.44	0.00
MFD Recycling	RSMC	2.71	1.15	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		31.03	27.44	0.00
Subtotal - Diverted		2.71	1.15	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
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
Residential				
Residential Solid Waste	RSMC	165.19	188.10	0.00
Residential Curbside Recycling	RSMC	65.74	67.08	0.00
Residential Curbside Organics	RSMC	189.30	175.91	0.00
Subtotal - Disposed		165.19	188.10	0.00
Subtotal - Diverted		255.04	242.99	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		32.97%	44.40%	0.00%
MFD Recycling Rate		8.03%	4.02%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		60.69%	56.37%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		352.23	308.07	0.00
Total Diverted		334.47	318.02	0.00
Total Diversion Rate		48.71%	50.79%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		60.69%	56.37%	0.00%
Commercial Diversion Percentage		29.81%	38.48%	0.00%
Overall Diversion Percentage		48.71%	50.79%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
REDWOOD CITY				
Commercial				
Commercial Solid Waste	RSMC	1,340.96	1,465.70	0.00
Commercial Recycling	RSMC	293.09	356.09	0.00
Commercial Organics	RSMC	150.23	183.02	0.00
Subtotal - Disposed		1,340.96	1,465.70	0.00
Subtotal - Diverted		443.32	539.11	0.00
MFD				
MFD Solid Waste	RSMC	342.42	352.72	0.00
MFD Recycling	RSMC	37.66	18.06	0.00
MFD Organics	RSMC	6.05	5.92	0.00
Subtotal - Disposed		342.42	352.72	0.00
Subtotal - Diverted		43.71	23.98	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	343.58	372.88	0.00
Roll-Off Recycling	RSMC	5.20	12.48	0.00
Roll-Off Organics	RSMC	52.31	69.39	0.00
Subtotal - Disposed		343.58	372.88	0.00
Subtotal - Diverted		57.51	81.87	0.00
Residential				
Residential Solid Waste	RSMC	812.53	848.03	0.00
Residential Curbside Recycling	RSMC	533.46	549.98	0.00
Residential Curbside Organics	RSMC	1,067.46	994.26	0.00
Subtotal - Disposed		812.53	848.03	0.00
Subtotal - Diverted		1,600.92	1,544.24	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		24.85%	26.89%	0.00%
MFD Recycling Rate		11.32%	6.37%	0.00%
Roll-Off Recycling Rate		14.34%	18.00%	0.00%
Residential Organics & Recycling Rate		66.33%	64.55%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		2,839.49	3,039.33	0.00
Total Diverted		2,145.46	2,189.20	0.00
Total Diversion Rate		43.04%	41.87%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		66.33%	64.55%	0.00%
Commercial Diversion Percentage		21.18%	22.74%	0.00%
Overall Diversion Percentage		43.04%	41.87%	0.00%

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Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
SAN CARLOS				
Commercial				
Commercial Solid Waste	RSMC	614.33	362.72	0.00
Commercial Recycling	RSMC	135.15	154.06	0.00
Commercial Organics	RSMC	57.72	60.93	0.00
Subtotal - Disposed		614.33	362.72	0.00
Subtotal - Diverted		192.87	214.99	0.00
MFD				
MFD Solid Waste	RSMC	120.47	126.28	0.00
MFD Recycling	RSMC	11.55	2.79	0.00
MFD Organics	RSMC	0.65	0.75	0.00
Subtotal - Disposed		120.47	126.28	0.00
Subtotal - Diverted		12.20	3.54	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	133.60	127.77	0.00
Roll-Off Recycling	RSMC	26.90	26.39	0.00
Roll-Off Organics	RSMC	9.10	4.43	0.00
Subtotal - Disposed		133.60	127.77	0.00
Subtotal - Diverted		36.00	30.82	0.00
Residential				
Residential Solid Waste	RSMC	351.89	330.02	0.00
Residential Curbside Recycling	RSMC	303.35	309.32	0.00
Residential Curbside Organics	RSMC	607.26	574.67	0.00
Subtotal - Disposed		351.89	330.02	0.00
Subtotal - Diverted		910.61	883.99	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		23.89%	37.21%	0.00%
MFD Recycling Rate		9.20%	2.73%	0.00%
Roll-Off Recycling Rate		21.23%	19.43%	0.00%
Residential Organics & Recycling Rate		72.13%	72.82%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,220.29	946.79	0.00
Total Diverted		1,151.68	1,133.34	0.00
Total Diversion Rate		48.55%	54.48%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		72.13%	72.82%	0.00%
Commercial Diversion Percentage		21.73%	28.79%	0.00%
Overall Diversion Percentage		48.55%	54.48%	0.00%

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 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
SAN MATEO				
Commercial				
Commercial Solid Waste	RSMC	1,630.47	1,690.17	0.00
Commercial Recycling	RSMC	488.67	548.44	0.00
Commercial Organics	RSMC	241.20	261.46	0.00
Subtotal - Disposed		1,630.47	1,690.17	0.00
Subtotal - Diverted		729.87	809.90	0.00
MFD				
MFD Solid Waste	RSMC	595.34	600.88	0.00
MFD Recycling	RSMC	78.37	52.04	0.00
MFD Organics	RSMC	6.83	6.58	0.00
Subtotal - Disposed		595.34	600.88	0.00
Subtotal - Diverted		85.20	58.62	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	352.35	296.83	0.00
Roll-Off Recycling	RSMC	29.81	42.20	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		352.35	296.83	0.00
Subtotal - Diverted		29.81	42.20	0.00
Residential				
Residential Solid Waste	RSMC	969.29	915.96	0.00
Residential Curbside Recycling	RSMC	657.10	676.00	0.00
Residential Curbside Organics	RSMC	1,351.01	1,207.61	0.00
Subtotal - Disposed		969.29	915.96	0.00
Subtotal - Diverted		2,008.11	1,883.61	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Transfer Station / Third Party/ Other Transfer Station Diversion				
Self-Haul Solid Waste	SBR			
MRF Residue	SBR			
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		30.92%	32.40%	0.00%
MFD Recycling Rate		12.52%	8.89%	0.00%
Roll-Off Recycling Rate		7.80%	12.45%	0.00%
Residential Organics & Recycling Rate		67.45%	67.28%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,547.45	3,503.84	0.00
Total Diverted		2,852.99	2,794.33	0.00
Total Diversion Rate		44.57%	44.37%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		67.45%	67.28%	0.00%
Commercial Diversion Percentage		24.68%	26.03%	0.00%
Overall Diversion Percentage		44.57%	44.37%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
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Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
SAN MATEO COUNTY				
Commercial				
Commercial Solid Waste	RSMC	84.26	99.30	0.00
Commercial Recycling	RSMC	19.35	18.09	0.00
Commercial Organics	RSMC	10.56	10.30	0.00
Subtotal - Disposed		84.26	99.30	0.00
Subtotal - Diverted		29.91	28.39	0.00
MFD				
MFD Solid Waste	RSMC	7.55	9.03	0.00
MFD Recycling	RSMC	0.80	0.06	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		7.55	9.03	0.00
Subtotal - Diverted		0.80	0.06	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
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
Residential				
Residential Solid Waste	RSMC	205.19	205.04	0.00
Residential Curbside Recycling	RSMC	175.40	177.85	0.00
Residential Curbside Organics	RSMC	378.89	355.91	0.00
Subtotal - Disposed		205.19	205.04	0.00
Subtotal - Diverted		554.29	533.76	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		26.20%	22.23%	0.00%
MFD Recycling Rate		9.58%	0.66%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		72.98%	72.25%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		297.00	313.37	0.00
Total Diverted		585.00	562.21	0.00
Total Diversion Rate		66.33%	64.21%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		72.98%	72.25%	0.00%
Commercial Diversion Percentage		25.07%	20.80%	0.00%
Overall Diversion Percentage		66.33%	64.21%	0.00%

Recology San Mateo County
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Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
WEST BAY				
Commercial				
Commercial Solid Waste	RSMC	38.33	43.59	0.00
Commercial Recycling	RSMC	8.92	9.62	0.00
Commercial Organics	RSMC	3.11	3.41	0.00
Subtotal - Disposed		38.33	43.59	0.00
Subtotal - Diverted		12.03	13.03	0.00
MFD				
MFD Solid Waste	RSMC	1.12	0.84	0.00
MFD Recycling	RSMC	0.20	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		1.12	0.84	0.00
Subtotal - Diverted		0.20	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
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
Residential				
Residential Solid Waste	RSMC	82.36	88.19	0.00
Residential Curbside Recycling	RSMC	79.18	88.16	0.00
Residential Curbside Organics	RSMC	192.09	191.39	0.00
Subtotal - Disposed		82.36	88.19	0.00
Subtotal - Diverted		271.27	279.55	0.00
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	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		23.89%	23.01%	0.00%
MFD Recycling Rate		15.15%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		76.71%	76.02%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		121.81	132.62	0.00
Total Diverted		283.50	292.58	0.00
Total Diversion Rate		69.95%	68.81%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		76.71%	76.02%	0.00%
Commercial Diversion Percentage		23.66%	22.68%	0.00%
Overall Diversion Percentage		69.95%	68.81%	0.00%

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2011
 Summary

Member Agency/Type	Data Source	April	May	June
		Tons Collected	Tons Collected	Tons Collected
TOTAL SBWMA				
Commercial				
Commercial Solid Waste	RSMC	6,346.19	6,509.50	0.00
Commercial Recycling	RSMC	1,628.71	1,847.10	0.00
Commercial Organics	RSMC	1,179.97	1,246.99	0.00
Subtotal - Disposed		6,346.19	6,509.50	0.00
Subtotal - Diverted		2,808.68	3,094.09	0.00
MFD				
MFD Solid Waste	RSMC	2,063.79	2,209.10	0.00
MFD Recycling	RSMC	237.28	145.43	0.00
MFD Organics	RSMC	20.99	20.59	0.00
Subtotal - Disposed		2,063.79	2,209.10	0.00
Subtotal - Diverted		258.27	166.02	0.00
Roll-Off				
Roll-Off Solid Waste	RSMC	1,854.39	1,887.45	0.00
Roll-Off Recycling	RSMC	101.48	148.58	0.00
Roll-Off Organics	RSMC	114.62	122.57	0.00
Subtotal - Disposed		1,854.39	1,887.45	0.00
Subtotal - Diverted		216.10	271.15	0.00
Residential				
Residential Solid Waste	RSMC	4,492.30	4,704.16	0.00
Residential Curbside Recycling	RSMC	3,040.24	3,187.29	0.00
Residential Curbside Organics	RSMC	6,980.63	6,512.73	0.00
Subtotal - Disposed		4,492.30	4,704.16	0.00
Subtotal - Diverted		10,020.87	9,700.02	0.00
Member Agency Vehicles				
Member Agency Solid Waste	SBR	0.00	0.00	0.00
Member Agency Recycling	SBR	0.00	0.00	0.00
Member Agency Organics	SBR	0.00	0.00	0.00
Member Agency Inert / C&D	SBR	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	0.00	0.00
Subtotal - Diverted		0.00	0.00	0.00
Commercial Recycling Rate		30.68%	32.22%	0.00%
MFD Recycling Rate		11.12%	6.99%	0.00%
Roll-Off Recycling Rate		10.44%	12.56%	0.00%
Residential Organics & Recycling Rate		69.05%	67.34%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		14,756.67	15,310.21	0.00
Total Diverted		13,303.92	13,231.28	0.00
Total Diversion Rate		47.41%	46.36%	0.00%
RSMC Collection				
Single-Family Diversion Percentage		69.05%	67.34%	0.00%
Commercial Diversion Percentage		24.23%	24.98%	0.00%
Overall Diversion Percentage		47.41%	46.36%	0.00%

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			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	10	10	0	20	1	4	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Belmont	12	11	0	23	1	1	0	2	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	
Burlingame	14	13	0	27	4	2	0	6	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	
East Palo Alto	4	5	0	9	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	
Foster City	19	11	0	30	1	2	0	3	0	0	0	0	1	0	0	1	1	0	1	0	0	0	0	
Hillsborough	16	8	0	24	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	
Menlo Park	15	23	0	38	1	2	0	3	0	0	0	0	1	1	0	2	0	1	1	0	0	0	0	
North Fair Oaks	3	7	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	32	40	0	72	3	1	0	4	0	0	0	0	1	0	0	1	1	0	1	0	0	0	0	
San Carlos	18	15	0	33	2	0	0	2	0	0	0	0	0	2	0	2	0	2	0	0	0	0	0	
San Mateo	30	32	0	62	3	3	0	6	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	
San Mateo County	10	9	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
West Bay	5	4	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals	188	188	0	376	16	15	0	31	0	0	0	0	4	4	0	8	4	6	0	10	0	0	0	

	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			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	5	5	0	10	3	3	0	6	0	0	0	0	4	3	0	7	1	3	0	4
Belmont	13	8	0	21	1	2	0	3	0	0	0	0	5	10	0	15	1	2	0	3
Burlingame	14	12	0	26	10	3	0	13	0	0	0	0	16	9	0	25	0	5	0	5
East Palo Alto	12	10	0	22	1	0	0	1	1	0	0	1	1	2	0	3	0	0	0	0
Foster City	8	9	0	17	2	2	0	4	0	0	0	0	3	11	0	14	0	3	0	3
Hillsborough	5	6	0	11	2	6	0	8	0	0	0	0	1	4	0	5	1	0	0	1
Menlo Park	21	14	0	35	1	4	0	5	1	0	0	1	14	15	0	29	6	7	0	13
North Fair Oaks	5	2	0	7	0	1	0	1	1	0	0	1	2	0	0	2	0	1	0	1
Redwood City	33	22	0	55	8	3	0	11	0	0	0	0	25	14	0	39	2	1	0	3
San Carlos	22	6	0	28	13	3	0	16	1	0	0	1	19	9	0	28	2	11	0	13
San Mateo	44	33	0	77	11	10	0	21	0	0	0	0	36	33	0	69	12	18	0	30
San Mateo County	6	7	0	13	4	5	0	9	0	0	0	0	2	2	0	4	0	1	0	1
West Bay	3	2	0	5	1	1	0	2	0	0	0	0	7	2	0	9	2	0	0	2
Totals	191	136	0	327	57	43	0	100	4	0	0	4	135	114	0	249	27	52	0	79

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
April	20,991	18,799	2,192	10.44%	38.14	60.22%	202
May	19,599	18,527	1,072	5.47%	27.68	74.76%	200
June	0	0	0	0.00%	0.00	0.00%	0

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

	Number of On-site Assessments				Number of Visual Audits 7.06				Recycling Tote-Bags Delivered			
	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2	Apr	May	Jun	Qrt 2
Atherton	0	0	0	0	0	0	0	0	0	0	0	0
Belmont	38	52	0	90	0	0	0	0	88	20	0	108
Burlingame	29	39	0	68	0	0	0	0	32	0	0	32
East Palo Alto	20	10	0	30	0	0	0	0	0	50	0	50
Foster City	12	12	0	24	0	0	0	0	0	0	0	0
Hillsborough	0	2	0	2	0	0	0	0	0	0	0	0
Menlo Park	23	9	0	32	0	0	0	0	50	13	0	63
North Fair Oaks	21	22	0	43	0	0	0	0	15	38	0	53
Redwood City	58	111	0	169	0	0	0	0	49	64	0	113
San Carlos	44	178	0	222	0	0	0	0	12	4	0	16
San Mateo	118	62	0	180	0	0	0	0	277	240	0	517
San Mateo County	0	0	0	0	0	0	0	0	0	0	0	0
West Bay	4	1	0	5	0	0	0	0	0	0	0	0
Totals	367	498	0	865	0	0	0	0	523	429	0	952