



QUARTERLY REPORT TO THE SBWMA
FOR 3rd Quarter 2012

Submitted October 30, 2012



October 30, 2012

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 3rd Quarter 2012 report to the SBWMA. Recology will send electronic copies to each jurisdiction.

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

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

Sincerely,

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

Mario Puccinelli
General Manager

cc: Cliff Feldman
Marshall Moran



RECOLOGY SAN MATEO COUNTY

QUARTERLY REPORT TO THE SBWMA

**For
3rd Quarter 2012**

**Submitted
OCTOBER 30, 2012**



3rd QUARTER 2012 REPORT

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3rd QUARTER 2012 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.

Tonnage Allocations – During Quarter 3, system tonnage allocations were updated as follows: effective July 3 due to the elimination of one front load solid waste route; effective August 20 due to the elimination of one rear load solid waste route; effective September 3 due to service day changes in the City of Menlo Park; effective September 21 due to the reclassification of customers to their appropriate jurisdictions.

Bulky item collection tonnage is allocated based on the number of collection events for solid waste and on the basis of the number of items collected for recyclables. The allocation methodology is applied consistently each month.



3rd QUARTER 2012 REPORT

SUMMARY

| | |
|--|------------------|
| Total commercial solid waste tonnage collected: | 30,342.51 |
| Total commercial recyclables tonnage collected: | 6,511.81 |
| Total commercial organics tonnage collected: | 4,923.93 |
| Total residential solid waste tonnage collected: | 15,012.43 |
| Total residential recyclables tonnage collected: | 9,987.20 |
| Total residential organics tonnage collected: | 18,567.91 |
| Overall Calculated Diversion rate: | 46.86% |
| Commercial Diversion rate: | 27.37% |
| Residential Diversion rate: | 65.54% |
| Number of inquiries, service requests and complaints received: | 15,629 |
| Number of Customer Service calls received: | 45,063 |
| Average Hold Time for Customer Service calls: | 16.07 seconds |
| On-site customer assessments and visual audits conducted: | 283 |
| Quality Assurance Program contact calls initiated: | 642 |

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | RSMC Collection Diversion Quarter 3 | | | | | |
|--|-------------|----------------|----------------|----------------|-----------------|-----------------------------------|--------|-----------------------|-------------------------------------|----------------|-----------------|-----------------|---------------|-----------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contamination Tonnage | Net Collected | Recycling Rate | Total Diversion | Single-Family | Commercial | Overall |
| ATHERTON | | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 42.56 | 43.87 | 36.70 | 123.13 | | | 0.00 | 123.13 | | | | | |
| Commercial Recycling | RSMC | 11.58 | 21.55 | 11.18 | 44.31 | 0.00% | 0.00% | 0.00 | 44.31 | | | | | |
| Commercial Organics | RSMC | 21.51 | 39.00 | 72.73 | 133.24 | 0.00% | 0.00% | 0.00 | 133.24 | | | | | |
| Subtotal - Disposed | | 42.56 | 43.87 | 36.70 | 123.13 | | | 0.00 | 123.13 | | | | | |
| Subtotal - Diverted | | 33.09 | 60.55 | 83.91 | 177.55 | | | 0.00 | 177.55 | 59.05% | | | | |
| MFD | | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | |
| MFD Recycling | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| MFD Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | 0.00% | | | | |
| Roll-Off | | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | |
| Roll-Off Recycling | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| Roll-Off Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | 0.00% | | | | |
| Residential | | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 151.28 | 157.73 | 129.01 | 438.02 | | | 0.00 | 438.02 | | | | | |
| Residential Curbside Recycling | RSMC | 107.60 | 110.57 | 102.31 | 320.48 | 0.00% | 0.00% | 0.00 | 320.48 | | | | | |
| Residential Curbside Organics | RSMC | 609.39 | 652.67 | 577.25 | 1,839.31 | 0.00% | 0.00% | 0.00 | 1,839.31 | | | | | |
| Subtotal - Disposed | | 151.28 | 157.73 | 129.01 | 438.02 | | | 0.00 | 438.02 | | | | | |
| Subtotal - Diverted | | 716.99 | 763.24 | 679.56 | 2,159.79 | | | 0.00 | 2,159.79 | 83.14% | | | | |
| Member Agency Vehicles | | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Total Disposed | | 193.84 | 201.60 | 165.71 | 561.15 | | | 0.00 | 561.15 | | 561.15 | 438.02 | 123.13 | 561.15 |
| Total Diverted | | 750.08 | 823.79 | 763.47 | 2,337.34 | | | 0.00 | 2,337.34 | | 2,337.34 | 2,159.79 | 177.55 | 2,337.34 |
| Total Diversion Rate | | 79.46% | 80.34% | 82.17% | 80.64% | | | | 80.64% | | 80.64% | 83.14% | 59.05% | 80.64% |

Recology San Mateo County
Monthly Tonnage Report
Rate Year 2012
Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | |
|--|-------------|----------------|----------------|----------------|-----------------|-----------------------------------|--------|------------------------|-----------------|-----------------|-------------------------------------|-----------------|------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contaminat ion Tonnage | | | Net Collected | Single-Family | Commercial |
| BELMONT | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 184.17 | 206.95 | 175.20 | 566.32 | | | 0.00 | 566.32 | | | | |
| Commercial Recycling | RSMC | 46.64 | 49.67 | 46.39 | 142.70 | 0.00% | 0.00% | 0.00 | 142.70 | | | | |
| Commercial Organics | RSMC | 33.45 | 38.17 | 35.17 | 106.79 | 0.00% | 0.00% | 0.00 | 106.79 | | | | |
| Subtotal - Disposed | | 184.17 | 206.95 | 175.20 | 566.32 | | | 0.00 | 566.32 | | | | |
| Subtotal - Diverted | | 80.09 | 87.84 | 81.56 | 249.49 | | | 0.00 | 249.49 | 30.58% | | | |
| MFD | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 186.22 | 187.33 | 170.45 | 544.00 | | | 0.00 | 544.00 | | | | |
| MFD Recycling | RSMC | 44.29 | 43.24 | 35.14 | 122.67 | 0.00% | 0.00% | 0.00 | 122.67 | | | | |
| MFD Organics | RSMC | 4.91 | 5.29 | 4.85 | 15.05 | 0.00% | 0.00% | 0.00 | 15.05 | | | | |
| Subtotal - Disposed | | 186.22 | 187.33 | 170.45 | 544.00 | | | 0.00 | 544.00 | | | | |
| Subtotal - Diverted | | 49.20 | 48.53 | 39.99 | 137.72 | | | 0.00 | 137.72 | 20.20% | | | |
| Roll-Off | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 54.41 | 41.33 | 39.09 | 134.83 | | | 0.00 | 134.83 | | | | |
| Roll-Off Recycling | RSMC | 0.00 | 0.00 | 1.65 | 1.65 | 0.00% | 0.00% | 0.00 | 1.65 | | | | |
| Roll-Off Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | |
| Subtotal - Disposed | | 54.41 | 41.33 | 39.09 | 134.83 | | | 0.00 | 134.83 | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 1.65 | 1.65 | | | 0.00 | 1.65 | 1.21% | | | |
| Residential | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 283.37 | 306.28 | 254.04 | 843.69 | | | 0.00 | 843.69 | | | | |
| Residential Curbside Recycling | RSMC | 227.47 | 250.39 | 214.98 | 692.84 | 0.00% | 0.00% | 0.00 | 692.84 | | | | |
| Residential Curbside Organics | RSMC | 345.97 | 369.52 | 308.39 | 1,023.88 | 0.00% | 0.00% | 0.00 | 1,023.88 | | | | |
| Subtotal - Disposed | | 283.37 | 306.28 | 254.04 | 843.69 | | | 0.00 | 843.69 | | | | |
| Subtotal - Diverted | | 573.44 | 619.91 | 523.37 | 1,716.72 | | | 0.00 | 1,716.72 | 67.05% | | | |
| Member Agency Vehicles | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Total Disposed | | 708.17 | 741.89 | 638.78 | 2,088.84 | | | 0.00 | 2,088.84 | | 2,088.84 | 843.69 | |
| Total Diverted | | 702.73 | 756.28 | 646.57 | 2,105.58 | | | 0.00 | 2,105.58 | | 2,105.58 | 1,716.72 | |
| Total Diversion Rate | | 49.81% | 50.48% | 50.30% | 50.20% | | | | 50.20% | | 50.20% | 67.05% | |
| | | | | | | | | | | | 23.80% | 50.20% | |

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | |
|--|-------------|-----------------|-----------------|-----------------|-----------------|-----------------------------------|--------|-----------------------|-----------------|-----------------|-------------------------------------|-----------------|------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contamination Tonnage | | | Net Collected | Single-Family | Commercial |
| BURLINGAME | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 678.02 | 728.85 | 656.56 | 2,063.43 | | | 0.00 | 2,063.43 | | | | |
| Commercial Recycling | RSMC | 242.72 | 226.57 | 212.73 | 682.02 | 0.00% | 0.00% | 0.00 | 682.02 | | | | |
| Commercial Organics | RSMC | 209.52 | 214.25 | 187.82 | 611.59 | 0.00% | 0.00% | 0.00 | 611.59 | | | | |
| Subtotal - Disposed | | 678.02 | 728.85 | 656.56 | 2,063.43 | | | 0.00 | 2,063.43 | | | | |
| Subtotal - Diverted | | 452.24 | 440.82 | 400.55 | 1,293.61 | | | 0.00 | 1,293.61 | 38.53% | | | |
| MFD | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 252.98 | 273.03 | 237.78 | 763.79 | | | 0.00 | 763.79 | | | | |
| MFD Recycling | RSMC | 67.68 | 69.85 | 63.88 | 201.41 | 0.00% | 0.00% | 0.00 | 201.41 | | | | |
| MFD Organics | RSMC | 5.84 | 6.56 | 5.33 | 17.73 | 0.00% | 0.00% | 0.00 | 17.73 | | | | |
| Subtotal - Disposed | | 252.98 | 273.03 | 237.78 | 763.79 | | | 0.00 | 763.79 | | | | |
| Subtotal - Diverted | | 73.52 | 76.41 | 69.21 | 219.14 | | | 0.00 | 219.14 | 22.29% | | | |
| Roll-Off | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 788.95 | 877.31 | 712.70 | 2,378.96 | | | 0.00 | 2,378.96 | | | | |
| Roll-Off Recycling | RSMC | 5.93 | 8.34 | 12.84 | 27.11 | 0.00% | 0.00% | 0.00 | 27.11 | | | | |
| Roll-Off Organics | RSMC | 11.06 | 2.66 | 0.00 | 13.72 | 0.00% | 0.00% | 0.00 | 13.72 | | | | |
| Subtotal - Disposed | | 788.95 | 877.31 | 712.70 | 2,378.96 | | | 0.00 | 2,378.96 | | | | |
| Subtotal - Diverted | | 16.99 | 11.00 | 12.84 | 40.83 | | | 0.00 | 40.83 | 1.69% | | | |
| Residential | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 337.97 | 322.06 | 286.87 | 946.90 | | | 0.00 | 946.90 | | | | |
| Residential Curbside Recycling | RSMC | 251.05 | 252.96 | 237.86 | 741.87 | 0.00% | 0.00% | 0.00 | 741.87 | | | | |
| Residential Curbside Organics | RSMC | 438.63 | 410.67 | 372.68 | 1,221.98 | 0.00% | 0.00% | 0.00 | 1,221.98 | | | | |
| Subtotal - Disposed | | 337.97 | 322.06 | 286.87 | 946.90 | | | 0.00 | 946.90 | | | | |
| Subtotal - Diverted | | 689.68 | 663.63 | 610.54 | 1,963.85 | | | 0.00 | 1,963.85 | 67.47% | | | |
| Member Agency Vehicles | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Total Disposed | | 2,057.92 | 2,201.25 | 1,893.91 | 6,153.08 | | | 0.00 | 6,153.08 | | 6,153.08 | 946.90 | |
| Total Diverted | | 1,232.43 | 1,191.86 | 1,093.14 | 3,517.43 | | | 0.00 | 3,517.43 | | 3,517.43 | 1,963.85 | |
| Total Diversion Rate | | 37.46% | 35.13% | 36.60% | 36.37% | | | | 36.37% | | 36.37% | 67.47% | |
| | | | | | | | | | | | 22.98% | 36.37% | |

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | |
|--|-------------|-----------------|-----------------|----------------|-----------------|-----------------------------------|--------|------------------------|-----------------|-----------------|-------------------------------------|-----------------|-----------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contaminat ion Tonnage | | | Net Collected | Single-Family | Commercial |
| EAST PALO ALTO | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 122.30 | 119.55 | 101.89 | 343.74 | | | 0.00 | 343.74 | | | | |
| Commercial Recycling | RSMC | 35.64 | 36.15 | 24.55 | 96.34 | 0.00% | 0.00% | 0.00 | 96.34 | | | | |
| Commercial Organics | RSMC | 25.08 | 27.22 | 27.77 | 80.07 | 0.00% | 0.00% | 0.00 | 80.07 | | | | |
| Subtotal - Disposed | | 122.30 | 119.55 | 101.89 | 343.74 | | | 0.00 | 343.74 | | | | |
| Subtotal - Diverted | | 60.72 | 63.37 | 52.32 | 176.41 | | | 0.00 | 176.41 | 33.92% | | | |
| MFD | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 232.07 | 238.62 | 202.61 | 673.30 | | | 0.00 | 673.30 | | | | |
| MFD Recycling | RSMC | 18.13 | 17.68 | 16.55 | 52.36 | 0.00% | 0.00% | 0.00 | 52.36 | | | | |
| MFD Organics | RSMC | 8.15 | 6.70 | 5.80 | 20.65 | 0.00% | 0.00% | 0.00 | 20.65 | | | | |
| Subtotal - Disposed | | 232.07 | 238.62 | 202.61 | 673.30 | | | 0.00 | 673.30 | | | | |
| Subtotal - Diverted | | 26.28 | 24.38 | 22.35 | 73.01 | | | 0.00 | 73.01 | 9.78% | | | |
| Roll-Off | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 102.16 | 125.52 | 106.49 | 334.17 | | | 0.00 | 334.17 | | | | |
| Roll-Off Recycling | RSMC | 1.20 | 0.00 | 4.15 | 5.35 | 0.00% | 0.00% | 0.00 | 5.35 | | | | |
| Roll-Off Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | |
| Subtotal - Disposed | | 102.16 | 125.52 | 106.49 | 334.17 | | | 0.00 | 334.17 | | | | |
| Subtotal - Diverted | | 1.20 | 0.00 | 4.15 | 5.35 | | | 0.00 | 5.35 | 1.58% | | | |
| Residential | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 583.80 | 567.39 | 488.91 | 1,640.10 | | | 0.00 | 1,640.10 | | | | |
| Residential Curbside Recycling | RSMC | 115.08 | 110.48 | 100.16 | 325.72 | 0.00% | 0.00% | 0.00 | 325.72 | | | | |
| Residential Curbside Organics | RSMC | 326.13 | 317.38 | 256.44 | 899.95 | 0.00% | 0.00% | 0.00 | 899.95 | | | | |
| Subtotal - Disposed | | 583.80 | 567.39 | 488.91 | 1,640.10 | | | 0.00 | 1,640.10 | | | | |
| Subtotal - Diverted | | 441.21 | 427.86 | 356.60 | 1,225.67 | | | 0.00 | 1,225.67 | 42.77% | | | |
| Member Agency Vehicles | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Total Disposed | | 1,040.33 | 1,051.08 | 899.90 | 2,991.31 | | | 0.00 | 2,991.31 | 2,991.31 | 1,640.10 | 1,351.21 | 2,991.31 |
| Total Diverted | | 529.41 | 515.61 | 435.42 | 1,480.44 | | | 0.00 | 1,480.44 | 1,480.44 | 1,225.67 | 254.77 | 1,480.44 |
| Total Diversion Rate | | 33.73% | 32.91% | 32.61% | 33.11% | | | | 33.11% | 33.11% | 42.77% | 15.86% | 33.11% |

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| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | RSMC Collection Diversion Quarter 3 | | | | | |
|--|-------------|----------------|----------------|----------------|-----------------|-----------------------------------|--------|-----------------------|-------------------------------------|----------------|-----------------|-----------------|-----------------|-----------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contamination Tonnage | Net Collected | Recycling Rate | Total Diversion | Single-Family | Commercial | Overall |
| FOSTER CITY | | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 262.27 | 240.01 | 223.08 | 725.36 | | | 0.00 | 725.36 | | | | | |
| Commercial Recycling | RSMC | 72.63 | 75.67 | 67.88 | 216.18 | 0.00% | 0.00% | 0.00 | 216.18 | | | | | |
| Commercial Organics | RSMC | 130.95 | 136.14 | 129.45 | 396.54 | 0.00% | 0.00% | 0.00 | 396.54 | | | | | |
| Subtotal - Disposed | | 262.27 | 240.01 | 223.08 | 725.36 | | | 0.00 | 725.36 | | | | | |
| Subtotal - Diverted | | 203.58 | 211.81 | 197.33 | 612.72 | | | 0.00 | 612.72 | 45.79% | | | | |
| MFD | | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 293.13 | 298.33 | 243.73 | 835.19 | | | 0.00 | 835.19 | | | | | |
| MFD Recycling | RSMC | 56.08 | 61.58 | 55.66 | 173.32 | 0.00% | 0.00% | 0.00 | 173.32 | | | | | |
| MFD Organics | RSMC | 3.02 | 3.36 | 2.86 | 9.24 | 0.00% | 0.00% | 0.00 | 9.24 | | | | | |
| Subtotal - Disposed | | 293.13 | 298.33 | 243.73 | 835.19 | | | 0.00 | 835.19 | | | | | |
| Subtotal - Diverted | | 59.10 | 64.94 | 58.52 | 182.56 | | | 0.00 | 182.56 | 17.94% | | | | |
| Roll-Off | | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 117.99 | 133.87 | 95.81 | 347.67 | | | 0.00 | 347.67 | | | | | |
| Roll-Off Recycling | RSMC | 1.91 | 2.16 | 0.00 | 4.07 | 0.00% | 0.00% | 0.00 | 4.07 | | | | | |
| Roll-Off Organics | RSMC | 62.34 | 56.19 | 41.29 | 159.82 | 0.00% | 0.00% | 0.00 | 159.82 | | | | | |
| Subtotal - Disposed | | 117.99 | 133.87 | 95.81 | 347.67 | | | 0.00 | 347.67 | | | | | |
| Subtotal - Diverted | | 64.25 | 58.35 | 41.29 | 163.89 | | | 0.00 | 163.89 | 32.04% | | | | |
| Residential | | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 293.36 | 314.32 | 256.75 | 864.43 | | | 0.00 | 864.43 | | | | | |
| Residential Curbside Recycling | RSMC | 198.26 | 210.64 | 184.72 | 593.62 | 0.00% | 0.00% | 0.00 | 593.62 | | | | | |
| Residential Curbside Organics | RSMC | 242.46 | 251.05 | 213.04 | 706.55 | 0.00% | 0.00% | 0.00 | 706.55 | | | | | |
| Subtotal - Disposed | | 293.36 | 314.32 | 256.75 | 864.43 | | | 0.00 | 864.43 | | | | | |
| Subtotal - Diverted | | 440.72 | 461.69 | 397.76 | 1,300.17 | | | 0.00 | 1,300.17 | 60.07% | | | | |
| Member Agency Vehicles | | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Total Disposed | | 966.75 | 986.53 | 819.37 | 2,772.65 | | | 0.00 | 2,772.65 | | 2,772.65 | 864.43 | 1,908.22 | 2,772.65 |
| Total Diverted | | 767.65 | 796.79 | 694.90 | 2,259.34 | | | 0.00 | 2,259.34 | | 2,259.34 | 1,300.17 | 959.17 | 2,259.34 |
| Total Diversion Rate | | 44.26% | 44.68% | 45.89% | 44.90% | | | | 44.90% | | 44.90% | 60.07% | 33.45% | 44.90% |

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| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | |
|--|-------------|----------------|----------------|----------------|-----------------|-----------------------------------|--------|-----------------------|-----------------|-----------------|-------------------------------------|---------------|------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contamination Tonnage | | | Net Collected | Single-Family | Commercial |
| HILLSBOROUGH | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 27.41 | 30.54 | 23.99 | 81.94 | | | 0.00 | 81.94 | | | | |
| Commercial Recycling | RSMC | 12.92 | 13.86 | 24.65 | 51.43 | 0.00% | 0.00% | 0.00 | 51.43 | | | | |
| Commercial Organics | RSMC | 32.74 | 32.55 | 40.30 | 105.59 | 0.00% | 0.00% | 0.00 | 105.59 | | | | |
| Subtotal - Disposed | | 27.41 | 30.54 | 23.99 | 81.94 | | | 0.00 | 81.94 | | | | |
| Subtotal - Diverted | | 45.66 | 46.41 | 64.95 | 157.02 | | | 0.00 | 157.02 | 65.71% | | | |
| MFD | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | |
| MFD Recycling | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | |
| MFD Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | 0.00% | | | |
| Roll-Off | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | |
| Roll-Off Recycling | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | |
| Roll-Off Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | 0.00% | | | |
| Residential | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 196.38 | 197.05 | 173.88 | 567.31 | | | 0.00 | 567.31 | | | | |
| Residential Curbside Recycling | RSMC | 162.61 | 159.62 | 153.87 | 476.10 | 0.00% | 0.00% | 0.00 | 476.10 | | | | |
| Residential Curbside Organics | RSMC | 368.63 | 346.30 | 330.83 | 1,045.76 | 0.00% | 0.00% | 0.00 | 1,045.76 | | | | |
| Subtotal - Disposed | | 196.38 | 197.05 | 173.88 | 567.31 | | | 0.00 | 567.31 | | | | |
| Subtotal - Diverted | | 531.24 | 505.92 | 484.70 | 1,521.86 | | | 0.00 | 1,521.86 | 72.85% | | | |
| Member Agency Vehicles | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Total Disposed | | 223.79 | 227.59 | 197.87 | 649.25 | | | 0.00 | 649.25 | | 649.25 | 567.31 | |
| Total Diverted | | 576.90 | 552.33 | 549.65 | 1,678.88 | | | 0.00 | 1,678.88 | 1,678.88 | 1,521.86 | 157.02 | |
| Total Diversion Rate | | 72.05% | 70.82% | 73.53% | 72.11% | | | | 72.11% | 72.11% | 72.85% | 65.71% | |

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| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | | |
|--|-------------|-----------------|-----------------|-----------------|-----------------|-----------------------------------|--------|------------------------|-----------------|-----------------|-------------------------------------|-----------------|-----------------|-----------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contaminat ion Tonnage | | | Net Collected | Single-Family | Commercial | Overall |
| MENLO PARK | | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 810.16 | 833.39 | 725.34 | 2,368.89 | | | 0.00 | 2,368.89 | | | | | |
| Commercial Recycling | RSMC | 243.16 | 219.44 | 200.30 | 662.90 | 0.00% | 0.00% | 0.00 | 662.90 | | | | | |
| Commercial Organics | RSMC | 293.60 | 329.80 | 295.53 | 918.93 | 0.00% | 0.00% | 0.00 | 918.93 | | | | | |
| Subtotal - Disposed | | 810.16 | 833.39 | 725.34 | 2,368.89 | | | 0.00 | 2,368.89 | | | | | |
| Subtotal - Diverted | | 536.76 | 549.24 | 495.83 | 1,581.83 | | | 0.00 | 1,581.83 | 40.04% | | | | |
| MFD | | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 202.73 | 202.93 | 172.62 | 578.28 | | | 0.00 | 578.28 | | | | | |
| MFD Recycling | RSMC | 59.86 | 63.18 | 56.89 | 179.93 | 0.00% | 0.00% | 0.00 | 179.93 | | | | | |
| MFD Organics | RSMC | 10.47 | 10.64 | 9.19 | 30.30 | 0.00% | 0.00% | 0.00 | 30.30 | | | | | |
| Subtotal - Disposed | | 202.73 | 202.93 | 172.62 | 578.28 | | | 0.00 | 578.28 | | | | | |
| Subtotal - Diverted | | 70.33 | 73.82 | 66.08 | 210.23 | | | 0.00 | 210.23 | 26.66% | | | | |
| Roll-Off | | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 22.78 | 47.85 | 34.67 | 105.30 | | | 0.00 | 105.30 | | | | | |
| Roll-Off Recycling | RSMC | 19.31 | 19.44 | 18.81 | 57.56 | 0.00% | 0.00% | 0.00 | 57.56 | | | | | |
| Roll-Off Organics | RSMC | 18.40 | 16.18 | 12.90 | 47.48 | 0.00% | 0.00% | 0.00 | 47.48 | | | | | |
| Subtotal - Disposed | | 22.78 | 47.85 | 34.67 | 105.30 | | | 0.00 | 105.30 | | | | | |
| Subtotal - Diverted | | 37.71 | 35.62 | 31.71 | 105.04 | | | 0.00 | 105.04 | 49.94% | | | | |
| Residential | | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 366.28 | 407.07 | 350.37 | 1,123.72 | | | 0.00 | 1,123.72 | | | | | |
| Residential Curbside Recycling | RSMC | 281.97 | 312.58 | 278.00 | 872.55 | 0.00% | 0.00% | 0.00 | 872.55 | | | | | |
| Residential Curbside Organics | RSMC | 609.33 | 671.17 | 563.79 | 1,844.29 | 0.00% | 0.00% | 0.00 | 1,844.29 | | | | | |
| Subtotal - Disposed | | 366.28 | 407.07 | 350.37 | 1,123.72 | | | 0.00 | 1,123.72 | | | | | |
| Subtotal - Diverted | | 891.30 | 983.75 | 841.79 | 2,716.84 | | | 0.00 | 2,716.84 | 70.74% | | | | |
| Member Agency Vehicles | | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Total Disposed | | 1,401.95 | 1,491.24 | 1,283.00 | 4,176.19 | | | 0.00 | 4,176.19 | | 4,176.19 | 1,123.72 | 3,052.47 | 4,176.19 |
| Total Diverted | | 1,536.10 | 1,642.43 | 1,435.41 | 4,613.94 | | | 0.00 | 4,613.94 | | 4,613.94 | 2,716.84 | 1,897.10 | 4,613.94 |
| Total Diversion Rate | | 52.28% | 52.41% | 52.80% | 52.49% | | | | 52.49% | | 52.49% | 70.74% | 38.33% | 52.49% |

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| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | RSMC Collection Diversion Quarter 3 | | | | | |
|--|-------------|----------------|----------------|----------------|-----------------|-----------------------------------|--------|-----------------------|-------------------------------------|----------------|-----------------|---------------|---------------|-----------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contamination Tonnage | Net Collected | Recycling Rate | Total Diversion | Single-Family | Commercial | Overall |
| NORTH FAIR OAKS | | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 156.72 | 162.71 | 152.32 | 471.75 | | | 0.00 | 471.75 | | | | | |
| Commercial Recycling | RSMC | 32.99 | 38.83 | 33.15 | 104.97 | 0.00% | 0.00% | 0.00 | 104.97 | | | | | |
| Commercial Organics | RSMC | 32.88 | 33.20 | 28.84 | 94.92 | 0.00% | 0.00% | 0.00 | 94.92 | | | | | |
| Subtotal - Disposed | | 156.72 | 162.71 | 152.32 | 471.75 | | | 0.00 | 471.75 | | | | | |
| Subtotal - Diverted | | 65.87 | 72.03 | 61.99 | 199.89 | | | 0.00 | 199.89 | 29.76% | | | | |
| MFD | | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 75.64 | 77.51 | 68.19 | 221.34 | | | 0.00 | 221.34 | | | | | |
| MFD Recycling | RSMC | 9.81 | 10.46 | 9.20 | 29.47 | 0.00% | 0.00% | 0.00 | 29.47 | | | | | |
| MFD Organics | RSMC | 0.22 | 0.27 | 0.22 | 0.71 | 0.00% | 0.00% | 0.00 | 0.71 | | | | | |
| Subtotal - Disposed | | 75.64 | 77.51 | 68.19 | 221.34 | | | 0.00 | 221.34 | | | | | |
| Subtotal - Diverted | | 10.03 | 10.73 | 9.42 | 30.18 | | | 0.00 | 30.18 | 12.00% | | | | |
| Roll-Off | | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | |
| Roll-Off Recycling | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| Roll-Off Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | 0.00% | | | | |
| Residential | | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 250.08 | 236.04 | 211.08 | 697.20 | | | 0.00 | 697.20 | | | | | |
| Residential Curbside Recycling | RSMC | 96.62 | 99.59 | 85.71 | 281.92 | 0.00% | 0.00% | 0.00 | 281.92 | | | | | |
| Residential Curbside Organics | RSMC | 188.44 | 178.78 | 156.02 | 523.24 | 0.00% | 0.00% | 0.00 | 523.24 | | | | | |
| Subtotal - Disposed | | 250.08 | 236.04 | 211.08 | 697.20 | | | 0.00 | 697.20 | | | | | |
| Subtotal - Diverted | | 285.06 | 278.37 | 241.73 | 805.16 | | | 0.00 | 805.16 | 53.59% | | | | |
| Member Agency Vehicles | | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Total Disposed | | 482.44 | 476.26 | 431.59 | 1,390.29 | | | 0.00 | 1,390.29 | | 1,390.29 | 697.20 | 693.09 | 1,390.29 |
| Total Diverted | | 360.96 | 361.13 | 313.14 | 1,035.23 | | | 0.00 | 1,035.23 | | 1,035.23 | 805.16 | 230.07 | 1,035.23 |
| Total Diversion Rate | | 42.80% | 43.13% | 42.05% | 42.68% | | | | 42.68% | | 42.68% | 53.59% | 24.92% | 42.68% |

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | | |
|--|-------------|-----------------|-----------------|-----------------|-----------------|-----------------------------------|--------|-----------------------|-----------------|-----------------|-------------------------------------|-----------------|-----------------|-----------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contamination Tonnage | | | Net Collected | Single-Family | Commercial | Overall |
| REDWOOD CITY | | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 1,330.01 | 1,324.44 | 1,147.42 | 3,801.87 | | | 0.00 | 3,801.87 | | | | | |
| Commercial Recycling | RSMC | 265.23 | 284.93 | 249.13 | 799.29 | 0.00% | 0.00% | 0.00 | 799.29 | | | | | |
| Commercial Organics | RSMC | 284.93 | 252.21 | 273.38 | 810.52 | 0.00% | 0.00% | 0.00 | 810.52 | | | | | |
| Subtotal - Disposed | | 1,330.01 | 1,324.44 | 1,147.42 | 3,801.87 | | | 0.00 | 3,801.87 | | | | | |
| Subtotal - Diverted | | 550.16 | 537.14 | 522.51 | 1,609.81 | | | 0.00 | 1,609.81 | 29.75% | | | | |
| MFD | | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 697.86 | 695.59 | 594.95 | 1,988.40 | | | 0.00 | 1,988.40 | | | | | |
| MFD Recycling | RSMC | 107.20 | 114.28 | 98.28 | 319.76 | 0.00% | 0.00% | 0.00 | 319.76 | | | | | |
| MFD Organics | RSMC | 13.15 | 13.11 | 9.56 | 35.82 | 0.00% | 0.00% | 0.00 | 35.82 | | | | | |
| Subtotal - Disposed | | 697.86 | 695.59 | 594.95 | 1,988.40 | | | 0.00 | 1,988.40 | | | | | |
| Subtotal - Diverted | | 120.35 | 127.39 | 107.84 | 355.58 | | | 0.00 | 355.58 | 15.17% | | | | |
| Roll-Off | | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 376.25 | 346.29 | 277.41 | 999.95 | | | 0.00 | 999.95 | | | | | |
| Roll-Off Recycling | RSMC | 5.36 | 7.38 | 2.85 | 15.59 | 0.00% | 0.00% | 0.00 | 15.59 | | | | | |
| Roll-Off Organics | RSMC | 46.81 | 47.93 | 52.15 | 146.89 | 0.00% | 0.00% | 0.00 | 146.89 | | | | | |
| Subtotal - Disposed | | 376.25 | 346.29 | 277.41 | 999.95 | | | 0.00 | 999.95 | | | | | |
| Subtotal - Diverted | | 52.17 | 55.31 | 55.00 | 162.48 | | | 0.00 | 162.48 | 13.98% | | | | |
| Residential | | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 913.59 | 894.80 | 792.13 | 2,600.52 | | | 0.00 | 2,600.52 | | | | | |
| Residential Curbside Recycling | RSMC | 617.04 | 616.41 | 556.26 | 1,789.71 | 0.00% | 0.00% | 0.00 | 1,789.71 | | | | | |
| Residential Curbside Organics | RSMC | 1,044.60 | 1,014.49 | 897.59 | 2,956.68 | 0.00% | 0.00% | 0.00 | 2,956.68 | | | | | |
| Subtotal - Disposed | | 913.59 | 894.80 | 792.13 | 2,600.52 | | | 0.00 | 2,600.52 | | | | | |
| Subtotal - Diverted | | 1,661.64 | 1,630.90 | 1,453.85 | 4,746.39 | | | 0.00 | 4,746.39 | 64.60% | | | | |
| Member Agency Vehicles | | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Total Disposed | | 3,317.71 | 3,261.12 | 2,811.91 | 9,390.74 | | | 0.00 | 9,390.74 | | 9,390.74 | 2,600.52 | 6,790.22 | 9,390.74 |
| Total Diverted | | 2,384.32 | 2,350.74 | 2,139.20 | 6,874.26 | | | 0.00 | 6,874.26 | | 6,874.26 | 4,746.39 | 2,127.87 | 6,874.26 |
| Total Diversion Rate | | 41.82% | 41.89% | 43.21% | 42.26% | | | | 42.26% | | 42.26% | 64.60% | 23.86% | 42.26% |

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | |
|--|-------------|-----------------|-----------------|-----------------|-----------------|-----------------------------------|--------|------------------------|-----------------|-----------------|-------------------------------------|-----------------|------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contaminat ion Tonnage | | | Net Collected | Single-Family | Commercial |
| SAN CARLOS | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 490.38 | 508.92 | 445.94 | 1,445.24 | | | 0.00 | 1,445.24 | | | | |
| Commercial Recycling | RSMC | 137.97 | 151.98 | 172.38 | 462.33 | 0.00% | 0.00% | 0.00 | 462.33 | | | | |
| Commercial Organics | RSMC | 68.33 | 71.99 | 66.27 | 206.59 | 0.00% | 0.00% | 0.00 | 206.59 | | | | |
| Subtotal - Disposed | | 490.38 | 508.92 | 445.94 | 1,445.24 | | | 0.00 | 1,445.24 | | | | |
| Subtotal - Diverted | | 206.30 | 223.97 | 238.65 | 668.92 | | | 0.00 | 668.92 | 31.64% | | | |
| MFD | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 139.36 | 139.65 | 124.59 | 403.60 | | | 0.00 | 403.60 | | | | |
| MFD Recycling | RSMC | 32.67 | 35.13 | 31.63 | 99.43 | 0.00% | 0.00% | 0.00 | 99.43 | | | | |
| MFD Organics | RSMC | 8.20 | 7.96 | 4.52 | 20.68 | 0.00% | 0.00% | 0.00 | 20.68 | | | | |
| Subtotal - Disposed | | 139.36 | 139.65 | 124.59 | 403.60 | | | 0.00 | 403.60 | | | | |
| Subtotal - Diverted | | 40.87 | 43.09 | 36.15 | 120.11 | | | 0.00 | 120.11 | 22.93% | | | |
| Roll-Off | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 70.13 | 81.21 | 65.91 | 217.25 | | | 0.00 | 217.25 | | | | |
| Roll-Off Recycling | RSMC | 15.61 | 8.25 | 12.90 | 36.76 | 0.00% | 0.00% | 0.00 | 36.76 | | | | |
| Roll-Off Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | |
| Subtotal - Disposed | | 70.13 | 81.21 | 65.91 | 217.25 | | | 0.00 | 217.25 | | | | |
| Subtotal - Diverted | | 15.61 | 8.25 | 12.90 | 36.76 | | | 0.00 | 36.76 | 14.47% | | | |
| Residential | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 370.97 | 401.16 | 339.87 | 1,112.00 | | | 0.00 | 1,112.00 | | | | |
| Residential Curbside Recycling | RSMC | 313.57 | 349.32 | 308.08 | 970.97 | 0.00% | 0.00% | 0.00 | 970.97 | | | | |
| Residential Curbside Organics | RSMC | 502.69 | 552.66 | 455.79 | 1,511.14 | 0.00% | 0.00% | 0.00 | 1,511.14 | | | | |
| Subtotal - Disposed | | 370.97 | 401.16 | 339.87 | 1,112.00 | | | 0.00 | 1,112.00 | | | | |
| Subtotal - Diverted | | 816.26 | 901.98 | 763.87 | 2,482.11 | | | 0.00 | 2,482.11 | 69.06% | | | |
| Member Agency Vehicles | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | |
| Total Disposed | | 1,070.84 | 1,130.94 | 976.31 | 3,178.09 | | | 0.00 | 3,178.09 | | 3,178.09 | 1,112.00 | |
| Total Diverted | | 1,079.04 | 1,177.29 | 1,051.57 | 3,307.90 | | | 0.00 | 3,307.90 | | 3,307.90 | 2,482.11 | |
| Total Diversion Rate | | 50.19% | 51.00% | 51.86% | 51.00% | | | | 51.00% | | 51.00% | 69.06% | |
| | | | | | | | | | | | 28.56% | 51.00% | |

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | | |
|--|-------------|-----------------|-----------------|-----------------|------------------|-----------------------------------|--------|-----------------------|------------------|-----------------|-------------------------------------|-----------------|-----------------|------------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contamination Tonnage | | | Net Collected | Single-Family | Commercial | Overall |
| SAN MATEO | | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 1,175.32 | 1,204.72 | 1,047.63 | 3,427.67 | | | 0.00 | 3,427.67 | | | | | |
| Commercial Recycling | RSMC | 357.72 | 384.30 | 333.17 | 1,075.19 | 0.00% | 0.00% | 0.00 | 1,075.19 | | | | | |
| Commercial Organics | RSMC | 245.38 | 250.60 | 260.64 | 756.62 | 0.00% | 0.00% | 0.00 | 756.62 | | | | | |
| Subtotal - Disposed | | 1,175.32 | 1,204.72 | 1,047.63 | 3,427.67 | | | 0.00 | 3,427.67 | | | | | |
| Subtotal - Diverted | | 603.10 | 634.90 | 593.81 | 1,831.81 | | | 0.00 | 1,831.81 | 34.83% | | | | |
| MFD | | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 990.71 | 967.24 | 856.44 | 2,814.39 | | | 0.00 | 2,814.39 | | | | | |
| MFD Recycling | RSMC | 204.64 | 215.57 | 199.56 | 619.77 | 0.00% | 0.00% | 0.00 | 619.77 | | | | | |
| MFD Organics | RSMC | 33.56 | 36.04 | 31.84 | 101.44 | 0.00% | 0.00% | 0.00 | 101.44 | | | | | |
| Subtotal - Disposed | | 990.71 | 967.24 | 856.44 | 2,814.39 | | | 0.00 | 2,814.39 | | | | | |
| Subtotal - Diverted | | 238.20 | 251.61 | 231.40 | 721.21 | | | 0.00 | 721.21 | 20.40% | | | | |
| Roll-Off | | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 383.77 | 397.08 | 326.99 | 1,107.84 | | | 0.00 | 1,107.84 | | | | | |
| Roll-Off Recycling | RSMC | 38.81 | 39.70 | 41.62 | 120.13 | 0.00% | 0.00% | 0.00 | 120.13 | | | | | |
| Roll-Off Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| Subtotal - Disposed | | 383.77 | 397.08 | 326.99 | 1,107.84 | | | 0.00 | 1,107.84 | | | | | |
| Subtotal - Diverted | | 38.81 | 39.70 | 41.62 | 120.13 | | | 0.00 | 120.13 | 9.78% | | | | |
| Residential | | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 1,090.23 | 1,155.32 | 960.86 | 3,206.41 | | | 0.00 | 3,206.41 | | | | | |
| Residential Curbside Recycling | RSMC | 682.11 | 734.75 | 654.91 | 2,071.77 | 0.00% | 0.00% | 0.00 | 2,071.77 | | | | | |
| Residential Curbside Organics | RSMC | 1,156.58 | 1,243.64 | 1,032.16 | 3,432.38 | 0.00% | 0.00% | 0.00 | 3,432.38 | | | | | |
| Subtotal - Disposed | | 1,090.23 | 1,155.32 | 960.86 | 3,206.41 | | | 0.00 | 3,206.41 | | | | | |
| Subtotal - Diverted | | 1,838.69 | 1,978.39 | 1,687.07 | 5,504.15 | | | 0.00 | 5,504.15 | 63.19% | | | | |
| Member Agency Vehicles | | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| MRF Residue | SBR | | | | 0.00 | | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Total Disposed | | 3,640.03 | 3,724.36 | 3,191.92 | 10,556.31 | | | 0.00 | 10,556.31 | | 10,556.31 | 3,206.41 | 7,349.90 | 10,556.31 |
| Total Diverted | | 2,718.80 | 2,904.60 | 2,553.90 | 8,177.30 | | | 0.00 | 8,177.30 | | 8,177.30 | 5,504.15 | 2,673.15 | 8,177.30 |
| Total Diversion Rate | | 42.76% | 43.82% | 44.45% | 43.65% | | | | 43.65% | | 43.65% | 63.19% | 26.67% | 43.65% |

Recology San Mateo County
 Monthly Tonnage Report
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 Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | | | | |
|--|-------------|----------------|----------------|----------------|-----------------|-----------------------------------|--------|-----------------------|-----------------|-----------------|-------------------------------------|-----------------|---------------|-----------------|--|--|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contamination Tonnage | | | Net Collected | Single-Family | Commercial | Overall | | |
| SAN MATEO COUNTY | | | | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 88.97 | 97.23 | 75.36 | 261.56 | | | 0.00 | 261.56 | | | | | | | |
| Commercial Recycling | RSMC | 19.53 | 19.92 | 18.95 | 58.40 | 0.00% | 0.00% | 0.00 | 58.40 | | | | | | | |
| Commercial Organics | RSMC | 19.00 | 19.65 | 17.57 | 56.22 | 0.00% | 0.00% | 0.00 | 56.22 | | | | | | | |
| Subtotal - Disposed | | 88.97 | 97.23 | 75.36 | 261.56 | | | 0.00 | 261.56 | | | | | | | |
| Subtotal - Diverted | | 38.53 | 39.57 | 36.52 | 114.62 | | | 0.00 | 114.62 | 30.47% | | | | | | |
| MFD | | | | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 35.71 | 37.90 | 33.29 | 106.90 | | | 0.00 | 106.90 | | | | | | | |
| MFD Recycling | RSMC | 4.04 | 4.67 | 3.62 | 12.33 | 0.00% | 0.00% | 0.00 | 12.33 | | | | | | | |
| MFD Organics | RSMC | 0.60 | 0.58 | 0.27 | 1.45 | 0.00% | 0.00% | 0.00 | 1.45 | | | | | | | |
| Subtotal - Disposed | | 35.71 | 37.90 | 33.29 | 106.90 | | | 0.00 | 106.90 | | | | | | | |
| Subtotal - Diverted | | 4.64 | 5.25 | 3.89 | 13.78 | | | 0.00 | 13.78 | 11.42% | | | | | | |
| Roll-Off | | | | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | | | |
| Roll-Off Recycling | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | | | |
| Roll-Off Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | 0.00% | | | | | | |
| Residential | | | | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 235.34 | 236.45 | 202.81 | 674.60 | | | 0.00 | 674.60 | | | | | | | |
| Residential Curbside Recycling | RSMC | 194.17 | 203.83 | 181.41 | 579.41 | 0.00% | 0.00% | 0.00 | 579.41 | | | | | | | |
| Residential Curbside Organics | RSMC | 344.18 | 345.64 | 310.89 | 1,000.71 | 0.00% | 0.00% | 0.00 | 1,000.71 | | | | | | | |
| Subtotal - Disposed | | 235.34 | 236.45 | 202.81 | 674.60 | | | 0.00 | 674.60 | | | | | | | |
| Subtotal - Diverted | | 538.35 | 549.47 | 492.30 | 1,580.12 | | | 0.00 | 1,580.12 | 70.08% | | | | | | |
| Member Agency Vehicles | | | | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | 0.00 | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | 0.00 | 0.00% | | | | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | 0.00 | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | 0.00 | 0.00% | | | | | | |
| Total Disposed | | 360.02 | 371.58 | 311.46 | 1,043.06 | | | 0.00 | 1,043.06 | | 1,043.06 | 674.60 | 368.46 | 1,043.06 | | |
| Total Diverted | | 581.52 | 594.29 | 532.71 | 1,708.52 | | | 0.00 | 1,708.52 | | 1,708.52 | 1,580.12 | 128.40 | 1,708.52 | | |
| Total Diversion Rate | | 61.76% | 61.53% | 63.10% | 62.09% | | | | 62.09% | | 62.09% | 70.08% | 25.84% | 62.09% | | |

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | | Recycling Rate | Total Diversion | RSMC Collection Diversion Quarter 3 | | | |
|--|-------------|----------------|----------------|----------------|----------------|-----------------------------------|--------|-----------------------|----------------|-----------------|-------------------------------------|---------------|---------------|---------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Agency | Contamination Tonnage | | | Net Collected | Single-Family | Commercial | Overall |
| WEST BAY | | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 29.51 | 31.37 | 27.65 | 88.53 | | | 0.00 | 88.53 | | | | | |
| Commercial Recycling | RSMC | 10.79 | 11.65 | 9.54 | 31.98 | 0.00% | 0.00% | 0.00 | 31.98 | | | | | |
| Commercial Organics | RSMC | 8.46 | 8.87 | 8.00 | 25.33 | 0.00% | 0.00% | 0.00 | 25.33 | | | | | |
| Subtotal - Disposed | | 29.51 | 31.37 | 27.65 | 88.53 | | | 0.00 | 88.53 | | | | | |
| Subtotal - Diverted | | 19.25 | 20.52 | 17.54 | 57.31 | | | 0.00 | 57.31 | 39.30% | | | | |
| MFD | | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 6.25 | 6.21 | 5.46 | 17.92 | | | 0.00 | 17.92 | | | | | |
| MFD Recycling | RSMC | 1.72 | 1.81 | 1.57 | 5.10 | 0.00% | 0.00% | 0.00 | 5.10 | | | | | |
| MFD Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| Subtotal - Disposed | | 6.25 | 6.21 | 5.46 | 17.92 | | | 0.00 | 17.92 | | | | | |
| Subtotal - Diverted | | 1.72 | 1.81 | 1.57 | 5.10 | | | 0.00 | 5.10 | 22.15% | | | | |
| Roll-Off | | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | |
| Roll-Off Recycling | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| Roll-Off Organics | RSMC | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% | 0.00 | 0.00 | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | 0.00 | 0.00 | 0.00% | | | | |
| Residential | | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 100.17 | 104.99 | 92.37 | 297.53 | | | 0.00 | 297.53 | | | | | |
| Residential Curbside Recycling | RSMC | 91.71 | 97.70 | 80.83 | 270.24 | 0.00% | 0.00% | 0.00 | 270.24 | | | | | |
| Residential Curbside Organics | RSMC | 186.27 | 188.61 | 187.16 | 562.04 | 0.00% | 0.00% | 0.00 | 562.04 | | | | | |
| Subtotal - Disposed | | 100.17 | 104.99 | 92.37 | 297.53 | | | 0.00 | 297.53 | | | | | |
| Subtotal - Diverted | | 277.98 | 286.31 | 267.99 | 832.28 | | | 0.00 | 832.28 | 73.67% | | | | |
| Member Agency Vehicles | | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Organics | SBR | | | | 0.00 | | | | | | | | | |
| Member Agency Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Total Disposed | | 135.93 | 142.57 | 125.48 | 403.98 | | | 0.00 | 403.98 | | 403.98 | 297.53 | 106.45 | 403.98 |
| Total Diverted | | 298.95 | 308.64 | 287.10 | 894.69 | | | 0.00 | 894.69 | | 894.69 | 832.28 | 62.41 | 894.69 |
| Total Diversion Rate | | 68.74% | 68.40% | 69.59% | 68.89% | | | | 68.89% | | 68.89% | 73.67% | 36.96% | 68.89% |

Recology San Mateo County
 Monthly Tonnage Report
 Rate Year 2012
 Summary

| Member Agency/Type | Data Source | July | August | September | Quarter 3 | | | RSMC Collection Diversion Quarter 3 | | | | | | |
|--|-------------|------------------|------------------|------------------|------------------|-----------------------------------|----------------------|-------------------------------------|------------------|----------------|------------------|------------------|------------------|------------------|
| | | Tons Collected | Tons Collected | Tons Collected | Tons Collected | Contamination Percentage Measured | Contamination Agency | Contamination Tonnage | Net Collected | Recycling Rate | Total Diversion | Single-Family | Commercial | Overall |
| TOTAL SBWMA | | | | | | | | | | | | | | |
| Commercial | | | | | | | | | | | | | | |
| Commercial Solid Waste | RSMC | 5,397.80 | 5,532.55 | 4,839.08 | 15,769.43 | | | 0.00 | 15,769.43 | | | | | |
| Commercial Recycling | RSMC | 1,489.52 | 1,534.52 | 1,404.00 | 4,428.04 | 0.00% | 0.00% | 0.00 | 4,428.04 | | | | | |
| Commercial Organics | RSMC | 1,405.83 | 1,453.65 | 1,443.47 | 4,302.95 | 0.00% | 0.00% | 0.00 | 4,302.95 | | | | | |
| Subtotal - Disposed | | 5,397.80 | 5,532.55 | 4,839.08 | 15,769.43 | | | 0.00 | 15,769.43 | | | | | |
| Subtotal - Diverted | | 2,895.35 | 2,988.17 | 2,847.47 | 8,730.99 | | | 0.00 | 8,730.99 | 35.64% | | | | |
| MFD | | | | | | | | | | | | | | |
| MFD Solid Waste | RSMC | 3,112.66 | 3,124.34 | 2,710.11 | 8,947.11 | | | 0.00 | 8,947.11 | | | | | |
| MFD Recycling | RSMC | 606.12 | 637.45 | 571.98 | 1,815.55 | 0.00% | 0.00% | 0.00 | 1,815.55 | | | | | |
| MFD Organics | RSMC | 88.12 | 90.51 | 74.44 | 253.07 | 0.00% | 0.00% | 0.00 | 253.07 | | | | | |
| Subtotal - Disposed | | 3,112.66 | 3,124.34 | 2,710.11 | 8,947.11 | | | 0.00 | 8,947.11 | | | | | |
| Subtotal - Diverted | | 694.24 | 727.96 | 646.42 | 2,068.62 | | | 0.00 | 2,068.62 | 18.78% | | | | |
| Roll-Off | | | | | | | | | | | | | | |
| Roll-Off Solid Waste | RSMC | 1,916.44 | 2,050.46 | 1,659.07 | 5,625.97 | | | 0.00 | 5,625.97 | | | | | |
| Roll-Off Recycling | RSMC | 88.13 | 85.27 | 94.82 | 268.22 | 0.00% | 0.00% | 0.00 | 268.22 | | | | | |
| Roll-Off Organics | RSMC | 138.61 | 122.96 | 106.34 | 367.91 | 0.00% | 0.00% | 0.00 | 367.91 | | | | | |
| Subtotal - Disposed | | 1,916.44 | 2,050.46 | 1,659.07 | 5,625.97 | | | 0.00 | 5,625.97 | | | | | |
| Subtotal - Diverted | | 226.74 | 208.23 | 201.16 | 636.13 | | | 0.00 | 636.13 | 10.16% | | | | |
| Residential | | | | | | | | | | | | | | |
| Residential Solid Waste | RSMC | 5,172.82 | 5,300.66 | 4,538.95 | 15,012.43 | | | 0.00 | 15,012.43 | | | | | |
| Residential Curbside Recycling | RSMC | 3,339.26 | 3,508.84 | 3,139.10 | 9,987.20 | 0.00% | 0.00% | 0.00 | 9,987.20 | | | | | |
| Residential Curbside Organics | RSMC | 6,363.30 | 6,542.58 | 5,662.03 | 18,567.91 | 0.00% | 0.00% | 0.00 | 18,567.91 | | | | | |
| Subtotal - Disposed | | 5,172.82 | 5,300.66 | 4,538.95 | 15,012.43 | | | 0.00 | 15,012.43 | | | | | |
| Subtotal - Diverted | | 9,702.56 | 10,051.42 | 8,801.13 | 28,555.11 | | | 0.00 | 28,555.11 | 65.54% | | | | |
| Member Agency Vehicles | | | | | | | | | | | | | | |
| Member Agency Solid Waste | SBR | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Member Agency Recycling | SBR | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Member Agency Organics | SBR | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Member Agency Inert / C&D | SBR | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Transfer Station / Third Party/ Other | | | | | | | | | | | | | | |
| Transfer Station Diversion | | | | | | | | | | | | | | |
| Self-Haul Solid Waste | SBR | | | | 0.00 | | | | | | | | | |
| MRF Residue | | | | | 0.00 | | | | | | | | | |
| Buyback Recycling | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Green Waste | SBR | | | | 0.00 | | | | | | | | | |
| Self-Haul Inert / C&D | SBR | | | | 0.00 | | | | | | | | | |
| Other Transfer Station Diversion | SBR | | | | 0.00 | | | | | | | | | |
| Subtotal - Disposed | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Subtotal - Diverted | | 0.00 | 0.00 | 0.00 | 0.00 | | | | | 0.00% | | | | |
| Total Disposed | | 15,599.72 | 16,008.01 | 13,747.21 | 45,354.94 | | | 0.00 | 45,354.94 | | 45,354.94 | 15,012.43 | 30,342.51 | 45,354.94 |
| Total Diverted | | 13,518.89 | 13,975.78 | 12,496.18 | 39,990.85 | | | 0.00 | 39,990.85 | | 39,990.85 | 28,555.11 | 11,435.74 | 39,990.85 |
| Total Diversion Rate | | 46.43% | 46.61% | 47.62% | 46.86% | | | | 46.86% | | 46.86% | 65.54% | 27.37% | 46.86% |

Recology San Mateo County
 Inquiry, Service Request and
 Complaint Summary
 Rate Year 2012

| | 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 | 0 | 4 | 12 | 16 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Belmont | 7 | 3 | 4 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Burlingame | 6 | 4 | 10 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 3 | 0 | 2 | 1 | 3 | 3 |
| East Palo Alto | 2 | 1 | 4 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Foster City | 3 | 1 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| Hillsborough | 12 | 2 | 6 | 20 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Menlo Park | 5 | 3 | 14 | 22 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| North Fair Oaks | 6 | 2 | 2 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| Redwood City | 18 | 15 | 11 | 44 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 4 | 9 | 0 | 0 | 0 | 0 | 0 |
| San Carlos | 7 | 9 | 6 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 7 | 9 | 0 | 0 | 0 | 0 | 0 |
| San Mateo | 20 | 11 | 13 | 44 | 1 | 0 | 1 | 2 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 1 | 1 | 1 |
| San Mateo County | 2 | 5 | 4 | 11 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 0 | 1 | 0 | 1 | 1 |
| West Bay | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| Totals | 88 | 60 | 89 | 237 | 2 | 1 | 3 | 6 | 0 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 9 | 8 | 16 | 33 | 0 | 3 | 2 | 5 |

| | 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 | 40 | 44 | 36 | 120 | 6 | 8 | 9 | 23 | 0 | 0 | 0 | 0 | 76 | 52 | 28 | 156 | 15 | 61 | 9 | 85 |
| Belmont | 186 | 173 | 144 | 503 | 13 | 19 | 21 | 53 | 0 | 0 | 0 | 0 | 131 | 103 | 75 | 309 | 56 | 55 | 114 | 225 |
| Burlingame | 179 | 207 | 165 | 551 | 35 | 25 | 24 | 84 | 0 | 0 | 0 | 0 | 181 | 156 | 102 | 439 | 62 | 148 | 62 | 272 |
| East Palo Alto | 74 | 72 | 63 | 209 | 10 | 6 | 4 | 20 | 0 | 0 | 0 | 0 | 56 | 52 | 30 | 138 | 6 | 3 | 5 | 14 |
| Foster City | 151 | 164 | 110 | 425 | 24 | 7 | 6 | 37 | 0 | 0 | 0 | 0 | 114 | 86 | 67 | 267 | 48 | 27 | 66 | 141 |
| Hillsborough | 82 | 96 | 64 | 242 | 22 | 13 | 8 | 43 | 0 | 0 | 0 | 0 | 88 | 60 | 52 | 200 | 38 | 44 | 83 | 165 |
| Menlo Park | 156 | 180 | 150 | 486 | 40 | 32 | 30 | 102 | 0 | 0 | 0 | 0 | 180 | 164 | 154 | 498 | 125 | 89 | 54 | 268 |
| North Fair Oaks | 44 | 50 | 40 | 134 | 3 | 6 | 10 | 19 | 0 | 0 | 0 | 0 | 69 | 48 | 22 | 139 | 16 | 9 | 5 | 30 |
| Redwood City | 359 | 338 | 334 | 1031 | 58 | 63 | 60 | 181 | 0 | 0 | 0 | 0 | 352 | 265 | 164 | 781 | 56 | 18 | 26 | 100 |
| San Carlos | 218 | 252 | 197 | 667 | 45 | 47 | 17 | 109 | 0 | 0 | 0 | 0 | 588 | 480 | 314 | 1382 | 78 | 194 | 67 | 339 |
| San Mateo | 628 | 548 | 447 | 1623 | 68 | 69 | 54 | 191 | 0 | 0 | 0 | 0 | 482 | 313 | 215 | 1010 | 310 | 100 | 120 | 530 |
| San Mateo County | 106 | 116 | 93 | 315 | 6 | 7 | 6 | 19 | 0 | 0 | 0 | 0 | 96 | 54 | 41 | 191 | 38 | 34 | 67 | 139 |
| West Bay | 59 | 65 | 39 | 163 | 3 | 10 | 2 | 15 | 0 | 0 | 0 | 0 | 56 | 29 | 27 | 112 | 39 | 6 | 11 | 56 |
| Totals | 2,282 | 2,305 | 1,882 | 6,469 | 333 | 312 | 251 | 896 | 0 | 0 | 0 | 0 | 2,469 | 1,862 | 1,291 | 5,622 | 887 | 788 | 689 | 2,364 |

Recology San Mateo County
 Call Center Data and
 Quality Assurance Calls
 Rate Year 2012

| 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 | 15,976 | 15,599 | 377 | 2.36% | 16.65 | 90.10% | 215 |
| August | 16,041 | 15,682 | 359 | 2.24% | 15.65 | 91.93% | 199 |
| September | 13,046 | 12,755 | 291 | 2.23% | 15.87 | 92.49% | 228 |
| Quarter 3 | 45,063 | 44,036 | 1,027 | 2.28% | 16.07 | 91.44% | 642 |

Recology San Mateo County
 On-Site Customer Assessments,
 Visual Audits and Recycling
 Tote-Bags Delivered
 Rate Year 2012

| | 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 | 3 | 1 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Belmont | 9 | 9 | 15 | 33 | 0 | 0 | 0 | 0 | 56 | 210 | 8 | 274 |
| Burlingame | 6 | 3 | 4 | 13 | 0 | 0 | 0 | 0 | 34 | 3 | 9 | 46 |
| East Palo Alto | 5 | 7 | 17 | 29 | 0 | 0 | 0 | 0 | 38 | 0 | 0 | 38 |
| Foster City | 16 | 10 | 9 | 35 | 0 | 0 | 0 | 0 | 10 | 362 | 82 | 454 |
| Hillsborough | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Menlo Park | 5 | 9 | 8 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 16 |
| North Fair Oaks | 2 | 5 | 4 | 11 | 0 | 0 | 0 | 0 | 0 | 55 | 0 | 55 |
| Redwood City | 21 | 12 | 13 | 46 | 0 | 0 | 0 | 0 | 214 | 199 | 0 | 413 |
| San Carlos | 13 | 15 | 9 | 37 | 0 | 0 | 0 | 0 | 69 | 78 | 33 | 180 |
| San Mateo | 10 | 9 | 5 | 24 | 0 | 0 | 0 | 0 | 264 | 134 | 118 | 516 |
| San Mateo County | 8 | 5 | 6 | 19 | 0 | 0 | 0 | 0 | 0 | 20 | 0 | 20 |
| West Bay | 4 | 2 | 4 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | 102 | 87 | 94 | 283 | 0 | 0 | 0 | 0 | 685 | 1,061 | 266 | 2,012 |

2012 LIQUIDATED DAMAGES

**COLLECTION
QUALITY**

1.A, 1.B, 1.C **Complaints regarding unauthorized collection hours, inadequate care of or damage to private property, and failure to resolve property damage claims within 30 days**
8.01.A, 8.02.H,

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| | | | | | | | | | | | | | | | |
| Atherton | 1 | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 1 | 0 | - | - | 1 | \$ 150 |
| Belmont | - | 0 | 0 | 2 | 0 | 0 | - | 0 | 0 | 2 | 0 | - | - | 2 | \$ 150 |
| Burlingame | - | 0 | 0 | 1 | 0 | 0 | - | 0 | 0 | 2 | 0 | - | - | 2 | \$ 150 |
| East Palo Alto | 1 | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 1 | 0 | - | - | 1 | \$ 150 |
| Foster City | - | 0 | 0 | - | 0 | 0 | 1 | 0 | 0 | 1 | 0 | - | - | 2 | \$ 150 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 1 | \$ 150 |
| Menlo Park | 1 | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 1 | 0 | - | - | 3 | \$ 150 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | 1 | 0 | 0 | 1 | 0 | - | - | 1 | \$ 150 |
| Redwood City | 4 | 0 | 0 | 1 | 0 | 0 | 4 | 0 | 0 | 9 | 0 | - | - | 6 | \$ 150 |
| San Carlos | 1 | 0 | 0 | 1 | 0 | 0 | 7 | 4 | 600 | 9 | 4 | 600 | 600 | 3 | \$ 150 |
| San Mateo | - | 0 | 0 | 2 | 0 | 0 | - | 0 | 0 | 2 | 0 | - | - | 6 | \$ 150 |
| San Mateo Cnty | 1 | 0 | 0 | 1 | 0 | 0 | - | 0 | 0 | 2 | 0 | - | - | 2 | \$ 150 |
| West Bay | - | 0 | 0 | - | 0 | 0 | 1 | 0 | 0 | 1 | 0 | - | - | 1 | \$ 150 |
| | 9 | 0 | 0 | 8 | 0 | 0 | 16 | 4 | 600 | 33 | 4 | 600 | 600 | 31 | |

2. **Complaints regarding failure to provide new service or change existing service level within five (5) business days**
8.02.C

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| | | | | | | | | | | | | | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 1 | \$ 100 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 4 | \$ 100 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 4 | \$ 100 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 3 | \$ 100 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 4 | \$ 100 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 2 | \$ 100 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 5 | \$ 100 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 2 | \$ 100 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 11 | \$ 100 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 6 | \$ 100 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 13 | \$ 100 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 3 | \$ 100 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 1 | \$ 100 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | - | 0 | - | - | 59 | |

3. **Complaints regarding improper container placement**
8.02.B.1

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| | | | | | | | | | | | | | | | |
| Atherton | 1 | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 1 | 0 | - | - | 12 | \$ 50 |
| Belmont | - | 0 | 0 | 1 | 0 | 0 | - | 0 | 0 | 1 | 0 | - | - | 36 | \$ 50 |
| Burlingame | 3 | 0 | 0 | 5 | 0 | 0 | 2 | 0 | 0 | 10 | 0 | - | - | 35 | \$ 50 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 23 | \$ 50 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 35 | \$ 50 |
| Hillsborough | 6 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 8 | 0 | - | - | 20 | \$ 50 |
| Menlo Park | 2 | 0 | 0 | 2 | 0 | 0 | 3 | 0 | 0 | 7 | 0 | - | - | 42 | \$ 50 |
| North Fair Oaks | 3 | 0 | 0 | 1 | 0 | 0 | - | 0 | 0 | 4 | 0 | - | - | 14 | \$ 50 |
| Redwood City | 7 | 0 | 0 | - | 0 | 0 | 2 | 0 | 0 | 9 | 0 | - | - | 94 | \$ 50 |
| San Carlos | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | - | - | 46 | \$ 50 |
| San Mateo | 5 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 9 | 0 | - | - | 105 | \$ 50 |
| San Mateo Cnty | 4 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 6 | 0 | - | - | 27 | \$ 50 |
| West Bay | - | 0 | 0 | - | 0 | 0 | 3 | 0 | 0 | 3 | 0 | - | - | 11 | \$ 50 |
| | 32 | 0 | 0 | 13 | 0 | 0 | 16 | 0 | 0 | 61 | 0 | - | - | 500 | |

2012 LIQUIDATED DAMAGES

4. Distribution of less than 50% of required non-collection notices

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|-----------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 25 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | |

5. Excessive noise complaints

8.02.J

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|-----------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 1 | \$ 50 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 4 | \$ 50 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 4 | \$ 50 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 3 | \$ 50 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 4 | \$ 50 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 2 | \$ 50 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 5 | \$ 50 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 2 | \$ 50 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 11 | \$ 50 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 6 | \$ 50 |
| San Mateo | - | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | - | - | 13 | \$ 50 |
| San Mateo Cnty | - | 0 | 0 | 1 | 0 | 0 | - | 0 | 0 | 1 | 0 | - | - | 3 | \$ 50 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 1 | \$ 50 |
| | - | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | - | - | 59 | |

6. Complaints regarding unacceptable employee behavior

8.06.J

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|-----------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | 250 | 0 | \$ 250 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - | 250 | - | |

2012 LIQUIDATED DAMAGES

7.A, 7.B,

Complaints regarding spills of discarded materials and failure to clean up those spills

8.02.1

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|-----------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 3 | \$ 50 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 9 | \$ 50 |
| Burlingame | - | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | - | - | 8 | \$ 50 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 5 | \$ 50 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 9 | \$ 50 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 5 | \$ 50 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 10 | \$ 50 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 3 | \$ 50 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 22 | \$ 50 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 11 | \$ 50 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | 1 | 0 | 0 | 1 | 0 | - | - | 25 | \$ 50 |
| San Mateo Cnty | - | 0 | 0 | 1 | 0 | 0 | - | 0 | 0 | 1 | 0 | - | - | 6 | \$ 50 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 3 | \$ 50 |
| | - | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 5 | 0 | - | - | 119 | |

8.

Complaints regarding unreasonable leaks or spills of vehicle fluids

8.02.1

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|-----------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | 500 | 0 | \$ 500 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | 500 | 0 | \$ 500 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 500 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | 1000 | 0 | |

CUSTOMER SERVICE QUALITY

1. Resolution or remedy of complaints or inquiries beyond 10 business days of receipt of the complaint or inquiry

7.02.D

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|-----------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | 100 | 0 | \$ 100 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | 100 | - | |

2012 LIQUIDATED DAMAGES

REPORTING

1. Late submittal of reports, applications, proposals or other submittals

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|-----------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| Atherton | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Belmont | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Burlingame | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| East Palo Alto | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Foster City | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Hillsborough | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Menlo Park | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| North Fair Oaks | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Redwood City | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Carlos | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Mateo | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Mateo Cnty | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| West Bay | - | - | 0 | - | - | 0 | - | - | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | - | |

2. Accuracy of submittals: corrections or restatements submitted more than two (2) business after notification

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|-----------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | - | |

**3. Late submittal of billing review report
7.01.E**

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Monthly Allowance | LD per Occurrence |
|-----------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|--------------|-------------|----------------------|-----------|-------------------|----------------------|----------------------|
| | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | Occurrences | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 250 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | |

2012 LIQUIDATED DAMAGES

OTHER

| 1. Disposal of recyclable materials without written approval | | | | | | | | | | | | | | | |
|--|---------|-------------------|-----------|---------|-------------------|-----------|-----------|-------------------|-----------|---------|-------------------|-----------|-------------------|----------------------|---------------------------|
| 8.02.D | | | | | | | | | | | | | | | |
| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Tonnage Allowance | LD per Ton Recyclables |
| | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | - | |

| Disposal of organic materials without written approval | | | | | | | | | | | | | | | |
|--|---------|-------------------|-----------|---------|-------------------|-----------|-----------|-------------------|-----------|---------|-------------------|-----------|-------------------|----------------------|------------------------|
| 8.02.D | | | | | | | | | | | | | | | |
| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Tonnage Allowance | LD per Ton Organics |
| | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | - | |

| 2. Recyclable materials not delivered to the designated transfer and processing facility | | | | | | | | | | | | | | | |
|--|---------|-------------------|-----------|---------|-------------------|-----------|-----------|-------------------|-----------|---------|-------------------|-----------|-------------------|----------------------|---------------------------|
| 6.01 | | | | | | | | | | | | | | | |
| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Tonnage Allowance | LD per Ton Recyclables |
| | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | 0 | \$ 175 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | - | - | - | |

2012 LIQUIDATED DAMAGES

Solid waste or organic materials not delivered to the designated transfer and processing facility

6.01

| | July | | | August | | | September | | | Q3 | | | 2012 LD Amount | Tonnage Allowance | LD per Ton Solid Waste/ Organics | |
|-----------------|---------|----------------------|--------------|---------|----------------------|--------------|-----------|----------------------|--------------|---------|----------------------|-----------|-------------------|----------------------|--|--------|
| | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | Tonnage | Net of Allowances | LD Amount | | | | |
| Atherton | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Belmont | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Burlingame | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| East Palo Alto | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Foster City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Hillsborough | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Menlo Park | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| North Fair Oaks | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| Redwood City | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| San Carlos | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| San Mateo | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| San Mateo Cnty | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| West Bay | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | 0 | \$ 100 |
| | - | 0 | 0 | - | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | - | - | - | |
| | | | | | | | | | | | | | 600 | 1,950 | | |

Quarterly Single-Family Missed Pick-Up Initial Complaints Incentive/Disincentive Rate Year 2012

| Agency | Monthly Service Opportunities Calculation | Number of Monthly Service Opportunities | 0.0333% | 0.1000% | Number of Complaints | | | Incentive | | | Disincentive | | | \$50 | \$50 |
|------------------|---|---|---|--|----------------------|-----|-----|-----------|-----|-----|--------------|-----|-----|--|---|
| | | | Incentive Level Threshold Less than 1 per 3,000 Service Opportunities | Disincentive Level Threshold More than 1 per 1,000 Service Opportunities | Jul | Aug | Sep | Jul | Aug | Sep | Jul | Aug | Sep | Incentive Payment due \$50 per Complaint | Disincentive Payment due \$50 per Complaint |
| Quarter 3 | | | | | | | | | | | | | | | |
| Atherton | 2373 x 3 x 4.33 | 30,825 | 10 | 31 | 0 | 4 | 12 | 10 | 6 | 0 | 0 | 0 | 0 | \$800 | \$0 |
| Belmont | 6706 x 3 x 4.33 | 87,111 | 29 | 87 | 7 | 3 | 4 | 22 | 26 | 25 | 0 | 0 | 0 | \$3,650 | \$0 |
| Burlingame | 6580 x 3 x 4.33 | 85,474 | 28 | 85 | 6 | 4 | 10 | 22 | 24 | 18 | 0 | 0 | 0 | \$3,200 | \$0 |
| East Palo Alto | 4170 x 3 x 4.33 | 54,168 | 18 | 54 | 2 | 1 | 4 | 16 | 17 | 14 | 0 | 0 | 0 | \$2,350 | \$0 |
| Foster City | 6773 x 3 x 4.33 | 87,981 | 29 | 88 | 3 | 1 | 1 | 26 | 28 | 28 | 0 | 0 | 0 | \$4,100 | \$0 |
| Hillsborough | 3610 x 3 x 4.33 | 46,894 | 16 | 47 | 12 | 2 | 6 | 4 | 14 | 10 | 0 | 0 | 0 | \$1,400 | \$0 |
| Menlo Park | 7838 x 3 x 4.33 | 101,816 | 34 | 102 | 5 | 3 | 14 | 29 | 31 | 20 | 0 | 0 | 0 | \$4,000 | \$0 |
| North Fair Oaks | 2648 x 3 x 4.33 | 34,398 | 11 | 34 | 6 | 2 | 2 | 5 | 9 | 9 | 0 | 0 | 0 | \$1,150 | \$0 |
| Redwood City | 17359 x 3 x 4.33 | 225,493 | 75 | 225 | 18 | 15 | 11 | 57 | 60 | 64 | 0 | 0 | 0 | \$9,050 | \$0 |
| San Carlos | 8597 x 3 x 4.33 | 111,675 | 37 | 112 | 7 | 9 | 6 | 30 | 28 | 31 | 0 | 0 | 0 | \$4,450 | \$0 |
| San Mateo | 20071 x 3 x 4.33 | 260,722 | 87 | 261 | 20 | 11 | 13 | 67 | 76 | 74 | 0 | 0 | 0 | \$10,850 | \$0 |
| San Mateo County | 4996 x 3 x 4.33 | 64,898 | 22 | 65 | 2 | 5 | 4 | 20 | 17 | 18 | 0 | 0 | 0 | \$2,750 | \$0 |
| West Bay | 2220 x 3 x 4.33 | 28,838 | 10 | 29 | 0 | 0 | 2 | 10 | 10 | 8 | 0 | 0 | 0 | \$1,400 | \$0 |
| Totals | | | | | | | | | | | | | | \$49,150 | \$0 |

Quarterly Single-Family Missed Pick-Up Collection Events Incentive/Disincentive Rate Year 2012

\$50

| Agency | Number of Missed Pick-Up Events | | | Incentive Threshold | Disincentive Threshold | Disincentive Payment Due \$50 per Event | | | |
|------------------|---------------------------------|----------|----------|---------------------|------------------------|---|---------------|----------------|----------------|
| | Jul | Aug | Sep | | | Jul | Aug | Sep | Total |
| Quarter 3 | | | | | | | | | |
| Atherton | 0 | 1 | 0 | N/A | 0 | \$0 | (\$50) | \$0 | (\$50) |
| Belmont | 0 | 0 | 0 | N/A | 0 | \$0 | \$0 | \$0 | \$0 |
| Burlingame | 0 | 0 | 0 | N/A | 0 | \$0 | \$0 | \$0 | \$0 |
| East Palo Alto | 0 | 0 | 0 | N/A | 0 | \$0 | \$0 | \$0 | \$0 |
| Foster City | 0 | 0 | 0 | N/A | 0 | \$0 | \$0 | \$0 | \$0 |
| Hillsborough | 1 | 0 | 1 | N/A | 0 | (\$50) | \$0 | (\$50) | (\$100) |
| Menlo Park | 0 | 0 | 1 | N/A | 0 | \$0 | \$0 | (\$50) | (\$50) |
| North Fair Oaks | 0 | 0 | 0 | N/A | 0 | \$0 | \$0 | \$0 | \$0 |
| Redwood City | 0 | 0 | 0 | N/A | 0 | \$0 | \$0 | \$0 | \$0 |
| San Carlos | 0 | 0 | 0 | N/A | 0 | \$0 | \$0 | \$0 | \$0 |
| San Mateo | 1 | 0 | 1 | N/A | 0 | (\$50) | \$0 | (\$50) | (\$100) |
| San Mateo County | 0 | 0 | 0 | N/A | 0 | \$0 | \$0 | \$0 | \$0 |
| West Bay | 0 | 0 | 0 | N/A | 0 | \$0 | \$0 | \$0 | \$0 |
| Totals | 2 | 1 | 3 | | | (\$100) | (\$50) | (\$150) | (\$300) |

Recology San Mateo County

Quarterly Average Speed of Answer Incentive/Disincentive Rate Year 2012

Aggregate SBWMA

| Average Speed of Answer in Seconds SBWMA Service Area | Incentive Average Speed of Answer in Seconds | Disincentive Average Speed of Answer in Seconds | Incentive Seconds | Disincentive Seconds | \$500 | \$500 | Quarterly Net Amount |
|--|--|---|-------------------|----------------------|--|---|----------------------|
| | | | | | Incentive Payment due \$500 per Second | Disincentive Payment due \$500 per Second | |

Quarter 3
Month

| | | | | | | | | |
|-----------|----|----|----|---|---|---------|-----|---------|
| July | 15 | 15 | 30 | 0 | 0 | \$85 | \$0 | \$85 |
| August | 14 | 15 | 30 | 1 | 0 | \$605 | \$0 | \$605 |
| September | 14 | 15 | 30 | 1 | 0 | \$465 | \$0 | \$465 |
| Totals | | | | | | \$1,155 | \$0 | \$1,155 |

Year 2011

| Agency | Solid Waste Tons | | | |
|------------------|------------------|---------|-----|---------|
| Atherton | 2,593 | \$16 | \$0 | \$16 |
| Belmont | 8,086 | \$51 | \$0 | \$51 |
| Burlingame | 22,957 | \$146 | \$0 | \$146 |
| East Palo Alto | 11,265 | \$71 | \$0 | \$71 |
| Foster City | 12,095 | \$77 | \$0 | \$77 |
| Hillsborough | 3,308 | \$21 | \$0 | \$21 |
| Menlo Park | 17,946 | \$114 | \$0 | \$114 |
| North Fair Oaks | 5,028 | \$32 | \$0 | \$32 |
| Redwood City | 37,336 | \$237 | \$0 | \$237 |
| San Carlos | 13,720 | \$87 | \$0 | \$87 |
| San Mateo | 42,281 | \$268 | \$0 | \$268 |
| San Mateo County | 4,015 | \$26 | \$0 | \$26 |
| West Bay | 1,559 | \$10 | \$0 | \$10 |
| | 182,190 | \$1,155 | \$0 | \$1,155 |

Quarterly Ninety Second Maximum Hold Time Incentive/Disincentive Rate Year 2012

Aggregate SBWMA \$5

| Number of Calls Exceeding Ninety Second Hold Time SBWMA Service Area | Incentive Threshold of Calls SBWMA Service Area | Disincentive Threshold of Calls SBWMA Service Area | Incentive Number of Calls | Disincentive Number of Calls | Incentive Payment Due | Disincentive Payment due \$5 per Call |
|--|---|--|---------------------------|------------------------------|-----------------------|---------------------------------------|
|--|---|--|---------------------------|------------------------------|-----------------------|---------------------------------------|

Quarter 3 \$5
Month

| | | | | | | | |
|-----------|-----|-----|---|-----|-----|-----|-----------|
| July | 327 | N/A | 0 | N/A | 327 | N/A | (\$1,635) |
| August | 307 | N/A | 0 | N/A | 307 | N/A | (\$1,535) |
| September | 267 | N/A | 0 | N/A | 267 | N/A | (\$1,335) |
| Totals | | | | | 901 | | (\$4,505) |

| | | Year 2011 Tons of Solid Waste Collected | | | |
|--|------------------|---|--|-----|-----------|
| | Agency | | | | |
| | Atherton | 2,593 | | \$0 | (\$64) |
| | Belmont | 8,086 | | \$0 | (\$200) |
| | Burlingame | 22,957 | | \$0 | (\$568) |
| | East Palo Alto | 11,265 | | \$0 | (\$279) |
| | Foster City | 12,095 | | \$0 | (\$299) |
| | Hillsborough | 3,308 | | \$0 | (\$82) |
| | Menlo Park | 17,946 | | \$0 | (\$444) |
| | North Fair Oaks | 5,028 | | \$0 | (\$124) |
| | Redwood City | 37,336 | | \$0 | (\$923) |
| | San Carlos | 13,720 | | \$0 | (\$339) |
| | San Mateo | 42,281 | | \$0 | (\$1,045) |
| | San Mateo County | 4,015 | | \$0 | (\$99) |
| | West Bay | 1,559 | | \$0 | (\$39) |
| | | 182,190 | | N/A | (\$4,505) |

Recology San Mateo County
 Quarterly Contamination
 Disincentive Calculation
 Rate Year 2012

Quarter 3

Aggregate SBWMA

| Material Type | Tons Collected | Allowable Contamination Threshold | Measured Contamination Level | Variance | Tons | Payment Amount | Payment Due |
|---|----------------|-----------------------------------|------------------------------|----------|------|----------------|-------------|
| Single-Family Targeted Recyclable Materials | 9,894.12 | 8.50% | | -8.50% | N/A | \$175 | N/A |
| Commercial Targeted Recyclable Materials | 5,902.83 | 8.00% | | -8.00% | N/A | \$70 | N/A |
| Residential Organic Materials | 18,567.91 | 5.00% | | -5.00% | N/A | \$70 | N/A |
| Commercial Organic Materials | 3,995.41 | 10.00% | | -10.00% | N/A | \$70 | N/A |
| Multi-Family and Commercial Plant Materials | 928.52 | 5.00% | | -5.00% | N/A | \$70 | N/A |
| Total | | | | | | \$0 | |

I. SUMMARY ASSESSMENT

SIGNIFICANT ACCOMPLISHMENTS

Community Events are a great opportunity for Recology San Mateo County (RSMC) to reach out to our customers and community leaders. Not only do we get to educate the community, we are able to make connections with our customers. By participating in these events, we have been able to answer questions and provide education regarding the different programs available through RSMC, RethinkWaste and the County of San Mateo. In Q3, we have participated in many community events, including the Burlingame Art and Jazz Festival, North Fair Oaks Festival and local Compost Giveaways and Document Shredding Events. At the Burlingame Green Fair, we were able to make special connections with community members. One of the children that RSMC representatives spent some time with said that “He felt greener already” as he walked away.

At RSMC, our outreach is not limited to hosting Recology booths. Our employees believe in volunteering in the communities we serve and on September 15th, RSMC had over 40 employee-owners and their family members volunteer at local Creek Side and Bay Front Clean-Ups.



RSMC Employee-Owners and their families at the Burlingame Bay Front Clean-Up

Multi Family Dwelling Project

In Q3 2012 the Commercial Recycling Promotion Team (CRPT) and the Customer Service Department (CSD) collaborated on a Multi Family Dwelling (MFD) Project. The purpose of the project was to identify the number of units at each property and provide updated contact information for each account.

RSMC first ran a report to identify all existing accounts coded as MFD with the Standard Industrial Classification (SIC) code. The report identified 4,429 accounts. The list was sorted by phone numbers to identify management companies with multiple accounts to streamline the outreach to the Property Managers or owners. The list was divided between the CRPT and CSD to contact the properties. Color codes were also used to categorize the accounts and show progress using the following distinctions:

- verified and updated accounts
- accounts with disconnected or non-existing phone numbers
- accounts that could not be reached
- accounts where the contact refused to provide the requested information
- accounts where site checks were needed to verify the unit numbers and identify current contact information

Once all of the accounts were contacted via phone call or e-mail, the CSD re-contacted customers where a voice message had been left during initial contact, but no response was ever provided. Accounts that were contacted multiple times and those with disconnected phone numbers were placed on a list for the CRPT to conduct on-site visits. Waste Zero Specialists (WZS) visited these accounts to research the number of units and current contact information. The CSD is continuing to update the AS400 with the information acquired from customers as well as the CRPT.

As of the end of September, approximately 75% of the accounts had been verified and updated with units and contact information in our AS400 database. The remaining 25% of all the accounts are currently being investigated and/or restructured in AS400 to accurately reflect collected data.

Challenges

There were many challenges in conducting this project, which includes the following:

- Data transferred from the previous service provider was incomplete and/or incorrect, such as no contact number, the wrong contact number or numbers that were disconnected
- Property owner/management groups with multiple accounts, but listed under different names and/or phone numbers in the system
- Mailed, e-mailed and left multiple messages for customers, but no responses received.
- Incorrect unit numbers included in data transfer from previous service provided
- Properties inaccessible, making it difficult to get unit numbers and contact info

Even with these challenges, the MFD Project has been extremely beneficial and will provide RSMC with the most up-to-date contact information that can be used for Public Education & Outreach. We are currently working with Recology's IT Department to create a report that will identify all MFDs with 20+ units and the Public Education & Outreach and/or technical services we provide on an annual basis.

SIGNIFICANT CHALLENGES

Scavenging of Recyclable Materials

Scavenging of recyclable materials continues to be a major problem throughout the SBWMA service area, which results in a reduction in the volume of recyclables delivered to the Shoreway Environmental Center. RSMC continues to document incidents of scavenging. The pictures below are just a few examples of RSMC's sightings of recycling scavenging during Q3 2012:

| Date & Location | Photo/Comment |
|---|--|
| <p>8/10/2012</p> <p>Norfolk Street</p> <p>San Mateo</p> |  |
| <p>8/15/2012</p> <p>Norfolk Street</p> <p>San Mateo</p> |  |
| <p>8/24/2012</p> <p>Malcolm & Gilbret</p> <p>Burlingame</p> |  |
| <p>9/25/2012</p> <p>Arguello and Standish</p> <p>Redwood City</p> |  |

Cascadia Consulting Group, Inc. was contracted by RethinkWaste to research and develop a model anti-recycling theft ordinance to implement by the respective Member Agencies. RSMC will collaborate with the Member Agencies on the implementation of their ordinances and supports the efforts of the Member Agencies to address this ongoing problem that is prevalent throughout the RethinkWaste service area.

J. COMMERCIAL RECYCLING PROMOTION PROGRAM STATUS REPORT

SUMMARY OF TRAINING AND PROFESSIONAL DEVELOPMENT ACTIVITIES FOR THE COMMERCIAL DIVERSION TEAM AND SUPERVISORY STAFF

The table below presents a summary of Quarter 3 2012 training and professional development activities for the Commercial Recycling Promotion Team (CRPT):

| Attendee | Recycling Facility Tours | EPA Webinar | Emerging Professionals in Recycling |
|---------------------|--------------------------|-------------|-------------------------------------|
| Maybo AuYeung | X | | |
| Nikoleta Vicsapiova | | | X |
| Erin McNichol | | X | X |
| Mia Rossi | X | | |
| Sarah Prescott | X | | |
| Yvette Madera | X | | |
| Jessica Connolly | | X | X |
| Sandra Tinoco | X | | |

EPA Webinar Series: “Sustainable Materials Management”

WZS Erin McNichol and DA Jessica Connolly participated in this webinar, offered on 8/16/2012, which featured professionals in the environmental industry that focus on providing and implementing reusable packaging rather than disposable packaging in the commercial sector. Justin Lehrer, Project Manager of Stopwaste.org, presented on “Integrating Reusable Transport Packaging into your Supply Chain,” where he surveyed the benefits of reusable transport packaging and its viability as a large-scale trend. Rick LeBlanc, Editor of Reusable Packaging News, lectured about, “Are Reusables Right for you?” where he explored the benefits and drawbacks of reusable transport packaging.

Recycling Facility Tours

On 07/19/2012, WZS Mia Rossi, Sandra Tinoco, Sarah Prescott and Yvette Madera toured the Recology Grover Compost Facility in Vernalis. On 08/22/2012, WZS Maybo AuYeung toured Recology San Francisco’s recycling facilities at Pier 96 and the “garbage pit” at the Tunnel Avenue site. She also participated in a tour of the Artist in Residence Program.

On-site tours provide the Commercial Recycling Promotion Team with a broader spectrum of the types of machinery and equipment that are used in the recycling industry. The compost facility tour was especially interesting, since organic materials collected in the SBWMA service area are brought to this facility and the team was able to see some of the issues that the facility operator faces when loads are contaminated. Recology’s Artist in Residence program is nationally recognized and demonstrates vast and creative opportunities available for reuse and resource recovery.

Emerging Professionals in Recycling

On 8/3/2012, WZS Erin McNichol organized and hosted the second networking event for the Emerging Professionals in Recycling group. WZS Niki Vicsapiova and DA Jessica Connolly also attended the networking event. The group provides a networking opportunity for those who have a shared interest in the waste reduction and recycling field. The events have been attended by college students and professionals that have been in the field less than five years who work for government agencies and businesses, as well as those with an interest in starting a career in the waste reduction and recycling. The second meet-up group focused on backyard composting, the group structure, goals and future events.

A DESCRIPTION OF THE STRATEGY AND OVERALL APPROACH TO ATTRACT AND RETAIN A HIGH QUALITY AND EFFECTIVE COMMERCIAL RECYCLING PROMOTION PROGRAM AND SUPERVISORY STAFF

As previously stated in our 2012 2nd Quarter Report, Recology is recognized in the industry for its environmental commitments. We utilize our well-established networks to recruit the best-suited members for our diversion teams by posting on specific “green industry” LISTSERVs that target individuals in the field of waste reduction. We support growth and leadership development amongst our employees and encourage educational opportunities both internally and externally.

At Recology, we believe an employee's compensation includes more than just their paychecks; we recognize that providing a comprehensive benefits package is an important aspect of our employees’ total compensation. By providing a competitive benefits package Recology is able to attract and retain highly qualified employees.

Recently, the Recology Board of Directors voted Recology San Mateo County to become an Employee-Owned Company, making it part of the ESOP (Employee Ownership Stock Plan). Being an employee-owner drives employees to perform better as their participation and support of the company can directly impact the value of their stock. The ESOP also enhances Recology’s overall benefits package.

A DESCRIPTION AND STATUS OF MEETING THE GOALS AND OBJECTIVES FOR THE COMMERCIAL RECYCLING PROMOTION TEAM AND HOW THESE GOALS AND OBJECTIVES ARE TIED TO THE COMPENSATION INCENTIVE PLAN.

Our goals are to continue to recruit new recycling and compost customers and enhance the existing diversion programs in order to increase the volume of recyclable and compostable materials collected and delivered to the Shoreway Environmental Center. The following is an update on the goals and objectives set for Q3 2012:

New/Increased Recycling and Compost Customers

RSMC is pleased to report that the CRPT exceeded the Q3 2012 goal of recruiting new or increasing existing recycling and compost services in the commercial and MFD sectors as noted in the chart below. To support the new starts, the CRPT provided technical assistance and follow-up necessary for a successful program, which included on-site trainings and presentations, delivery of internal containers and the distribution of public education materials. Detailed information about these accounts is available to the Member Agencies upon request.

| Q3 2012 Goal New and/or Increased Recycling or Compost Customer | Q3 2012 Actual New and/or Increased Recycling or Compost Customers |
|--|---|
| 100 | 224 |

Site Assessments

RSMC is pleased to report that the CRPT exceeded the Q3 2012 goals set for conducting Site Assessments* of the Top 100 MSW Generators:

| Q3 2012 Goal Site Assessments* | Q3 2012 Actual Site Assessments |
|-----------------------------------|------------------------------------|
| 225 | 283 |

Site Assessments performed during Q3 2012 in each Member Agency are summarized below:

| Member Agency | Number of Top 100 MSW Generators | Site Assessments Completed Quarter 1-2012 | Site Assessments Completed Quarter 2-2012 | Site Assessments Completed Quarter 3-2012 | Number of Site Assessments Remaining |
|-------------------------------|--|--|--|--|--|
| Atherton | 7 | 0 | 1 | 4 | 2 |
| Belmont | 100 | 28 | 32 | 33 | 7 |
| Burlingame | 100 | 31 | 46 | 13 | 10 |
| East Palo Alto | 100 | 27 | 30 | 29 | 14 |
| Foster City | 100 | 25 | 23 | 35 | 17 |
| Hillsborough | 5 | 3 | 2 | 0 | 0 |
| Menlo Park | 100 | 26 | 35 | 22 | 17 |
| North Fair Oaks / County | 100 | 23 | 19 | 30 | 28 |
| Redwood City | 100 | 24 | 8 | 46 | 22 |
| San Carlos | 100 | 26 | 26 | 37 | 11 |
| San Mateo | 100 | 34 | 41 | 24 | 1 |
| West Bay Sanitary District | 28 | 4 | 11 | 10 | 3 |
| Total | 940 | 251 | 274 | 283 | 132 |

A detailed accounting of the Top 100 Accounts summarized above is included in the 3rd Quarter 2012 Report detail file in the tab labeled "M10a. Top 100 MSW Generators."

*Site Assessments are waste audits that are performed for the Top 100 MSW Generators in each Member Agency. Per Franchise Agreement Section 7.04, RSMC is required to conduct these Site Assessments annually.

Site Checks

The CRPT approached the goal of 650 Site Checks, conducting 621 Site Checks in Q3†. However, in Q2 we had only recorded a partial listing of site checks in our database. In actuality, we performed 930 site checks, as opposed to the 884 site checks that were reported. As a result, in Q2 and Q3 combined we conducted 1,551 site checks exceeding the overall site check goal of 1,400.

| Q3 2012 Goal Site Checks | Q3 2012 Actual Site Checks |
|-----------------------------|-------------------------------|
| 650 | 621 |

†Site Checks are visual on-site collection container assessments for all commercial generators. Per Franchise Agreement Section 7.04, RSMC is required to conduct Site Checks at least once every three years for all commercial accounts.

AB341 Outreach

RSMC is pleased to report that the CRPT reached the Q3 2012 goal set for contacting commercial or MFD customers that fall within the mandate of AB341‡, who were not subscribing to recycling service with RSMC. The outreach performed to these customers may have contributed to the fact that during Q3, the CRPT recruited an additional 77 customers to start recycling.

| Q3 2012 Goal AB 341 Outreach | Q3 2012 Actual AB 341 Outreach |
|-------------------------------------|---------------------------------------|
| 175 | 175 |

‡The Californian Waste Management Act of 1989 (AB 939) requires each city, county or regional agency, if any, to divert 50% of all solid waste from landfill or incineration by January 1, 2000, by practicing source reduction, and resource recovery through recycling and composting. AB 341 creates a policy goal of at least 75% of all solid waste generated be source reduced, recycled, or composted by 2020. AB 341 requires businesses that generate 4-cubic yards or more per week and all multi-family dwellings of 5 units or more to subscribe to recycling service.

Large Account Outreach

For Q3 2012, one of the stated strategies of the CPRT was to dedicate a significant amount of time to several accounts in their territories, in order to build rapport with the customers when it came to increasing diversion through the implementation or enhancement of recycling and/or compost programs. The CRPT worked with various large accounts throughout Q3 that proved to be successful in maintaining existing accounts. For example, WZS Yvette Madera worked with Facebook, one of the largest customers in our service area, dedicating many hours to preparing for and attending multiple meetings, conducting numerous waste audits and providing audit results and diversion information to the customer. This type of “hand-holding” has proven to be successful in that it prevented the loss of the recycling bin services, which they were going to give to a competitor.

The strategy of working with large accounts has also helped increase diversion. In another example, WZS Sarah Prescott worked with Nueva School to review the services RSMC offers, conducted a walk-through of the campus to determine proper placement of internal containers, and provided training to staff. These efforts helped launch a successful organics program in that is diverting nearly 10 yards of compost material on a weekly basis.

Quarter 4 2012 Goals

RSMC’s goal is to continue to increase diversion by implementing new recycling and compost programs, and work directly with customers to maximize their existing programs while also insuring that the materials collected have minimal contamination. RSMC will continue to perform Site Assessments of the Top 100 MSW Generators, conduct Site Checks to verify service levels and program efficiencies, and Contamination Site Checks to monitor and mitigate contamination of the materials collected. With that in mind, the following goals have been set for the CRPT:

- Increase commercial recycling and compost service level volumes
- Increase the commercial recycling and compost customer base
- Decrease commercial solid waste disposal

- Perform Annual Site Assessments of the Top 100 MSW Generators to meet the annual requirements of the Franchise Agreements
- Conduct Site Checks for bin verification of on-site collection containers at commercial accounts to meet the Franchise Agreement requirement of conducting one Site Check for each commercial account every 3 years
- Monitor contamination of commercial recycling and compost materials by performing Contamination Site Checks
- Continue the monitoring aspect of customers that fall under the Mandatory Commercial Recycling mandate of Assembly Bill 341

The Quarter 4 2012 goals for the CRPT will be achieved through the metrics outlined below:

- Conduct 132 Site Assessments of the Top 100 MSW Generators
- Complete a minimum of 500 Site Checks of Commercial or MFD customers
- Recruit or increase a minimum of 140 recycling or compost services
- Perform a minimum of 70 Contamination Site Checks at Commercial or MFD locations
- Contact the remaining 163 commercial or MFD customers that fall within the mandate of AB341 that were not contacted in Q3 and who currently do not subscribe to recycling service with RSMC

Compensation Incentive Plan The CRPT does not have a compensation incentive plan for achieving set goals. However, Recology management conducts annual performance reviews to verify achievement of goals, as well as evaluate an employee's level of Recology's Leadership Competencies, which include items such as strategic thinking, business acumen, communications and customer relations. The annual performance review is then used to determine potential merit increases.

A DESCRIPTION OF CONTRACTOR'S SALES STRATEGY FOR MAINTAINING AND/OR EXPANDING THE EXISTING COMMERCIAL RECYCLING ACCOUNT BASE AND DIVERSION LEVELS

To support goals of increasing diversion and minimizing contamination, RSMC will utilize Site Assessments, Contamination Site Checks and Site Checks to identify the needs of customers and provide the most effective technical assistance to them. RSMC will continue to use the following strategies to support these efforts.

AB 341

As stated in our Q1 2012 Report, RSMC estimates that there are approximately 6,000 accounts in the SBWMA service area that fall under the mandate of AB341. As of Q2 there were approximately 350 accounts that were not subscribing to recycling services with RSMC. Through the efforts of the CRPT who contacted 175 of these customers directly and the distribution of a utility insert collaboratively developed by RSMC and RethinkWaste, which was sent to all commercial and MFD customers, that number has dropped down to 297 accounts.

Directly contacting customers to notify them about AB341 has been a successful strategy for recruiting new recycling customers. The CPRT will continue these efforts by contacting all of the remaining

customers. For those customers who do not subscribe to recycling, RSMC will document in our AS400 data base the reasons given for declining service, which may include backhauling or self-hauling recycling, baling or selling cardboard, retaining CRV materials for redemption or subscribing to recycling services with companies other than RSMC.

Large Account Outreach

In Q3 the CPRT dedicated a significant amount of time to targeted accounts in their territories, to build rapport with the customers and provide extensive assistance to increase diversion through the implementation or enhancement of recycling and/or compost programs. Given too that recycling is non-franchised, it's imperative that we continue to nurture these accounts and capture the cardboard and other valuable commodities that will benefit the Member Agencies. The CPRT will continue to use this strategy of focusing on several main accounts each quarter, with the goal of increasing diversion and reducing the amount of waste going to the landfill.

Ride-A-Longs and Early Morning Rides

Ride-A-Longs have proven to be extremely helpful and are utilized to monitor contamination in the Commercial and MFD Sectors. Throughout Q3, the CRPT collectively participated in 6 Early Morning Rides before our commercial recycling and compost drivers went on their routes. These Early Morning Rides were used instead of Ride-A-Longs with the driver in Q3, as they proved to be an efficient means of quickly looking at accounts to determine adequate service levels, conduct waste audits and see which accounts could increase recycle and compost services or make other adjustments.

In Q4, the CRPT will continue to conduct Early Morning Rides in order to assess containers at their highest level prior to service. We plan to also conduct Ride-A-Longs with garbage and/or recycling and compost drivers where necessary to identify commercial and MFD customers that may not be utilizing the recycling and/or organics programs in the most effective manor. Early Morning Rides and Ride-A-Longs will target routes that have a high volume of MFDs, reflect higher contamination or for accounts that are Top 100 MSW Generators. This strategy will provide more detail about individual accounts that can benefit from the technical assistance in an effort to increase diversion. It will also allow the CRPT to follow-up with individual customers with the first-hand knowledge of what materials are being disposed of at their establishment that could otherwise be composted or recycled.

Contamination Site Checks

Members of the CRPT routinely conduct Contamination Site Checks (CSC) at commercial accounts. Accounts selected for CSCs are chosen based upon numerous activities, including previous contamination found while performing a Top 100 Site Assessment, conducting a Site Check, participating in Ride-A-Longs with a driver, through the route history and/or from a Route Supervisor or other RSMC team member.

Recology representatives will speak to the customer on-site to immediately address the contamination issue. Speaking with the customer directly allows the Team to supply the customer with the needed resources to reduce contamination at that time and/or in the future. If a customer is not available, a WZS assigned to that customer will be notified to provide follow up, thus offering customers the necessary tools to properly handle materials, including internal containers, posters, dock signs, presentations and/or trainings.

When customers are not available to discuss the contamination found, Non-Collection/Correction Notices (NCNs) are left on containers. Copies of the NCNs are submitted to the Customer Service Department so Customer Service Representatives can notify the customer of the contamination found. The customer has the option of removing the contamination so the container can be serviced properly or approves the container contents being serviced as garbage for a fee.

A DESCRIPTION OF THE SERVICES PROVIDED TO THE COMMERCIAL AND AGENCY FACILITY SECTORS.

Services provided by RSMC to our Commercial and Agency Facility sectors include Single-Stream Recycling, Compost and Solid Waste Material collection. Support services provided include conducting Site Assessments and Site Checks, determining adequate and most cost effective service levels, providing presentations and trainings and distributing public education materials and internal containers.

A DETAILED ACCOUNT OF DIVERSION STATISTICS FOR THE COMMERCIAL AND AGENCY FACILITY SECTORS

A detailed account of the diversion statistics is included in the 2012 3rd Quarter Report detail file in the tab labeled "M1d. Diversion Level".