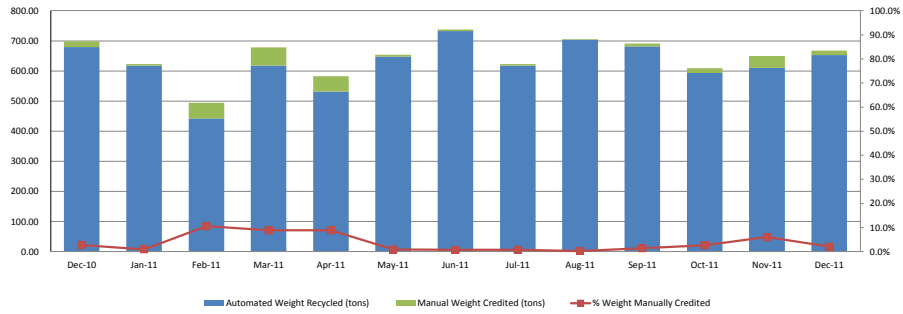


Ann Arbor, MI Charts - December 2011 Report

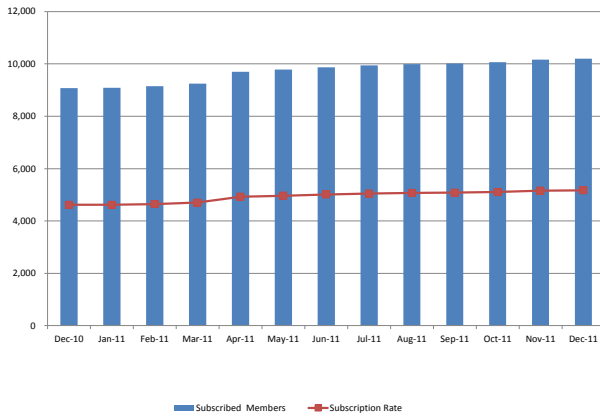
Weights Chart

Weights: Automated Weight Recycled and Manual Weight Credited with % Manually Credited-by Month



Subscription and Participation Charts

Monthly Subscription

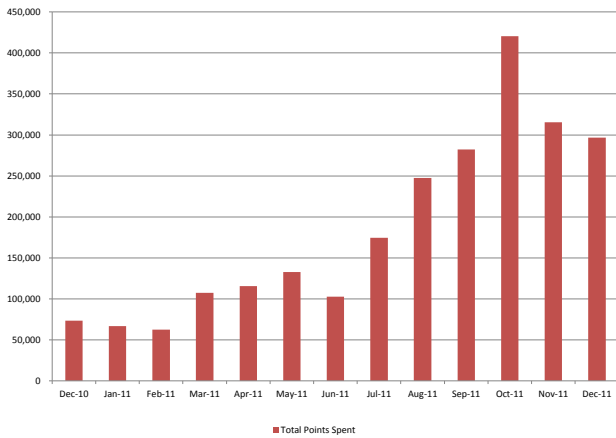


Monthly Participation

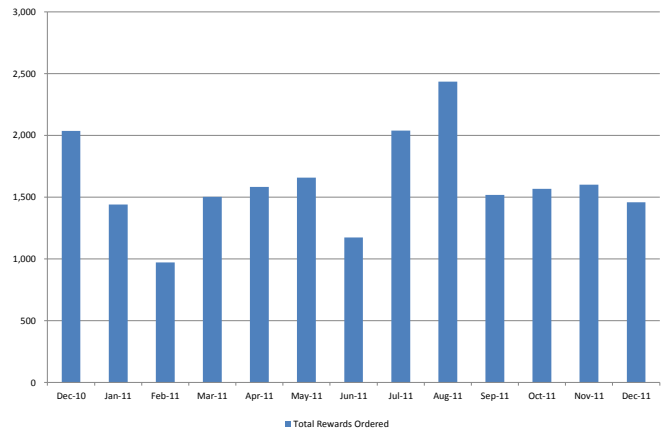


Points Spent and Rewards Ordered

Total Points Spent per Month



Total Rewards Ordered



Historical Curbside Recycling Performance
Ann Arbor, MI

Report Period: Dec-10 to Dec-11

	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Households with Containers	23,616	23,619	23,619	23,620	23,637	23,637	23,640	23,650	23,652	23,651	23,654	23,656	23,656
Participating Households (≥1x/month)	20,861	20,784	19,300	20,814	20,803	21,229	21,372	20,927	21,326	21,324	20,958	20,796	20,918
Subscribed Members	9,079	9,083	9,143	9,249	9,701	9,778	9,871	9,947	9,992	10,009	10,059	10,164	10,197
Participation Rate (≥1x/month)	88.3%	88.0%	81.7%	88.1%	88.0%	89.8%	90.4%	88.5%	90.2%	90.2%	88.6%	87.9%	88.4%
Subscription Rate	38.4%	38.5%	38.7%	39.2%	41.0%	41.4%	41.8%	42.1%	42.2%	42.3%	42.5%	43.0%	43.1%
Total Weight Credited (tons)	698.59	623.25	494.18	678.29	582.93	653.44	737.97	623.10	705.84	690.97	609.63	649.93	667.23
Automated Weight Recycled (tons)	679.61	617.16	442.07	618.10	531.13	647.54	732.32	618.17	703.69	680.96	593.49	610.47	653.13
Manual Weight Credited (tons)	18.98	6.09	52.11	60.18	51.80	5.90	5.64	4.93	2.15	10.01	16.14	39.46	14.10
% Weight Manually Credited	2.7%	1.0%	10.5%	8.9%	8.9%	0.9%	0.8%	0.8%	0.3%	1.4%	2.6%	6.1%	2.1%
Average Setout Weight	21.37	20.41	20.56	20.86	20.24	20.96	21.05	20.77	21.04	20.83	20.28	21.57	21.83
Average Monthly Weight per Household with Container (lbs)	59.16	52.78	41.85	57.43	49.32	55.29	62.43	52.69	59.69	58.43	51.55	54.95	56.41
Total Points Spent	73,360	66,880	62,575	107,360	115,755	132,940	102,925	174,640	247,670	282,395	420,454	315,505	296,610
Total Rewards Ordered	2,036	1,439	971	1,502	1,583	1,658	1,174	2,037	2,435	1,517	1,567	1,601	1,457

Historical Curbside Recycling Performance Definitions

Households with Containers	Households at which a Container with a Valid RFID is placed (Not Necessarily Activated)
Participating Households (21x/month)	Total Number of Households with Containers That Have Put their Container Out At Least Once During a Given Month
Subscribed Members	Recyclebank Members who have subscribed their account to a unique address that qualifies for the Curbside Recycling Rewards Program , and have verified their subscription either thru completing a PIN Process or verbally with Customer Care.
Participation Rate (21x/month)	Participating Households Divided by Households with Containers
Subscription Rate	Subscribed Curbside Members Divided by Total Households with containers
Total Weight Credited (tons)	Sum of Automated Weight Recycled and Weight Manually Credited within the indicated set of dates
Automated Weight Recycled (tons)	Weight calculated by either on-board scales in Individual weight-based (IWB) programs, or by dividing the net-weight of the truck's load of recyclables by the number of households that had RFID-record verified collection in Community-Weight based (CWB) Programs
Manual Weight Credited (tons)	Weight assumed to be recycled when there is a 15% or greater deviation in a given collection route's Set-out Rate / Weight as compared to its rolling-quarterly historical average
% Weight Manually Credited	Manual Weight Credited Divided by Total Weight Credited
Average Setout Weight	The Total Weight Credited for Curbside Recycling Divided Among the Total Number of Pickups Within the Indicated Set of Dates
Average Monthly Weight per Curbside Location with Container (lbs)	Total Weight credited monthly Divided by Households with Containers
Recycling Points Earned	All Reward Points Earned by Households For Curbside Recycling Within the Indicated Set of Dates
Total Points Spent	All Reward Points Spent by Households Within the Indicated Set of Dates
Total Rewards Ordered	Number of Rewards Ordered by Households Within the Indicated Set of Dates