



MONTHLY REPORT TO THE SBWMA  
FOR NOVEMBER 2011

Submitted December 15, 2011



December 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 November, 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**

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## NOVEMBER 2011 MONTHLY REPORT

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## NOVEMBER 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.



## NOVEMBER 2011 MONTHLY REPORT

### SUMMARY

Total commercial solid waste tonnage collected:	10,047.28
Total commercial recyclables tonnage collected:	2,054.37
Total commercial organics tonnage collected:	1,693.16
Total residential solid waste tonnage collected:	4,995.83
Total residential recyclables tonnage collected:	3,570.67
Total residential organics tonnage collected:	6,570.97
Overall Calculated Diversion rate:	48.01%
Commercial Diversion rate:	27.17%
Residential Diversion rate:	67.00%
Number of inquiries, service requests and complaints received:	407
Number of Customer Service calls received:	16,732
Average Hold Time for Customer Service calls:	17.93 seconds
On-site customer assessments and visual audits conducted:	77
Quality Assurance Program contact calls initiated:	217

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>ATHERTON</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	46.34	46.88	0.00
Commercial Recycling	RSMC	12.27	12.00	0.00
Commercial Organics	RSMC	27.88	25.85	0.00
Subtotal - Disposed		46.34	46.88	0.00
Subtotal - Diverted		40.15	37.85	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	0.00	0.00	0.00
MFD Recycling	RSMC	0.00	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	141.68	157.20	0.00
Residential Curbside Recycling	RSMC	104.54	122.61	0.00
Residential Curbside Organics	RSMC	700.78	779.57	0.00
Subtotal - Disposed		141.68	157.20	0.00
Subtotal - Diverted		805.32	902.18	0.00
<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		46.42%	44.67%	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		85.04%	85.16%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		188.02	204.08	0.00
Total Diverted		845.47	940.03	0.00
Total Diversion Rate		81.81%	82.16%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		85.04%	85.16%	0.00%
Commercial Diversion Percentage		46.42%	44.67%	0.00%
Overall Diversion Percentage		81.81%	82.16%	0.00%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>BELMONT</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	268.65	266.62	0.00
Commercial Recycling	RSMC	59.79	64.42	0.00
Commercial Organics	RSMC	40.56	36.84	0.00
Subtotal - Disposed		268.65	266.62	0.00
Subtotal - Diverted		100.35	101.26	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	128.43	125.66	0.00
MFD Recycling	RSMC	27.06	31.10	0.00
MFD Organics	RSMC	1.01	0.99	0.00
Subtotal - Disposed		128.43	125.66	0.00
Subtotal - Diverted		28.07	32.09	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	33.32	32.78	0.00
Roll-Off Recycling	RSMC	0.00	0.00	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		33.32	32.78	0.00
Subtotal - Diverted		0.00	0.00	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	256.37	289.04	0.00
Residential Curbside Recycling	RSMC	222.79	267.35	0.00
Residential Curbside Organics	RSMC	324.46	332.86	0.00
Subtotal - Disposed		256.37	289.04	0.00
Subtotal - Diverted		547.25	600.21	0.00
<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		27.20%	27.53%	0.00%
MFD Recycling Rate		17.94%	20.34%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		68.10%	67.50%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		686.77	714.10	0.00
Total Diverted		675.67	733.56	0.00
Total Diversion Rate		49.59%	50.67%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		68.10%	67.50%	0.00%
Commercial Diversion Percentage		22.98%	23.88%	0.00%
Overall Diversion Percentage		49.59%	50.67%	0.00%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>BURLINGAME</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	787.40	755.56	0.00
Commercial Recycling	RSMC	232.09	233.95	0.00
Commercial Organics	RSMC	182.52	235.67	0.00
Subtotal - Disposed		787.40	755.56	0.00
Subtotal - Diverted		414.61	469.62	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	171.79	174.74	0.00
MFD Recycling	RSMC	37.51	41.61	0.00
MFD Organics	RSMC	3.15	2.91	0.00
Subtotal - Disposed		171.79	174.74	0.00
Subtotal - Diverted		40.66	44.52	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	310.81	684.10	0.00
Roll-Off Recycling	RSMC	13.06	14.20	0.00
Roll-Off Organics	RSMC	427.41	0.00	0.00
Subtotal - Disposed		310.81	684.10	0.00
Subtotal - Diverted		440.47	14.20	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	303.78	323.36	0.00
Residential Curbside Recycling	RSMC	236.88	281.16	0.00
Residential Curbside Organics	RSMC	437.40	459.04	0.00
Subtotal - Disposed		303.78	323.36	0.00
Subtotal - Diverted		674.28	740.20	0.00
<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		34.49%	38.33%	0.00%
MFD Recycling Rate		19.14%	20.30%	0.00%
Roll-Off Recycling Rate		58.63%	2.03%	0.00%
Residential Organics & Recycling Rate		68.94%	69.60%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,573.78	1,937.76	0.00
Total Diverted		1,570.02	1,268.54	0.00
Total Diversion Rate		49.94%	39.56%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		68.94%	69.60%	0.00%
Commercial Diversion Percentage		41.36%	24.66%	0.00%
Overall Diversion Percentage		49.94%	39.56%	0.00%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>EAST PALO ALTO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	148.75	150.76	0.00
Commercial Recycling	RSMC	34.16	43.72	0.00
Commercial Organics	RSMC	35.62	27.27	0.00
Subtotal - Disposed		148.75	150.76	0.00
Subtotal - Diverted		69.78	70.99	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	195.29	197.13	0.00
MFD Recycling	RSMC	9.67	10.48	0.00
MFD Organics	RSMC	0.22	0.30	0.00
Subtotal - Disposed		195.29	197.13	0.00
Subtotal - Diverted		9.89	10.78	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	100.87	105.65	0.00
Roll-Off Recycling	RSMC	0.00	2.96	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		100.87	105.65	0.00
Subtotal - Diverted		0.00	2.96	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	514.76	520.08	0.00
Residential Curbside Recycling	RSMC	105.60	108.31	0.00
Residential Curbside Organics	RSMC	281.18	267.69	0.00
Subtotal - Disposed		514.76	520.08	0.00
Subtotal - Diverted		386.78	376.00	0.00
<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		31.93%	32.01%	0.00%
MFD Recycling Rate		4.82%	5.18%	0.00%
Roll-Off Recycling Rate		0.00%	2.73%	0.00%
Residential Organics & Recycling Rate		42.90%	41.96%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		959.67	973.62	0.00
Total Diverted		466.45	460.73	0.00
Total Diversion Rate		32.71%	32.12%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		42.90%	41.96%	0.00%
Commercial Diversion Percentage		15.19%	15.74%	0.00%
Overall Diversion Percentage		32.71%	32.12%	0.00%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>FOSTER CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	352.06	263.18	0.00
Commercial Recycling	RSMC	94.41	68.50	0.00
Commercial Organics	RSMC	135.03	82.66	0.00
Subtotal - Disposed		352.06	263.18	0.00
Subtotal - Diverted		229.44	151.16	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	165.29	100.93	0.00
MFD Recycling	RSMC	22.89	17.81	0.00
MFD Organics	RSMC	1.07	0.79	0.00
Subtotal - Disposed		165.29	100.93	0.00
Subtotal - Diverted		23.96	18.60	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	119.95	110.43	0.00
Roll-Off Recycling	RSMC	2.26	4.04	0.00
Roll-Off Organics	RSMC	46.20	33.61	0.00
Subtotal - Disposed		119.95	110.43	0.00
Subtotal - Diverted		48.46	37.65	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	256.86	242.08	0.00
Residential Curbside Recycling	RSMC	193.90	163.47	0.00
Residential Curbside Organics	RSMC	216.67	200.41	0.00
Subtotal - Disposed		256.86	242.08	0.00
Subtotal - Diverted		410.57	363.88	0.00
<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		39.46%	36.48%	0.00%
MFD Recycling Rate		12.66%	15.56%	0.00%
Roll-Off Recycling Rate		28.78%	25.43%	0.00%
Residential Organics & Recycling Rate		61.52%	60.05%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		894.16	716.62	0.00
Total Diverted		712.43	571.29	0.00
Total Diversion Rate		44.34%	44.36%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		61.52%	60.05%	0.00%
Commercial Diversion Percentage		32.14%	30.41%	0.00%
Overall Diversion Percentage		44.34%	44.36%	0.00%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>HILLSBOROUGH</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	36.28	35.87	0.00
Commercial Recycling	RSMC	16.78	10.80	0.00
Commercial Organics	RSMC	31.01	22.82	0.00
Subtotal - Disposed		36.28	35.87	0.00
Subtotal - Diverted		47.79	33.62	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	0.00	0.00	0.00
MFD Recycling	RSMC	0.00	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.00	0.00	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	199.51	210.97	0.00
Residential Curbside Recycling	RSMC	146.82	170.31	0.00
Residential Curbside Organics	RSMC	351.05	363.02	0.00
Subtotal - Disposed		199.51	210.97	0.00
Subtotal - Diverted		497.87	533.33	0.00
<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		56.85%	48.38%	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		71.39%	71.66%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		235.79	246.84	0.00
Total Diverted		545.66	566.95	0.00
Total Diversion Rate		69.83%	69.67%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		71.39%	71.66%	0.00%
Commercial Diversion Percentage		56.85%	48.38%	0.00%
Overall Diversion Percentage		69.83%	69.67%	0.00%

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Member Agency/Type	Data Source	October	November	December
		Tons Collected	Tons Collected	Tons Collected
<b>MENLO PARK</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	922.19	918.97	0.00
Commercial Recycling	RSMC	191.26	210.13	0.00
Commercial Organics	RSMC	421.68	444.86	0.00
Subtotal - Disposed		922.19	918.97	0.00
Subtotal - Diverted		612.94	654.99	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	98.65	100.52	0.00
MFD Recycling	RSMC	24.95	26.46	0.00
MFD Organics	RSMC	3.24	3.46	0.00
Subtotal - Disposed		98.65	100.52	0.00
Subtotal - Diverted		28.19	29.92	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	41.37	40.36	0.00
Roll-Off Recycling	RSMC	17.47	16.19	0.00
Roll-Off Organics	RSMC	0.00	3.83	0.00
Subtotal - Disposed		41.37	40.36	0.00
Subtotal - Diverted		17.47	20.02	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	348.34	366.81	0.00
Residential Curbside Recycling	RSMC	288.41	319.82	0.00
Residential Curbside Organics	RSMC	672.24	735.15	0.00
Subtotal - Disposed		348.34	366.81	0.00
Subtotal - Diverted		960.65	1,054.97	0.00
<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		39.93%	41.61%	0.00%
MFD Recycling Rate		22.22%	22.94%	0.00%
Roll-Off Recycling Rate		29.69%	33.16%	0.00%
Residential Organics & Recycling Rate		73.39%	74.20%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,410.55	1,426.66	0.00
Total Diverted		1,619.25	1,759.90	0.00
Total Diversion Rate		53.44%	55.23%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		73.39%	74.20%	0.00%
Commercial Diversion Percentage		38.27%	39.94%	0.00%
Overall Diversion Percentage		53.44%	55.23%	0.00%

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		Tons Collected	Tons Collected	Tons Collected
<b>NORTH FAIR OAKS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	186.78	183.44	0.00
Commercial Recycling	RSMC	38.26	41.42	0.00
Commercial Organics	RSMC	35.17	33.02	0.00
Subtotal - Disposed		186.78	183.44	0.00
Subtotal - Diverted		73.43	74.44	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	37.07	35.58	0.00
MFD Recycling	RSMC	3.60	4.26	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		37.07	35.58	0.00
Subtotal - Diverted		3.60	4.26	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	220.80	232.82	0.00
Residential Curbside Recycling	RSMC	91.13	92.90	0.00
Residential Curbside Organics	RSMC	169.69	180.04	0.00
Subtotal - Disposed		220.80	232.82	0.00
Subtotal - Diverted		260.82	272.94	0.00
<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		28.22%	28.87%	0.00%
MFD Recycling Rate		8.85%	10.69%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		54.15%	53.97%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		444.65	451.84	0.00
Total Diverted		337.85	351.64	0.00
Total Diversion Rate		43.18%	43.76%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		54.15%	53.97%	0.00%
Commercial Diversion Percentage		25.60%	26.43%	0.00%
Overall Diversion Percentage		43.18%	43.76%	0.00%

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		Tons Collected	Tons Collected	Tons Collected
<b>REDWOOD CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,535.71	1,528.44	0.00
Commercial Recycling	RSMC	295.30	321.75	0.00
Commercial Organics	RSMC	293.40	320.68	0.00
Subtotal - Disposed		1,535.71	1,528.44	0.00
Subtotal - Diverted		588.70	642.43	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	408.88	403.17	0.00
MFD Recycling	RSMC	44.35	46.47	0.00
MFD Organics	RSMC	5.63	6.08	0.00
Subtotal - Disposed		408.88	403.17	0.00
Subtotal - Diverted		49.98	52.55	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	303.48	345.00	0.00
Roll-Off Recycling	RSMC	11.81	7.98	0.00
Roll-Off Organics	RSMC	58.06	57.32	0.00
Subtotal - Disposed		303.48	345.00	0.00
Subtotal - Diverted		69.87	65.30	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	842.00	895.59	0.00
Residential Curbside Recycling	RSMC	563.65	642.36	0.00
Residential Curbside Organics	RSMC	943.08	1,046.72	0.00
Subtotal - Disposed		842.00	895.59	0.00
Subtotal - Diverted		1,506.73	1,689.08	0.00
<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		27.71%	29.59%	0.00%
MFD Recycling Rate		10.89%	11.53%	0.00%
Roll-Off Recycling Rate		18.71%	15.92%	0.00%
Residential Organics & Recycling Rate		64.15%	65.35%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,090.07	3,172.20	0.00
Total Diverted		2,215.28	2,449.36	0.00
Total Diversion Rate		41.76%	43.57%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		64.15%	65.35%	0.00%
Commercial Diversion Percentage		23.96%	25.03%	0.00%
Overall Diversion Percentage		41.76%	43.57%	0.00%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN CARLOS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	580.56	563.76	0.00
Commercial Recycling	RSMC	139.22	151.44	0.00
Commercial Organics	RSMC	64.25	67.26	0.00
Subtotal - Disposed		580.56	563.76	0.00
Subtotal - Diverted		203.47	218.70	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	69.30	74.41	0.00
MFD Recycling	RSMC	14.11	15.96	0.00
MFD Organics	RSMC	1.24	1.42	0.00
Subtotal - Disposed		69.30	74.41	0.00
Subtotal - Diverted		15.35	17.38	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	74.54	87.23	0.00
Roll-Off Recycling	RSMC	29.51	30.63	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		74.54	87.23	0.00
Subtotal - Diverted		29.51	30.63	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	353.45	364.78	0.00
Residential Curbside Recycling	RSMC	303.06	345.69	0.00
Residential Curbside Organics	RSMC	480.67	491.94	0.00
Subtotal - Disposed		353.45	364.78	0.00
Subtotal - Diverted		783.73	837.63	0.00
<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		25.95%	27.95%	0.00%
MFD Recycling Rate		18.13%	18.93%	0.00%
Roll-Off Recycling Rate		28.36%	25.99%	0.00%
Residential Organics & Recycling Rate		68.92%	69.66%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,077.85	1,090.18	0.00
Total Diverted		1,032.06	1,104.34	0.00
Total Diversion Rate		48.91%	50.32%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		68.92%	69.66%	0.00%
Commercial Diversion Percentage		25.53%	26.88%	0.00%
Overall Diversion Percentage		48.91%	50.32%	0.00%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,662.59	1,696.76	0.00
Commercial Recycling	RSMC	430.99	445.24	0.00
Commercial Organics	RSMC	256.00	258.90	0.00
Subtotal - Disposed		1,662.59	1,696.76	0.00
Subtotal - Diverted		686.99	704.14	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	459.21	458.82	0.00
MFD Recycling	RSMC	77.39	85.86	0.00
MFD Organics	RSMC	7.52	8.39	0.00
Subtotal - Disposed		459.21	458.82	0.00
Subtotal - Diverted		84.91	94.25	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	345.00	401.83	0.00
Roll-Off Recycling	RSMC	28.76	58.19	0.00
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		345.00	401.83	0.00
Subtotal - Diverted		28.76	58.19	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	996.14	1,068.80	0.00
Residential Curbside Recycling	RSMC	648.82	746.90	0.00
Residential Curbside Organics	RSMC	1,113.82	1,130.33	0.00
Subtotal - Disposed		996.14	1,068.80	0.00
Subtotal - Diverted		1,762.64	1,877.23	0.00
<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	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		29.24%	29.33%	0.00%
MFD Recycling Rate		15.61%	17.04%	0.00%
Roll-Off Recycling Rate		7.69%	12.65%	0.00%
Residential Organics & Recycling Rate		63.89%	63.72%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,462.94	3,626.21	0.00
Total Diverted		2,563.30	2,733.81	0.00
Total Diversion Rate		42.54%	42.98%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		63.89%	63.72%	0.00%
Commercial Diversion Percentage		24.50%	25.09%	0.00%
Overall Diversion Percentage		42.54%	42.98%	0.00%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO COUNTY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	118.94	112.38	0.00
Commercial Recycling	RSMC	20.38	23.97	0.00
Commercial Organics	RSMC	13.12	13.58	0.00
Subtotal - Disposed		118.94	112.38	0.00
Subtotal - Diverted		33.50	37.55	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	9.23	8.26	0.00
MFD Recycling	RSMC	1.37	1.23	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		9.23	8.26	0.00
Subtotal - Diverted		1.37	1.23	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	213.84	223.87	0.00
Residential Curbside Recycling	RSMC	190.40	205.53	0.00
Residential Curbside Organics	RSMC	347.42	341.51	0.00
Subtotal - Disposed		213.84	223.87	0.00
Subtotal - Diverted		537.82	547.04	0.00
<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		21.98%	25.05%	0.00%
MFD Recycling Rate		12.92%	12.96%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		71.55%	70.96%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		342.01	344.51	0.00
Total Diverted		572.69	585.82	0.00
Total Diversion Rate		62.61%	62.97%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		71.55%	70.96%	0.00%
Commercial Diversion Percentage		21.39%	24.33%	0.00%
Overall Diversion Percentage		62.61%	62.97%	0.00%

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		Tons Collected	Tons Collected	Tons Collected
<b>WEST BAY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	37.05	36.64	0.00
Commercial Recycling	RSMC	11.56	11.22	0.00
Commercial Organics	RSMC	4.87	4.65	0.00
Subtotal - Disposed		37.05	36.64	0.00
Subtotal - Diverted		16.43	15.87	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	1.34	1.42	0.00
MFD Recycling	RSMC	0.32	0.38	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		1.34	1.42	0.00
Subtotal - Diverted		0.32	0.38	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	88.54	100.43	0.00
Residential Curbside Recycling	RSMC	86.68	104.26	0.00
Residential Curbside Organics	RSMC	196.89	242.69	0.00
Subtotal - Disposed		88.54	100.43	0.00
Subtotal - Diverted		283.57	346.95	0.00
<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		30.72%	30.22%	0.00%
MFD Recycling Rate		19.28%	21.11%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		76.21%	77.55%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		126.93	138.49	0.00
Total Diverted		300.32	363.20	0.00
Total Diversion Rate		70.29%	72.40%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		76.21%	77.55%	0.00%
Commercial Diversion Percentage		30.38%	29.92%	0.00%
Overall Diversion Percentage		70.29%	72.40%	0.00%

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		Tons Collected	Tons Collected	Tons Collected
<b>TOTAL SBWMA</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	6,683.30	6,559.26	0.00
Commercial Recycling	RSMC	1,576.47	1,638.56	0.00
Commercial Organics	RSMC	1,541.11	1,574.06	0.00
Subtotal - Disposed		6,683.30	6,559.26	0.00
Subtotal - Diverted		3,117.58	3,212.62	0.00
<b>MFD</b>				
MFD Solid Waste	RSMC	1,744.48	1,680.64	0.00
MFD Recycling	RSMC	263.22	281.62	0.00
MFD Organics	RSMC	23.08	24.34	0.00
Subtotal - Disposed		1,744.48	1,680.64	0.00
Subtotal - Diverted		286.30	305.96	0.00
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	1,329.34	1,807.38	0.00
Roll-Off Recycling	RSMC	102.87	134.19	0.00
Roll-Off Organics	RSMC	531.67	94.76	0.00
Subtotal - Disposed		1,329.34	1,807.38	0.00
Subtotal - Diverted		634.54	228.95	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	4,736.07	4,995.83	0.00
Residential Curbside Recycling	RSMC	3,182.68	3,570.67	0.00
Residential Curbside Organics	RSMC	6,235.35	6,570.97	0.00
Subtotal - Disposed		4,736.07	4,995.83	0.00
Subtotal - Diverted		9,418.03	10,141.64	0.00
<b>Member Agency Vehicles</b>				
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
<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		31.81%	32.88%	0.00%
MFD Recycling Rate		14.10%	15.40%	0.00%
Roll-Off Recycling Rate		32.31%	11.24%	0.00%
Residential Organics & Recycling Rate		66.54%	67.00%	0.00%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		14,493.19	15,043.11	0.00
Total Diverted		13,456.45	13,889.17	0.00
Total Diversion Rate		48.15%	48.01%	0.00%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		66.54%	67.00%	0.00%
Commercial Diversion Percentage		29.27%	27.17%	0.00%
Overall Diversion Percentage		48.15%	48.01%	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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Belmont	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Burlingame	0	5	0	5	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	
East Palo Alto	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	
Foster City	2	1	0	3	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	1	0	0	1	
Hillsborough	0	3	0	3	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	
Menlo Park	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
North Fair Oaks	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Redwood City	2	1	0	3	0	0	0	0	0	0	0	0	0	0	0	4	0	0	4	0	0	0	0	
San Carlos	1	3	0	4	0	0	0	0	0	0	0	0	0	0	0	2	1	0	3	0	0	0	0	
San Mateo	1	6	0	7	0	0	0	0	0	0	0	0	1	0	1	3	0	0	3	0	0	0	0	
San Mateo County	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
West Bay	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Totals	9	25	0	34	1	0	0	1	0	0	0	0	0	1	0	13	3	0	16	2	0	0	2	

	On-call Bulky Item Collection 5.05				Extra/Overage Requests 8.02.G				Recycling Tote-Bag Request 5.03.B.2				Information requests 7.02.A				Billing Concerns			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	2	11	0	13	3	1	0	4	0	0	0	0	1	2	0	3	1	7	0	8
Belmont	11	23	0	34	0	3	0	3	0	0	0	0	1	3	0	4	2	5	0	7
Burlingame	9	9	0	18	2	2	0	4	0	0	0	0	7	6	0	13	5	8	0	13
East Palo Alto	10	8	0	18	0	2	0	2	0	0	0	0	9	1	0	10	0	0	0	0
Foster City	14	8	0	22	0	0	0	0	0	0	0	0	7	3	0	10	2	2	0	4
Hillsborough	7	6	0	13	3	2	0	5	0	0	0	0	2	0	0	2	2	3	0	5
Menlo Park	17	6	0	23	4	2	0	6	0	0	0	0	14	5	0	19	8	2	0	10
North Fair Oaks	3	6	0	9	0	0	0	0	0	0	0	0	4	4	0	8	2	1	0	3
Redwood City	27	31	0	58	3	8	0	11	0	0	0	0	28	14	0	42	4	3	0	7
San Carlos	6	18	0	24	11	4	0	15	0	0	0	0	25	38	0	63	3	15	0	18
San Mateo	35	54	0	89	4	3	0	7	0	0	0	0	28	17	0	45	13	12	0	25
San Mateo County	2	9	0	11	1	2	0	3	0	0	0	0	0	4	0	4	1	1	0	2
West Bay	6	4	0	10	0	0	0	0	0	0	0	0	3	0	0	3	1	0	0	1
Totals	149	193	0	342	31	29	0	60	0	0	0	0	129	97	0	226	44	59	0	103

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
October	16,908	16,438	470	2.78%	19.21	85.75%	219
November	16,732	16,283	449	2.68%	17.93	87.35%	217
December	0	0	0	0.00%	0.00	0.00%	

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			
	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4	Oct	Nov	Dec	Qrt 4
Atherton	1	1	0	<b>2</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	1	4	0	<b>5</b>	0	0	0	<b>0</b>	3	100	0	<b>103</b>
Burlingame	9	4	0	<b>13</b>	0	0	0	<b>0</b>	24	20	0	<b>44</b>
East Palo Alto	18	6	0	<b>24</b>	0	0	0	<b>0</b>	8	123	0	<b>131</b>
Foster City	15	7	0	<b>22</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Hillsborough	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	0	5	0	<b>5</b>	0	0	0	<b>0</b>	26	0	0	<b>26</b>
North Fair Oaks	10	20	0	<b>30</b>	0	0	0	<b>0</b>	56	58	0	<b>114</b>
Redwood City	10	4	0	<b>14</b>	0	0	0	<b>0</b>	28	80	0	<b>108</b>
San Carlos	6	6	0	<b>12</b>	0	0	0	<b>0</b>	34	30	0	<b>64</b>
San Mateo	1	13	0	<b>14</b>	0	0	0	<b>0</b>	135	25	0	<b>160</b>
San Mateo County	3	4	0	<b>7</b>	0	0	0	<b>0</b>	17	0	0	<b>17</b>
West Bay	2	3	0	<b>5</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Totals	76	77	0	<b>153</b>	0	0	0	<b>0</b>	331	436	0	<b>767</b>