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STAFF UPDATE

To: SBWMA Board Members

From: Cliff Feldman, Recycling Programs Manager
Date: October 25, 2012 Board of Directors Meeting

Subject: Update on Recology Commercial Recycling Outreach Efforts

Recommendation

This is an informational report and no action is necessary.

<u>Analysis</u>

Recology San Mateo County (Recology) is not required to submit monthly statistics on its commercial recycling activities; however, the company is required to submit a quarterly status report on this program per section 9.06.N of the Franchise Agreement(s). Even though a monthly update is not contractually required, the company has agreed to provide the status of some key commercial recycling metrics each month. Below is information voluntarily submitted by Recology for this staff report to the Board of Directors.

September 2012 Recology Commercial Recycling Outreach Program Metrics

- 331 commercial recycling brochures and posters were distributed
- 438 internal recycling containers were distributed
- 266 Buddy Bags were delivered
- 12 MFD tool kits were delivered
- 2 commercial recycling "community events" were reported

Date	Franchise	Customer Name	Location	Name of Event	Time
09/16/2012	C03	CITY OF BURLINGAME - CITY HALL	DOWNTOWN OF BURLINGAME AVE	BURLINGAME GREEN FAIR	9 AM-2 PM
09/29/2012	C09		VACANT LOT NEXT TO CALTRAIN STATION	SAN CARLOS SHREDDING EVENT	9 AM - 1 PM

Franchise codes: ATH = Atherton, BEL = Belmont, BUR = Burlingame, CSM = County of San Mateo, EPA = East Palo Alto, FOC = Foster City, HIL = Hillsborough, MAT = San Mateo, MPK = Menlo Park, NFO = North Fair Oaks, RWC = Redwood City, SNC = San Carlos, WBS = West Bay Sanitary District

Member Agency codes: C01 = Atherton, C02 = Belmont, C03 = Burlingame, C04 = East Palo Alto, C05 = Foster City, C06 = Hillsborough, C07 = Menlo Park, C08 = Redwood City, C09 = San Carlos, C10 = San Mateo, C11 = North Fair Oaks, C12 = West Bay Sanitary District, C15 = County of San Mateo

• <u>September 2012 Recology Commercial Service Level Changes</u>

Commencing with April 2012 staff report, a new section is being provided as per staff's request for Recology to report monthly on the net result of its commercial recycling sales efforts with regard to providing service. This table provides the changes in commercial service subscription levels (i.e., service volume) for the various materials picked up. For example:

- ❖ Belmont's commercial sector experienced:
 - ❖ a net increase in 53.0 cubic yards of commercial Recycling service
 - ❖ a net decrease of 11.42 cubic yards of commercial Garbage service
 - no reported change in commercial Compost service
- Foster City's commercial sector experienced:
 - ❖ a net increase of 317.65 cubic yards of commercial Recycling service
 - ❖ a net decrease of 164.19 cubic yards of commercial Garbage service
 - ❖ a net increase of 2.07 cubic yards of commercial Compost service (The "net" change in service includes all increases or decreases by current customers and all increases of new customers.)

Sum of Monthly Net Change	Commodity			
Franchise Code	Recycling	Garbage	Organics	Grand Total
BEL	53	-11.42		41.58
BUR	-145.16	-99.4	-101.14	-345.7
C01	-12.99			-12.99
C02	-4.33			-4.33
C03	63.91	37.93	50.92	152.76
C06		2.08	2.07	4.15
C07	2.77	-8.32		-5.55
C08	32.91	-21.83	26.84	37.92
C09	46.76	4.15	41.21	92.12
C10	80.03	-60.62	33.25	52.66
C11		-0.69		-0.69
CSM	11.09	13.68	1.56	26.33
CTY	-17.32	-17.32	-69.28	-103.92
EPA		6.58		6.58
FOC	317.65	-164.19	2.07	155.53
MAT	-104.96	-161.34	-1.38	-267.68
MPK	96.99	-57	77.25	117.24
NFO	5.02	-0.86	1.39	5.55
RWC	84.89	-474.33	72.4	-317.04
SNC	-0.71	7.87	-1.38	5.78
WBS	2.77	2.08	-4.33	0.52
Grand Total	512.32	-1002.95	131.45	-359.18

Attachment A provides Recology's new monthly commercial service level changes report. This report provides the detail for each member Agency in the first tab titled "Monthly Volume Change June 2012." This information is summarized in the second tab titled "Summary."

• 9 different commercial accounts were included in the list of recycling "presentations and trainings" reported for September:

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Time	Description
09/05/2012	NFO	IHSD	419 6TH AVE	STUDENT AND TEACHERS	9:30 AM	PRESENTATION
09/05/2012	NFO	IHSD	419 6TH AVE	STUDENTS AND TEACHERS	1:30 PM	PRESENTATION
09/13/2012	FOC	EQUITY OFFICE BPC (FOC)	950 TOWER LN	BUSINESSES OF METRO TOWER	2:30 PM	PRESENTATION
09/13/2012	MAT	DRAEGERS MARKET	222 E 4TH AVENUE	STAFF FROM ALL DEPTS	9:30 AM	TRAINING
09/18/2012	EPA	COUNTY OF SAN MATEO	2415 UNIVERSITY AVE	CITY COUNCIL AND RESIDENTS	7:30 PM	PRESENTATION
09/20/2012	C02	CITY OF BELMONT	20 TWIN PINES LN, BEL	BUILDING ATTENDANCE AND STAFF	5:30 PM	TRAINING
09/20/2012	C09	CITY OF SAN CARLOS - CITY HALL	CITY HALL	JANITORIAL,CITY BUILDING MAINTAINENCE	10:30	TRAINING
09/20/2012	EPA	FAMILY CONNECTIONS	1070 BEECH ST	PARENTS, TEACHER AND STUDENTS	10:00 AM	PRESENTATION
09/21/2012	C02	CITY OF BELMONT	20 TWIN PINES LN, BEL	BUILDING ATTENDANCE AND STAFF	5:30 PM	TRAINING
09/25/2012	SNC	RSNA YUM! TACO BELL 19498	259 EL CAMINO REAL	MANGER AND KITCHEN CREW	3:00	TRAINING
09/28/2012	CSM	SAN MATEO COUNTY OFFICE OF ED	35 TOWER RD	STUDENTS, TEACHERS AND JANITORS	1:00 PM	PRESENTATION
			•	of San Mateo, EPA = East Palo Alto, FOC = Redwood City, SNC = San Carlos, WBS = W	,	•

Staff had numerous meetings with Recology during 2011 and 2012 on commercial recycling and requested additional analysis and data to facilitate decision-making on next steps regarding increasing tonnage from the commercial sector. In addition to analysis of the program's performance, staff has requested Recology to provide information on profiling commercial customers, the net change on account retention and attraction efforts and information related to the internal metrics used to measure the relative success and cost effectiveness of its commercial recycling outreach (sales) efforts. The results of these inquiries were discussed in detail at the Special Board Workshop on Commercial Recycling on March 29, 2012. While Recology has greatly improved its reporting on commercial recycling activities, staff will continue to encourage the company to establish and begin using metrics to measure the success and cost effectiveness of the commercial recycling program.

Background

On April 22, 2010, the Board adopted Resolution No. 2010-14 approving the Commercial Recycling Agreement between Recology and Allied Waste/Republic Services. This agreement transferred Allied's commercial recycling outreach program to RSMC commencing on July 1, 2010. In addition, Recology moved its commercial recycling staff into the Shoreway Administration building on this date.

The Member Agencies Franchise Agreements with Recology required the company to commence the first new program, the Recycling Blitz Commercial Recycling Campaign, also on July 1, 2010. Recology's Recycling Blitz Plan and the SBWMA Commercial Recycling Communications and Outreach Plans were shared with the Board in May 2010. These plans outline the next steps regarding stepping up efforts to increase diversion from the commercial sector in the near term.

Commencing with Recology's first quarterly report due on April 30, 2011, the company is required to submit with each quarterly report a detailed update on its commercial recycling program outreach efforts. This requirement is prescribed in Franchise Agreement section 9.06.N, as follows:

- "N. Commercial Recycling Promotion Program Status Report. Contractor must prepare and submit, both quarterly and annually, to Agency and SBWMA, a Commercial Recycling Program Status Report. The Commercial Recycling Program Status Report shall include, but not be limited to:
 - 1. A summary of training and professional development activities for the Commercial Recycling Promotion and supervisory staff.
 - 2. A description of the strategy and overall approach to attract and retain a high quality and effective Commercial Recycling Promotion Program and supervisory staff.
 - 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. (Contractor must explain how the stated goals and objectives will be accomplished if no compensation incentive plan is used.)
 - 4. A description of Contractor's sales strategy for maintaining and/or expanding the existing Commercial Recycling account base and diversion levels.
 - 5. A description of the services provided to the Commercial and Agency Facility sectors.
 - 6. A detailed accounting of diversion statistics for the Commercial and Agency Facility sectors."

Recology has now submitted all four quarterly reports for 2011, its 2011 annual report, and the first quarter report for 2012 and it is important to note that the commercial recycling section of all these reports has fallen short of establishing quantifiable goals with regards to increasing diversion, nor have these reports provided a detailed description of the strategic approach employed by the Recology sales team to increase diversion. The recent reports provide general goals that are supported by task based metrics for each Zero Waste Specialist. If quantifiable diversion goals and a specific sales based approach are shared with staff, this information will in turn be promptly shared with the Member Agencies.

Attachment:

Attachment A – Recology September 2012 Monthly Commercial Volume Change Report

									Current		Weekly	Customer	Status		
	Current	Franchise	0		Ourse Name to a Name	Harris # Oracid Name		Prev Month			Volume	Status Last	Current	Customer	Customer End
Year 201		Code BEL	Commodity		Cust Number Name	House # Street Name	Apt #	Volume	Volume 12.99	Net Change 4.33		Month	Month	Start Date 02/23/1993	Date
	2 SEP	BEL	Garbage Garbage	Commercial Commercial	928689 SEVEN ELEVEN #23096 929356 LASKY MINI TRADE PRESS	400 EL CAMINO REAL 240 HARBOR BLVD	Α	8.66 8.66	12.99	-8.66		Active Active	Active Stopped		08/31/2012
	2 SEP	BEL	Garbage	Commercial	929893 REDWOOD DENTAL	570 MASONIC WAY	А	8.66	0	-8.66		Active	Stopped	12/19/1994	09/10/2012
	2 SEP	BEL	Garbage	Commercial	930032 EUROPEAN & ASIAN SERVICE			0.69	0	-0.69		Active	Active	01/17/1989	09/10/2012
	2 SEP	BEL	Garbage	Commercial	931196 AHUNA MICHELLE	1201 SIXTH AVE		2.08	1.39	-0.69		Active	Active	03/01/1986	
	2 SEP	BEL	Garbage	Commercial	1168335 CALVARY SAN MATEO	3254 LORI DR		0.69	0.39	-0.69		Active	Active	05/31/2011	
	2 SEP	BEL	Garbage	Commercial	1207331 ALPINE MECHANICAL SERVIC		5	0.69	0	-0.69		Active	Stopped		08/31/2012
	2 SEP	BEL	Garbage	Commercial	1220391 BELMONT TILE	615 HARBOR BLVD	5	4.33	0	-4.33		Active	Stopped		08/31/2012
	2 SEP	BEL	Garbage	Apartment	1225317 COCCELLATO, CRAIG	240 HARBOR BLVD	D	4.33	0	-4.33		Active	Stopped		08/31/2012
	2 SEP	BEL	Garbage	Commercial	1310002 CRYSTAL SPRINGS CROSS C		D	4.55	8.66	8.66	2		New	09/12/2012	00/31/2012
	2 SEP	BEL	Garbage	Commercial	1314855 BELMONT TILE	615 HARBOR BLVD		0	4.33	4.33	1		Active	09/01/2012	
201	Z JLI	DLL	Garbage To		1314033 BEEMONT TIEE	013 HARBOR BEVD		38.79	27.37	-11.42	'		Active	03/01/2012	
201	2 SEP	BEL	Recycling	Apartment	910646 FONTANA RENTALS	2321 CARLMONT DR		8.66	17.32	8.66	9	Active	Active	05/01/1986	
	2 SEP	BEL	Recycling	Apartment	910711 VINTAGE PROPERTY/ELIE ALG			14.55	17.32	2.77		Active	Active	03/01/1986	
	2 SEP	BEL	Recycling	Apartment	910745 WINDSOR APTS	1039 CONTINENTALS WAY		0	41.57	41.57		Active	Active	03/01/1986	
	2 SEP	BEL	Recycling	Apartment	910743 WINDSON AFTS 910760 ROBERT ROCHELLE	1056 CONTINENTALS WAY		16.63	18.71	2.08		Active	Active	02/01/1998	
	2 SEP	BEL	Recycling	Commercial	929042 MIKE TOSUN	1500 EL CAMINO REAL		8.31	18.71	10.4		Active	Active	07/24/2009	
	2 SEP	BEL	Recycling	Commercial	929356 LASKY MINI TRADE PRESS		Α	8.66	0.71	-8.66		Active	Stopped	09/04/2006	09/21/2012
	2 SEP	BEL	Recycling	Apartment	929489 CARLMONT HEIGHTS LLC	2203 HASTINGS DR	220	25.98	34.29	8.31		Active	Active	09/04/2000	00/31/2012
	2 SEP	BEL	Recycling	Commercial	929893 REDWOOD DENTAL	570 MASONIC WAY	220	1.39	0	-1.39		Active	Stopped		09/10/2012
	2 SEP	BEL	Recycling	Commercial	1207331 ALPINE MECHANICAL SERVIC		5	8.66	0	-8.66		Active	Stopped		08/31/2012
	2 SEP	BEL	Recycling	Apartment	1225317 COCCELLATO, CRAIG	240 HARBOR BLVD	D	2.08	0	-2.08		Active	Stopped		08/31/2012
	2 SEP	BEL	, ,		1255983 MAJESTIC PRODUCTION	407 OLD COUNTY RD	D	4.33	8.66	4.33		Active	Active	03/27/2012	06/31/2012
	2 SEP	BEL	Recycling	Commercial								New			
201	2 SEP	BEL	Recycling	Commercial	1298223 MOTEL 6 #1251	1101 SHOREWAY RD		17.32	12.99	-4.33	-1	ivew	Active	08/08/2012	
201	2 SEP	BUR	Recycling		911859 HENRY SORENSEN	215 ANITA RD		116.57 3.46	169.57 0	53 -3.46	0.0	Active	Ctonnod	04/01/1986	00/27/2012
	2 SEP		Garbage	Apartment					5.54	-3.46			Stopped		09/27/2012
	2 SEP	BUR BUR	Garbage	Apartment	913590 FLORA APT II 913699 SECREST ALLEN	1452 FLORIBUNDA AVE 16 HIGHLAND AVE		8.31 7.62	5.54 0	-2.77 -7.62		Active Active	Active Active	03/01/1985 08/01/1996	
			Garbage	Apartment					-	-77.94					
	2 SEP 2 SEP	BUR BUR	Garbage	Commercial	992016 HILTON SFO AIRPORT	600 AIRPORT BLVD		77.94 155.88	0	-77.94 -155.88		Active	Active	02/18/2009	00/07/2012
	2 SEP		Garbage	Commercial	992073 CROWNE PLAZA-BURLINGAM				0			Active	Stopped		09/07/2012
	2 SEP	BUR	Garbage	Commercial	992834 INTRALINE INC	379 BEACH RD		4.33 25.98		-4.33 -8.66		Active	Stopped		09/27/2012
		BUR	Garbage	Commercial	993766 LA CORNETA TAQUERIA	1123 BURLINGAME AVE			17.32			Active	Active	03/27/2007	
	2 SEP 2 SEP	BUR BUR	Garbage	Commercial	994368 SAPORA 994780 VICTORIA SEDAN& LIMO SER'	1447 BURLINGAME AVE 301 CALIFORNIA DR	00	25.98 1.39	12.99 0	-12.99 -1.39		Active Active	Active	11/09/2001	08/31/2012
	2 SEP		Garbage	Commercial			03		0				Stopped		
		BUR	Garbage	Commercial	994848 YOUNG IL LIM	507 CALIFORNIA DR		0.69 0.69	0	-0.69		Active	Stopped	06/01/1988	09/25/2012
	2 SEP	BUR	Garbage	Commercial	995357 SALON 1200	1200 CAPUCHINO AVE				-0.69		Active	Stopped	11/10/1992	09/28/2012
	2 SEP	BUR	Garbage	Apartment	996645 CARMEL GARDENS HOA	977 EL CAMINO REAL		17.32	8.66	-8.66		Active	Active	04/01/1986	
	2 SEP	BUR	Garbage	Apartment	997205 HENRY & MARY WADA	1232 FLORIBUNDA AVE		8.66	4.33	-4.33		Active	Active	06/16/1993	00/04/0040
	2 SEP	BUR	Garbage	Commercial	998898 BROADWAY BY THE BAY		•	1.39	0	-1.39		Active	Stopped		09/04/2012
	2 SEP	BUR	Garbage	Commercial	1000140 U S POST OFFICE/BURLINGAN			8.31	4.16	-4.15		Active	Active	10/29/1980	
	2 SEP	BUR	Garbage	Apartment	1000280 PRIMROSE GARDEN HOA	119 PRIMROSE RD		6.24	0	-6.24		Active	Active	05/01/1989	
	2 SEP	BUR	Garbage	Apartment	1000645 ARENA JAMES & BARBARA	609 ROLLINS RD	007	4.16	2.08	-2.08		Active	Active	04/01/1986	
	2 SEP	BUR	Garbage	Apartment	1037829 WONG/LO FAMILY TRUST	901 BURLINGAME AVE	907	8.31	4.16	-4.15		Active	Active	09/07/2010	
	2 SEP	BUR	Garbage	Commercial	1086263 ELITE SALON	1461 BURLINGAME AVE		2.08	1.39	-0.69		Active	Active	11/05/2010	
	2 SEP	BUR	Garbage	Apartment	1126804 FLORA APT II	1500 FLORIBUNDA AVE		8.31	5.54	-2.77		Active	Active	01/01/2011	
	2 SEP	BUR	Garbage	Commercial	1160357 RIVER ROAD SOLUTIONS	1280 ROLLINS RD		17.32	8.66	-8.66		Active	Active	04/28/2011	
	2 SEP	BUR	Garbage	Apartment	1235530 WENDY HILL PVSEVEN LP DB			1.39	2.77	1.38		Active	Active	12/27/2011	
	2 SEP	BUR	Garbage	Commercial	1243765 REAL MEX RESTAURANTS	1590 BAYSHORE HWY		17.32	0	-17.32		Active	Active	10/05/2011	
	2 SEP	BUR	Garbage	Apartment	1253046 PARK ROYAL APT	1415 FLORIBUNDA AVE		16.63	24.94	8.31		Active	Active	03/16/2012	
	2 SEP	BUR	Garbage	Commercial	1255439 ANDERSON PACIFIC	1392 MARSTEN RD		4.33	8.66	4.33		Active	Active	03/21/2012	00/00/0040
	2 SEP	BUR	Garbage	Commercial	1265792 CLARK'S COIN LAUNDRY SER			4.33	0	-4.33		Active	Stopped	04/23/2012	09/26/2012
	2 SEP	BUR	Garbage	Commercial	1274893 BWRS	1333 BAYSHORE HWY		90.93	121.24	30.31		Active	Active	05/30/2012	
201	2 SEP	BUR	Garbage	Commercial	1288406 MOUNTAIN VIEW STAGING	1439 N CAROLAN AVE		0.43	0	-0.43	-0.1	Active	Active	07/10/2012	

	rent Franch									Weekly Volume	Customer Status Last	Customer Status Current	Customer	Customer End
Year Mo		Commodity		Cust Number Name	House # Street Name	Apt #	Volume	Volume	Net Change	•	Month	Month	Start Date	Date
2012 SE 2012 SE		Garbage	Commercial	1292382 ACCEL GYMNASTICS LLC 1294685 5 FIFTEEN AUTO BODY	888 HINCKLEY RD 1221 ROLLINS RD		4.33 0			1	Active	Active New	07/19/2012 09/04/2012	
2012 SE 2012 SE		Garbage Garbage	Commercial Commercial	1298066 BLUE LINE PIZZA	1108 BURLINGAME AVE		25.98				New	Active	08/06/2012	
2012 SE		Garbage	Commercial	1307016 HYDROMAX USA	373 BEACH RD		23.98				New	Active	08/28/2012	
2012 SE		Garbage	Commercial	1308691 NEW ENGLAND LOBSTER CO.	824 COWAN RD		2.00			0.40		New	09/11/2012	
2012 SE		Garbage	Commercial	1309467 PENN, JAY	301 CALIFORNIA DR	03	0			0.32		New	09/07/2012	
2012 SE		Garbage	Commercial	1310135 REVI INC	25 EDWARDS CT	19	0			0.32		New	09/12/2012	
2012 SE	P BUR	Garbage	Commercial	1310440 NA LIU	1812 MAGNOLIA AVE	Α	0	0.43	0.43	0.1		New	09/18/2012	
2012 SE	P BUR	Garbage	Commercial	1311471 CROWNE PLAZA-BURLINGAM	1177 AIRPORT BLVD		0	155.88	155.88	36		New	09/12/2012	
2012 SE	P BUR	Garbage	Commercial	1312537 GOODWILL	1215 CALIFORNIA DR		0	8.66	8.66	2		New	09/25/2012	
2012 SE		Garbage	Commercial	1313667 GLOW HERBALGENIC USA IN			0			0.32		New	09/26/2012	
2012 SE	P BUR	Garbage	Commercial	1315100 YES ON A	1141 CALIFORNIA DR		0			0.16		New	09/26/2012	
		Garbage To					562.12							
2012 SE		Organics	Apartment	997205 HENRY & MARY WADA	1232 FLORIBUNDA AVE		0				Active	Active	06/16/1993	
2012 SE		Organics	Apartment	997254 1512 FLORIBUNDA AVE HOA	1512 FLORIBUNDA AVE		0				Active	Active	05/06/2008	
2012 SE		Organics	Commercial	1000140 U S POST OFFICE/BURLINGAN			0.69				Active	Active	10/29/1980	
2012 SE 2012 SE		Organics	Commercial Commercial	1243765 REAL MEX RESTAURANTS 1274893 BWRS	1590 BAYSHORE HWY 1333 BAYSHORE HWY		34.64 181.86	0 99.59			Active Active	Active	10/05/2011 05/30/2012	
2012 SE 2012 SE		Organics Organics	Commercial	1308691 NEW ENGLAND LOBSTER CO.	824 COWAN RD		101.00			-19		Active New	09/11/2012	
2012 JL	i box	Organics T		1300031 NEW ENGLAND LOBSTER CO.	024 COWAN ND		217.19			J		INCW	03/11/2012	
2012 SE	P BUR	Recycling	Apartment	911859 HENRY SORENSEN	215 ANITA RD		4.16			-0.96	Active	Stopped	04/01/1986	09/27/2012
2012 SE		Recycling	Apartment	913723 H.B WILLIAMSON	32 HIGHLAND AVE		2.08				Active	Active	04/01/1986	00/21/2012
2012 SE		Recycling	Commercial	992073 CROWNE PLAZA-BURLINGAM			168.87	0			Active	Stopped	11/18/1991	09/07/2012
2012 SE	P BUR	Recycling	Commercial	992362 AU ENERGY LLC	1390 BAYSHORE HWY		4.33	0	-4.33	-1	Active	Active	03/22/2010	
2012 SE	P BUR	Recycling	Commercial	992578 HERTZ	1650 BAYSHORE HWY		38.97	0	-38.97	-9	Active	Stopped	07/20/1999	09/26/2012
2012 SE	P BUR	Recycling	Commercial	992834 INTRALINE INC	379 BEACH RD		8.66	0	-8.66	-2	Active	Stopped	07/25/1991	09/27/2012
2012 SE		Recycling	Commercial	993063 SAHAARA	1130 BROADWAY ST		0				Active	Active	04/26/2010	
2012 SE		Recycling	Commercial	993550 BROADWAY DELI	1431 BROADWAY ST		2.08				Active	Active	12/14/1999	
2012 SE		Recycling	Commercial	994749 FINE CONSIGN	233 CALIFORNIA DR		2.08				Active	Active	03/31/2000	
2012 SE		Recycling	Commercial	994780 VICTORIA SEDAN& LIMO SER	301 CALIFORNIA DR	03	1.39				Active	Stopped	08/19/2008	08/31/2012
2012 SE		Recycling	Commercial	994848 YOUNG IL LIM	507 CALIFORNIA DR		1.39				Active	Stopped	06/01/1988	09/25/2012
2012 SE 2012 SE		Recycling	Commercial	995092 PALCARE	945 CALIFORNIA DR		6.24 2.08	17.32 0			Active	Active	11/18/2008	00/00/0040
2012 SE 2012 SE		Recycling Recycling	Commercial Commercial	995357 SALON 1200 995639 CORTINA INVESTMENTS LTD	1200 CAPUCHINO AVE 1440 CHAPIN AVE		2.08 8.66				Active Active	Stopped Active	11/10/1992 07/01/1987	09/28/2012
2012 SE		Recycling	Commercial	998898 BROADWAY BY THE BAY	833 MAHLER RD		2.08				Active	Stopped	12/01/2007	09/04/2012
2012 SE		Recycling	Commercial	1000025 PARK ROAD FITNESS	16 PARK RD	•	4.16				Active	Active	04/08/2009	03/04/2012
2012 SE		Recycling	Commercial	1001593 CLASSIC PARTY RENTALS	1635 ROLLINS RD		64.95				Active	Active	07/13/2004	
2012 SE		Recycling	Commercial	1002062 AMERICAN RED CROSS	1710 TROUSDALE DR		0				Active	Active	05/01/1986	
2012 SE	P BUR	Recycling	Commercial	1068204 RSNA UNION BANK OF CA #13	1887 EL CAMINO REAL		0	2.08	2.08	0.48	Active	Active	09/07/2010	
2012 SE	P BUR	Recycling	Commercial	1160357 RIVER ROAD SOLUTIONS	1280 ROLLINS RD		12.99	8.66	-4.33	-1	Active	Active	04/28/2011	
2012 SE	P BUR	Recycling	Commercial	1243765 REAL MEX RESTAURANTS	1590 BAYSHORE HWY		12.99	0	-12.99	-3	Active	Active	10/05/2011	
2012 SE		Recycling	Apartment	1253046 PARK ROYAL APT	1415 FLORIBUNDA AVE		6.93			-1.12	Active	Active	03/16/2012	
2012 SE		Recycling	Commercial	1265792 CLARK'S COIN LAUNDRY SER			8.66				Active	Stopped	04/23/2012	09/26/2012
2012 SE		Recycling	Commercial	1274893 BWRS	1333 BAYSHORE HWY		64.95				Active	Active	05/30/2012	
2012 SE		Recycling	Commercial	1294685 5 FIFTEEN AUTO BODY	1221 ROLLINS RD		0	4.33				New	09/04/2012	
2012 SE		Recycling	Commercial	1308287 LUCY ACTIVEWARE	1111 BURLINGAME AVE		0				New	Active	08/31/2012	
2012 SE		Recycling	Commercial	1308691 NEW ENGLAND LOBSTER CO.	824 COWAN RD	02	0			3.96		New	09/11/2012	
2012 SE		Recycling	Commercial	1309467 PENN, JAY	301 CALIFORNIA DR	03	0			0.32		New	09/07/2012	
2012 SE 2012 SE		Recycling	Commercial	1310440 NA LIU 1311471 CROWNE PLAZA-BURLINGAM	1812 MAGNOLIA AVE 1177 AIRPORT BLVD	Α	0			0.16 39		New New	09/18/2012 09/12/2012	
2012 SE 2012 SE		Recycling Recycling	Commercial Commercial	1311471 CROWNE PLAZA-BURLINGAM 1312537 GOODWILL	1215 CALIFORNIA DR		0			39		New	09/12/2012	
2012 SE		Recycling	Commercial	1315100 YES ON A	1141 CALIFORNIA DR		0			0.48		New	09/26/2012	
2012 SE		Recycling	Commercial	1209675 MENLO CIRCUS CLUB	190 PARK LN	SP1	12.99				Active	Stopped	09/28/2011	09/14/2012
_0.L OL	. 001		loroidi			J. 1	12.00	O	.2.00	J		Juppou	50,2011	

Year	Current Month	Franchise Code	Commodity	Account Type (Cust Number Name			Iouse # Street Name	Apt#	Prev Month Volume	Current Month Volume	Monthly Net Change	Weekly Volume	Customer Status Last Month	Customer Status Current Month	Customer Start Date	Customer End Date
2012		C02	Recycling Recycling	Commercial		OF BELMONT	•	30 TWIN PINES LN	Арг#	27.54 469.23	23.21	-4.33 -162.48	-1	Active	Active	05/01/1990	Date
2012	SEP	C03	Garbage	Commercial	1311026 COAS	STAL CLEAN UP		150 ANZA BLVD	SPE	100.20		11.08	2.56		New	09/14/2012	
2012		C03	Garbage	Commercial	1315985 PET F			0 CHULA VISTA AVE	SPE	0		26.85			New	09/28/2012	10/01/2012
2012	OLI	C03	Garbage To		13139031 [11	ANADL		O CHOLA VISTA AVE	OI L	0		37.93			INCW	03/20/2012	10/01/2012
2012	CED	C03	Organics	Commercial	1211026 COAS	STAL CLEAN UP		150 ANZA BLVD	SPE	0		24.07	5.56		New	09/14/2012	
2012		C03	Organics	Commercial	1315985 PET F			0 CHULA VISTA AVE	SPE	0	26.85	26.85	6.2		New	09/28/2012	10/01/2012
2012	SEF	C03	Organics T		1313963 FETF	ANADE		O CHOLA VISTA AVE	SFE	0		50.92			New	09/20/2012	10/01/2012
2012	CED	C03	Recycling	Commercial	1211026 COAS	STAL CLEAN UP		150 ANZA BLVD	SPE	0	00.02	37.06			New	09/14/2012	
2012		C03	Recycling	Commercial	1311020 COAS			0 CHULA VISTA AVE	SPE	0	26.85	26.85	6.2		New	09/14/2012	10/01/2012
2012	SEF	C03	, ,		1313963 FETF	ANADE		O CHOLA VISTA AVE	SFE	0			0.2		New	09/20/2012	10/01/2012
2012	CED	C06	Recycling	Commercial	022440 TOW	N OF HILLSBORG	JUCH	1320 LA HONDA RD		0	63.91 2.08	63.91 2.08	0.40	Active	Active	05/03/1999	
2012	SEP	C06	•		933440 10001	N OF HILLSBORG	JUGH	1320 LA HONDA RD		0				Active	Active	05/03/1999	
2012	CED	C06	Garbage To		022440 TOW	N OF HILLSBORG	OLICH	1320 LA HONDA RD		1.39	2.08 3.46	2.08 2.07		Active	Active	05/03/1999	
2012	SEP	C06	Organics	Commercial	933440 10001	N OF HILLSBORG	JUGH	1320 LA HONDA RD					0.40	Active	Active	05/03/1999	
2042	CED	007	Organics T		4004470 CITY	CAN MENIOD	N D IZ	740 CANTA CDUZ AVE		1.39	3.46	2.07	0.40	A -4:	Ctannad	00/40/0040	00/00/0040
2012		C07	Garbage	Commercial		CAN - MENLO PA		718 SANTA CRUZ AVE	•	2.08		-2.08		Active	Stopped	06/13/2012	
2012		C07	Garbage	Commercial		CAN - MENLO PA		780 SANTA CRUZ AVE	•	2.08		-2.08		Active	Stopped	06/13/2012	
2012		C07	Garbage	Commercial		CAN - MENLO PA		827 SANTA CRUZ AVE	•	2.08	0	-2.08		Active	Stopped	06/13/2012	
2012	SEP	C07	Garbage	Commercial	1281286 CITY	CAN - MENLO PA	AKK	880 SANTA CRUZ AVE	•	2.08	0	-2.08		Active	Stopped	06/13/2012	09/20/2012
0040	050	007	Garbage To		004004 01145	ON DADIC	(MADIC)	O OLIADON BARK BR		8.32	0	-8.32		A - (*	A - 11	05/04/4005	
2012	SEP	C07		Commercial	934224 SHAR	KON PARK	(MPK)	0 SHARON PARK DR		1.39	4.16	2.77	0.64	Active	Active	05/01/1995	
0040	055	000	Recycling		400000 DEDI				005	1.39	4.16	2.77			٥	00/01/0010	00/00/0040
2012		C08	Garbage	Commercial		VOOD CITY CON		0 MARSHALL ST	SPE	11.08	0	-11.08		New	Stopped	08/01/2012	
2012		C08	Garbage	Commercial		ESPERE FESTIV		0 BREWSTER AVE	SPE	32.91	0	-32.91		New	Stopped	08/10/2012	08/31/2012
2012		C08	Garbage	Commercial		CAN - REDWOOI		0 TRIDENT DR		0		0.69	0.16		New	09/27/2012	
2012		C08	Garbage	Commercial		CAN - REDWOOI	DCITY	0 FLORENCE ST & 171		0	0.69	0.69			New	09/27/2012	
2012	SEP	C08	Garbage	Commercial	1315704 SALS	A FESTIVAL		0 MARSHALL ST	SPE	0	20.78	20.78	4.8		New	09/27/2012	10/01/2012
			Garbage To							43.99	22.16	-21.83					
2012		C08	Organics	Commercial		ESPERE FESTIV	/AL	0 BREWSTER AVE	SPE	19.92	0	-19.92		New	Stopped	08/10/2012	
2012	SEP	C08	Organics	Commercial	1315704 SALS	A FESTIVAL		0 MARSHALL ST	SPE	0		46.76	10.8		New	09/27/2012	10/01/2012
			Organics T							19.92	46.76	26.84					
2012		C08	Recycling	Commercial		WOOD CITY CON		0 MARSHALL ST	SPE	11.08	0	-11.08		New	Stopped	08/01/2012	
2012		C08	Recycling	Commercial		(ESPERE FESTIV		0 BREWSTER AVE	SPE	32.91	0	-32.91		New	Stopped	08/10/2012	08/31/2012
2012		C08	Recycling	Commercial		CAN - REDWOO	D CITY	0 TRIDENT DR		0	4.16	4.16			New	09/27/2012	
2012	SEP	C08	Recycling	Commercial	1315704 SALS	A FESTIVAL		0 MARSHALL ST	SPE	0		72.74	16.8		New	09/27/2012	10/01/2012
			Recycling '							43.99	76.9	32.91					
2012		C09	Garbage	Commercial		HARVEST NIGHT		0 LAUREL ST	SP2	4.16	0	-4.16		Active	Stopped	05/01/2012	
2012	SEP	C09	Garbage	Commercial	1315555 ST CH	HARLES CHURCI	H FUNDF	850 TAMARACK AVE	SPE	0		8.31	1.92		New	09/27/2012	10/01/2012
			Garbage To							4.16	8.31	4.15					
2012		C09	Organics	Commercial		OF SAN CARLOS		600 ELM ST		0	8.31	8.31		Active	Active	05/09/1988	
2012		C09	Organics	Commercial		HARVEST NIGHT		0 LAUREL ST	SP2	1.39	0	-1.39		Active	Stopped	05/01/2012	
2012	SEP	C09	Organics	Commercial	1315555 ST CH	HARLES CHURCI	H FUNDF	850 TAMARACK AVE	SPE	0	00	34.29	7.92		New	09/27/2012	10/01/2012
			Organics T							1.39		41.21					
2012		C09	Recycling	Commercial	932830 ADUL	T COMMUNITY (CENTER	601 CHESTNUT ST		4.16	8.31	4.15	0.96	Active	Active	12/15/1982	
2012		C09	Recycling	Commercial		HARVEST NIGHT		0 LAUREL ST	SP2	4.16	0	-4.16		Active	Stopped	05/01/2012	
2012		C09	Recycling	Commercial		HARLES CHURCI	H FUNDF	850 TAMARACK AVE	SPE	0	39.84	39.84	9.2		New	09/27/2012	10/01/2012
2012	SEP	C09	Recycling	Commercial	1315860 SHRE	D IT EVENT		0 HOLLY ST & EL CAM	IN SPE	0		6.93			New	09/28/2012	10/01/2012
			Recycling	Total						8.32	55.08	46.76					
2012	SEP	C10	Garbage	Commercial	1205335 BAYF	RONT CLEANUP)	0 N ELDORADO ST	SPE	25.98	0	-25.98	-6	Active	Stopped	09/16/2011	09/17/2012
2012	SEP	C10	Garbage	Commercial	1205368 BAYF	RONT CLEANUP)	0 WHARFSIDE RD	SPE	25.98	0	-25.98	-6	Active	Stopped	09/16/2011	09/17/2012
2012	SEP	C10	Garbage	Commercial	1276377 JOIN\	VILLE SWIM CEN	ITER	2111 KEHOE AVE		8.66	0	-8.66		Active	Stopped	05/30/2012	09/19/2012
			Garbage To	otal						60.62	0	-60.62					
2012	SEP	C10	Organics	Commercial	1315621 WINE	WALK		0 ELLSWORTH AVE	SPE	0	33.25	33.25	7.68		New	09/28/2012	10/01/2012

												Current		Weekly	Customer	Customer Status		
		Current	Franchise								Prev Month		Monthly	Volume	Status Last	Current	Customer	Customer End
,	Year	Month	Code	Commodity	Account Type	Cust Number	Name	House #	Street Name	Apt #	Volume	Volume	Net Change	Change	Month	Month	Start Date	Date
				Organics T	Γotal						0	33.25	33.25					
	2012		C10	Recycling	Commercial	1276377	JOINVILLE SWIM CENTER	2111	I KEHOE AVE		8.31	0	-8.31	-1.92	Active	Stopped	05/30/2012	09/19/2012
		SEP	C10	Recycling	Commercial		POPLAR CREEK GOLF COURS				0	4.16				New	09/12/2012	
	2012	SEP	C10	Recycling	Commercial	1315621	WINE WALK	C	ELLSWORTH AVE	SPE	0		84.18	19.44		New	09/28/2012	10/01/2012
				Recycling							8.31	88.34	80.03					
		SEP	C11	Garbage	Commercial		CITY OF FAIR OAKS) FLORENCE		0.69		-0.69		Active	Stopped		09/20/2012
		SEP	CSM	Garbage	Commercial		A-CUBE, INC.) HARBOR BLVD		4.16		-4.16		Active	Stopped	03/06/2009	09/04/2012
	2012		CSM	Garbage	Commercial		LAKE PHARMA INC) HARBOR BLVD		0					New	09/11/2012	
		SEP	CSM	Garbage	Commercial		LASKY MINI TRADE PRESS	240) HARBOR BLVD	Α	0		8.66			Active	09/01/2012	
	2012		CSM	Garbage	Commercial		CRAIG COCCELLATO) HARBOR BLVD	D	0		4.33	1		Active	09/01/2012	
	2012	SEP	CSM	Garbage	Commercial	1314848	ALPINE MECHANICAL SERVIC	425	HARBOR BLVD	5	0		0.69			Active	09/01/2012	
				Garbage To							4.85		12.99					
	2012	SEP	CSM	Organics	Commercial	932020	SAN MATEO COUNTY OFFICE	35	5 TOWER RD		2.77		1.56	0.36	Active	Active	01/23/2007	
				Organics T							2.77		1.56					
		SEP	CSM	Recycling	Commercial		A-CUBE, INC.) HARBOR BLVD		8.31		-8.31		Active	Stopped		09/04/2012
		SEP	CSM	Recycling	Commercial		LASKY MINI TRADE PRESS) HARBOR BLVD	Α	0	8.66	8.66	2		Active	09/01/2012	
		SEP	CSM	Recycling	Commercial		CRAIG COCCELLATO) HARBOR BLVD	D	0		2.08	0.48		Active	09/01/2012	
	2012	SEP	CSM	Recycling	Commercial	1314848	ALPINE MECHANICAL SERVIC	425	5 HARBOR BLVD	5	0		8.66	2		Active	09/01/2012	
				Recycling							8.31	19.4	11.09					
	2012	SEP	CTY	Garbage	Commercial	1307578	BELMONT GREEK FESTIVAL	900) ALAMEDA DE LAS PU	II SPE	17.32		-17.32		New	Stopped	08/31/2012	09/07/2012
				Garbage To							17.32		-17.32					
	2012	SEP	CTY	Organics	Commercial	1307578	BELMONT GREEK FESTIVAL	900) ALAMEDA DE LAS PU	II SPE	69.28				New	Stopped	08/31/2012	09/07/2012
				Organics T							69.28							
	2012	SEP	CTY	Recycling	Commercial	1307578	BELMONT GREEK FESTIVAL	900) ALAMEDA DE LAS PU	II SPE	17.32		-17.32		New	Stopped	08/31/2012	09/07/2012
				Recycling							17.32							
	2012		EPA	Garbage	Commercial		THE INSTITUTE FOR HUMAN (0		8.66		Active	Active	10/01/1998	
		SEP	EPA	Garbage	Commercial		IBRAHAM AND SONS INC		E BAYSHORE RD		2.08				Active	Active	07/14/1986	
		SEP	FOC	Garbage	Commercial				CHESS DR	105	1.39				Active	Stopped	06/16/1999	09/26/2012
		SEP	FOC	Garbage	Apartment		NANTUCKET COVE HO		I DORY LN		112.23		-112.23		Active	Active	01/19/1988	
		SEP	FOC	Garbage	Commercial		EQUITY OFFICE BPC		E HILLSDALE BLVD		77.94				Active	Active	05/01/2009	
		SEP	FOC	Garbage	Commercial		EQUITY OFFICE BPC		E HILLSDALE BLVD	987	77.94				Active	Active	05/01/2009	
		SEP	FOC	Garbage	Commercial		EQUITY OFFICE BPC		E HILLSDALE BLVD		77.94		-12.99		Active	Active	05/01/2009	
		SEP	FOC	Garbage	Commercial		WATERS EDGE APT LEASING		E HILLSDALE BLVD	_	259.8		-259.8		Active	Stopped		09/07/2012
		SEP	FOC	Garbage	Commercial		FOSTER CITY CHIROPRACTIC			С	0.69				Active	Stopped		09/25/2012
		SEP	FOC	Garbage	Commercial		454900 WOODMONT REAL ES		E HILLSDALE BLVD		0	259.8		60		New	09/10/2012	
	2012	SEP	FOC	Garbage	Commercial	1312818	SEE U	1465	BEACH PARK BLVD		0		2.08	0.48		New	09/19/2012	
		055		Garbage To		000440	AULICA LIGATENIA				610.01	452.4					07/00/4000	
	2012	SEP	FOC	Organics	Commercial	936443	MILK & HONEY CATERING	1459	BEACH PARK BLVD		1.39			0.48	Active	Active	07/06/1999	
	0040	٥٥٥	F00	Organics T		000740	POIG	4455	011500 DD	405	1.39				A - 12	01	00/40/4000	00/00/0040
	2012		FOC	Recycling	Commercial				CHESS DR	105	8.66		-8.66		Active	Stopped	06/16/1999	09/26/2012
		SEP	FOC	Recycling	Commercial		EQUITY OFFICE BPC		E HILLSDALE BLVD		38.97				Active	Active	05/01/2009	
		SEP	FOC	Recycling	Commercial		EQUITY OFFICE BPC		E HILLSDALE BLVD		25.98		38.97		Active	Active	05/01/2009	00/07/0040
	2012		FOC	Recycling	Commercial		WATERS EDGE APT LEASING		E HILLSDALE BLVD	_	54.04		-54.04		Active	Stopped		09/07/2012
		SEP	FOC	Recycling	Commercial		FOSTER CITY CHIROPRACTIC		FOSTER CITY BLVD	C	2.08				Active	Stopped	05/08/2002	09/25/2012
		SEP SEP	FOC	Recycling	Commercial		GILEAD VINTAGE PARK LLC		LAKESIDE DR	-	64.95				Active	Active	09/12/2003	
			FOC	Recycling	Commercial				METRO CENTER BLV		103.92				Active	Active	01/22/1996	
		SEP	FOC	Recycling	Commercial		VISA INTERNATIONAL		METRO CENTER BLV		103.92		69.28		Active	Active	09/08/2003	
		SEP	FOC	Recycling	Commercial				METRO CENTER BLV		207.84		51.96		Active	Active	10/06/1993	
		SEP	FOC	Recycling	Commercial				METRO CENTER BLV	L	103.92		69.28		Active	Active	10/01/1999	
		SEP SEP	FOC FOC	Recycling	Commercial		HINES VAF NO. CAL PROP LP CVS LONGS DRUGS #CVR009		3 VINTAGE PARK DR		4.33 2.77		-4.33 -2.77		Active	Active	12/04/2006	
		SEP	FOC	Recycling	Commercial				7 E HILLSDALE BLVD		2.77				Active	Active	01/21/2011	
	2012 2012		FOC	Recycling	Commercial		454900 WOODMONT REAL ES		E HILLSDALE BLVD		0	54.04 2.08	54.04 2.08			New New	09/10/2012	
	2012	SEP	FUC	Recycling	Commercial	1312818	SEE U	1400	5 BEACH PARK BLVD		U	∠.08	2.08	0.48		INEW	09/19/2012	

Customer

Year	Current Month	Franchise Code	Commodity Recycling	Account Type C	ust Number	Name	House # Stre	et Name	Apt#	Prev Month Volume 721.38	Volume	Monthly Net Change 317.65	Weekly Volume Change	Customer Status Last Month	Customer Status Current Month	Customer Start Date	Customer End Date
2012	SEP	MAT	Garbage	Apartment	920587	TOWNHOUSE PLAZA CO LTD	55 W 5	TH AVE		77.94		-77.94	-18	Active	Stopped	08/08/1984	09/01/2012
2012		MAT	Garbage	Apartment		CHANG INCOME PROPERTY		TH AVE		155.88				Active	Stopped		09/01/2012
2012		MAT	Garbage	Commercial		WILSON MEANY	2211 BRI	DGEPOINTE PKW	`	86.6		-86.6		Active	Stopped	06/01/2007	09/14/2012
2012		MAT	Garbage	Commercial	941203	SAN MATEO PLAZA FLORIST	120 E 3			8.66		4.33		Active	Active	03/01/1986	
2012	SEP	MAT	Garbage	Commercial		BASKIN ROBBINS ICE CREAM	133 E 3	RD AVE		4.16	6.93	2.77		Active	Active	09/01/1988	
2012		MAT	Garbage	Apartment		JOAN SMITH		OTH AVE		1.39		-1.39		Active	Stopped	07/01/2007	09/13/2012
2012	SEP	MAT	Garbage	Commercial	942482	LEGAL AID SOCIETY OF SM	521 E 5	TH AVE		0		1.39		Active	Active	07/28/2000	
2012	SEP	MAT	Garbage	Apartment	943118	LAURIEDALE HOMEOWNERS	4259 GE	ORGE AVE		157.27	0	-157.27	-36.32	Active	Stopped	06/16/1986	08/31/2012
2012	SEP	MAT	Garbage	Apartment	944116	MARINA LAGOON	3121 LOS	S PRADOS ST		8.66	0	-8.66	-2	Active	Stopped	08/01/2002	08/31/2012
2012	SEP	MAT	Garbage	Commercial	946046	ANASTASIAS COIN LAUNDRY	3 N K	INGSTON ST	С	8.31	0	-8.31	-1.92	Active	Stopped	03/23/1989	09/28/2012
2012	SEP	MAT	Garbage	Commercial	946392	SUZANNE PERTSCH	212 N S	AN MATEO DR	1	2.08	0	-2.08		Active	Stopped	01/10/2005	09/27/2012
2012	SEP	MAT	Garbage	Commercial	947218	HILLS MOTORS	4011 PA	CIFIC BLVD		4.33	0	-4.33	-1	Active	Active	11/21/1997	
2012	SEP	MAT	Garbage	Apartment	947259	MCLELLAN STATE CO.	4059 PA	CIFIC BLVD		2.08	0	-2.08	-0.48	Active	Stopped	09/25/2009	09/25/2012
2012	SEP	MAT	Garbage	Commercial	947432	MARIOS BON DECOR	2232 PAI	_M AVE		2.08	0	-2.08	-0.48	Active	Stopped	09/17/1990	08/31/2012
2012	SEP	MAT	Garbage	Commercial	948448	CAL TRANS SAN MATEO LAB	1116 S A	MPHLETT BLVD	3	12.99	0	-12.99	-3	Active	Stopped	03/02/1984	09/11/2012
2012	SEP	MAT	Garbage	Commercial	949651	SOCIAL VOCATIONAL SERVICE	914 S C	LAREMONT ST		4.16	38.8	34.64	8	Active	Active	11/04/2008	
2012	SEP	MAT	Garbage	Commercial	951376	TAXIS HAMBURGER INC	2700 S E	L CAMINO REAL		51.96	0	-51.96	-12	Active	Stopped	10/23/1991	09/13/2012
2012	SEP	MAT	Garbage	Commercial	951913	CONKLIN BROTHERS	1801 S G	RANT ST		4.33	0	-4.33	-1	Active	Active	06/01/2005	
2012	SEP	MAT	Garbage	Commercial	951921	VIDEO ONLY INC	1801 S G	RANT ST		12.99	0	-12.99	-3	Active	Active	06/07/1988	
2012	SEP	MAT	Garbage	Commercial	952556	BEST WESTERN LOS PRADOS	2940 S N	ORFOLK ST		38.97	25.98	-12.99	-3	Active	Active	04/02/1984	
2012	SEP	MAT	Garbage	Commercial	952622	MILO MASONRY, INC.	33 S R	AILROAD AVE		0	2.08	2.08	0.48	Active	Active	04/06/1999	
2012	SEP	MAT	Garbage	Commercial	954305	NIPA-PON	121 W 2	25TH AVE		4.33	0	-4.33	-1	Active	Stopped	07/19/2004	08/31/2012
2012	SEP	MAT	Garbage	Commercial	954495	FORTUNE STAR RESTUARAN	173 W 2	25TH AVE		4.33	8.66	4.33	1	Active	Active	12/05/2000	
2012		MAT	Garbage	Commercial	955229	IMPORT AUTO REPAIRS	105 17T	H AVE		0.69		-0.26	-0.06	Active	Active	03/01/1986	
2012		MAT	Garbage	Commercial	956193	PAPA JOHN'S PIZZA	9 43F	RD AVE		6.24		2.07	0.48	Active	Active	10/23/2007	
2012		MAT	Garbage	Commercial	1136191	GOLDEN BOY PIZZA	234 MA	IN ST		2.77		-2.77	-0.64	Active	Stopped	02/10/2011	09/19/2012
2012		MAT	Garbage	Apartment	1144831	ZERPA, PEDRO	45 N B	ST		0	2.08	2.08	0.48	Active	Active	03/07/2011	
2012		MAT	Garbage	Commercial		ARMAN NNN CORP		ELAWARE ST		4.16		0.17		Active	Active	06/27/2011	
2012		MAT	Garbage	Commercial	1287713	K-9 CHAMPS GYM	267 N A	MPHLETT BLVD		0.69		-0.69	-0.16	Active	Stopped	07/11/2012	09/26/2012
2012		MAT	Garbage	Commercial		SWEET DREAMS GARDEN	110 S B			2.08				Active	Active	07/03/2012	
2012		MAT	Garbage	Commercial		MARTINELLI STUDIO		PRESS AVE		1.39		-1.39		Active	Stopped		09/19/2012
2012		MAT	Garbage	Commercial		DMC AUTO REPAIR INC		LAREMONT ST		8.66		-8.66		Active	Stopped		09/26/2012
2012		MAT	Garbage	Apartment		KILTY, PAUL		LLSWORTH AVE		2.08		-0.69		Active	Active	07/26/2012	
2012		MAT	Garbage	Commercial		STARTERS LAB	115 E 5			2.08		-2.08		New	Active	08/07/2012	
2012		MAT	Garbage	Apartment		LAURIDALE HOMEOWNERS A		ORGE AVE		0	157.27	157.27	36.32		Active	09/01/2012	
2012		MAT	Garbage	Commercial		INNER ACTIVE		LLSWORTH AVE		0	0.69	0.69	0.16		New	09/04/2012	
2012		MAT	Garbage	Commercial		ALPHA BEACON CHRISTIAN S				0	1.39	1.39	0.32		New	09/14/2012	10/05/2012
2012		MAT	Garbage	Apartment		EQUITY RESIDENTIAL		STH AVE		0	77.94	77.94	18		Active	09/01/2012	
2012		MAT	Garbage	Apartment		EQUITY RESIDENTIAL		TH AVE		0	155.88	155.88	36		Active	09/01/2012	
2012		MAT	Garbage	Apartment		SHIPMAN, ZIMMER		OTH AVE		0	1.39	1.39	0.32		New	09/20/2012	
2012		MAT	Garbage	Commercial		MARIOS BON DECOR	2232 PAI			0	2.08	2.08	0.48		Active	09/01/2012	
2012		MAT	Garbage	Apartment		MARINA LAGOON		S PRADOS ST		0	8.66	8.66	2		Active	09/01/2012	
2012	SEP	MAT	Garbage	Commercial	1317411	NIPA-PON	121 W 2	25TH AVE		0		4.33	1		Active	09/01/2012	
			Garbage To							684.34							
2012		MAT	Organics	Apartment		LOUISE M. KIESER		TREE WAY		6.24		-2.08		Active	Active	03/01/1986	
2012		MAT	Organics	Apartment		TOWNSEND MANAGEMENT IN		ELAWARE ST		0.69		-0.69		Active	Active	02/03/2010	
2012		MAT	Organics	Commercial		ST MATTHEW EPISCOPAL		L CAMINO REAL		0		1.39		Active	Active	03/01/1986	
2012		MAT	Organics	Apartment		ZERPA, PEDRO	45 N B			0		1.39		Active	Active	03/07/2011	
2012		MAT	Organics	Commercial		PLANNED PARENTHOOD		YWOOD AVE		0		0.69		Active	Active	09/02/2011	
2012	SEP	MAT	Organics	Apartment	12/7623	KHOURY, HAIFA	4 E 4	1ST PL		2.08				Active	Active	06/07/2012	
2012	SEP	MAT	Organics T Recycling	Total Apartment	916031	LOUISE M. KIESER	24 BA	TREE WAY		9.01 8.31	7.63 0	-1.38 -8.31		Active	Active	03/01/1986	
<u>_</u>			,9	,			,			2.0.	·	2.01					

									Current		Weekly	Customer	Customer Status		
	Current	Franchise						Prev Month		Monthly	Volume	Status Last	Current	Customer	Customer End
Year	Month	Code	Commodity	Account Type	Cust Number Name	House # Street Name	Apt #	Volume	Volume	Net Change	Change	Month	Month	Start Date	Date
2012		MAT	Recycling	Apartment	916494 DE SABLA APARTMENTS	10 DE SABLA RD		20.78		4.16		Active	Active	07/18/1984	
2012		MAT	Recycling	Apartment	918037 MONTE DIABLO APTS	1201 MONTE DIABLO AVE		17.32		-13.16		Active	Active	03/11/2004	
	SEP	MAT	Recycling	Apartment	918805 ROCHETTE MARK	140 N IDAHO ST		6.24		-6.24		Active	Active	03/01/1986	
2012		MAT	Recycling	Apartment	920587 TOWNHOUSE PLAZA CO LTD	55 W 5TH AVE		17.32				Active	Stopped	08/08/1984	
	SEP	MAT	Recycling	Apartment	920595 CHANG INCOME PROPERTY	85 W 5TH AVE		173.2		-173.2		Active	Stopped		09/01/2012
	SEP	MAT	Recycling	Commercial	939405 BJ'S RESTAURANT	2206 BRIDGEPOINTE PKW		164.54		-8.66		Active	Active	10/03/2005	
	SEP	MAT	Recycling	Commercial	939421 WILSON MEANY	2211 BRIDGEPOINTE PKW)	77.42		-77.42		Active	Stopped	06/01/2007	09/14/2012
	SEP	MAT	Recycling	Commercial	939777 HARRY'S SHOREVIEW DELI	1446 CARY AVE				4.16		Active	Active	12/08/2000	
	SEP	MAT	Recycling	Commercial	941773 CHEAP PETES	11 E 4TH AVE		24.94		-11.95		Active	Active	12/01/1997	00/10/0010
	SEP	MAT	Recycling	Apartment	942334 JOAN SMITH	57 E 40TH AVE		1.39		-1.39		Active	Stopped	07/01/2007	
	SEP	MAT	Recycling	Apartment	943118 LAURIEDALE HOMEOWNERS	4259 GEORGE AVE		380.87				Active	Stopped		08/31/2012
	SEP	MAT	Recycling	Apartment	944116 MARINA LAGOON	3121 LOS PRADOS ST		2.08				Active	Stopped		08/31/2012
	SEP	MAT	Recycling	Commercial	945899 MILITARY DEPT STATE OF CA			12.82		-4.16		Active	Active	05/01/1973	00/07/00/0
	SEP	MAT	Recycling	Commercial	946392 SUZANNE PERTSCH	212 N SAN MATEO DR	1	1.39		-1.39		Active	Stopped	01/10/2005	09/27/2012
	SEP	MAT	Recycling	Apartment	946731 BINN, ROBERT	424 N SAN MATEO DR				4.16		Active	Active	10/02/1998	
	SEP	MAT	Recycling	Commercial	946814 GALLIGAN PROFESSIONAL BI			12.99		4.33		Active	Active	06/01/1994	00/44/0040
	SEP	MAT	Recycling	Commercial	947085 POPLAR CREEK GOLF COURS			4.16		-4.16		Active	Stopped		09/11/2012
2012		MAT	Recycling	Commercial	947432 MARIOS BON DECOR	2232 PALM AVE		4.16				Active	Stopped	09/17/1990	08/31/2012
	SEP	MAT	Recycling	Apartment	947655 PENINSULA PLAZA HO ASSO		_	0		47.8		Active	Active	09/09/1987	
	SEP	MAT	Recycling	Commercial	948448 CAL TRANS SAN MATEO LAB		3	2.08		-2.08		Active	Stopped	03/02/1984	09/11/2012
	SEP	MAT	Recycling	Commercial	949651 SOCIAL VOCATIONAL SERVIC			8.66		8.66		Active	Active	11/04/2008	
	SEP	MAT	Recycling	Commercial	950121 ST MATTHEW EPISCOPAL	1 S EL CAMINO REAL		10.39		2.08		Active	Active	03/01/1986	
	SEP	MAT	Recycling	Commercial	951020 TEH YING TAO	2293 S EL CAMINO REAL		2.77		-2.77		Active	Active	10/18/1993	
	SEP	MAT	Recycling	Commercial	951376 TAXIS HAMBURGER INC	2700 S EL CAMINO REAL		51.96				Active	Stopped	10/23/1991	
	SEP	MAT	Recycling	Commercial	954305 NIPA-PON	121 W 25TH AVE		2.08		-2.08		Active	Stopped		08/31/2012
	SEP	MAT	Recycling	Commercial	954495 FORTUNE STAR RESTUARAN			38.97		-26.5		Active	Active	12/05/2000	
	SEP	MAT	Recycling	Commercial	955294 CRYSTAL SPRINGS MUSICH,		2	43.3		43.3		Active	Active	01/01/1995	
	SEP	MAT	Recycling	Commercial	955310 MURPHY AND HARTELIUS	48 2ND AVE		8.31		4.16		Active	Active	05/01/1993	
	SEP	MAT	Recycling	Commercial	955344 DOWNTOWN PROPERTIES V			43.65		12.47		Active	Active	07/28/2008	
	SEP	MAT	Recycling	Commercial	1136191 GOLDEN BOY PIZZA	234 MAIN ST		3.46		-3.46	-0.8	Active	Stopped	02/10/2011	09/19/2012
	SEP	MAT	Recycling	Commercial	1178458 ARMAN NNN CORP	1790 S DELAWARE ST		8.66		-6.58	-1.52	Active	Active	06/27/2011	
	SEP	MAT	Recycling	Commercial	1227008 SALLY BEAUTY SUPPLY/0879	2 1830 S NORFOLK ST		17.32	12.99	-4.33	-1	Active	Active	12/07/2011	
	SEP	MAT	Recycling	Commercial	1245562 LOZANO, MARIA	504 E 3RD AVE		5.54	8.31	2.77	0.64	Active	Active	02/01/2012	
	SEP	MAT	Recycling	Commercial	1287713 K-9 CHAMPS GYM	267 N AMPHLETT BLVD		1.39		-1.39	-0.32	Active	Stopped	07/11/2012	09/26/2012
2012	SEP	MAT	Recycling	Apartment	1289206 YEH, MAY	602 CYPRESS AVE		C	2.08	2.08	0.48	Active	Active	07/09/2012	
2012	SEP	MAT	Recycling	Commercial	1294354 MARTINELLI STUDIO	1118 CYPRESS AVE		1.39	0	-1.39	-0.32	Active	Stopped	07/26/2012	09/19/2012
	SEP	MAT	Recycling	Commercial	1294883 DMC AUTO REPAIR INC	217 S CLAREMONT ST		4.16	0	-4.16	-0.96	Active	Stopped	07/23/2012	09/26/2012
	SEP	MAT	Recycling	Commercial	1297969 STARTERS LAB	115 E 5TH AVE		4.16	0	-4.16	-0.96	New	Active	08/07/2012	
2012	SEP	MAT	Recycling	Commercial	1304146 THE PANTRY	1855 S DELAWARE ST		4.33	0	-4.33	-1	New	Active	08/20/2012	
2012	SEP	MAT	Recycling	Apartment	1307495 LAURIDALE HOMEOWNERS A	4259 GEORGE AVE		C	380.87	380.87	87.96		Active	09/01/2012	
2012	SEP	MAT	Recycling	Commercial	1309988 ALPHA BEACON CHRISTIAN S	4204 OLYMPIC AVE		C	2.08	2.08	0.48		New	09/14/2012	10/05/2012
2012	SEP	MAT	Recycling	Apartment	1310424 EQUITY RESIDENTIAL	55 W 5TH AVE		C	17.32	17.32	4		Active	09/01/2012	
2012	SEP	MAT	Recycling	Commercial	1310499 WESTERN DENTAL SERVICES	4100 S EL CAMINO REAL		C	1.39	1.39	0.32		New	09/18/2012	
2012	SEP	MAT	Recycling	Apartment	1311240 EQUITY RESIDENTIAL	85 W 5TH AVE		C	173.2	173.2	40		Active	09/01/2012	
2012	SEP	MAT	Recycling	Apartment	1312297 SHIPMAN, ZIMMER	57 E 40TH AVE		C	1.39	1.39	0.32		New	09/20/2012	
2012	SEP	MAT	Recycling	Commercial	1313907 MARIOS BON DECOR	2232 PALM AVE		C	4.16	4.16	0.96		Active	09/01/2012	
2012	SEP	MAT	Recycling	Apartment	1314558 MARINA LAGOON	3121 LOS PRADOS ST		C	2.08	2.08	0.48		Active	09/01/2012	
2012	SEP	MAT	Recycling	Commercial	1317411 NIPA-PON	121 W 25TH AVE		C	2.08	2.08	0.48		Active	09/01/2012	
			Recycling	Total				1192.51	1087.55	-104.96					
	SEP	MPK	Garbage	Apartment	921262 HELENA BRANDT	12 COLEMAN PL		4.85	5.54	0.69	0.16	Active	Active	11/10/1992	
2012	SEP	MPK	Garbage	Apartment	921668 NOOMEN LARRY	734 LIVE OAK AVE		C	2.08	2.08	0.48	Active	Active	01/01/2000	
2012	SEP	MPK	Garbage	Commercial	957001 PHILLIPS BROOKS SCHOOL	2245 AVY AVE		12.99	25.98	12.99	3	Active	Active	04/27/1999	
2012	SEP	MPK	Garbage	Commercial	957167 KILROY REALTY	4300 BOHANNON DR		38.97	25.98	-12.99	-3	Active	Active	11/05/2004	

											Current		Weekly	Customer	Customer Status		
V		Current	Franchise	Cammaditu	A a a a sum t Tours	Coat Normhau Nama		Hausa # Ctreat Name	A 4	Prev Month		Monthly	Volume	Status Last	Current	Customer	Customer End
Yea 201		Month SEP	Code MPK	Commodity Garbage	Commercial	Cust Number Name 957399 THE SALON		House # Street Name 1133 CHESTNUT ST	Apt# MP	Volume 4.16	Volume 2.08	Net Change -2.08		Month Active	Month Active	Start Date 03/01/1986	Date
201		SEP	MPK	Garbage	Commercial	957753 WESTERN SKATE S	SALES	189 CONSTITUTION DR	IVII	12.99	2.00	-12.99		Active	Stopped		09/13/2012
201		SEP	MPK	Garbage	Commercial	961094 CAFE ZOE	S/ (LLO	1929 MENALTO AVE		1.39	0	-1.39		Active	Active	06/24/2008	00/10/2012
201		SEP	MPK	Garbage	Commercial	961425 MENLO ATHERTON	CO-OP PF			0	2.77	2.77		Active	Active	04/01/2001	
201		SEP	MPK	Garbage	Commercial	961508 MIKE'S CAFE-MENL		150 MIDDLEFIELD RD	•	12.99	0	-12.99		Active	Stopped	03/10/2003	09/04/2012
201	12 S	SEP	MPK	Garbage	Commercial	961557 POLLOCH FINANCIA	AL - MOP	321 MIDDLEFIELD RD		64.95	12.99	-51.96	-12	Active	Active	10/06/2008	
201	12 S	SEP	MPK	Garbage	Commercial	961771 VALLOMBROSA CE	NTER	250 OAK GROVE AVE		25.98	12.99	-12.99	-3	Active	Active	02/01/1983	
201	12 S	SEP	MPK	Garbage	Commercial	962357 PARSONS MFG CO	1	1055 OBRIEN DR		17.32	0	-17.32	-4	Active	Stopped	04/15/1983	09/11/2012
201	12 S	SEP	MPK	Garbage	Apartment	964783 DULING CRAIG		16 WAVERLEY CT		2.08	0	-2.08	-0.48	Active	Stopped	04/01/2000	09/28/2012
201		SEP	MPK	Garbage	Apartment	964973 DULING CRAIG		331 WAVERLEY ST		2.08	0	-2.08	-0.48	Active	Stopped	01/16/2001	09/27/2012
201		SEP	MPK	Garbage	Commercial	1143015 OBRIEN DRIVE POR	RTFOLO, LI	1140 OBRIEN DR		25.98	51.96	25.98		Active	Active	03/02/2011	
201		SEP	MPK	Garbage	Commercial	1151968 PACIFIC BIOSCIEN	CES	1010 HAMILTON CT		51.96	17.32	-34.64		Active	Active	03/30/2011	
	12 S		MPK	Garbage	Commercial	1262799 PACIFIC BIOSCIEN	CES	1005 HAMILTON CT		51.96	34.64	-17.32		Active	Active	03/01/2012	
201		SEP	MPK	Garbage	Apartment	1274232 NOONEN,LARRY		560 UNIVERSITY DR		2.08	0	-2.08		Active	Active	05/29/2012	
201		SEP	MPK	Garbage	Commercial	1310648 AJ TUTORING		1155 CRANE ST	1	0	0.69	0.69			New	09/11/2012	
201		SEP	MPK	Garbage	Commercial	1311745 FACEBOOK INC		1105 HAMILTON CT		0	77.94	77.94			New	09/17/2012	
201		SEP	MPK	Garbage	Commercial	1312834 GOODWILL #5223		711 SANTA CRUZ AVE		0	2.08	2.08			New	09/19/2012	
201	12 S	SEP	MPK	Garbage	Commercial	1314285 LOVAZZANO		189 CONSTITUTION DR		0	0.69	0.69	0.16	i	New	09/24/2012	
			14517	Garbage To				000 141551 5 1145		332.73		-57				0.4/0.4/0.004	
201		SEP	MPK	Organics	Commercial	961425 MENLO ATHERTON				0		1.39		Active	Active	04/01/2001	
	12 5		MPK	Organics	Commercial	964288 ST RAYMONDS SCI		1100 SANTA CRUZ AVE		4.16	0 2.08	-4.16		Active	Active	02/04/1983	
201	12 S	SEP	MPK MPK	Organics	Apartment	1298009 HUFFMAN, SCOTT	& VIRGINIA			0	2.08 77.94	2.08 77.94		New	Active	08/02/2012	
201	12 3	DEP	IVIPN	Organics T	Commercial	1311745 FACEBOOK INC		1105 HAMILTON CT		4.16	81.41	77.94		1	New	09/17/2012	
201	12 S	SED	MPK	Recycling	Apartment	921478 GILBERT W		1039 FREMONT ST		4.16		2.08		Active	Active	11/06/2001	
201		SEP	MPK	Recycling	Apartment	921965 RICH, PENELOPE		1047 NOEL DR		8.31	2.08	-8.31		Active	Active	09/01/2007	
201		SEP	MPK	Recycling	Commercial	956664 TARLTON PROPER	TIES	1555 ADAMS DR		25.98	38.97	12.99		Active	Active	05/31/2006	
	12 5		MPK	Recycling	Commercial	956680 MENLO BUSINESS		1605 ADAMS DR		86.6	64.95	-21.65		Active	Active	07/07/2009	
201		SEP	MPK	Recycling	Commercial	957134 NETWORK VIDEO 1		4005 BOHANNON DR		17.32	12.99	-4.33		Active	Active	09/05/2003	
201		SEP	MPK	Recycling	Commercial	957555 135 COMMONWEAL			R	19.4	15.07	-4.33		Active	Active	02/19/2008	
201		SEP	MPK	Recycling	Commercial	957753 WESTERN SKATE S		189 CONSTITUTION DR		17.32	0	-17.32		Active	Stopped	08/29/1979	09/13/2012
201		SEP	MPK	Recycling	Apartment	960880 LISA RYAN	o,	845 LIVE OAK AVE		2.08	0	-2.08		Active	Active	08/02/1999	00/10/2012
201	12 S	SEP	MPK	Recycling	Commercial	961425 MENLO ATHERTON	CO-OP PF	802 MIDDLE AVE		0	2.08	2.08	0.48	Active	Active	04/01/2001	
201		SEP	MPK	Recycling	Commercial	961508 MIKE'S CAFE-MENL		150 MIDDLEFIELD RD		17.32	0	-17.32		Active	Stopped	03/10/2003	09/04/2012
201	12 S	SEP	MPK	Recycling	Commercial	961557 POLLOCH FINANCIA	AL - MOP	321 MIDDLEFIELD RD		38.97	64.95	25.98	6	Active	Active	10/06/2008	
201	12 S	SEP	MPK	Recycling	Commercial	961573 HOPE SERVICES		345 MIDDLEFIELD RD		103.92	129.9	25.98	6	Active	Active	09/30/1984	
201	12 S	SEP	MPK	Recycling	Commercial	962357 PARSONS MFG CO	1	1055 OBRIEN DR		8.66	0	-8.66	-2	Active	Stopped	04/15/1983	09/11/2012
201		SEP	MPK	Recycling	Apartment	964270 THE DANTE & MAR	Y GIOSSO	1085 SANTA CRUZ AVE	109	8.31	0	-8.31	-1.92	Active	Active	10/01/2002	
201		SEP	MPK	Recycling	Apartment	964783 DULING CRAIG		16 WAVERLEY CT		6.24	0	-6.24	-1.44	Active	Stopped	04/01/2000	09/28/2012
201	-	SEP	MPK	Recycling	Apartment	964973 DULING CRAIG		331 WAVERLEY ST		4.16	0	-4.16		Active	Stopped		09/27/2012
201		SEP	MPK	Recycling	Commercial	1081876 PHAMACA INTEGRA				12.99	38.97	25.98		Active	Active	11/05/2010	
201		SEP	MPK	Recycling	Commercial	1143015 OBRIEN DRIVE POR	RTFOLO, LI			25.98	51.96	25.98		Active	Active	03/02/2011	
201		SEP	MPK	Recycling	Apartment	1274232 NOONEN,LARRY		560 UNIVERSITY DR		6.24	0	-6.24		Active	Active	05/29/2012	
201		SEP	MPK	Recycling	Apartment	1298009 HUFFMAN, SCOTT	& VIRGINIA			0	6.24	6.24		New	Active	08/02/2012	
201		SEP	MPK	Recycling	Commercial	1310648 AJ TUTORING		1155 CRANE ST	1	0	0.69	0.69			New	09/11/2012	
201	12 S	SEP	MPK	Recycling	Commercial	1311745 FACEBOOK INC		1105 HAMILTON CT		0	77.94	77.94		i	New	09/17/2012	
004			NEO	Recycling		1000700 0\/\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	110 A 1 00 A 1	0400 DAV DD		409.8		96.99		A -11	01	0.4/4.7/0.007	00/40/0040
201		SEP	NFO	Garbage	Commercial	1002799 SYNERGY MECHAN		2466 BAY RD	Α	2.08	0	-2.08		Active	Stopped		09/13/2012
201 201		SEP SEP	NFO NFO	Garbage	Commercial	1003425 AYAR PRODUCE &				8.66 2.08	0	-8.66 -2.08		Active	Stopped	02/13/2006	
201		SEP	NFO	Garbage Garbage	Commercial Commercial	1003482 LAURA C TEKSLER 1004191 STRIKER AUTO BO		830 KAYNYNE ST		4.33	0	-2.08 -4.33		Active Active	Stopped	02/02/2005 04/08/2004	08/31/2012
	12 5		NFO	Garbage	Apartment	1005479 GABRIEL FRIEL	וטו	153 NORTHUMBERLAND	/ 150	4.33 8.66	2.77	-4.33 -5.89		Active	Stopped Active	06/20/1991	03/10/2012
	12 5		NFO	Garbage	Commercial	1006139 BARK PARK INC.		840 SWEENEY AVE	F 133	1.39	2.77	-1.39		Active	Stopped	04/01/1996	09/14/2012
20		J_1	141 0	Carbage	Commercial	1000100 BAINT ANTINO.		5-5 OWLLINE I AVE		1.55	U	1.55	0.02	, ,,,,,,,,	Сюррси	5-701/1530	00/17/2012

											Current		Weekly	Customer	Customer Status		
	Current	Franchise								Prev Month		Monthly	Volume	Status Last	Current	Customer	Customer End
	Month	Code	Commodity	Account Type				Street Name	Apt #	Volume	Volume ()	Net Change		Month	Month	Start Date	Date
	SEP SEP	NFO NFO	Garbage	Commercial Commercial		LAUREL ENTERPRISES LLC FUMES. ROSA		MIDDLEFIELD RD EL CAMINO REAL		4.33 0.69		-4.33 -0.69		Active Active	Stopped	01/31/2012 06/20/2012	
	SEP	NFO	Garbage Garbage	Commercial		AURIGUI, ANGELO		BAY RD		0.09	2.08				Stopped New	09/04/2012	09/12/2012
	SEP	NFO	Garbage	Commercial		AYAR PRODUCE & MEAT MAR		EL CAMINO REAL		0	8.66				New	09/02/2012	
	SEP	NFO	Garbage	Commercial		WALTER BOW ENT, INC		EL CAMINO REAL		0	2.08	2.08			New	09/03/2012	
	SEP	NFO	Garbage	Commercial		PENNISULA DOORS INC			В	0	8.66	8.66			New	09/13/2012	
	SEP	NFO	Garbage	Commercial		MI PERU PRODUCTS IMPORT			1	0	1.39	1.39			New	09/11/2012	
	SEP	NFO	Garbage	Commercial		BARK PARK LLC		SWEENEY AVE	•	0	1.39	1.39			New	09/21/2012	
	SEP	NFO	Garbage	Commercial		STRIKER COLLISION		KAYNYNE ST		0					New	09/25/2012	
			Garbage To							32.22	31.36						
2012	SEP	NFO	Organics	Commercial	1003482	LAURA C TEKSLER, BORIS TE	2797	EL CAMINO REAL		4.33	0	-4.33	-1	Active	Stopped	02/02/2005	08/31/2012
	SEP	NFO	Organics	Apartment		BOUNTOUVAS, STEVE		KRAMER LN		0	1.39	1.39		Active	Active	02/07/1989	
2012	SEP	NFO	Organics	Commercial	1308949	WALTER BOW ENT,INC	2797	EL CAMINO REAL		0	4.33	4.33	1		New	09/03/2012	
			Organics T	Γotal		·				4.33	5.72	1.39					
2012	SEP	NFO	Recycling	Commercial	1002740	H J MALONE ASSOCIATES	2220	BAY RD		34.64	25.98	-8.66	-2	Active	Active	06/22/1984	
2012	SEP	NFO	Recycling	Commercial	1002799	SYNERGY MECHANICAL CON	2466	BAY RD	Α	2.08	0	-2.08	-0.48	Active	Stopped	04/17/2007	09/13/2012
2012	SEP	NFO	Recycling	Commercial	1003425	AYAR PRODUCE & MEAT MAR	2727	EL CAMINO REAL		2.08	0	-2.08	-0.48	Active	Stopped	02/13/2006	09/02/2012
2012	SEP	NFO	Recycling	Commercial	1003482	LAURA C TEKSLER, BORIS TE	2797	EL CAMINO REAL		8.66	0	-8.66	-2	Active	Stopped	02/02/2005	08/31/2012
2012	SEP	NFO	Recycling	Commercial	1004100	RONEDA MACHINE WORKS	814	HURLINGAME AVE		2.08	0	-2.08	-0.48	Active	Active	10/19/2004	
2012	SEP	NFO	Recycling	Commercial	1004191	STRIKER AUTO BODY	830	KAYNYNE ST		8.66	0	-8.66	-2	Active	Stopped	04/08/2004	09/18/2012
2012	SEP	NFO	Recycling	Commercial	1005313	LAS PARILLAS RESTAURANT	3282	MIDDLEFIELD RD		0	8.66	8.66	2	Active	Active	04/11/1991	
	SEP	NFO	Recycling	Commercial	1006139	BARK PARK INC.	840	SWEENEY AVE		1.39	0	-1.39	-0.32	Active	Stopped	04/01/1996	09/14/2012
2012		NFO	Recycling	Apartment	1006618	R.R. KLIEWER	55	5TH AVE		77.94				Active	Active	01/27/1994	
2012		NFO	Recycling	Commercial		EDISON TECHNOLOGY PARK			В	51.96		38.97		Active	Active	01/01/2011	
	SEP	NFO	Recycling	Commercial		LAUREL ENTERPRISES LLC		MIDDLEFIELD RD		8.66				Active	Stopped	01/31/2012	
2012		NFO	Recycling	Commercial		FUMES, ROSA		EL CAMINO REAL		1.39				Active	Stopped	06/20/2012	09/12/2012
	SEP	NFO	Recycling	Commercial		AURIGUI, ANGELO		BAY RD		0	2.08				New	09/04/2012	
2012		NFO	Recycling	Commercial		AYAR PRODUCE & MEAT MAR		EL CAMINO REAL		0	2.08	2.08			New	09/02/2012	
	SEP	NFO	Recycling	Commercial		WALTER BOW ENT, INC		EL CAMINO REAL		0					New	09/03/2012	
	SEP	NFO	Recycling	Commercial		MI PERU PRODUCTS IMPORT			1	0					New	09/11/2012	
	SEP	NFO	Recycling	Commercial		BARK PARK LLC		SWEENEY AVE		0	1.39	1.39			New	09/21/2012	
2012	SEP	NFO	Recycling	Commercial	1313600	STRIKER COLLISION	830	KAYNYNE ST		0	8.66	8.66			New	09/25/2012	
2042	CED	DIMO	Recycling		000007	ALIDEA DAZANI	C40	DUCKEVE CT		199.54		5.02		A =41:	A =4:	0.4/00/0000	
2012 2012	SEP	RWC RWC	Garbage	Apartment		AUREA BAZAN ALEX MC GOWAN		BUCKEYE ST EBENER ST		4.16 14.55		4.5 -4.16		Active Active	Active Active	04/08/2009 01/01/1996	
	SEP	RWC	Garbage	Apartment Commercial		BOARDWALK MOTOR CAR GE		BAIR ISLAND RD		64.95		12.99		Active	Active	12/08/2009	
	SEP	RWC	Garbage Garbage	Commercial		WOODSIDE TECH		BAY RD		86.6				Active	Stopped	05/01/2003	00/17/2012
	SEP	RWC	Garbage	Commercial		TYCO THERMAL CNTRLS		BAY RD		25.98				Active	Stopped		
	SEP	RWC	Garbage	Commercial		WESTPORT OFFICE PARK LLO		BRIDGE PKWY		173.2				Active	Active	08/19/2005	09/13/2012
	SEP	RWC	Garbage	Commercial		WESTPORT OFFICE PARK LLO		BRIDGE PKWY		64.95				Active	Active	08/19/2005	
	SEP	RWC	Garbage	Commercial		CASPIAN HI LINE CARS		BROADWAY ST		1.39				Active	Active	01/01/1996	
2012		RWC	Garbage	Commercial		SEQUOIA CATERING		BROADWAY ST		1.39				Active	Stopped		08/31/2012
	SEP	RWC	Garbage	Commercial		CONTINENTAL TOOL CO.,INC.			Α	25.98				Active	Stopped	02/04/1999	
	SEP	RWC	Garbage	Commercial		MYO SCIENCE		CHESAPEAKE DR		4.33				Active	Stopped	06/01/2007	09/17/2012
	SEP	RWC	Garbage	Apartment		PENINSULA LANDING		CORK HARBOUR CIR		164.54				Active	Active	03/28/1988	00/11/2012
	SEP	RWC	Garbage	Apartment		VIRGINIA FRECKLEPONDDS		DUANE ST		2.08				Active	Active	01/13/1995	
2012		RWC	Garbage	Commercial		ARTON MANAGEMENT		EL CAMINO REAL		8.66				Active	Active	05/08/1995	
	SEP	RWC	Garbage	Commercial		ROOSEVELT LIQUOR & GROO		EL CAMINO REAL		0.43		0.96		Active	Active	08/10/2004	
2012		RWC	Garbage	Commercial		JORGE GARCIA			1/2	0.69				Active	Stopped	05/01/2007	09/04/2012
2012	SEP	RWC	Garbage	Apartment	972976	HOPKINS MANOR		HOPKINS AVE		25.98	38.97	12.99	3	Active	Active	03/20/1992	
2012	SEP	RWC	Garbage	Apartment	973123	1614 REDWOOD ACRES		HUDSON ST		69.28	60.62	-8.66		Active	Active	01/01/1996	
2012		RWC	Garbage	Commercial	973297	WESTPORT OFFICE PARK, LL	975	ISLAND DR		77.94	0	-77.94	-18	Active	Active	08/18/2005	
2012	SEP	RWC	Garbage	Commercial	974345	FIRST MAIN REDWOOD CITY	I 369	MAIN ST		16.63	12.47	-4.16	-0.96	Active	Active	05/01/2007	

									Current		Weekly	Customer	Customer Status		
	Current	Franchise						Prev Month		Monthly	Volume	Status Last	Current	Customer	Customer End
Year	Month	Code	Commodity	Account Type	Cust Number Name	House # Street Name	Apt #	Volume	Volume	Net Change	Change	Month	Month	Start Date	Date
2012	SEP	RWC	Garbage	Commercial	974543 SAVERS #1007	875 MAIN ST		454.65	545.58	90.93	21	Active	Active	06/27/1987	
2012		RWC	Garbage	Commercial	975920 FP INTERNATIONAL	1090 MILLS WAY		25.98		-25.98	-6	Active	Stopped	01/10/1998	09/04/2012
	SEP	RWC	Garbage	Commercial	976308 DRIVERS LICENSE GUIDE CO	1492 ODDSTAD DR		12.99		-12.99	-3	3 Active	Active	05/25/1988	
2012		RWC	Garbage	Commercial	976720 DIANNE SILVESTRI	550 PRICE AVE		12.99		-4.33		Active	Active	02/19/2008	
	SEP	RWC	Garbage	Commercial	977959 POTTER DRILLING, INC	599 SEAPORT BLVD		4.33		-4.33		Active	Active	09/22/2009	
2012		RWC	Garbage	Commercial	978064 ABBOTT BIOTHERAPEUTICS	1500 SEAPORT BLVD		77.94		-25.98		6 Active	Active	11/09/2007	
	SEP	RWC	Garbage	Commercial	978197 PORTSIDE INVESTORS	460 SEAPORT CT	509	34.64		8.66		2 Active	Active	11/01/1995	
2012		RWC	Garbage	Commercial	979567 UNITED RETAIL #633	344 WALNUT ST		25.98		-25.98		6 Active	Stopped		08/31/2012
2012		RWC	Garbage	Commercial	980144 BEAUTY AVENUE	322 WOODSIDE PLAZA		8.66		-8.66		2 Active	Stopped		08/31/2012
	SEP	RWC	Garbage	Apartment	1034578 KENNY REALTY	1 OLIVE CT		77.94		-43.3) Active	Active	09/07/2010	
2012		RWC	Garbage	Apartment	1091347 REDWOOD MOBILE ESTATES	2053 E BAYSHORE RD	051	0.69		-0.26		Active	Active	01/01/2011	
2012		RWC	Garbage	Commercial	1139187 BROADWAY 76	1603 BROADWAY ST		4.33		4.33		Active	Active	02/16/2011	
	SEP	RWC	Garbage	Commercial	1150606 ROOSEVELT SHELL	2108 ROOSEVELT AVE		4.33		-4.33		Active	Stopped		09/14/2012
2012		RWC	Garbage	Apartment	1159581 HORSESHOE INVESTORS	618 BUCKEYE ST		8.66				2 Active	Stopped		09/06/2012
2012		RWC	Garbage	Apartment	1159599 HORSESHOE INVESTORS	626 BUCKEYE ST		8.66		-8.66		2 Active	Stopped		09/05/2012
2012		RWC	Garbage	Apartment	1159607 HORSESHOE INVESTORS	634 BUCKEYE ST		8.66		-8.66		Active	Stopped		09/05/2012
2012		RWC	Garbage	Commercial	1181841 ABC COMPANIES	3508 HAVEN AVE		12.99		-12.99		Active	Active	07/06/2011	
2012		RWC	Garbage	Apartment	1213073 CAMINAR	240 LINDEN ST		31.18		-12.47		3 Active	Active	10/10/2011	
	SEP	RWC	Garbage	Apartment	1216605 CHING, ALTON	2946 BROADWAY ST		0.69		0.7		Active	Active	10/25/2011	
2012		RWC	Garbage	Commercial	1238534 SOUTH BAY SYSTEM AUTHOF	1400 RADIO RD		41.05		-41.05		Active	Stopped	09/10/2011	09/10/2012
2012		RWC	Garbage	Apartment	1259506 BT PROPERTIES	2451 MIDDLEFIELD RD		25.98		-8.66		2 Active	Active	04/04/2012	
	SEP	RWC	Garbage	Commercial	1275437 MENTAL HEALTH ASSOCIATIO	104 CEDAR ST		6.41		6.23		Active	Active	05/25/2012	
	SEP	RWC	Garbage	Commercial	1290410 SUPER WASH LLC	1509 MAIN ST	A	43.3		-34.64		3 Active	Active	07/11/2012	
	SEP	RWC	Garbage	Commercial	1298694 BRISTOL MEYERS SQUIBB	700 BAY RD	Α	34.64		69.28		New	Active	08/06/2012	
2012		RWC	Garbage	Commercial	1299007 PANDA ANIMAL DUMPLING	711 EL CAMINO REAL		24.04		4.33		New	Active	08/01/2012	
2012		RWC	Garbage	Commercial	1301621 POLLOCK FINANCIAL GROUP	350 MARINE PKWY		34.64		-26.33		New	Active	08/01/2012	
2012	SEP	RWC RWC	Garbage	Commercial	1303205 FG SHOWER DOOR	3520 HAVEN AVE	Α	0		1.39		2 New	Active	08/22/2012	
			Garbage	Commercial	1306059 SIGN A RAMA	851 EL CAMINO REAL		0		4.33	1		New	09/05/2012	
2012	SEP	RWC RWC	Garbage	Commercial	1306661 BEAUTY AVENUE	322 WOODSIDE PLAZA 675 SEAPORT BLVD		0	0.00	8.66	2		Active	09/01/2012	
2012		RWC	Garbage	Commercial	1308428 DICKSON & MARINE SERVICE		•	0		17.32 0.43			New	09/04/2012	
	SEP	RWC	Garbage	Commercial	1309657 UPSTART MOBILE 1310309 LAHORI RAM LLC	816 HAMILTON ST 618 BUCKEYE ST		0		8.66	0.1		New	09/04/2012	
	SEP	RWC	Garbage	Apartment				0		8.66	2		New New	09/06/2012	
	SEP	RWC	Garbage Garbage	Apartment Apartment	1310333 LAHORI RAM LLC 1310556 LAHORI RAM LLC	634 BUCKEYE ST 626 BUCKEYE ST		0		8.66	2		New	09/12/2012 09/12/2012	
	SEP	RWC	Garbage	Commercial	1310903 ZILI LI	1810 EL CAMINO REAL		0	0.00	0.43	0.1		New	09/12/2012	
	SEP	RWC	Garbage	Commercial	1311406 L L BROWN JEWELERS, INC.	820 MIDDLEFIELD RD				0.43	0.1		New	09/11/2012	
	SEP	RWC	Garbage	Commercial	1311786 SOUTH BAYSIDE SYSTEM AU	1406 RADIO RD		0	0.10	2.08	0.48		New	09/21/2012	
	SEP	RWC	Garbage	Commercial	1313022 KEET NERHAN	2108 ROOSEVELT AVE		0		4.33	0.40		New	09/21/2012	
	SEP	RWC	Garbage	Commercial	1313840 WOODSIDE TECH	720 BAY RD		0		25.98	é		New	09/21/2012	
2012		RWC	Garbage	Commercial	1314665 ECOMMERA, INC.	812 MIDDLEFIELD RD		0	20.00	0.43	0.1		New	09/28/2012	
2012		RWC	Garbage	Commercial	1316017 DBR CAR	122 CHESTNUT ST		0		0.43	0.1		New	09/25/2012	
2012	OLI	KWO	Garbage T		1310017 BBR OAR	122 0112011101 01		1836.02			0.		NOW	03/23/2012	
2012	SEP	RWC	Organics	Commercial	967828 RICKSHAW CHINESE FOOD	1483 BROADWAY ST		8.66		-8.66	-0	2 Active	Active	08/20/2009	
	SEP	RWC	Organics	Commercial	967968 SEQUOIA CATERING	1695 BROADWAY ST		4.33				Active	Stopped	12/12/1983	08/31/2012
2012		RWC	Organics	Commercial	970897 LA CASITA CHILANGA, INC	761 EL CAMINO REAL		12.99		-4.33		Active	Active	02/02/2005	00/31/2012
2012		RWC	Organics	Commercial	972257 PERSEID THERAPEUTICS LLC	515 GALVESTON DR		25.98		-25.98		Active	Active	03/01/1999	
	SEP	RWC	Organics	Apartment	974162 KYRIAKIS. STELLA	163 MADISON AVE		2.08				Active 3 Active	Active	04/01/1996	
2012		RWC	Organics	Commercial	974253 REDWOOD CHURCH	837 MADISON AVE		8.31	0			Active 2 Active	Active	10/14/1994	
2012		RWC	Organics	Commercial	975052 COUNTY OF SAN MATEO	1580 MAPLE ST		0.51	56.12	56.12		Active S Active	Active	09/20/1984	
2012		RWC	Organics	Apartment	976159 CARROL, JAMES J	85 OAKWOOD DR	•	0		0.69		Active S	Active	10/05/2009	
2012		RWC	Organics	Commercial	978064 ABBOTT BIOTHERAPEUTICS	1500 SEAPORT BLVD		0		8.66		Active 2	Active	11/09/2007	
	SEP	RWC	Organics	Commercial	979898 SEQUOIA HOSPITAL DISTRICT	2900 WHIPPLE AVE		0		51.96		2 Active	Active	01/09/1995	
2012		RWC	Organics	Commercial	1301621 POLLOCK FINANCIAL GROUP	350 MARINE PKWY		0	000	8.66		New	Active	08/01/2012	
2012	JLI	1440	Organics	Commercial	1001021 1 OLLOGK I INANGIAL GROUP	JOO WANTED INVI		·	0.00	0.00		- IACAA	ACTIVE	00/01/2012	

			Franchisc						B M	Current	Manufala	Weekly	Customer	Customer Status	0	0
Year		Current Month	Franchise Code	Commodity	Account Type C	ust Number Name	House # Street Name	Apt#	Prev Month Volume	Month Volume	Monthly Net Change	Volume Change	Status Last Month	Current Month	Customer Start Date	Customer End Date
				Organics T	otal			-	62.35	134.75	72.4	_				
201		SEP	RWC	Recycling	Apartment	924712 MARJORIE MCNABB	231 LINCOLN AVE		4.16	0	-4.16	-0.96	Active	Active	04/29/2009	
201		SEP	RWC	Recycling	Apartment	925669 HALL J. GONG	3252 ROLISON RD		2.08	0	-2.08	-0.48	Active	Active	03/22/1995	
201		SEP	RWC	Recycling	Commercial	965871 SEQUOIA HOSPITAL	170 ALAMEDA DE LAS PL	Jl	103.92	51.96	-51.96	-12	2 Active	Active	01/01/1996	
201		SEP	RWC	Recycling	Commercial	966622 WOODSIDE TECH	720 BAY RD		12.99		-12.99		Active	Stopped	05/01/2003	09/17/2012
	2 S		RWC	Recycling	Commercial	967257 THE BACK YARD COFFEE CO			8.66		-4.5		Active	Active	03/01/2008	
201		SEP	RWC	Recycling	Commercial	967356 WESTPORT OFFICE PARK L			17.32		-4.33		Active	Active	08/18/2005	
201		SEP	RWC	Recycling	Commercial	967372 WESTPORT OFFICE PARK L			25.98		-25.98		Active	Active	08/19/2005	
201		SEP	RWC	Recycling	Commercial	967968 SEQUOIA CATERING	1695 BROADWAY ST		25.98		-25.98		Active	Stopped	12/12/1983	
201		SEP	RWC	Recycling	Commercial	969147 CONTINENTAL TOOL CO.,IN		Α	17.32		-17.32		Active	Stopped	02/04/1999	09/04/2012
	2 S		RWC	Recycling	Commercial	969196 MYO SCIENCE	525 CHESAPEAKE DR		25.98		-25.98		Active	Stopped	06/01/2007	09/17/2012
201		SEP	RWC	Recycling	Commercial	972257 PERSEID THERAPEUTICS LL			28.06		25.98		Active	Active	03/01/1999	
201		SEP	RWC	Recycling	Apartment	973123 1614 REDWOOD ACRES	1614 HUDSON ST		12.99		-0.52		Active	Active	01/01/1996	
201		SEP	RWC	Recycling	Commercial	973297 WESTPORT OFFICE PARK, L			25.98		25.98		Active	Active	08/18/2005	
201		SEP	RWC	Recycling	Apartment	973529 RICHARD KEYES	620 JEFFERSON AVE		4.16		-2.08		Active	Active	01/01/1996	
201		SEP	RWC	Recycling	Apartment	974048 SEQUOIA PLACE HOMEOWN		100	6.24		2.42		Active	Active	08/13/2009	
201		SEP	RWC	Recycling	Commercial	975920 FP INTERNATIONAL	1090 MILLS WAY		34.64		-34.64		Active	Stopped		09/04/2012
201		SEP	RWC	Recycling	Apartment	976431 MITRA BERGLOFF	36 ORCHARD AVE		8.31	4.16	-4.15		Active	Active	07/04/2001	
201		SEP	RWC	Recycling	Commercial	976787 CAL STEAM SER 2508	604 PRICE AVE		25.98		25.98		Active	Active	01/07/2009	
201		SEP	RWC	Recycling	Apartment	977280 LEYTE-VIDAL, TODD	1536 REGENT ST		10.39		-10.39		Active	Active	12/21/2006	
201		SEP	RWC	Recycling	Commercial	977959 POTTER DRILLING, INC	599 SEAPORT BLVD		2.08		-2.08		Active	Active	09/22/2009	
201		SEP	RWC	Recycling	Commercial	978064 ABBOTT BIOTHERAPEUTICS			73.61	125.57	51.96		Active	Active	11/09/2007	
201		SEP	RWC	Recycling	Commercial	978189 SEAPORT CONFERENCE CE		=	5.54		0.7		Active	Active	02/13/1998	
201		SEP	RWC	Recycling	Commercial	978197 PORTSIDE INVESTORS	460 SEAPORT CT	509	8.66		4.16		Active	Active	11/01/1995	
201		SEP	RWC	Recycling	Commercial	978973 MESSIAH LUTHERAN CHURC			1.39		-1.39		Active	Active	03/10/1988	00/04/0040
201		SEP SEP	RWC	Recycling	Commercial	979567 UNITED RETAIL #633	344 WALNUT ST		8.66 17.32		-8.66		Active	Stopped	05/01/1991	
201 201		SEP SEP	RWC RWC	Recycling	Commercial Commercial	980144 BEAUTY AVENUE 1125194 HCP REDWOOD CITY	322 WOODSIDE PLAZA 300 SAGINAW DR		17.32		-17.32 17.32		Active Active	Stopped Active	11/19/2003 01/17/2011	08/31/2012
201		SEP	RWC	Recycling		1131846 CHARTER AUXILIARY FOR C			17.32		-4.33		Active	Active	01/17/2011	
201		SEP	RWC	Recycling Recycling	Commercial Commercial	1150606 ROOSEVELT SHELL	2108 ROOSEVELT AVE		8.66		-4.33 -8.66		Active Active	Stopped	04/01/2011	09/14/2012
201		SEP	RWC	Recycling	Apartment	1159581 HORSESHOE INVESTORS	618 BUCKEYE ST		8.31	0	-8.31		Active Active	Stopped	04/01/2011	
201		SEP	RWC	Recycling	Apartment	1159599 HORSESHOE INVESTORS	626 BUCKEYE ST		4.16		-6.31 -4.16		Active	Stopped		
201		SEP	RWC	Recycling	Apartment	1159607 HORSESHOE INVESTORS	634 BUCKEYE ST		4.16		-4.16 -4.16		Active	Stopped	04/22/2011	09/05/2012
201		SEP	RWC	Recycling	Commercial	1165356 WESTPORT OFFICE PARK L			17.32		17.32		Active	Active	01/01/2011	09/03/2012
201		SEP	RWC	Recycling	Commercial	1238534 SOUTH BAY SYSTEM AUTHO			37.93		-37.93		Active	Stopped	09/10/2011	09/10/2012
201		SEP	RWC	Recycling	Commercial	1249150 PAPA JOHN'S PIZZA	1201 EL CAMINO REAL		12.99		12.99		Active	Active	02/29/2012	03/10/2012
201		SEP	RWC	Recycling	Apartment	1267467 129 LINCOLN AVE APARTME			12.33	10.39	10.39		Active	Active	05/04/2012	
201		SEP	RWC	Recycling	Commercial	1287036 PROPEL FUELS	690 BROADWAY ST		2.08		4.16		Active	Active	07/03/2012	
201		SEP	RWC	Recycling	Commercial	1301621 POLLOCK FINANCIAL GROU			2.00	43.3	43.3		New	Active	08/01/2012	
201		SEP	RWC	Recycling	Commercial	1306059 SIGN A RAMA	851 EL CAMINO REAL		0	2.08	2.08	0.48		New	09/05/2012	
201		SEP	RWC	Recycling	Commercial	1306661 BEAUTY AVENUE	322 WOODSIDE PLAZA		0	17.32	17.32			Active	09/01/2012	
201		SEP	RWC	Recycling	Commercial	1308428 DICKSON & MARINE SERVIC			Č		17.32			New	09/04/2012	
201		SEP	RWC	Recycling	Commercial	1309657 UPSTART MOBILE	816 HAMILTON ST	•	Č	1.39	1.39	0.32		New	09/04/2012	
201		SEP	RWC	Recycling	Apartment	1310309 LAHORI RAM LLC	618 BUCKEYE ST		Č	8.31	8.31	1.92		New	09/06/2012	
201		SEP	RWC	Recycling	Apartment	1310333 LAHORI RAM LLC	634 BUCKEYE ST		Č	4.16	4.16			New	09/12/2012	
	2 S		RWC	Recycling	Apartment	1310556 LAHORI RAM LLC	626 BUCKEYE ST		Ċ	4.16	4.16			New	09/12/2012	
201		SEP	RWC	Recycling	Commercial	1310903 ZILI LI	1810 EL CAMINO REAL		Č	1.39	1.39			New	09/11/2012	
	2 S		RWC	Recycling	Commercial	1311786 SOUTH BAYSIDE SYSTEM A			0	2.08	2.08	0.32		New	09/18/2012	
201		SEP	RWC	Recycling	Commercial	1312594 ROCK TENN WASTE SVC	1087 EL CAMINO REAL		34.64		69.28		Active	Active	07/01/2012	
201		SEP	RWC	Recycling	Commercial	1313022 KEET NERHAN	2108 ROOSEVELT AVE		01.01	8.66	8.66			New	09/21/2012	
	2 S		RWC	Recycling	Commercial	1313840 WOODSIDE TECH	720 BAY RD		Č	25.98	25.98	6		New	09/18/2012	
201		SEP	RWC	Recycling	Commercial	1314665 ECOMMERA. INC.	812 MIDDLEFIELD RD		Č	2.08	2.08	0.48		New	09/28/2012	
	2 S		RWC	Recycling	Commercial	1316017 DBR CAR	122 CHESTNUT ST		Č	2.08	2.08	0.48		New	09/25/2012	
	_		-	,		-			•					-		

Year	Current Month	Franchise Code	Commodity	Account Type C	Cust Number Name	House # Street Name	Apt#	Prev Month Volume	Current Month Volume	Monthly Net Change	Weekly Volume Change	Customer Status Last Month	Customer Status Current Month	Customer Start Date	Customer End
			Recycling					683.29	768.18	84.89					
2012	SEP	SNC	Garbage	Apartment	927335 BOYD KEN	2700 MELENDY DR		5.54	11.08	5.54	1.28	Active	Active	03/01/1986	
2012	SEP	SNC	Garbage	Apartment	927574 THELMA KLEEBAUER	351 TORINO DR		12.47	8.66	-3.81	-0.88	Active	Active	06/19/2006	
2012	SEP	SNC	Garbage	Commercial	983023 HORIZON FOODS	973 E SAN CARLOS AVE		4.33	0	-4.33	-1	Active	Stopped	08/27/1997	09/18/2012
2012		SNC	Garbage	Commercial	983031 NICHOLOSI DIST	975 E SAN CARLOS AVE		8.66		4.33		Active	Active	04/30/2002	
2012		SNC	Garbage	Commercial	985614 A3 TILE	888 INDUSTRIAL RD		4.33		-4.33		Active	Stopped	10/12/2009	09/24/2012
2012		SNC	Garbage	Commercial	986539 CELLERANT THERAPEUTICS	1561 INDUSTRIAL RD		25.98	34.64	8.66		2 Active	Active	12/15/2005	
2012		SNC	Garbage	Apartment	986745 MEI SUM CHEN	188 LAUREL ST	198	6.24		-6.24		Active	Stopped	08/03/1998	
2012		SNC	Garbage	Commercial	988162 KATHE'S STYLE	1357 LAUREL ST		0.69		-0.69		Active	Stopped	12/16/1998	08/31/2012
2012		SNC	Garbage	Commercial	990432 PCS	541 TAYLOR WAY	3	4.33		-2.25		Active	Active	04/17/2007	
2012		SNC	Garbage	Commercial	990788 INSIGHT MANUFACTURING S			8.66		-8.66		Active	Stopped	07/22/2004	09/06/2012
2012		SNC	Garbage	Commercial	991034 RSS ARCHITECTURE, INC	501 WALNUT ST		0	0.00	0.69		Active	Active	11/16/2004	
2012		SNC	Garbage	Commercial	1020163 THE SANDWICH SPOT	1312 LAUREL ST	A	2.08		6.58		Active	Active	08/05/2010	
2012		SNC	Garbage	Commercial	1021666 SOUND SERVICE	90 GLENN WAY	5	0.69		-0.69		Active	Stopped	08/05/2010	
2012		SNC	Garbage	Commercial	1022797 PURE FOODS INC	830 BRANSTEN RD	Н	2.08		-2.08		Active	Stopped	08/05/2010	
2012		SNC	Garbage	Commercial	1024140 DAVID BALBI	1100 INDUSTRIAL RD	10	1.39		-1.39		Active	Stopped	08/05/2010	09/20/2012
2012		SNC	Garbage	Commercial	1065655 RSNA UNION BANK OF CA	799 LAUREL ST		4.16		-1.39		Active	Active	09/07/2010	00/00/0040
2012		SNC	Garbage	Commercial	1223379 JULIANA /MAXIMILIANO	1431 OLD COUNTY RD	_	0.69		-0.69		Active	Stopped	11/15/2011	09/28/2012
2012		SNC	Garbage	Commercial	1229806 SUNERGEN TECHNOLOGY	100 GLENN WAY	5	0.43		-0.43		Active	Active	12/13/2011	00/00/0040
2012		SNC SNC	Garbage	Commercial	1238799 BELLAGIO NAIL & SPA	1784 EL CAMINO REAL		1.39		-1.39		Active	Stopped	01/12/2012	09/06/2012
2012		SNC	Garbage	Commercial	1306380 INSIGHT MFG SVCS	1052 AMERICAN ST		0	0.00	8.66			New	09/04/2012	
2012 2012		SNC	Garbage	Commercial	1307537 PONTLANET LLC 1308980 ELLEN CHEN	848 BRITTAN AVE 1357 LAUREL ST		0		1.39 0.69			New New	09/06/2012 09/05/2012	
			Garbage	Commercial				0	0.00						
2012 2012		SNC SNC	Garbage Garbage	Commercial Commercial	1309145 THERMO ESSENCE TECH 1311075 BELLAGIO NAIL SPA	871 INDUSTRIAL RD 1784 EL CAMINO REAL	L	0		2.08 0.69	0.46		New New	09/05/2012 09/13/2012	
2012		SNC	Garbage	Apartment	1312099 BUCKLEY, SALLY	188 LAUREL ST	198	0		6.24	1.44		New	09/13/2012	
2012		SNC	Garbage	Commercial	1313634 A-Z HANDYMAN SERVICES	90 GLENN WAY	10	0	0.2 1	0.24			New	09/25/2012	
2012	OLI	SINC	Garbage T		1313034 A-Z HAND I WAN SERVICES	90 GLEININ WAT	10	94.14		7.87	0.10	'	INCW	03/23/2012	
2012	SEP	SNC	Organics	Apartment	926576 HAND INC	1244 CHERRY ST		0.69		-0.69	-0.16	Active	Active	06/09/1995	
2012		SNC	Organics	Apartment	982637 REDWOOD COURT HOA	644 CHESTNUT ST		0.00		1.39		Active	Active	02/12/1993	
2012		SNC	Organics	Apartment	988220 STOCUM/BALESTRINI	1470 LAUREL ST		0		0.69		Active	Active	03/17/1989	
2012		SNC	Organics	Commercial	1020163 THE SANDWICH SPOT	1312 LAUREL ST	Α	4.16		-2.77		Active	Active	08/05/2010	
	02.	0.10	Organics 1		1020100 1112 0/1112111011 01 01	.0.2 2.0.122 0.		4.85		-1.38	0.0	7101170	7.00	00,00,20.0	
2012	SEP	SNC	Recycling	Apartment	926501 ANNE PARIANI	624 CEDAR ST		0		1.39	0.32	. Active	Active	03/01/1986	
2012		SNC	Recycling	Apartment	927335 BOYD KEN	2700 MELENDY DR		4.16		4.15		Active	Active	03/01/1986	
2012		SNC	Recycling	Commercial	981910 ARDENT IMPRESSIONS	831 BRANSTEN RD	L	10.05		-8.66		Active	Active	08/25/2009	
2012	SEP	SNC	Recycling	Commercial	983023 HORIZON FOODS	973 E SAN CARLOS AVE		51.96	0	-51.96	-12	Active	Stopped	08/27/1997	09/18/2012
2012	SEP	SNC	Recycling	Commercial	983031 NICHOLOSI DIST	975 E SAN CARLOS AVE		1.39	2.08	0.69	0.16	Active	Active	04/30/2002	
2012	SEP	SNC	Recycling	Commercial	985119 BAY AREA CUSTOM HOMES	611 INDUSTRIAL RD	1	4.16	2.08	-2.08	-0.48	Active	Active	11/23/2009	
2012	SEP	SNC	Recycling	Apartment	986745 MEI SUM CHEN	188 LAUREL ST	198	6.24	. 0	-6.24	-1.44	Active	Stopped	08/03/1998	09/09/2012
2012	SEP	SNC	Recycling	Commercial	988162 KATHE'S STYLE	1357 LAUREL ST		1.39	0	-1.39	-0.32	2 Active	Stopped	12/16/1998	08/31/2012
2012	SEP	SNC	Recycling	Commercial	990788 INSIGHT MANUFACTURING S	F 968 TERMINAL WAY		8.66	0	-8.66	-2	Active	Stopped	07/22/2004	09/06/2012
2012	SEP	SNC	Recycling	Commercial	1021666 SOUND SERVICE	90 GLENN WAY	5	4.16	0	-4.16	-0.96	Active	Stopped	08/05/2010	09/26/2012
2012	SEP	SNC	Recycling	Commercial	1022797 PURE FOODS INC	830 BRANSTEN RD	Н	1.39	0	-1.39	-0.32	Active	Stopped	08/05/2010	08/31/2012
2012	SEP	SNC	Recycling	Commercial	1024140 DAVID BALBI	1100 INDUSTRIAL RD	10	2.08	0	-2.08	-0.48	Active	Stopped	08/05/2010	09/20/2012
2012	SEP	SNC	Recycling	Commercial	1065655 RSNA UNION BANK OF CA	799 LAUREL ST		0	1.39	1.39	0.32	2 Active	Active	09/07/2010	
2012	SEP	SNC	Recycling	Commercial	1149293 NOB HILL CATERING	601 TAYLOR WAY		0	25.98	25.98	6	Active	Active	03/21/2011	
2012	SEP	SNC	Recycling	Commercial	1223379 JULIANA /MAXIMILIANO	1431 OLD COUNTY RD		1.39	0	-1.39	-0.32	2 Active	Stopped	11/15/2011	09/28/2012
2012		SNC	Recycling	Commercial	1229806 SUNERGEN TECHNOLOGY	100 GLENN WAY	5	2.08	0	-2.08	-0.48	3 Active	Active	12/13/2011	
2012		SNC	Recycling	Commercial	1238799 BELLAGIO NAIL & SPA	1784 EL CAMINO REAL		2.77		-2.77		Active	Stopped	01/12/2012	09/06/2012
2012		SNC	Recycling	Commercial	1295849 NATURE BOX INC	1056 COMMERCIAL ST		4.33		4.33		New	Active	08/01/2012	
2012		SNC	Recycling	Commercial	1303379 ROCKIN JUMP	401 QUARRY RD		0	25.98	25.98	6	New	Active	08/20/2012	
2012	SEP	SNC	Recycling	Commercial	1306380 INSIGHT MFG SVCS	1052 AMERICAN ST		0	8.66	8.66	2	!	New	09/04/2012	

	Current	Franchise						Prev Month	Current Month	Monthly	Weekly Volume	Customer Status Last	Customer Status Current	Customer	Customer End
Year	Month	Code	Commodity	Account Type (Cust Number Name	House # Street Name	Apt #	Volume	Volume	Net Change	Change	Month	Month	Start Date	Date
2012	SEP	SNC	Recycling	Commercial	1307537 PONTLANET LLC	848 BRITTAN AVE		0	4.16	4.16	0.96	;	New	09/06/2012	
2012	SEP	SNC	Recycling	Commercial	1308980 ELLEN CHEN	1357 LAUREL ST		0	1.39	1.39	0.32	!	New	09/05/2012	
2012	SEP	SNC	Recycling	Commercial	1309145 THERMO ESSENCE TECH	871 INDUSTRIAL RD	L	0	4.33	4.33	1		New	09/05/2012	
2012	SEP	SNC	Recycling	Commercial	1311075 BELLAGIO NAIL SPA	1784 EL CAMINO REAL		0	2.77	2.77	0.64	1	New	09/13/2012	
2012	SEP	SNC	Recycling	Apartment	1312099 BUCKLEY, SALLY	188 LAUREL ST	198	0	6.24	6.24	1.44		New	09/10/2012	
2012	SEP	SNC	Recycling	Commercial	1313634 A-Z HANDYMAN SERVICES	90 GLENN WAY	10	0	0.69	0.69	0.16	;	New	09/25/2012	
			Recycling	Total				106.21	105.5	-0.71					
2012	SEP	WBS	Garbage	Commercial	991539 LINDA WESTCOTT	2066 AVY AVE		0	2.08	2.08	0.48	Active	Active	06/05/1989	
			Garbage T	otal				0	2.08	2.08					
2012	SEP	WBS	Organics	Commercial	991372 LULUS ON THE ALAMEDA	3539 ALAMEDA DE LAS PU	l	4.33	0	-4.33	-1	Active	Active	03/25/2005	
			Organics T	otal				4.33	0	-4.33					
2012	SEP	WBS	Recycling	Commercial	991539 LINDA WESTCOTT	2066 AVY AVE		0	2.77	2.77	0.64	Active	Active	06/05/1989	
			Recycling	Total				0	2.77	2.77					
			Grand Tota	al				8718.16	8358.98	-359.18					



STAFF UPDATE

To: SBWMA Board Members

From: Recycling Staff

Date: October 25, 2012 Board of Director's Meeting Subject: Recycling and Outreach Programs Update

Recommendation

This is an informational report and no action is necessary.

WM Curbside Door-to-Door HHW Collection Program

The following nine Member Agencies are participating in the program: Belmont, East Palo Alto, Foster City, Hillsborough, Menlo Park, San Carlos, San Mateo, San Mateo County, and West Bay Sanitary District. Burlingame will be the tenth Member Agency to roll out the program to its residents. RethinkWaste staff is working with the City to finalize the start date, likely to be in early 2013. Interest in the program has been strong and the company has made approximately 9,653 collections since the program started in mid-May 2010 through September 2012. Approximately 338,817 pounds of HHW material, 300,161 pounds of Universal Waste and 151,119 pounds of E-Scrap has been collected since the start of the program. We encourage the remaining two Member Agencies to offer the program as it provides a more convenient and cost-effective option to properly recycle and dispose of a wide variety of materials (such as common HHW) than is currently available through the County's drop-off program at Tower Road. Per the adopted FY13 budget, additional outreach will be provided to highlight this service.

Household Battery and Cell Phone Curbside Recycling Collection Program

The monthly average of batteries and cell phones collected through the curbside recycling program during 2011 was 3,945 pounds or an annual total of 47,000 pounds. A total of 53,000 pounds was collected during 2010, which is slightly less than the 57,000 pounds collected in 2009. While early participation in the CartSmart program resulted in year over year monthly increases of household battery and cell phone collection, it appears these increases have now leveled. It is anticipated that this trend will continue as a similar year over year reduction will likely be experienced. The total amount of batteries and cell phones collected in September 2012 was 4,040 pounds. Per the adopted FY13 budget, additional outreach will be provided to highlight this service.

Shoreway Education Center School Groups and Public Tours Update

School Group and Public tours continue to be popular as the spots are quickly filling up. Teachers, who brought their classes in spring, are returning to the facility for a tour with their new students, attesting to the numerous feedbacks received of the Tour program being relevant, educational and a great learning opportunity. In addition to the school groups, staff is scheduling tours for various community groups such as businesses, Cub Scouts, Garden Clubs, College students, just to mention a few. Tours will continue to be scheduled on a first-come first-served policy.

Staff promotes the Tour Program, via various channels, (emails, press release, flyers, website, social media, environmental education platforms, etc.) With the new on-line registration, staff has noticed an increase in participation and significant reduction in phone use by staff.

The tour gives the community an opportunity to learn first-hand what happens to their recyclables, plant materials, food scraps and garbage at a working materials recovery facility (MRF) and transfer station. In addition, students and the community are given an opportunity to learn and practice the 4Rs (reduce, reuse, recycle, and rot/composting), resource conservation and be empowered to conserve resources in their lives, at school and residences.

The table below shows the tours that have been conducted and those scheduled for October 2012.

<u>Date</u>	<u>Date</u> <u>School/Group</u> <u>Juri</u>		Grade/Group	<u>Total # of</u> <u>Participants</u>				
October 2	Ecole Bilingue	Berkeley	3rd	36				
October 2	San Carlos Learning Center	San Carlos	4 th	32				
October 3	Ecole Bilingue	Berkeley	3rd	30				
October 4	Cezar Chavez Academy	East Palo Alto	5 th	34				
October 8	Burlingame Cub Scouts	Burlingame	3rd	20				
October 9	Home School	Foster City	3rd	22				
October 15	Silver Springs Network	Redwood City	Adults	6				
October 15	St Matthew's Bear Scouts	San Mateo	3rd	15				
October 16	Henry Ford School	Redwood City	5 th	24				
October 17	Henry Ford School	Redwood City	5 th	25				
October 18*	Public Open House	Various	Adults	50				
October 22	San Carlos Learning Center	San Carlos	4 th	32				
October 23	Highlands Elementary	San Mateo	5 th	33				
October 23	San Carlos Learning Center	San Carlos	4 th	32				
October 24	Highlands Elementary	San Mateo	5 th	33				
October 30	Kings Academy PSP	Sunnyvale	3 rd -6 th	36				
October 30	Home School	San Jose	3rd_8th	25				
Total Participants								

^{*}Thursday, October 18th, is the Monthly Public Open House Day. The number of participants is based on only those that have made a reservation for the tour on the Public Open House Day. While reservations are recommended, they are not required.

^{**}Includes estimated numbers for those scheduled tours that have not been conducted by the date this report is issued.

Photos of tour participants at Shoreway Environmental Center.





Tour availability

Tours are offered Monday at 12:30pm-2:30pm, Tuesday-Wednesday from 9:30am – 11:30am, 12:30pm - 2:30pm, Thursday and Friday 9:30am – 11:30am. Every third Thursday of the month is a designated Public Open House Day for the general public, and tours are given in the time slots from 9:30am – 10:30am and 11:00am – 12:00pm.

RethinkWaste Website and Social Media

The RethinkWaste website continues to be updated with information on the CartSMART residential collection and BizSMART commercial collection services, other program information and the Shoreway Environmental Center. The current site averaged approximately 583 visits per week since the last Board meeting, of which over 71% were new visits. The most commonly visited sections of the site during this period were "Beyond the Cart," "Environmental Education Center" and "Shoreway Location" sections.

RethinkWaste Staff has begun working on the website revamp to make it more user-friendly and interactive based on feedback from customers, Board Member and the Public Education Subcommittee. Staff is working with the firm Gauger and Associates selected through a Request for Proposals process in the spring and summer. A site map for the new website and initial design concepts are under development. Staff will continue to work with the Public Education Subcommittee on the redesign and seek some additional feedback from the Board. Staff anticipates the new website going live in early 2013.

RethinkWaste also continues to use its Facebook and Twitter pages to promote program information and new services. To date, the Facebook page has 258 "likes," and the Twitter page has 107 followers. Staff will continue to work on strategies to drive more people to the pages. Our Facebook page can be found at www.facebook.com/rethinkwaste, and the Twitter page is located at www.twitter.com/rethinkwaste.

rethinker Newsletter

The winter issue of the *rethinker is currently under development* and focuses on holiday schedule changes and other holiday-related information. It will be mailed to residents in November. Per the Board action on September 12th to adopt the FY13 budget, the *rethinker* will be published three times annually, instead of quarterly. Also, per the budget, the third issue will be included as an insert in Recology's invoices.

Community Outreach Events

Community Outreach Events (Compost Giveaway, E-Scrap/Shredding events, Recology's Bring Your Own Bucket giveaway of compost and the Confidential Document Destruction Service Event) are still taking place and are posted on the RethinkWaste website. Staff is working with Recology to try and better coordinate such events to avoid any duplicative efforts.

<u>Approved Operating Agreement Amendments or Recommended Recology Franchise Agreement Administrative Changes</u>

Staff is requesting that Member Agencies keep us apprised if any administrative changes have been made.

Agreement	Board Approval	Staff Recommendation	<u>Description</u>
Operations Agreement	October 28, 2010	N/A	Amendment No. 1. Is now effective as eight Member Agencies have approved the Amendments. Approved by: Belmont, Foster City, Menlo Park, Redwood City, San Carlos, City of San Mateo, San Mateo County, and West Bay Sanitary District.
Franchise Agreement(s)	N/A	Via email on October 20, 2010	Requested Member Agencies send letter accepting interest waiver offer from Recology on potential 2011 revenue requirement shortfall if rates approved after January 1 but before March 1, 2011. Approved by: Atherton, Foster City, Redwood City, City of San Mateo, San Mateo County, and West Bay Sanitary District.
Franchise Agreement(s)	N/A	Via email on December 9, 2010	Overage "bags" change to "tags"; SBWMA relief from purchasing battery/cell-phone bags; On-call bulky item collection temporary schedule for January 2011. Approved by: Foster City.
Franchise Agreement(s)	N/A	Via email on December 13, 2010	Member Agency self haul remittance of payments to SBWMA by Recology. Approved by: Burlingame, Foster City, and Redwood City.
Franchise Agreement(s)	N/A	Via email on June 3, 2011	Six Member Agencies (i.e., Belmont, Burlingame, Foster City, Menlo Park, Redwood City, San Carlos and City of San Mateo) are requested to allow Recology to continue using used collection vehicles through September 30, 2011. Approved by Foster City.
Franchise Agreements	N/A	Via email on December 2, 2011	All Member Agencies were requested by Recology to modify the Bulky Item Collection service schedule. While customers can sign up for this service anytime, this change provides the company relief from providing the service from January 1-22, 2012 in lieu of December 1, 2011-January 2, 2012. The company has assured staff that all customers on the wait list will receive the service within the contractually specified two weeks commencing on January 23, 2012. Approved by Foster City, Menlo Park, City of San Mateo, San Mateo County, and West Bay Sanitary District.



STAFF UPDATE

To: SBWMA Board Members

From: Cliff Feldman, Recycling Programs Manager

Hilary Gans, Facility Operations Contract Manager

Date: October 25, 2012 Board of Director's Meeting

Subject: AB 341 Update: CalRecycle Workshops

Recommendation

This staff report is for discussion purposes only and no formal action is requested of the Board of Directors.

Analysis

On September 19, 2012 CalRecycle conducted two stakeholder feedback workshops pertaining to development of it "75 percent diversion by 2020" stakeholder feedback process. These workshops focused on 1) an "Update to Report Development (75 percent by 2020)", and 2) Commercial Mixed Waste Processing Requirements. Staff participated in these workshops and a brief summary of each is provided as follows:

<u>Update to Report Development (75 percent by 2020) Workshop</u>

CalRecycle staff spent a considerable portion of this workshop making a powerpoint presentation explaining its plans to calculate compliance with the Statewide 75% goal. The presentation was primarily focused on the challenges and complexity of developing a Statewide calculation methodology. It's important to note that the individual jurisdictional reporting methodology currently used (i.e., per capita reporting for the Electronic Annual Reports) will remain unchanged irrespective of the CalRecycle's Statewide calculation methodology. In addition, CalReycle staff emphasized the following attributes of its Statewide reporting system as consistent with statute and policy, no additional reporting burdens, simple and practical.

The stakeholder comments and discussion were focused on a variety of issues but primarily on how the process would unfold to develop the final report and how the impact of the new 75% diversion goal would affect stakeholders such as cities and haulers. Comments and questions pertaining to a handful of specific program or policy areas were discussed and CalRecycle staff emphasized that other workshops with more specificity on the programs and policies put forth in its draft report would be conducted in the future, thus these inquiries were not explored in great depth. For example, topics such as mandatory commercial recycling and product bans would be explored in more detail over the course of the next year as the Final 75% Plan or Report from CalRecyle that shall describe the State's strategies to achieve its policy goal is not due to the Legislature until January 1, 2014 per statute.

Few if any specific takeaways from this workshop are directly relevant to our Member Agencies at this time; however, Staff encourages all Member Agencies to follow this process as it unfolds.

<u>Discussion of Mandatory Commercial Recycling – Mixed Waste Processing Requirements</u>

This was the first in a series of workshops hosted by CalRecycle to explore methods for regulating compliance with the mandatory commercial recycling legislation (Chesbro, AB 341). This statute requires that commercial waste generators do the following: "(1) source separate recyclable materials from solid waste and subscribe to a basic level of recycling service, or; (2) subscribe to a recycling service that may include mixed waste processing that yields diversion results comparable to source separation."

In the SBWMA service area, Recology already provides recycling collection for businesses and through this service the SBWMA has provided commercial generators with adequate service to be in compliance with AB 341. However, some jurisdictions in the State do not provide commercial source separated recycling collection and their businesses are not in compliance with AB341. This session discussed the use of mixed waste processing programs and facilities that could be offered to commercial generators required to comply with AB 341. Specifically, CalRecycle staff presented conceptual plans for monitoring and regulating MRFs that process mixed commercial waste and what level of commercial mixed waste sorting is required from a MRF to meet the intent of the legislation. This session was technical in nature and the concepts of facility monitoring and regulation are in the early stages of development.

The stakeholder discussion portion of the session was particularly lively as the topic strayed from commercial recycling compliance into the long-standing debate about waste to energy (WTE) as a diversion option. Several cities in the State are in the conceptual stages of developing WTE facilities that will process commercial waste. The proponents of WTE technologies assert that energy recovery should be counted as a form of recycling and therefore processing commercial waste through a WTE facility should count towards diversion and hence achieve compliance with AB 341.

Background

Per direction from the Board, staff has been requested to follow the State's planning efforts with regard to increasing its diversion goal to 75% and provide updates to the Board. Staff will monitor the State's stakeholder feedback efforts and provides periodic reports to the Board as needed. CalRecycle is required by statute (i.e., Public Resources Code Section 41780.02) to conduct a stakeholder feedback process and submit to the Legislature by January 1, 2014 a report on how the agency will achieve the policy goal of 75% Statewide diversion by 2020, and annually thereafter (i.e., Public Resources Code 41780.01).

Fiscal Impact

There is no fiscal impact associated with this discussion.



STAFF UPDATE

To: SBWMA Board Members

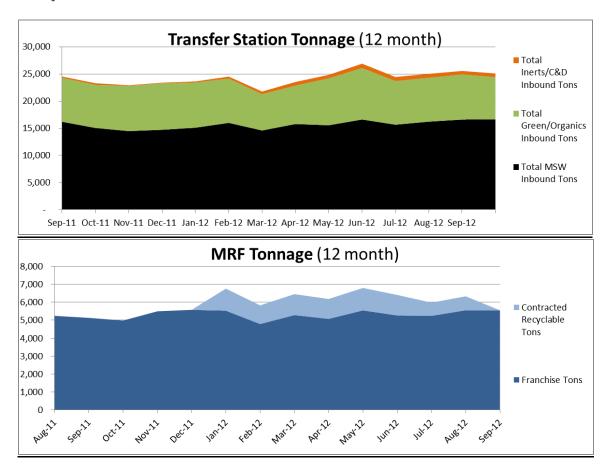
From: Hilary Gans, Facility Operations Contracts Manager

Date: October 25, 2012 Board of Director's Meeting
Subject: Shoreway Operations and Master Plan Update

I. OPERATIONS UPDATE

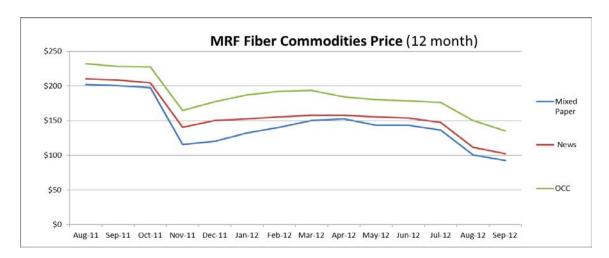
Facility Tonnage

The charts below provide a summary of the inbound tonnage at the Shoreway Transfer Station and MRF on a monthly basis. (Note, on the MRF Tonnage Chart: for a period of 6-months the SBWMA was processing Contracted Recyclable Tons from Allied Waste's Newby Island facility. From December to August 2012, the Newby facility was under construction and the SBWMA processed a portion of Allied's tonnage under contract.) In the month of September, the chart shows this volume dropping to zero as this material was reabsorbed by the Newby Island MRF.



Commodity Markets Revenues

The chart below shows a recent MRF fiber commodity pricing drop through September. There is recent news from the industry that the fiber prices have bottomed-out in September and have been climbing back during the month of October.



The chart provides a price trend summary of fiber commodities marketed by SBR from the Shoreway MRF and is taken from a market index (OBM) that tracks the export price for recycled fiber. SBR's pricing to the SBWMA is contractually tied to this index through the Fiber Price Assurance Mechanism (see Section 11-B in Operations Agreement). Since fiber represents the largest volume of commodities marketed from the MRF, the price and MRF volume charts provides a strong indicator of trend in SBWMA commodity revenues.

Operational Issues of Note

None to report.

II. MASTER PLAN UPDATE

Construction Overview

This project update summarizes the status of the construction of the Shoreway Master Plan improvements which include the construction of new Materials Recovery Facility (MRF) building, modifications to the Transfer Station (TS), various site work, and the purchase and installation of the single stream processing equipment. At this point the major contracts associated with the Master Plan improvements (Phase I, Phase II, and Phase III contracts) have been closed. This report provides a discussion of Construction Closeout Projects (both master plan and non-master plan related) and a summary of the Master Plan budget.

Issues of Note

Building department inspection was conducted on September 4, 2012. The building department has no remaining issues and now only the fire department sign-off and the installation of emergency keys located in exterior knox boxes is required before the construction permit is completed and closed by the City of San Carlos.

Update on Master Plan Projects

The following construction activities are expected to occur during the next reporting period:

MRF and Transfer Station Buildings

o Plans developed for add-on to the MRF dust suppression system

- Pressure wash interior of old transfer station (non-master plan)
- o Fire suppression installed at MRF equipment fiber bunkers (per insurance company audit findings)
- o Reroute of fire line to avoid conflict with BHS equipment
- o Fire building identification to comply with fire code

Site, Other Buildings and Projects

- o Reconfigure entry gate at public tours entry
- o Repair to overhead sign damaged by SBR truck (non-master plan)

Master Plan Project Expenditures Summary

In September there was a Master Plan balance of funds totaling \$1,283,900. With Board approval of the FY13 budget at the September Special Board meeting, \$1,082,000 of these remaining funds were swept into the FY13 cash reserves. An amount of \$201,910 remains in the Master Plan budget to complete the projects associated with the Master Plan close out. All construction contracts related to the MRF and transfer station buildings have been closed-out (this includes contracts with JS Amoroso, JRMA, and Covello). Ongoing reports to the Board will include updates on close-out projects with and full Master Plan completion expected in early 2013.



STAFF UPDATE

To: SBWMA Board Members

From: Kevin McCarthy, Executive Director

Marshall Moran, Finance Manager

Date: October 25, 2012 Board of Directors Meeting

Subject: Update on 2012/2013 Franchise Rate Setting Process

Recommendation

This is an informational report and no action is necessary other than the various requested future responses below.

Analysis

This staff report has been provided monthly to the Board commencing with the November 17, 2011 Board meeting. The purpose of this staff update report is to keep the Board informed on the timing, schedule of events and issues affecting Member Agencies during the 2013 Compensation Application review (performed in 2012) and the Recommended Rate Adjustment process for the upcoming 2013 Rate Year (i.e., establishing rates for January 1-December 31, 2013). The goal is to provide and update pertinent information for Member Agencies to effectively plan for and manage communications regarding the next year's compensation application and rate setting process. The text highlighted in yellow denotes information updated from the version of this staff update submitted to the Board for the September 25, 2012 Board meeting.

Attached is the current 2012 (for calendar year 2013 rates) Rate Approval Schedule (Attachment A).

New Issues Affecting 2013 Compensation Adjustment include:

- Service Level Adjustments. Per the Member Agency Franchise Agreements with Recology, the company included in its 2013 Compensation Application the second and <u>final</u> service level cost adjustment to account for changes in accounts for residential service, lifts for commercial service, and pulls for roll-off service that have occurred since the first adjustment that was made in 2010 to the company's cost proposal submitted in 2008. It is important to note that the 2008 cost proposal which was used as the basis for establishing 2011 rates relied on customer service level data provided by Allied Waste/Republic Services.
- Recology Annual Revenue Reconciliation for 2011. Recology submitted a Revenue Reconciliation Application to the SBWMA on March 30, 2012 which compares the approved compensation owed to Recology for 2011 with the actual net compensation retained by Recology after paying for Pass-Through costs for disposal at Shoreway and Agency fees (e.g., Franchise Fees) paid to each Member Agency. Each Agency will have a surplus or shortfall which will be added to or subtracted from the 2013 Revenue Requirement; this surplus or shortfall cannot be carried forward to 2014 rates. A review of the 2011 Revenue Reconciliation report submitted by Recology was included in the Financial Audit conducted by

Hilton, Farnkopf and Hobson (HF&H) and the figures were found to be accurate. The Audit Report was approved by the Board at the June 28, 2012 Board meeting.

- Service to Agency Facilities for 2012. The allocation of the cost to provide service to each Member Agency's facilities will be adjusted retroactively for 2012 based on final statistics from Recology. The initial allocation for 2012 was based on projections in lieu of the actual operating statistics. In September 2011, SBWMA staff recommended and the Board approved using a temporary allocation until the company returned with actual statistics in 2012 as directed by the Board. Recology included a revised allocation for 2012 based on actual operating statistics compiled in January and February 2012. This revised allocation was included with the company's Revenue Reconciliation Report submitted on March 30, 2012. However, in order to ensure consistency with all allocation statistics for the 2013 Compensation Application, Recology based the Agency Facilities allocation, as well as the other related allocations, on data from a four week period in May 2012.
- Performance Incentive/Disincentive Payments. The Franchise Agreement(s) with Recology prescribe that
 payments related to performance incentives/disincentives will be calculated in the company's Annual
 Report submitted in mid-February and then included in their Compensation Application due on July 1
 each year (with the exception of Contamination related disincentive payments which are calculated
 quarterly and paid directly to SBWMA). Therefore, both incentive payments due to Recology and
 disincentive payments (with the exception of Contamination related disincentives) due to Member
 Agencies shall be included in the Annual Compensation Application. The Board approved the final 2011
 performance incentives/disincentives/liquidated damages at the June 28, 2012 Board meeting.

Schedule of Rate Review Activities

March 2012

- SBWMA sent a letter to the Board requesting feedback on how to improve the annual rate setting process. Staff received comments from Foster City and Hillsborough only.
- Recology submitted the first Revenue Reconciliation Application on March 30, 2012 (and annually thereafter).
- SBWMA awarded a contract to audit the financial data provided by SBR and Recology for 2011 to ensure this data is accurate. This contract was awarded to HFH on March 22nd and completed in June.

April 2012

• Staff presentation at April 26th Board Meeting to discuss rate setting process.

May 2012

 May 24 - Elected official briefing on rate setting process, rate issues and results of customer satisfaction survey.

June 2012

- SBWMA issued a letter to the Board requesting feedback from all agencies on issues affecting 2012 rate adjustments (e.g., changes to Agency fees).
- Review of the 2011 Revenue Reconciliation report submitted by Recology was included in the Financial Audit conducted by HF&H and the figures were found to be accurate. The Audit Report was approved by the Board at the June 28, 2012 Board meeting.

July 2012

- July 1 Compensation Application submitted by Recology and SBR for 2013 compensation adjustment.
- July 1 Response from Member Agencies to SBWMA on issues affecting 2013 rate adjustments (e.g., changes in agency fees, revenue and tonnage projections) received from all except Burlingame, EPA, Hillsborough and San Carlos. Second requests have been sent.
- July 6 SBWMA issued initial questions to Recology on July 6th pertaining to the Recology 2013
 Compensation Application and also provided these to all Member Agencies in an effort to commence the process to include Member Agency feedback. The Member Agency feedback was requested by August 1.
- July 19 BOD Staff reports/issues discussed at July 26th Board meeting:
 - o Estimated residential revenue changes due to cart migration by Member Agency with an update on cart migration since July 2011.
 - o SBWMA issued a report on projected 2012 revenue (based on six months of actual) compared to the base revenue projection in the 2012 rate projections.
 - Agencies with a projected revenue shortfall are encouraged to review their residential rate structure for deficiencies (i.e., rates don't cover costs) – especially in the small cart (i.e., 20 and 32-gallon) rates.
- July 25 Member Agency feedback on disposal tonnage projections was due on August 8.

August 2012

- August 1 Member Agency feedback on Recology 2013 Compensation Application was due on August 1.
- August 8 Feedback from agencies on what to include in 2013 collection rate adjustment for current and future cart migration (agencies may decline to include an estimate for future cart migration).

September 2012

- September 1 Draft report issued by SBWMA on Recology's Compensation Application for 2013 compensation adjustment.
- September 1 Draft report issued by SBWMA on SBR's Compensation Application for 2013 compensation adjustment.
- September 11 Comments due back from Member Agencies on Draft Reports for Recology and SBR.
- September 20 Final Report issued for Recology's Compensation Application for 2013 compensation adjustment (for consideration at September 27, 2012 Board meeting). Included in this Report is the recommended total collection rate adjustment for 2013.
- September 20 Final Report issued for SBR's Compensation Application for 2013 compensation adjustment (for consideration at September 27, 2012 Board meeting).
- September 27 Board approved the SBR 2013 Compensation Application.
- September 27 Board approved the Recology 2013 Compensation Application and total recommended rate adjustments for 2013.

September 27 – December 31, 2012

• Member Agencies notice and approve final 2013 solid waste rates.

November 2012

 Report to Board on recommended January 1, 2013 Shoreway tip fee adjustment including Bond proforma update for 2013 SBWMA financial projection with assumed tip fee and reserve balances.

Attachment:

Attachment A – Draft 2013 Rate Approval Schedule



DRAFT **2013 Rate Approval Schedule**

Member Agency Rate Setting Process

The 2013 Recology Compensation Application was submitted on to the SBWMA and Member Agencies on July 1, 2012 per the deadline prescribed in the Member Agency Franchise Agreement(s). On September 1, 2012 (also per the Franchise Agreements), the SBWMA will issue its Report on Recology's Compensation Application. The Member Agencies then have 10 days to provide comments on the SBWMA's Report. The comments received will be incorporated in the 2013 SBWMA Consolidated Rate Report that will become binding upon the Board's approval at the September Board meeting. The overarching implications of this are that the rate increases put forth in the SBWMA Rate Report will be the minimum rate increases each Member Agency is obligated to adopt or face interest penalties for amounts owed to Recology.

September 27, 2012 BOD Meeting

- Recology and SBR Compensation Applications Approved
- Total Recommended Rate Adjustments Approved

Member Agency Residential Billing Schedule

Group A: October-November-December (Billed September 30, 2012; December 31, 2012)

- Menlo Park
- Redwood City (Not applicable to Residential, Redwood City does its own billing.)
- San Mateo
- West Bay Sanitary District

Group B: November-December-January (Billed October 31, 2012; January 31, 2013)

- Atherton
- Burlingame
- San Carlos

Group C: December-January-February (Billed November 30, 2012; February 28, 2013)

• East Palo Alto (Not applicable to Residential.)

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- Foster City
- Hillsborough
- County of San Mateo

Prop 218 Public Notice Implications

Prop 218 requires an agency to provide 45 days public notice directly to all account holders prior to authorizing a rate increase. If more than 50% of all account holders file a protest letter within the 45 day public comment period, the agency cannot adopt the proposed rate increase.

Bill Insert Considerations

Recology typically requires that a bill insert is prepared and ready for insertion with the bills a minimum of two weeks prior to the scheduled bill issuance date. However, the company may reduce this deadline to 5 business days for special circumstances, such as a Prop 218 Notice. The company has detailed guidelines regarding the specifications for bill inserts and will share these upon request. Agencies issuing a Prop 218 Notice via Recology's bills will need to **pay directly for the costs** associated with production and printing but will save on mailing expenses since Recology can include the insert with its bills at no additional cost.

Direct Mail Considerations

Member Agencies sending the Prop 218 Notice via direct mail will need to **pay directly for the costs** associated with production, printing and mailing. Agencies sending a direct mail piece typically include these costs in their rates. Sending the Prop 218 Notice via direct mail provides the Agency with total control and flexibility regarding production and mailing of the notice.

Bill Insert vs. Direct Mail:

Group A

These agencies may be able to prepare and print a bill insert in time for inclusion with the September 30, 2012 mailing. Therefore these agencies will need to produce a direct mail piece in order to close the Prop 218 public hearing process and adopt rates prior to January 1, 2013.

Proposed Schedule:

September 27, 2012	.SBWMA BOD Approves Recology and SBR Compensation.
October 1-15	.Governing body or agency staff approves issuance of the
	Prop 218 notice.
October 16-31	Prop 218 Notice printed and issued via direct mail

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November 1-15	. Governing body closes the Prop 218 public notice period
	and adopts 2012 rates effective January 1, 2013.
December 31	.First Recology bill issued with new 2013 rates.

Group B

These agencies will likely be able to prepare and print a bill insert in time for inclusion with the October 31, 2012 mailing. However, since the Prop 218 process will not close for 45 days after issuance of the Prop 218 rate increase notice, these agencies will have to bring the results of the Prop 218 notice before their governing body between December 16 and 31, 2012. Otherwise, these agencies will need to produce a direct mail piece in order to close the Prop 218 public hearing process prior to January 1, 2013.

Proposed Schedule:

September 27, 2012	.SBWMA BOD Approves Recology and SBR Compensation
October 1 – October 15	.Governing body or agency staff approves issuance of the
	Prop 218 notice.
October 31	.Prop 218 Notice included with Recology bills
December 15-31	.Governing body closes the Prop 218 public notice period
	and adopts 2013 rates.
January 31, 2013	First Recology bill issued with new 2013 rates including a
-	retroactive rate adjustment for January.

Group C

While these agencies will have ample time to prepare and print a bill insert in time for inclusion with the November 30, 2012 mailing, this is most since the 45 day Prop 218 notification period will not close until after January 1, 2013 (i.e., on January 14, 2013). Therefore these agencies will be required to produce a direct mail piece in order to close the Prop 218 public hearing process prior to January 1, 2013.

Proposed Schedule:

September 27, 2012	.SBWMA BOD Approves Recology and SBR Compensation
October 1-15	.Governing body or agency staff approves issuance of the
	Prop 218 notice.
October 16-31	.Prop 218 Notice printed and issued via direct mail
December 1-15	.Governing body closes the Prop 218 public notice period
	and adopts 2013 rates.
February 28, 2013	First Recology bill issued with new 2013 rates including a
	retroactive rate adjustment for January and February.

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NOVEMBER 2012– JANUARY 2013 BOARD AGENDA ITEMS (SUBJECT TO CHANGE)

November 15, 2012

- Approval of Quarterly Investment Report as of 9/30/12
- Approval of 2013 Board Meeting Calendar
- Consideration of Shoreway Facility Tipping Fee Adjustments Effective 1/1/13
- Discussion on Model Anti-Scavenging Ordinance

January 24, 2013

- Election of New Officers for 2013
- Consideration of Modifications to Unrestricted Cash Reserve Policy
- Mid-Year Review of FY2013 Annual Operating Budget
- Resolution Accepting the Fiscal Year 2011-2012 Annual Financial Statements
- Results of 2012 4th Quarter Recology Franchise Agreement Contamination Measurements for Loads of Recyclable Materials, Organic Materials, and Plant Materials
- Discussion on 2013/2014 Rate Setting Process