



MONTHLY REPORT TO THE SBWMA  
FOR SEPTEMBER 2011

Submitted October 15, 2011



October 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 September, 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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## SEPTEMBER 2011 MONTHLY REPORT

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## SEPTEMBER 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.



## SEPTEMBER 2011 MONTHLY REPORT

### SUMMARY

Total commercial solid waste tonnage collected:	10,067.82
Total commercial recyclables tonnage collected:	2,110.15
Total commercial organics tonnage collected:	1,699.16
Total residential solid waste tonnage collected:	5,000.91
Total residential recyclables tonnage collected:	3,350.71
Total residential organics tonnage collected:	6,237.43
Overall Calculated Diversion rate:	47.06%
Commercial Diversion rate:	27.45%
Residential Diversion rate:	65.72%
Number of inquiries, service requests and complaints received:	328
Number of Customer Service calls received:	18,142
Average Hold Time for Customer Service calls:	20.74 seconds
On-site customer assessments and visual audits conducted:	49
Quality Assurance Program contact calls initiated:	212

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>ATHERTON</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	71.98	50.27	47.99
Commercial Recycling	RSMC	11.02	11.75	17.33
Commercial Organics	RSMC	66.63	30.76	33.12
Subtotal - Disposed		71.98	50.27	47.99
Subtotal - Diverted		77.65	42.51	50.45
<b>MFD</b>				
MFD Solid Waste	RSMC	0.12	0.00	0.00
MFD Recycling	RSMC	0.00	0.00	0.00
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		0.12	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	139.20	163.84	148.27
Residential Curbside Recycling	RSMC	95.65	107.68	109.36
Residential Curbside Organics	RSMC	585.50	663.09	645.88
Subtotal - Disposed		139.20	163.84	148.27
Subtotal - Diverted		681.15	770.77	755.24
<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		51.89%	45.82%	51.25%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		83.03%	82.47%	83.59%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		211.30	214.11	196.26
Total Diverted		758.80	813.28	805.69
Total Diversion Rate		78.22%	79.16%	80.41%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		83.03%	82.47%	83.59%
Commercial Diversion Percentage		51.85%	45.82%	51.25%
Overall Diversion Percentage		78.22%	79.16%	80.41%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>BELMONT</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	255.09	280.27	261.56
Commercial Recycling	RSMC	50.47	60.36	59.04
Commercial Organics	RSMC	36.84	47.83	39.08
Subtotal - Disposed		255.09	280.27	261.56
Subtotal - Diverted		87.31	108.19	98.12
<b>MFD</b>				
MFD Solid Waste	RSMC	128.23	138.10	136.35
MFD Recycling	RSMC	23.03	28.75	30.21
MFD Organics	RSMC	0.83	0.97	1.11
Subtotal - Disposed		128.23	138.10	136.35
Subtotal - Diverted		23.86	29.72	31.32
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	43.82	38.38	49.45
Roll-Off Recycling	RSMC	0.00	0.00	0.41
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		43.82	38.38	49.45
Subtotal - Diverted		0.00	0.00	0.41
<b>Residential</b>				
Residential Solid Waste	RSMC	278.22	292.81	287.89
Residential Curbside Recycling	RSMC	218.82	233.26	241.78
Residential Curbside Organics	RSMC	334.56	356.25	338.03
Subtotal - Disposed		278.22	292.81	287.89
Subtotal - Diverted		553.38	589.51	579.81
<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		25.50%	27.85%	27.28%
MFD Recycling Rate		15.69%	17.71%	18.68%
Roll-Off Recycling Rate		0.00%	0.00%	0.82%
Residential Organics & Recycling Rate		66.54%	66.81%	66.82%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		705.36	749.56	735.25
Total Diverted		664.55	727.42	709.66
Total Diversion Rate		48.51%	49.25%	49.11%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		66.54%	66.81%	66.82%
Commercial Diversion Percentage		20.65%	23.19%	22.50%
Overall Diversion Percentage		48.51%	49.25%	49.11%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>BURLINGAME</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	779.28	911.97	814.15
Commercial Recycling	RSMC	206.90	265.29	267.53
Commercial Organics	RSMC	214.72	197.70	173.82
Subtotal - Disposed		779.28	911.97	814.15
Subtotal - Diverted		421.62	462.99	441.35
<b>MFD</b>				
MFD Solid Waste	RSMC	177.48	185.25	175.12
MFD Recycling	RSMC	34.54	42.05	40.10
MFD Organics	RSMC	3.09	3.15	3.33
Subtotal - Disposed		177.48	185.25	175.12
Subtotal - Diverted		37.63	45.20	43.43
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	742.17	664.11	389.53
Roll-Off Recycling	RSMC	9.07	10.48	10.04
Roll-Off Organics	RSMC	37.14	151.85	334.91
Subtotal - Disposed		742.17	664.11	389.53
Subtotal - Diverted		46.21	162.33	344.95
<b>Residential</b>				
Residential Solid Waste	RSMC	295.46	346.49	305.87
Residential Curbside Recycling	RSMC	216.99	256.49	241.71
Residential Curbside Organics	RSMC	413.30	450.78	415.55
Subtotal - Disposed		295.46	346.49	305.87
Subtotal - Diverted		630.29	707.27	657.26
<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		35.11%	33.67%	35.15%
MFD Recycling Rate		17.49%	19.61%	19.87%
Roll-Off Recycling Rate		5.86%	19.64%	46.97%
Residential Organics & Recycling Rate		68.08%	67.12%	68.24%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,994.39	2,107.82	1,684.67
Total Diverted		1,135.75	1,377.79	1,486.99
Total Diversion Rate		36.28%	39.53%	46.88%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		68.08%	67.12%	68.24%
Commercial Diversion Percentage		22.93%	27.57%	37.57%
Overall Diversion Percentage		36.28%	39.53%	46.88%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>EAST PALO ALTO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	154.53	158.06	152.27
Commercial Recycling	RSMC	36.56	55.04	41.46
Commercial Organics	RSMC	24.88	32.60	33.19
Subtotal - Disposed		154.53	158.06	152.27
Subtotal - Diverted		61.44	87.64	74.65
<b>MFD</b>				
MFD Solid Waste	RSMC	180.66	194.37	186.81
MFD Recycling	RSMC	7.25	8.67	8.25
MFD Organics	RSMC	0.19	0.24	0.20
Subtotal - Disposed		180.66	194.37	186.81
Subtotal - Diverted		7.44	8.91	8.45
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	70.37	74.72	83.99
Roll-Off Recycling	RSMC	4.22	1.21	4.48
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		70.37	74.72	83.99
Subtotal - Diverted		4.22	1.21	4.48
<b>Residential</b>				
Residential Solid Waste	RSMC	515.70	582.36	526.25
Residential Curbside Recycling	RSMC	102.13	116.60	105.04
Residential Curbside Organics	RSMC	292.41	319.95	281.94
Subtotal - Disposed		515.70	582.36	526.25
Subtotal - Diverted		394.54	436.55	386.98
<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		28.45%	35.67%	32.90%
MFD Recycling Rate		3.96%	4.38%	4.33%
Roll-Off Recycling Rate		5.66%	1.59%	5.06%
Residential Organics & Recycling Rate		43.34%	42.84%	42.37%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		921.26	1,009.51	949.32
Total Diverted		467.64	534.31	474.56
Total Diversion Rate		33.67%	34.61%	33.33%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		43.34%	42.84%	42.37%
Commercial Diversion Percentage		15.27%	18.62%	17.15%
Overall Diversion Percentage		33.67%	34.61%	33.33%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>FOSTER CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	394.59	413.44	377.10
Commercial Recycling	RSMC	88.28	98.03	96.26
Commercial Organics	RSMC	108.82	117.64	122.48
Subtotal - Disposed		394.59	413.44	377.10
Subtotal - Diverted		197.10	215.67	218.74
<b>MFD</b>				
MFD Solid Waste	RSMC	154.12	160.63	164.85
MFD Recycling	RSMC	20.74	23.03	22.43
MFD Organics	RSMC	1.07	1.41	1.10
Subtotal - Disposed		154.12	160.63	164.85
Subtotal - Diverted		21.81	24.44	23.53
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	130.05	136.57	129.67
Roll-Off Recycling	RSMC	3.70	2.55	3.51
Roll-Off Organics	RSMC	23.59	42.47	40.21
Subtotal - Disposed		130.05	136.57	129.67
Subtotal - Diverted		27.29	45.02	43.72
<b>Residential</b>				
Residential Solid Waste	RSMC	278.91	289.36	292.90
Residential Curbside Recycling	RSMC	191.41	215.50	204.69
Residential Curbside Organics	RSMC	245.38	257.96	244.70
Subtotal - Disposed		278.91	289.36	292.90
Subtotal - Diverted		436.79	473.46	449.39
<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		33.31%	34.28%	36.71%
MFD Recycling Rate		12.40%	13.21%	12.49%
Roll-Off Recycling Rate		17.34%	24.79%	25.21%
Residential Organics & Recycling Rate		61.03%	62.07%	60.54%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		957.67	1,000.00	964.52
Total Diverted		682.99	758.59	735.38
Total Diversion Rate		41.63%	43.14%	43.26%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		61.03%	62.07%	60.54%
Commercial Diversion Percentage		26.62%	28.63%	29.86%
Overall Diversion Percentage		41.63%	43.14%	43.26%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>HILLSBOROUGH</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	31.41	54.53	40.80
Commercial Recycling	RSMC	58.04	78.94	27.37
Commercial Organics	RSMC	13.76	36.18	12.84
Subtotal - Disposed		31.41	54.53	40.80
Subtotal - Diverted		71.80	115.12	40.21
<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	190.47	225.67	199.62
Residential Curbside Recycling	RSMC	129.30	159.44	145.03
Residential Curbside Organics	RSMC	293.08	337.07	312.25
Subtotal - Disposed		190.47	225.67	199.62
Subtotal - Diverted		422.38	496.51	457.28
<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		69.57%	67.86%	49.64%
MFD Recycling Rate		0.00%	0.00%	0.00%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		68.92%	68.75%	69.61%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		221.88	280.20	240.42
Total Diverted		494.18	611.63	497.49
Total Diversion Rate		69.01%	68.58%	67.42%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		68.92%	68.75%	69.61%
Commercial Diversion Percentage		69.57%	67.86%	49.64%
Overall Diversion Percentage		69.01%	68.58%	67.42%

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Member Agency/Type	Data Source	July	August	September
		Tons Collected	Tons Collected	Tons Collected
<b>MENLO PARK</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	835.72	950.70	914.04
Commercial Recycling	RSMC	175.76	185.91	185.77
Commercial Organics	RSMC	245.60	274.80	253.79
Subtotal - Disposed		835.72	950.70	914.04
Subtotal - Diverted		421.36	460.71	439.56
<b>MFD</b>				
MFD Solid Waste	RSMC	96.90	104.48	97.92
MFD Recycling	RSMC	22.75	24.34	22.79
MFD Organics	RSMC	3.14	3.51	3.50
Subtotal - Disposed		96.90	104.48	97.92
Subtotal - Diverted		25.89	27.85	26.29
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	42.52	45.23	46.43
Roll-Off Recycling	RSMC	51.78	32.92	23.08
Roll-Off Organics	RSMC	18.39	2.50	0.00
Subtotal - Disposed		42.52	45.23	46.43
Subtotal - Diverted		70.17	35.42	23.08
<b>Residential</b>				
Residential Solid Waste	RSMC	373.23	390.22	400.99
Residential Curbside Recycling	RSMC	284.78	293.57	322.68
Residential Curbside Organics	RSMC	641.63	643.10	646.68
Subtotal - Disposed		373.23	390.22	400.99
Subtotal - Diverted		926.41	936.67	969.36
<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		33.52%	32.64%	32.47%
MFD Recycling Rate		21.08%	21.05%	21.17%
Roll-Off Recycling Rate		62.27%	43.92%	33.20%
Residential Organics & Recycling Rate		71.28%	70.59%	70.74%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,348.37	1,490.63	1,459.38
Total Diverted		1,443.83	1,460.65	1,458.29
Total Diversion Rate		51.71%	49.49%	49.98%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		71.28%	70.59%	70.74%
Commercial Diversion Percentage		34.67%	32.26%	31.60%
Overall Diversion Percentage		51.71%	49.49%	49.98%

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		Tons Collected	Tons Collected	Tons Collected
<b>NORTH FAIR OAKS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	182.75	205.23	201.17
Commercial Recycling	RSMC	35.20	39.36	34.19
Commercial Organics	RSMC	25.36	28.92	30.83
Subtotal - Disposed		182.75	205.23	201.17
Subtotal - Diverted		60.56	68.28	65.02
<b>MFD</b>				
MFD Solid Waste	RSMC	38.61	42.42	39.31
MFD Recycling	RSMC	2.59	3.05	3.01
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		38.61	42.42	39.31
Subtotal - Diverted		2.59	3.05	3.01
<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	209.50	249.21	210.35
Residential Curbside Recycling	RSMC	78.09	97.36	82.15
Residential Curbside Organics	RSMC	163.08	189.33	165.14
Subtotal - Disposed		209.50	249.21	210.35
Subtotal - Diverted		241.17	286.69	247.29
<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		24.89%	24.96%	24.43%
MFD Recycling Rate		6.29%	6.71%	7.11%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		53.51%	53.50%	54.04%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
<b>Total Disposed</b>		<b>430.86</b>	<b>496.86</b>	<b>450.83</b>
<b>Total Diverted</b>		<b>304.32</b>	<b>358.02</b>	<b>315.32</b>
<b>Total Diversion Rate</b>		<b>41.39%</b>	<b>41.88%</b>	<b>41.16%</b>
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		53.51%	53.50%	54.04%
Commercial Diversion Percentage		22.20%	22.36%	22.05%
Overall Diversion Percentage		41.39%	41.88%	41.16%

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		Tons Collected	Tons Collected	Tons Collected
<b>REDWOOD CITY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,609.44	1,718.96	1,561.67
Commercial Recycling	RSMC	279.39	311.78	280.37
Commercial Organics	RSMC	207.29	224.45	245.44
Subtotal - Disposed		1,609.44	1,718.96	1,561.67
Subtotal - Diverted		486.68	536.23	525.81
<b>MFD</b>				
MFD Solid Waste	RSMC	407.43	431.32	400.56
MFD Recycling	RSMC	40.13	42.97	41.20
MFD Organics	RSMC	5.60	7.09	5.77
Subtotal - Disposed		407.43	431.32	400.56
Subtotal - Diverted		45.73	50.06	46.97
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	380.91	326.78	357.77
Roll-Off Recycling	RSMC	7.83	16.61	13.76
Roll-Off Organics	RSMC	54.09	50.48	35.94
Subtotal - Disposed		380.91	326.78	357.77
Subtotal - Diverted		61.92	67.09	49.70
<b>Residential</b>				
Residential Solid Waste	RSMC	852.35	966.26	863.69
Residential Curbside Recycling	RSMC	529.47	611.57	564.58
Residential Curbside Organics	RSMC	934.22	1,029.58	948.24
Subtotal - Disposed		852.35	966.26	863.69
Subtotal - Diverted		1,463.69	1,641.15	1,512.82
<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		23.22%	23.78%	25.19%
MFD Recycling Rate		10.09%	10.40%	10.50%
Roll-Off Recycling Rate		13.98%	17.03%	12.20%
Residential Organics & Recycling Rate		63.20%	62.94%	63.66%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,250.13	3,443.32	3,183.69
Total Diverted		2,058.02	2,294.53	2,135.30
Total Diversion Rate		38.77%	39.99%	40.14%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		63.20%	62.94%	63.66%
Commercial Diversion Percentage		19.86%	20.87%	21.15%
Overall Diversion Percentage		38.77%	39.99%	40.14%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN CARLOS</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	605.63	635.80	578.34
Commercial Recycling	RSMC	129.24	141.96	268.79
Commercial Organics	RSMC	80.23	76.04	67.41
Subtotal - Disposed		605.63	635.80	578.34
Subtotal - Diverted		209.47	218.00	336.20
<b>MFD</b>				
MFD Solid Waste	RSMC	70.00	76.66	72.92
MFD Recycling	RSMC	12.34	15.87	15.18
MFD Organics	RSMC	1.07	1.22	1.12
Subtotal - Disposed		70.00	76.66	72.92
Subtotal - Diverted		13.41	17.09	16.30
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	112.01	85.43	103.13
Roll-Off Recycling	RSMC	34.68	25.85	36.66
Roll-Off Organics	RSMC	1.47	0.00	0.00
Subtotal - Disposed		112.01	85.43	103.13
Subtotal - Diverted		36.15	25.85	36.66
<b>Residential</b>				
Residential Solid Waste	RSMC	382.09	383.97	391.67
Residential Curbside Recycling	RSMC	300.32	315.99	338.02
Residential Curbside Organics	RSMC	520.15	511.29	547.64
Subtotal - Disposed		382.09	383.97	391.67
Subtotal - Diverted		820.47	827.28	885.66
<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		25.70%	25.53%	36.76%
MFD Recycling Rate		16.08%	18.23%	18.27%
Roll-Off Recycling Rate		24.40%	23.23%	26.23%
Residential Organics & Recycling Rate		68.23%	68.30%	69.34%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		1,169.73	1,181.86	1,146.06
Total Diverted		1,079.50	1,088.22	1,274.82
Total Diversion Rate		47.99%	47.94%	52.66%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		68.23%	68.30%	69.34%
Commercial Diversion Percentage		24.75%	24.64%	34.03%
Overall Diversion Percentage		47.99%	47.94%	52.66%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	1,513.63	1,691.26	1,639.31
Commercial Recycling	RSMC	392.37	448.49	411.55
Commercial Organics	RSMC	240.75	261.37	234.19
Subtotal - Disposed		1,513.63	1,691.26	1,639.31
Subtotal - Diverted		633.12	709.86	645.74
<b>MFD</b>				
MFD Solid Waste	RSMC	458.99	487.23	477.39
MFD Recycling	RSMC	70.92	83.75	82.13
MFD Organics	RSMC	8.71	9.92	8.00
Subtotal - Disposed		458.99	487.23	477.39
Subtotal - Diverted		79.63	93.67	90.13
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	338.84	402.33	399.30
Roll-Off Recycling	RSMC	23.56	33.48	31.60
Roll-Off Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		338.84	402.33	399.30
Subtotal - Diverted		23.56	33.48	31.60
<b>Residential</b>				
Residential Solid Waste	RSMC	1,051.13	1,138.90	1,056.76
Residential Curbside Recycling	RSMC	655.03	693.06	716.74
Residential Curbside Organics	RSMC	1,163.35	1,182.79	1,178.98
Subtotal - Disposed		1,051.13	1,138.90	1,056.76
Subtotal - Diverted		1,818.38	1,875.85	1,895.72
<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		29.49%	29.56%	28.26%
MFD Recycling Rate		14.78%	16.12%	15.88%
Roll-Off Recycling Rate		6.50%	7.68%	7.33%
Residential Organics & Recycling Rate		63.37%	62.22%	64.21%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		3,362.59	3,719.72	3,572.76
Total Diverted		2,554.69	2,712.86	2,663.19
Total Diversion Rate		43.17%	42.17%	42.71%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		63.37%	62.22%	64.21%
Commercial Diversion Percentage		24.16%	24.49%	23.37%
Overall Diversion Percentage		43.17%	42.17%	42.71%

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		Tons Collected	Tons Collected	Tons Collected
<b>SAN MATEO COUNTY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	113.20	123.30	122.08
Commercial Recycling	RSMC	18.05	21.25	19.58
Commercial Organics	RSMC	12.69	13.51	13.63
Subtotal - Disposed		113.20	123.30	122.08
Subtotal - Diverted		30.74	34.76	33.21
<b>MFD</b>				
MFD Solid Waste	RSMC	8.65	9.46	9.51
MFD Recycling	RSMC	1.17	1.39	1.19
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		8.65	9.46	9.51
Subtotal - Diverted		1.17	1.39	1.19
<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	0.10	0.00	0.00
Subtotal - Disposed		0.00	0.00	0.00
Subtotal - Diverted		0.10	0.00	0.00
<b>Residential</b>				
Residential Solid Waste	RSMC	215.58	236.29	222.42
Residential Curbside Recycling	RSMC	173.32	192.73	186.46
Residential Curbside Organics	RSMC	330.58	353.38	338.98
Subtotal - Disposed		215.58	236.29	222.42
Subtotal - Diverted		503.90	546.11	525.44
<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		21.36%	21.99%	21.39%
MFD Recycling Rate		11.91%	12.81%	11.12%
Roll-Off Recycling Rate		100.00%	0.00%	0.00%
Residential Organics & Recycling Rate		70.04%	69.80%	70.26%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		337.43	369.05	354.01
Total Diverted		535.91	582.26	559.84
Total Diversion Rate		61.36%	61.21%	61.26%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		70.04%	69.80%	70.26%
Commercial Diversion Percentage		20.80%	21.40%	20.72%
Overall Diversion Percentage		61.36%	61.21%	61.26%

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		Tons Collected	Tons Collected	Tons Collected
<b>WEST BAY</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	34.42	36.93	35.84
Commercial Recycling	RSMC	9.64	10.30	10.58
Commercial Organics	RSMC	4.19	4.55	4.15
Subtotal - Disposed		34.42	36.93	35.84
Subtotal - Diverted		13.83	14.85	14.73
<b>MFD</b>				
MFD Solid Waste	RSMC	1.29	1.37	1.49
MFD Recycling	RSMC	0.28	0.41	0.30
MFD Organics	RSMC	0.00	0.00	0.00
Subtotal - Disposed		1.29	1.37	1.49
Subtotal - Diverted		0.28	0.41	0.30
<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	85.33	106.34	94.23
Residential Curbside Recycling	RSMC	80.20	93.58	92.47
Residential Curbside Organics	RSMC	163.69	190.50	173.42
Subtotal - Disposed		85.33	106.34	94.23
Subtotal - Diverted		243.89	284.08	265.89
<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		28.66%	28.68%	29.13%
MFD Recycling Rate		17.83%	23.03%	16.76%
Roll-Off Recycling Rate		0.00%	0.00%	0.00%
Residential Organics & Recycling Rate		74.08%	72.76%	73.83%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		121.04	144.64	131.56
Total Diverted		258.00	299.34	280.92
Total Diversion Rate		68.07%	67.42%	68.11%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		74.08%	72.76%	73.83%
Commercial Diversion Percentage		28.32%	28.49%	28.71%
Overall Diversion Percentage		68.07%	67.42%	68.11%

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		Tons Collected	Tons Collected	Tons Collected
<b>TOTAL SBWMA</b>				
<b>Commercial</b>				
Commercial Solid Waste	RSMC	6,581.67	7,230.72	6,746.32
Commercial Recycling	RSMC	1,490.92	1,728.46	1,719.82
Commercial Organics	RSMC	1,281.76	1,346.35	1,263.97
Subtotal - Disposed		6,581.67	7,230.72	6,746.32
Subtotal - Diverted		2,772.68	3,074.81	2,983.79
<b>MFD</b>				
MFD Solid Waste	RSMC	1,722.48	1,831.29	1,762.23
MFD Recycling	RSMC	235.74	274.28	266.79
MFD Organics	RSMC	23.70	27.51	24.13
Subtotal - Disposed		1,722.48	1,831.29	1,762.23
Subtotal - Diverted		259.44	301.79	290.92
<b>Roll-Off</b>				
Roll-Off Solid Waste	RSMC	1,860.69	1,773.55	1,559.27
Roll-Off Recycling	RSMC	134.84	123.10	123.54
Roll-Off Organics	RSMC	134.78	247.30	411.06
Subtotal - Disposed		1,860.69	1,773.55	1,559.27
Subtotal - Diverted		269.62	370.40	534.60
<b>Residential</b>				
Residential Solid Waste	RSMC	4,867.17	5,371.72	5,000.91
Residential Curbside Recycling	RSMC	3,055.51	3,386.83	3,350.71
Residential Curbside Organics	RSMC	6,080.93	6,485.07	6,237.43
Subtotal - Disposed		4,867.17	5,371.72	5,000.91
Subtotal - Diverted		9,136.44	9,871.90	9,588.14
<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		29.64%	29.84%	30.67%
MFD Recycling Rate		13.09%	14.15%	14.17%
Roll-Off Recycling Rate		12.66%	17.28%	25.53%
Residential Organics & Recycling Rate		65.24%	64.76%	65.72%
Member Agency Recycling Rate		0.00%	0.00%	0.00%
Transfer Station Diversion Rate		0.00%	0.00%	0.00%
Total Disposed		15,032.01	16,207.28	15,068.73
Total Diverted		12,438.18	13,618.90	13,397.45
Total Diversion Rate		45.28%	45.66%	47.06%
<b>RSMC Collection</b>				
Single-Family Diversion Percentage		65.24%	64.76%	65.72%
Commercial Diversion Percentage		24.52%	25.70%	27.45%
Overall Diversion Percentage		45.28%	45.66%	47.06%

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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	2	2	1	5	1	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	
Belmont	1	1	0	2	1	0	0	1	0	0	0	0	0	0	0	2	1	3	6	0	0	0	0	
Burlingame	2	1	1	4	0	1	0	1	0	0	0	0	0	0	2	0	2	4	0	0	0	0		
East Palo Alto	0	1	1	2	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0		
Foster City	1	1	2	4	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Hillsborough	1	0	9	10	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0		
Menlo Park	6	3	1	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
North Fair Oaks	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0		
Redwood City	9	3	0	12	3	0	0	3	0	0	0	0	0	0	1	3	0	4	0	0	0	0		
San Carlos	6	5	3	14	0	1	0	1	0	3	0	3	0	2	0	2	1	2	5	0	0	0		
San Mateo	6	12	5	23	4	0	0	4	0	0	0	0	0	0	0	0	1	1	0	0	0	0		
San Mateo County	0	2	1	3	0	0	0	0	0	0	0	0	0	0	0	2	1	3	0	0	0	0		
West Bay	2	0	1	3	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Totals	37	31	25	93	11	2	1	14	0	3	0	3	0	2	0	2	9	10	10	29	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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	0	2	4	6	2	1	2	5	0	0	0	0	2	7	2	11	0	8	2	10
Belmont	16	11	16	43	4	2	3	9	0	0	0	0	8	7	2	17	3	2	6	11
Burlingame	13	18	12	43	3	2	6	11	0	0	0	0	4	7	7	18	3	6	4	13
East Palo Alto	7	7	11	25	0	1	3	4	0	0	0	0	1	2	0	3	0	0	1	1
Foster City	6	10	14	30	1	8	1	10	0	0	0	0	4	2	2	8	1	1	2	4
Hillsborough	6	7	5	18	0	2	1	3	0	0	0	0	2	1	4	7	1	0	2	3
Menlo Park	16	9	7	32	7	6	6	19	0	0	0	0	17	13	5	35	13	4	7	24
North Fair Oaks	0	5	1	6	1	4	0	5	0	0	0	0	2	0	0	2	0	2	0	2
Redwood City	27	28	24	79	12	7	4	23	0	0	0	0	15	12	11	38	6	4	1	11
San Carlos	12	22	20	54	6	9	5	20	0	0	0	0	4	18	8	30	1	14	2	17
San Mateo	33	44	29	106	18	19	10	47	0	0	0	0	10	9	9	28	18	19	12	49
San Mateo County	9	15	7	31	3	3	5	11	0	0	0	0	2	0	2	4	0	1	1	2
West Bay	9	3	3	15	1	1	0	2	0	0	0	0	3	2	2	7	3	3	0	6
Totals	154	181	153	488	58	65	46	169	0	0	0	0	74	80	54	208	49	64	40	153

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
July	17,626	16,801	825	4.68%	26.13	76.13%	218
August	19,030	18,514	516	2.71%	18.09	87.90%	208
September	18,142	17,550	592	3.26%	20.74	83.50%	212

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			
	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3	Jul	Aug	Sep	Qrt 3
Atherton	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Belmont	6	7	2	<b>15</b>	0	0	0	<b>0</b>	67	212	0	<b>279</b>
Burlingame	8	8	4	<b>20</b>	0	0	0	<b>0</b>	0	25	10	<b>35</b>
East Palo Alto	13	4	7	<b>24</b>	0	0	0	<b>0</b>	73	117	0	<b>190</b>
Foster City	8	9	1	<b>18</b>	0	0	0	<b>0</b>	140	35	0	<b>175</b>
Hillsborough	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>
Menlo Park	9	11	17	<b>37</b>	0	0	0	<b>0</b>	24	20	120	<b>164</b>
North Fair Oaks	5	8	0	<b>13</b>	0	0	0	<b>0</b>	73	162	18	<b>253</b>
Redwood City	8	14	5	<b>27</b>	0	0	0	<b>0</b>	36	230	30	<b>296</b>
San Carlos	6	12	5	<b>23</b>	0	0	0	<b>0</b>	0	26	14	<b>40</b>
San Mateo	0	0	0	<b>0</b>	0	0	0	<b>0</b>	41	129	28	<b>198</b>
San Mateo County	6	5	4	<b>15</b>	0	0	0	<b>0</b>	0	0	163	<b>163</b>
West Bay	5	0	4	<b>9</b>	0	0	0	<b>0</b>	26	0	0	<b>26</b>
Totals	74	78	49	<b>201</b>	0	0	0	<b>0</b>	480	956	383	<b>1,819</b>