



STAFF UPDATES



STAFF UPDATE

To: SBWMA Board Members
From: Cliff Feldman, Recycling Programs Manager
Date: May 24, 2012 Board of Directors Meeting
Subject: Update on Recology Commercial Recycling Outreach Efforts

Recommendation

This is an informational report and no action is necessary.

Analysis

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, and staff will continue working with Recology to determine what other pertinent information can be provided on a monthly basis.

April 2012 Recology Commercial Recycling Outreach Program Metrics

- 136 commercial recycling brochures and posters were distributed
- 499 internal recycling containers were distributed
- 743 Buddy Bags were delivered
- 0 MFD tool kits were delivered
- 5 commercial recycling "community events" were reported for April

Date	Franchise	Customer Name	Location	Name of Event	Time
04/21/2012	C02	CITY OF BELMONT	1 TWIN PINES LN, BELMONT	COMPOST GIVEAWAY & SHREDDING EVENT	8:30AM-2:30PM
04/21/2012	C05	CITY OF FOSTER CITY	CITY HALL PARKING LOT	EARTH DAY EVENT	10:00AM - 3:00 PM
04/21/2012	C08	CITY OF REDWOOD CITY	1400 BROADWAY, REDWOOD CITY	REDWOOD CITY SHREDDING EVENT	9:00 AM-3 PM
04/21/2012	SNC	RECYCLERY-EVENTS ONLY	SHOREWAY ENVIRONMENTAL CENTER	COMPOST GIVEAWAY AND TOURS	9:00 AM -12:00 PM
04/22/2012	C09	CITY OF SAN CARLOS	HIGHLANDS PARK	SAN CARLOS COMPOST GIVEAWAY	9:00AM - 12:00PM

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

- April 2012 Recology Commercial Service Level Changes

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:

- ❖ Burlingame's commercial sector experienced:
 - ❖ a net increase in 25.13 cubic yards of commercial recycling service
 - ❖ a net increase of 45.37 cubic yards of commercial compost service
 - ❖ a net reduction of 5.73 cubic yards of commercial garbage service
 - ❖ Menlo Park's commercial sector experienced:
 - ❖ a net reduction of 20.79 cubic yards of commercial recycling service
 - ❖ a net increase of 85.22 cubic yards of commercial compost service
 - ❖ a net increase of 15.01 cubic yards of commercial garbage 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	Column Labels			
Row Labels	Garbage	Organics	Recycling	Grand Total
ATH			-4.16	-4.16
BEL	5.8	44.17	18	67.97
BUR	-5.73	45.37	25.13	64.77
C02	13.16	11.08	55.08	79.32
C05	24.07	24.07	-126.26	-78.12
C07	51.79		12.99	64.78
C08	44.68	42.6	70.66	157.94
C09	6.24		6.24	12.48
C10	11.08	6.75	16.63	34.46
C15	42.26	19.39	33.26	94.91
CSM	-10.49		4.16	-6.33
EPA	51.96		-39.14	12.82
FOC	-54.9	15.75	80.02	40.87
HIL	103.92	56.29	70.67	230.88
MAT	-90.41	14.21	-65.45	-141.65
MPK	15.01	85.22	-20.79	79.44
NFO	-19.49		17.49	-2
RWC	393.67	16.46	149.31	559.44
SNC	-167.83	-8.84	73.45	-103.22
WBS	-12.99			-12.99
Grand Total	401.8	372.52	377.29	1151.61

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 April 2012." The second tab titled "Net Volume Change April 2012" summarizes the information and consists of the above table. Staff has requested that Recology reformat the report to make it more user friendly (i.e., printable). Per feedback from the Board, Recology was requested to reformat this report into a printable version and this new version is attached.

- 15 different commercial accounts were included in the list of recycling “presentations and trainings” reported for April:

Date	Franchise	Customer Name	Location	Attendees (staff, custodians, students, etc.)	Time	Description
04/04/2012	ATH	SODEXO	1000 EL CAMINO REAL, ATHERTON	KITCHEN STAFF AND MANAGERS	2PM	TRAINING
04/04/2012	RWC	JONES LANG LA SALLE	211 REDWOOD SHORES PKWY, REDWOOD CITY	EMPLOYEES	11:00 AM - 1:30 PM	PRESENTATION
04/05/2012	BUR	TRAVERS TOOL CO., INC.	840 MAHLER RD	OFFICE AND WAREHOUSE STAFF	3:45	TRAINING
04/05/2012	MAT	HILTON GARDEN INN	2000 BRIDGEPOINTE PKWY, SAN MATEO	KITCHEN STAFF/SUPERVISOR	4:30 PM	TRAINING
04/05/2012	MAT	HILTON GARDEN INN	2000 BRIDGEPOINTE PKWY, SAN MATEO	KITCHEN/JANITOR STAFF	10:00 AM	PRESENTATION
04/05/2012	MAT	HILTON GARDEN INN	2000 BRIDGEPOINTE PKWY, SAN MATEO	KITCHEN/JANITORIAL STAFF	10:00 AM	PRESENTATION
04/16/2012	BUR	CREPE VINE	1310 BURLINGAME AVE	KITCHEN STAFF	10:30 AM	TRAINING
04/16/2012	RWC	ORACLE CORP	400 ORACLE PKWY, RWC	TAFF AND EMPLOYEE	11:30AM-1:30PM	PRESENTATION
04/17/2012	ATH	MENLO SCHOOL	50 VALPARAISO AVE, ATHERTON	SUSTAINABLE DIRECTOR, TEACHER & STUDENT	10:15AM	PRESENTATION
04/17/2012	FOC	VISA	901 METRO CENTER BLVD	VISA STAFF	9:00 - 2:00 PM	PRESENTATION
04/17/2012	MAT	HILTON GARDEN INN	2000 BRIDGEPOINTE PKWY, SAN MATEO	KITCHEN STAFF/SUPERVISOR	4:30 PM	TRAINING
04/17/2012	MAT	KINGSTON CAFE	19 N KINGSTON ST, SAN MATEO	KITCHEN STAFF	9:30 AM	PRESENTATION
04/17/2012	MAT	HILTON GARDEN INN	2000 BRIDGEPOINTE PKWY, SAN MATEO	KITCHEN/JANITORIAL STAFF	10:00 AM	PRESENTATION
04/18/2012	MPK	THE ROBERTS SCHOOL INC.	641 COLEMAN AVE, MENLO PARK	TEACHERS AND STUDENTS	10AM	PRESENTATION
04/19/2012	RWC	CAFE N S	701 CHESAPEAKE	EMPLOYEES	11:00 AM - 1:00 PM	PRESENTATION
04/20/2012	MPK	PACIFIC BIOSCIENCES INSIGNIA COMMERCIAL GROUP, INC	1380 WILLOW RD, MPK	EMPLOYEES	11:30AM - 2PM	PRESENTATION
04/20/2012	RWC		3 LAGOON DR	EMPLOYEES	11:30 AM - 2:30 PM	PRESENTATION
04/23/2012	MAT	STANBRIDGE ACADEMY	515 E POPLAR AVENUE, SAN MATEO	STUDENTS 7TH-12TH GRADES	2:30 PM	PRESENTATION
04/23/2012	MAT	STANBRIDGE ACADEMY	515 E POPLAR AVENUE, SAN MATEO	STUDENTS K-6TH GRADES	2:00 PM	PRESENTATION
04/27/2012	MAT	PIAZZA FINE FOODS	1218 W HILLSDALE BLVD., SAN MATEO	STAFF	10:30 AM	PRESENTATION

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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.
 3. 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 April 2012 Monthly Commercial Volume Change Report

Year	Current Month	Franchise Code	Commodity	Account Type	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 Date
2012	APR	ATH	Recycling	Commercial	928093	EDWARD SICKEL	80	SOMERSET LN		4.16	0	-4.16	-0.96	Active	Stopped	12/24/2009	01/31/2012
			Recycling Total														
2012	APR	BEL	Garbage	Apartment	910653	CARLMONT HILL APTS	2401	CARLMONT DR		12.47	0	-12.47	-2.88	Active	Stopped	10/19/2006	04/09/2012
2012	APR	BEL	Garbage	Apartment	911438	TURTURICI PROPERTIES	1220	SIXTH AVE		0	4.16	4.16	0.96	Active	Active	04/22/1994	
2012	APR	BEL	Garbage	Commercial	928499	HINES INTERESTS LP	600	CLIPPER DR		34.64	17.32	-17.32	-4	Active	Active	12/20/2007	
2012	APR	BEL	Garbage	Commercial	929513	CUSTOM GATE & ACCESS	131	INDUSTRIAL WAY	8	4.33	0	-4.33	-1	Active	Stopped	06/29/2005	04/25/2012
2012	APR	BEL	Garbage	Commercial	929588	GRACE GAGNIER	845	LAUREL AVE		1.39	0	-1.39	-0.32	Active	Stopped	03/01/1986	03/31/2012
2012	APR	BEL	Garbage	Commercial	929596	GOMEZ, VICTORIA	875	LAUREL AVE		1.39	0	-1.39	-0.32	Active	Stopped	09/28/2006	03/31/2012
2012	APR	BEL	Garbage	Commercial	929604	PADIA, MANNY	885	LAUREL AVE		1.39	0	-1.39	-0.32	Active	Stopped	03/22/1993	03/31/2012
2012	APR	BEL	Garbage	Apartment	930214	PRIME OLD COUNTY, L.P.	641	OLD COUNTY RD		69.28	77.94	8.66	2	Active	Active	11/01/2009	
2012	APR	BEL	Garbage	Commercial	930487	STAMPING EXPRESS	1301	OLD COUNTY RD	7	1.39	0.69	-0.7	-0.16	Active	Active	02/01/1989	
2012	APR	BEL	Garbage	Apartment	930891	SILVERADO SENIOR LIVING	1301	RALSTON AVE		38.97	34.64	-4.33	-1	Active	Active	01/19/1998	
2012	APR	BEL	Garbage	Apartment	931162	BELMONT VISTA	900	SIXTH AVE		24.94	31.18	6.24	1.44	Active	Active	12/07/2010	
2012	APR	BEL	Garbage	Commercial	1022011	GIGAYEST	131	INDUSTRIAL WAY	11	0.69	0	-0.69	-0.16	Active	Stopped	08/05/2010	04/25/2012
2012	APR	BEL	Garbage	Commercial	1148048	CHANG ROLAND	891	RALSTON AVE		12.99	0	-12.99	-3	Active	Stopped	03/17/2011	04/11/2012
2012	APR	BEL	Garbage	Commercial	1151430	PENINSULA CHEMDRY	101	INDUSTRIAL RD	9	1.39	0	-1.39	-0.32	Active	Stopped	03/30/2011	04/25/2012
2012	APR	BEL	Garbage	Commercial	1159755	BUGAEFF, MIKE	537	MOUNTAIN VIEW AVE		1.39	0	-1.39	-0.32	Active	Active	04/26/2011	
2012	APR	BEL	Garbage	Commercial	1182781	RIVER ROAD WASTE SOLUTIONS	477	HARBOR BLVD		0	17.32	17.32	4	Active	Active	07/13/2011	
2012	APR	BEL	Garbage	Commercial	1184100	ACOUSTECH INC	101	INDUSTRIAL WAY	6	0.43	0	-0.43	-0.1	Active	Stopped	08/10/2011	04/25/2012
2012	APR	BEL	Garbage	Apartment	1256668	CARLMONT HILL APTS	2401	CARLMONT DR		0	12.47	12.47	2.88		New	04/10/2012	
2012	APR	BEL	Garbage	Commercial	1261676	RALSTON BELMONT LLC	891	RALSTON AVE		0	12.99	12.99	3		New	04/12/2012	
2012	APR	BEL	Garbage	Commercial	1263839	AUTO PRO FILMS	1141	OLD COUNTY RD	B	0	1.39	1.39	0.32		New	04/26/2012	
2012	APR	BEL	Garbage	Commercial	1263870	AKINS MAINTENANCE	880	OLD COUNTY RD	A	0	1.39	1.39	0.32		New	04/24/2012	
2012	APR	BEL	Garbage	Commercial	1265818	PENINSULA CHEMDRY	101	INDUSTRIAL RD	9	0	1.39	1.39	0.32		New	04/25/2012	
			Garbage Total														
												5.8					
2012	APR	BEL	Organics	Commercial	928499	HINES INTERESTS LP	600	CLIPPER DR		2.77	17.32	14.55	3.36	Active	Active	12/20/2007	
2012	APR	BEL	Organics	Commercial	929604	PADIA, MANNY	885	LAUREL AVE		0.69	0	-0.69	-0.16	Active	Stopped	03/22/1993	03/31/2012
2012	APR	BEL	Organics	Apartment	930891	SILVERADO SENIOR LIVING	1301	RALSTON AVE		0	25.98	25.98	6	Active	Active	01/19/1998	
2012	APR	BEL	Organics	Commercial	1255983	MAJESTIC PRODUCTION	407	OLD COUNTY RD		0	4.33	4.33	1	New	Active	03/27/2012	
			Organics Total														
2012	APR	BEL	Recycling	Apartment	910653	CARLMONT HILL APTS	2401	CARLMONT DR		12.47	0	-12.47	-2.88	Active	Stopped	10/19/2006	04/09/2012
2012	APR	BEL	Recycling	Apartment	910745	WINDSOR APTS	1039	CONTINENTALS WAY		14.55	16.63	2.08	0.48	Active	Active	03/01/1986	
2012	APR	BEL	Recycling	Apartment	910968	LEE EMILY	1205	GERALDINE WAY		6.24	8.31	2.07	0.48	Active	Active	05/01/1986	
2012	APR	BEL	Recycling	Commercial	928499	HINES INTERESTS LP	600	CLIPPER DR		25.98	38.97	12.99	3	Active	Active	12/20/2007	
2012	APR	BEL	Recycling	Commercial	929455	ENTERPRISE RENT A CAR	605	HARBOR BLVD		0	2.08	2.08	0.48	Active	Active	01/18/2001	
2012	APR	BEL	Recycling	Commercial	929588	GRACE GAGNIER	845	LAUREL AVE		1.39	0	-1.39	-0.32	Active	Stopped	03/01/1986	03/31/2012
2012	APR	BEL	Recycling	Commercial	929596	GOMEZ, VICTORIA	875	LAUREL AVE		4.16	0	-4.16	-0.96	Active	Stopped	09/28/2006	03/31/2012
2012	APR	BEL	Recycling	Commercial	929604	PADIA, MANNY	885	LAUREL AVE		2.77	0	-2.77	-0.64	Active	Stopped	03/22/1993	03/31/2012
2012	APR	BEL	Recycling	Apartment	930891	SILVERADO SENIOR LIVING	1301	RALSTON AVE		38.97	51.96	12.99	3	Active	Active	01/19/1998	
2012	APR	BEL	Recycling	Commercial	1022011	GIGAYEST	131	INDUSTRIAL WAY	11	1.39	0	-1.39	-0.32	Active	Stopped	08/05/2010	04/25/2012
2012	APR	BEL	Recycling	Commercial	1118611	NEWBRAUNFELS IH35 RET. ASSO	940	EMMETT AVE		34.64	25.98	-8.66	-2	Active	Active	12/05/2010	
2012	APR	BEL	Recycling	Commercial	1148048	CHANG ROLAND	891	RALSTON AVE		51.96	0	-51.96	-12	Active	Stopped	03/17/2011	04/11/2012
2012	APR	BEL	Recycling	Commercial	1184100	ACOUSTECH INC	101	INDUSTRIAL WAY	6	2.08	0	-2.08	-0.48	Active	Stopped	08/10/2011	04/25/2012
2012	APR	BEL	Recycling	Commercial	1210616	IMAGINE CULINARY GROUP INC	555	ONEIL AVE	4	2.08	4.16	2.08	0.48	Active	Active	10/04/2011	
2012	APR	BEL	Recycling	Apartment	1256668	CARLMONT HILL APTS	2401	CARLMONT DR		0	12.47	12.47	2.88		New	04/10/2012	
2012	APR	BEL	Recycling	Commercial	1261676	RALSTON BELMONT LLC	891	RALSTON AVE		0	51.96	51.96	12		New	04/12/2012	
2012	APR	BEL	Recycling	Commercial	1263839	AUTO PRO FILMS	1141	OLD COUNTY RD	B	0	2.08	2.08	0.48		New	04/26/2012	
2012	APR	BEL	Recycling	Commercial	1263870	AKINS MAINTENANCE	880	OLD COUNTY RD	A	0	2.08	2.08	0.48		New	04/24/2012	
			Recycling Total														
												18					
2012	APR	BUR	Garbage	Apartment	913442	BEHLING PROPERTIES MANAGEM	1229	FLORIBUNDA AVE		4.16	0	-4.16	-0.96	Active	Stopped	05/01/1987	04/11/2012
2012	APR	BUR	Garbage	Apartment	913475	GW WILLIAMS CO	1401	FLORIBUNDA AVE		18.71	12.47	-6.24	-1.44	Active	Active	04/01/1986	
2012	APR	BUR	Garbage	Apartment	913491	GW WILLIAMS CO	1411	FLORIBUNDA AVE		12.47	8.31	-4.16	-0.96	Active	Active	04/01/1986	
2012	APR	BUR	Garbage	Apartment	913897	TUSCAN PROPERTIES	1475	LINCOLN AVE		4.33	8.66	4.33	1	Active	Active	12/01/1991	
2012	APR	BUR	Garbage	Apartment	914853	VALERIE AND BRIAN ADLER	604	TRENTON WAY		0	2.08	2.08	0.48	Active	Active	11/03/2005	
2012	APR	BUR	Garbage	Commercial	992776	PHOENIX PHARMACEUTICALS, IN	330	BEACH RD		25.98	17.32	-8.66	-2	Active	Active	08/15/2006	
2012	APR	BUR	Garbage	Commercial	993212	VILLAGE HOST RESTAURANT	1201	BROADWAY ST		25.98	17.32	-8.66	-2	Active	Active	07/31/1978	
2012	APR	BUR	Garbage	Commercial	994012	THE CAKERY	1308	BURLINGAME AVE		0	8.66	8.66	2	Active	Active	08/01/1997	
2012	APR	BUR	Garbage	Commercial	994269	LA BOHEME	1425	BURLINGAME AVE		8.66	0	-8.66	-2	Active	Stopped	09/25/2008	04/11/2012
2012	APR	BUR	Garbage	Commercial	995829	EUROPEAN MINI MARKET	1138	CHULA VISTA AVE		2.08	0	-2.08	-0.48	Active	Stopped	04/25/2008	04/10/2012
2012	APR	BUR	Garbage	Commercial	995878	H&N FOODS INTERNATIONAL	819	COWAN RD	B	1.39	0	-1.39	-0.32	Active	Active	02/03/2009	
2012	APR	BUR	Garbage	Commercial	995894	HOSPITALITY FURNITURE COLLEC	819	COWAN RD	E	6.41	2.08	-4.33	-1	Active	Active	03/14/2008	
2012	APR	BUR	Garbage	Apartment	996421	MILO CONDO ASSOC	27	EL CAMINO REAL		2.77	2.08	-0.69	-0.16	Active	Active	04/01/1986	
2012	APR	BUR	Garbage	Apartment	997189	SPRING TERRACE CONDOS	733	FAIRFIELD RD		16.63	12.47	-4.16	-0.96	Active	Active	04/01/1986	
2012	APR	BUR	Garbage	Apartment	997213	G W WILLIAMS CO	1403	FLORIBUNDA AVE		18.71	12.47	-6.24	-1.44	Active	Active	04/01/1986	

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2012	APR	BUR	Garbage	Apartment	997809	WYNE CHIA	4	HOWARD AVE		4.33	6.41	2.08	0.48	Active	Active	07/18/2006	
2012	APR	BUR	Garbage	Commercial	998047	THE UNIQUE BRIDE	1209	HOWARD AVE		12.99	8.66	-4.33	-1	Active	Active	08/08/1989	
2012	APR	BUR	Garbage	Commercial	1000819	CAMMISA HYUNDAI	1025	ROLLINS RD		8.66	17.32	8.66	2	Active	Active	04/20/2010	
2012	APR	BUR	Garbage	Commercial	1001494	JACKSON PAN	1550	ROLLINS RD	G	2.08	0	-2.08	-0.48	Active	Stopped	03/30/2004	04/05/2012
2012	APR	BUR	Garbage	Commercial	1001668	PRIME TIME ATHLETIC CLUB	1730	ROLLINS RD		0	38.97	38.97	9	Active	Active	08/23/1984	
2012	APR	BUR	Garbage	Commercial	1001775	CLARK'S COIN LAUNDRY SERVICE	1846	ROLLINS RD		4.33	0	-4.33	-1	Active	Stopped	10/13/2009	04/16/2012
2012	APR	BUR	Garbage	Commercial	1001791	AMS BEKINS	1873	ROLLINS RD	187	25.98	0	-25.98	-6	Active	Active	09/01/1990	
2012	APR	BUR	Garbage	Commercial	1001940	COMCAST CABLE	860	STANTON RD	880	0	34.64	34.64	8	Active	Active	12/12/2008	
2012	APR	BUR	Garbage	Commercial	1019116	SHANGHAI CLUB	1107	HOWARD AVE		12.99	0	-12.99	-3	Active	Stopped	08/05/2010	04/26/2012
2012	APR	BUR	Garbage	Apartment	1202605	1336 EL CAMINO INVESTORS, LLC	1336	EL CAMINO REAL		15.76	2.77	-12.99	-3	Active	Active	09/01/2011	
2012	APR	BUR	Garbage	Commercial	1259878	POT-POURRI	1235	BROADWAY ST		0	2.08	2.08	0.48	New	New	04/05/2012	
2012	APR	BUR	Garbage	Commercial	1262278	LIBERTY ELECTRIC	831	MALCOLM RD		0	2.08	2.08	0.48	New	New	04/12/2012	
2012	APR	BUR	Garbage	Apartment	1263086	SCHNEIDER PROPERTIES LP	1229	FLORIBUNDA AVE		0	4.16	4.16	0.96	New	New	04/18/2012	
2012	APR	BUR	Garbage	Apartment	1265081	PML MANAGEMENT	1838	OGDEN DR		0	4.33	4.33	1	New	New	04/27/2012	
2012	APR	BUR	Garbage	Commercial	1265792	CLARK'S COIN LAUNDRY SERVICE	1846	ROLLINS RD		0	4.33	4.33	1	New	New	04/23/2012	
			Garbage Total									-5.73					
2012	APR	BUR	Organics	Commercial	991679	SISTERS OF MERCY	2300	ADELINE DR		16.63	12.47	-4.16	-0.96	Active	Active	12/19/1985	
2012	APR	BUR	Organics	Apartment	996678	SHADY TREE TOWN HOMES ASSC	1105	EL CAMINO REAL		0	0.69	0.69	0.16	Active	Active	04/05/1989	
2012	APR	BUR	Organics	Commercial	998047	THE UNIQUE BRIDE	1209	HOWARD AVE		0	4.16	4.16	0.96	Active	Active	08/08/1989	
2012	APR	BUR	Organics	Commercial	1007541	LSG SKY CHEFS	868	COWAN RD		0	121.24	121.24	28	Active	Active	08/05/2010	
2012	APR	BUR	Organics	Commercial	1159557	MILLS-PENINSULA HEALTH SVCS	1501	TROUSDALE DR	C	26.33	27.71	1.38	0.32	Active	Active	04/25/2011	
2012	APR	BUR	Organics	Commercial	1257062	FLYING FOOD	810	MALCOLM RD		77.94	0	-77.94	-18	New	Active	03/27/2012	
			Organics Total									45.37					
2012	APR	BUR	Recycling	Apartment	913442	BEHLING PROPERTIES MANAGEM	1229	FLORIBUNDA AVE		2.08	0	-2.08	-0.48	Active	Stopped	05/01/1987	04/11/2012
2012	APR	BUR	Recycling	Apartment	913871	FRANCO PROPERTIES	1405	LINCOLN AVE		0	2.08	2.08	0.48	Active	Active	04/01/1986	
2012	APR	BUR	Recycling	Apartment	914598	WILLIAM SIANIS	1133	RHINETTE AVE		0	4.16	4.16	0.96	Active	Active	08/20/1990	
2012	APR	BUR	Recycling	Apartment	992230	GAGE BEN	115	ARUNDEL RD		0	4.16	4.16	0.96	Active	Active	10/27/1994	
2012	APR	BUR	Recycling	Commercial	994269	LA BOHEME	1425	BURLINGAME AVE		11.08	0	-11.08	-2.56	Active	Stopped	09/25/2008	04/11/2012
2012	APR	BUR	Recycling	Commercial	994681	PUTNAM CHEVROLET	198	CALIFORNIA DR		103.92	77.94	-25.98	-6	Active	Active	02/19/2001	
2012	APR	BUR	Recycling	Commercial	995829	EUROPEAN MINI MARKET	1138	CHULA VISTA AVE		8.66	0	-8.66	-2	Active	Stopped	04/25/2008	04/10/2012
2012	APR	BUR	Recycling	Commercial	998047	THE UNIQUE BRIDE	1209	HOWARD AVE		2.08	0	-2.08	-0.48	Active	Active	08/08/1989	
2012	APR	BUR	Recycling	Apartment	998484	BURLINGAME PLACE HOA	16	LORTON AVE		8.31	2.08	-6.23	-1.44	Active	Active	02/01/1983	
2012	APR	BUR	Recycling	Commercial	998930	TRIVERS TOOL CO., INC.	840	MAHLER RD		2.08	8.66	6.58	1.52	Active	Active	10/19/2009	
2012	APR	BUR	Recycling	Apartment	999904	JIAN HE	1105	PALOMA AVE		0	2.77	2.77	0.64	Active	Active	11/10/2005	
2012	APR	BUR	Recycling	Commercial	1000819	CAMMISA HYUNDAI	1025	ROLLINS RD		8.66	17.32	8.66	2	Active	Active	04/20/2010	
2012	APR	BUR	Recycling	Commercial	1001494	JACKSON PAN	1550	ROLLINS RD	G	8.66	0	-8.66	-2	Active	Stopped	03/30/2004	04/05/2012
2012	APR	BUR	Recycling	Commercial	1001619	ATHERTON APPLIANCE	1640	ROLLINS RD		155.88	129.9	-25.98	-6	Active	Active	11/30/2006	
2012	APR	BUR	Recycling	Commercial	1001775	CLARK'S COIN LAUNDRY SERVICE	1846	ROLLINS RD		8.66	0	-8.66	-2	Active	Stopped	10/13/2009	04/16/2012
2012	APR	BUR	Recycling	Commercial	1019116	SHANGHAI CLUB	1107	HOWARD AVE		4.16	0	-4.16	-0.96	Active	Stopped	08/05/2010	04/26/2012
2012	APR	BUR	Recycling	Commercial	1142041	PROST DATA /DBA OUR LAB	875	COWAN RD	B	17.32	8.66	-8.66	-2	Active	Active	03/04/2011	
2012	APR	BUR	Recycling	Commercial	1160894	US POSTAL ANNEX	1625	ROLLINS RD		99.76	83.14	-16.62	-3.84	Active	Active	04/28/2011	
2012	APR	BUR	Recycling	Apartment	1237478	FRIEDERBERG, DAN	819	MITTEN RD		6.24	12.99	6.75	1.56	Active	Active	01/05/2012	
2012	APR	BUR	Recycling	Commercial	1243765	REAL MEX RESTAURANTS	1590	BAYSHORE HWY		0	21.65	21.65	5	Active	Active	10/05/2011	
2012	APR	BUR	Recycling	Commercial	1257062	FLYING FOOD	810	MALCOLM RD		77.94	155.88	77.94	18	New	Active	03/27/2012	
2012	APR	BUR	Recycling	Commercial	1259878	POT-POURRI	1235	BROADWAY ST		0	1.39	1.39	0.32	New	New	04/05/2012	
2012	APR	BUR	Recycling	Commercial	1262278	LIBERTY ELECTRIC	831	MALCOLM RD		0	2.77	2.77	0.64	New	New	04/12/2012	
2012	APR	BUR	Recycling	Apartment	1263086	SCHNEIDER PROPERTIES LP	1229	FLORIBUNDA AVE		0	2.08	2.08	0.48	New	New	04/18/2012	
2012	APR	BUR	Recycling	Apartment	1265081	PML MANAGEMENT	1838	OGDEN DR		0	4.33	4.33	1	New	New	04/27/2012	
2012	APR	BUR	Recycling	Commercial	1265792	CLARK'S COIN LAUNDRY SERVICE	1846	ROLLINS RD		0	8.66	8.66	2	New	New	04/23/2012	
			Recycling Total									25.13					
2012	APR	C02	Garbage	Commercial	1260587	CITY OF BELMONT/TWIN PINES PI	0	RALSTON AVE	SPE	0	11.08	11.08	2.56	New	New	04/06/2012	
2012	APR	C02	Garbage	Commercial	1264290	CITY OF BELMONT	1	TWIN PINES LN	SPE	0	2.08	2.08	0.48	New	New	04/20/2012	
			Garbage Total									13.16					
2012	APR	C02	Organics	Commercial	1260587	CITY OF BELMONT/TWIN PINES PI	0	RALSTON AVE	SPE	0	11.08	11.08	2.56	New	New	04/06/2012	
			Organics Total									11.08					
2012	APR	C02	Recycling	Commercial	1260587	CITY OF BELMONT/TWIN PINES PI	0	RALSTON AVE	SPE	0	16.63	16.63	3.84	New	New	04/06/2012	
2012	APR	C02	Recycling	Commercial	1264290	CITY OF BELMONT	1	TWIN PINES LN	SPE	0	38.45	38.45	8.88	New	New	04/20/2012	
			Recycling Total									55.08					
2012	APR	C05	Garbage	Commercial	1264019	CITY OF FOSTER CITY EARTH DA'	610	FOSTER CITY BLVD	SPE	0	24.07	24.07	5.56	New	New	04/20/2012	
			Garbage Total									24.07					
2012	APR	C05	Organics	Commercial	1264019	CITY OF FOSTER CITY EARTH DA'	610	FOSTER CITY BLVD	SPE	0	24.07	24.07	5.56	New	New	04/20/2012	
			Organics Total									24.07					
2012	APR	C05	Recycling	Commercial	933101	EDGEWATER HOLDING CORP (F	901	EDGEWATER BLVD		155.88	0	-155.88	-36	Active	Stopped	01/01/1985	04/04/2012
2012	APR	C05	Recycling	Commercial	1264019	CITY OF FOSTER CITY EARTH DA'	610	FOSTER CITY BLVD	SPE	0	29.62	29.62	6.84	New	New	04/20/2012	

Year	Current Month	Franchise Code	Commodity	Account Type	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 Date
			Recycling Total		-126.26												
2012	APR	C07	Garbage	Commercial	1212067	PACIFIC FINE ARTS FESTIVAL	0	SANTA CRUZ @ EL CAMI	SPE	0	12.99	12.99	3	Active	Active	10/14/2011	
2012	APR	C07	Garbage	Commercial	1260660	CITY OF MENLO PARK/BURGESS I	0	ALMA ST	SPE	0	38.8	38.8	8.96	New	New	04/06/2012	
			Garbage Total		51.79												
2012	APR	C07	Recycling	Commercial	1212067	PACIFIC FINE ARTS FESTIVAL	0	SANTA CRUZ @ EL CAMI	SPE	0	12.99	12.99	3	Active	Active	10/14/2011	
			Recycling Total		12.99												
2012	APR	C08	Garbage	Commercial	1255009	STANFORD ROWING CENTER	3	LAGOON DR	SPE	0	18.53	18.53	4.28	New	Active	03/16/2012	
2012	APR	C08	Garbage	Commercial	1259456	BURLINGAME LIONS CLUB	990	BURLINGAME AVE	SPE	0	11.08	11.08	2.56	New	New	04/05/2012	
2012	APR	C08	Garbage	Commercial	1264365	CITY OF REDWOOD CITY	1400	BROADWAY ST	SPE	0	2.08	2.08	0.48	New	New	04/20/2012	
2012	APR	C08	Garbage	Commercial	1265537	REBUILDING TOGETHER	0	ORACLE PKWY	SPE	0	12.99	12.99	3	New	New	04/27/2012	
			Garbage Total		44.68												
2012	APR	C08	Organics	Commercial	1255009	STANFORD ROWING CENTER	3	LAGOON DR	SPE	0	18.53	18.53	4.28	New	Active	03/16/2012	
2012	APR	C08	Organics	Commercial	1259456	BURLINGAME LIONS CLUB	990	BURLINGAME AVE	SPE	0	11.08	11.08	2.56	New	New	04/05/2012	
2012	APR	C08	Organics	Commercial	1265537	REBUILDING TOGETHER	0	ORACLE PKWY	SPE	0	12.99	12.99	3	New	New	04/27/2012	
			Organics Total		42.6												
2012	APR	C08	Recycling	Commercial	1255009	STANFORD ROWING CENTER	3	LAGOON DR	SPE	0	18.53	18.53	4.28	New	Active	03/16/2012	
2012	APR	C08	Recycling	Commercial	1259456	BURLINGAME LIONS CLUB	990	BURLINGAME AVE	SPE	0	11.08	11.08	2.56	New	New	04/05/2012	
2012	APR	C08	Recycling	Commercial	1264365	CITY OF REDWOOD CITY	1400	BROADWAY ST	SPE	0	28.06	28.06	6.48	New	New	04/20/2012	
2012	APR	C08	Recycling	Commercial	1265537	REBUILDING TOGETHER	0	ORACLE PKWY	SPE	0	12.99	12.99	3	New	New	04/27/2012	
			Recycling Total		70.66												
2012	APR	C09	Garbage	Commercial	1262377	KIWANIS CLUB/CHILD SAFETY DA	828	CHESTNUT ST	SPE	0	6.24	6.24	1.44	New	New	04/27/2012	
			Garbage Total		6.24												
2012	APR	C09	Recycling	Commercial	1262377	KIWANIS CLUB/CHILD SAFETY DA	828	CHESTNUT ST	SPE	0	6.24	6.24	1.44	New	New	04/27/2012	
			Recycling Total		6.24												
2012	APR	C10	Garbage	Commercial	1260751	CITY OF SAN MATEO/CENTRAL P/	0	5TH AVE	SP1	0	11.08	11.08	2.56	New	New	04/06/2012	
			Garbage Total		11.08												
2012	APR	C10	Organics	Commercial	933275	CITY OF SAN MATEO	200	FRANKLIN PKWY		4.33	0	-4.33	-1	Active	Active	05/20/2009	
2012	APR	C10	Organics	Commercial	1260751	CITY OF SAN MATEO/CENTRAL P/	0	5TH AVE	SP1	0	11.08	11.08	2.56	New	New	04/06/2012	
			Organics Total		6.75												
2012	APR	C10	Recycling	Commercial	1260751	CITY OF SAN MATEO/CENTRAL P/	0	5TH AVE	SP1	0	16.63	16.63	3.84	New	New	04/06/2012	
			Recycling Total		16.63												
2012	APR	C15	Garbage	Commercial	1264472	REDWOOD CITY LIBRARY FDN	2600	MIDDLEFIELD RD	SPE	0	11.08	11.08	2.56	New	New	04/27/2012	
2012	APR	C15	Garbage	Commercial	1266105	FAIR OAKS COMMUNITY CENTER	2600	MIDDLEFIELD RD	SP1	0	31.18	31.18	7.2	New	New	04/27/2012	
			Garbage Total		42.26												
2012	APR	C15	Organics	Commercial	1264472	REDWOOD CITY LIBRARY FDN	2600	MIDDLEFIELD RD	SPE	0	11.08	11.08	2.56	New	New	04/27/2012	
2012	APR	C15	Organics	Commercial	1266105	FAIR OAKS COMMUNITY CENTER	2600	MIDDLEFIELD RD	SP1	0	8.31	8.31	1.92	New	New	04/27/2012	
			Organics Total		19.39												
2012	APR	C15	Recycling	Commercial	1264472	REDWOOD CITY LIBRARY FDN	2600	MIDDLEFIELD RD	SPE	0	16.63	16.63	3.84	New	New	04/27/2012	
2012	APR	C15	Recycling	Commercial	1266105	FAIR OAKS COMMUNITY CENTER	2600	MIDDLEFIELD RD	SP1	0	16.63	16.63	3.84	New	New	04/27/2012	
			Recycling Total		33.26												
2012	APR	CSM	Garbage	Commercial	931832	LAKEVIEW LODGE	530	LAKEVIEW WAY		17.32	8.66	-8.66	-2	Active	Active	07/01/1999	
2012	APR	CSM	Garbage	Commercial	931899	CASTER PROPERTIES	1337	OLD COUNTY RD		12.99	4.33	-8.66	-2	Active	Active	10/01/2007	
2012	APR	CSM	Garbage	Apartment	1095389	BELMONT MOBILE PARK HOMES	100	HARBOR BLVD	33A	0	0.69	0.69	0.16	Active	Active	01/01/2011	
2012	APR	CSM	Garbage	Commercial	1257567	STATE FARM INSURANCE	1779	WOODSIDE RD	200	0	0.69	0.69	0.16	New	New	04/02/2012	
2012	APR	CSM	Garbage	Commercial	1265826	ACOUSTECH INC	101	INDUSTRIAL WAY	6	0	0.43	0.43	0.1	New	New	04/25/2012	
2012	APR	CSM	Garbage	Commercial	1265842	GIGAYEST	131	INDUSTRIAL WAY	11	0	0.69	0.69	0.16	New	New	04/25/2012	
2012	APR	CSM	Garbage	Commercial	1265867	CUSTOM GATE & ACCESS	131	INDUSTRIAL WAY	8	0	4.33	4.33	1	New	New	04/25/2012	
			Garbage Total		-10.49												
2012	APR	CSM	Recycling	Apartment	1095389	BELMONT MOBILE PARK HOMES	100	HARBOR BLVD	33A	0	0.69	0.69	0.16	Active	Active	01/01/2011	
2012	APR	CSM	Recycling	Commercial	1265826	ACOUSTECH INC	101	INDUSTRIAL WAY	6	0	2.08	2.08	0.48	New	New	04/25/2012	
2012	APR	CSM	Recycling	Commercial	1265842	GIGAYEST	131	INDUSTRIAL WAY	11	0	1.39	1.39	0.32	New	New	04/25/2012	
			Recycling Total		4.16												
2012	APR	EPA	Garbage	Commercial	1227602	EQUITY RESIDENTIAL	402	E OKEEFE ST	430	25.98	77.94	51.96	12	Active	Active	12/01/2011	
			Garbage Total		51.96												
2012	APR	EPA	Recycling	Commercial	936054	THREE BROTHERS TACOS	2220	UNIVERSITY AVE		69.28	51.96	-17.32	-4	Active	Active	12/01/2003	
2012	APR	EPA	Recycling	Apartment	1227818	EQUITY RESIDENTIAL	2010	EUCLID AVE		0	4.16	4.16	0.96	Active	Active	12/02/2011	
2012	APR	EPA	Recycling	Apartment	1228022	EQUITY RESIDENTIAL	1950	COOLEY AVE		60.62	34.64	-25.98	-6	Active	Active	12/02/2011	
			Recycling Total		-39.14												
2012	APR	FOC	Garbage	Commercial	937375	TURTLE BAY	981	E HILLSDALE BLVD		8.66	0	-8.66	-2	Active	Stopped	10/09/2002	04/16/2012
2012	APR	FOC	Garbage	Commercial	937813	NORTH PENINSULA JEWISH CAMI	800	FOSTER CITY BLVD		155.88	129.9	-25.98	-6	Active	Active	08/30/1999	
2012	APR	FOC	Garbage	Commercial	937938	GILEAD SCIENCES INC	310	LAKESIDE DR		34.64	43.3	8.66	2	Active	Active	12/22/2004	
2012	APR	FOC	Garbage	Commercial	937979	GILEAD VINTAGE PARK LLC	335	LAKESIDE DR		34.64	43.3	8.66	2	Active	Active	09/12/2003	
2012	APR	FOC	Garbage	Commercial	938191	PAJA INVESTMENTS	1000	METRO CENTER BLVD		155.88	103.92	-51.96	-12	Active	Active	07/08/1996	
2012	APR	FOC	Garbage	Commercial	938282	PORT ROYAL MASTER ASSOCIATI	2	PORT ROYAL AVE		4.33	0	-4.33	-1	Active	Active	06/01/2009	

Year	Current Month	Franchise Code	Commodity	Account Type	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 Date
2012	APR	FOC	Garbage	Commercial	938316	SAN JOSE FM GRP FOR LDS CHUI	1000	SHELL BLVD		0	12.99	12.99		3 Active	Active	10/05/1978	
2012	APR	FOC	Garbage	Commercial	1145671	GILEAD SCIENCES INC	381	FOSTER CITY BLVD		8.66	17.32	8.66		2 Active	Active	03/10/2011	
2012	APR	FOC	Garbage	Commercial	1145754	ANDERSON PACIFIC	3420	E 3RD AVE		4.33	0	-4.33		-1 Active	Stopped	03/07/2011	04/16/2012
2012	APR	FOC	Garbage	Commercial	1261551	PRIME TIME PAPER	1185	CHESS DR	G	0	1.39	1.39	0.32		New	04/11/2012	
Garbage Total																	
2012	APR	FOC	Organics	Commercial	937813	NORTH PENINSULA JEWISH CAMI	800	FOSTER CITY BLVD		13.86	20.78	6.92	1.6	Active	Active	08/30/1999	
2012	APR	FOC	Organics	Commercial	938068	APPLIED BIOSYSTEMS INC	200	LINCOLN CENTRE DR		4.16	12.99	8.83	2.04	Active	Active	05/01/1997	
Organics Total																	
2012	APR	FOC	Recycling	Commercial	937375	TURTLE BAY	981	E HILLSDALE BLVD		51.96	0	-51.96	-12	Active	Stopped	10/09/2002	04/16/2012
2012	APR	FOC	Recycling	Commercial	938381	T W M INDUSTRIES	1140	TRITON DR		77.94	64.95	-12.99	-3	Active	Active	07/27/1985	
2012	APR	FOC	Recycling	Commercial	1078302	SCIENTIFIC ACUPUNCTURE CENT	1483	BEACH PARK BLVD		0	2.08	2.08	0.48	Active	Active	10/05/2010	
2012	APR	FOC	Recycling	Commercial	1145671	GILEAD SCIENCES INC	381	FOSTER CITY BLVD		8.66	17.32	8.66	2	Active	Active	03/10/2011	
2012	APR	FOC	Recycling	Apartment	1178565	C/O BAYSIDE REALITY PARTNERS	1241	E HILLSDALE BLVD		38.97	12.99	-25.98	-6	Active	Active	06/28/2011	
2012	APR	FOC	Recycling	Commercial	1260363	EDGEWATER HOLDING CORP	901	EDGEWATER BLVD		0	155.88	155.88	36		New	04/05/2012	
2012	APR	FOC	Recycling	Commercial	1261551	PRIME TIME PAPER	1185	CHESS DR	G	0	4.33	4.33	1		New	04/11/2012	
Recycling Total																	
2012	APR	HIL	Garbage	Commercial	938746	CRYSTAL SPRINGS UPLANDS SCI	400	UPLANDS DR		0	103.92	103.92	24	Active	Active	06/09/1986	
Garbage Total																	
2012	APR	HIL	Organics	Commercial	938688	BRIDGE SCHOOL	545	EUCALYPTUS AVE		0	4.33	4.33	1	Active	Active	09/22/1995	
2012	APR	HIL	Organics	Commercial	938746	CRYSTAL SPRINGS UPLANDS SCI	400	UPLANDS DR		0	51.96	51.96	12	Active	Active	06/09/1986	
Organics Total																	
2012	APR	HIL	Recycling	Commercial	938746	CRYSTAL SPRINGS UPLANDS SCI	400	UPLANDS DR		0	70.67	70.67	16.32	Active	Active	06/09/1986	
Recycling Total																	
2012	APR	MAT	Garbage	Apartment	916114	GORDON KENNY REALTY	4111	BERESFORD ST		4.16	8.31	4.15	0.96	Active	Active	01/01/1986	
2012	APR	MAT	Garbage	Apartment	916155	NANCI WILBOURN	4333	BERESFORD ST		8.31	12.47	4.16	0.96	Active	Active	03/01/1986	
2012	APR	MAT	Garbage	Apartment	916429	GUS PANOS	130	DARTMOUTH RD		6.93	0	-6.93	-1.6	Active	Active	08/04/2006	
2012	APR	MAT	Garbage	Apartment	916957	SC PROPERTIES	60	E 40TH AVE		4.16	0	-4.16	-0.96	Active	Active	10/21/2008	
2012	APR	MAT	Garbage	Apartment	917211	JOHN VIGLIZZO	2210	FLORES ST		12.47	0	-12.47	-2.88	Active	Active	02/19/1988	
2012	APR	MAT	Garbage	Apartment	917419	NELSON SAUFLEY	334	GRAND BLVD		2.77	3.46	0.69	0.16	Active	Active	03/01/1986	
2012	APR	MAT	Garbage	Apartment	918375	SHIU NARAIN	146	N DELAWARE ST		2.77	2.08	-0.69	-0.16	Active	Active	05/19/1988	
2012	APR	MAT	Garbage	Apartment	918888	THE KINGSTON ENTERPRISES, LF	57	N KINGSTON ST		25.98	17.32	-8.66	-2	Active	Active	02/01/1979	
2012	APR	MAT	Garbage	Apartment	920041	LAKESHORE LANDING SFO1138R	2717	S NORFOLK ST		0	207.84	207.84	48	Active	Active	08/21/1997	
2012	APR	MAT	Garbage	Apartment	920967	NAZARETH ENTERPRISES	234	7TH AVE		1.39	2.77	1.38	0.32	Active	Active	12/15/2008	
2012	APR	MAT	Garbage	Commercial	938944	EQUITY OFFICE BPC	999	BAKER WAY		25.98	17.32	-8.66	-2	Active	Active	05/01/2009	
2012	APR	MAT	Garbage	Commercial	939223	INTERLAND LLC	411	BOREL AVE		129.9	38.97	-90.93	-21	Active	Active	02/07/1986	
2012	APR	MAT	Garbage	Commercial	939363	HILTON GARDEN INN	2000	BRIDGEPOINTE PKWY		77.94	51.96	-25.98	-6	Active	Active	04/06/1999	
2012	APR	MAT	Garbage	Commercial	939686	CURVES SOUTH	3176	CAMPUS DR		1.39	0	-1.39	-0.32	Active	Stopped	05/16/2003	04/17/2012
2012	APR	MAT	Garbage	Commercial	940015	TOM TRACY PHOTO	37	CRYSTAL SPRINGS RD		4.33	0	-4.33	-1	Active	Stopped	09/01/1983	04/11/2012
2012	APR	MAT	Garbage	Commercial	941104	GLOW	76	E 3RD AVE		2.08	0	-2.08	-0.48	Active	Stopped	05/09/2006	04/10/2012
2012	APR	MAT	Garbage	Apartment	942573	ESSEX PORTFOLIO LP	3421	EDISON ST		954.33	736.1	-218.23	-50.4	Active	Active	09/18/2006	
2012	APR	MAT	Garbage	Apartment	942672	LUCIER KATHLEEN	1830	EL PARQUE CT	A	0.69	0	-0.69	-0.16	Active	Stopped	06/01/2000	04/17/2012
2012	APR	MAT	Garbage	Commercial	944983	SONIAS BEAUTY SALON	136	N B ST		0.69	0	-0.69	-0.16	Active	Stopped	12/21/1998	04/26/2012
2012	APR	MAT	Garbage	Apartment	945089	CLAREMONT CONDO ASSOC.	9	N CLAREMONT ST		1.39	2.08	0.69	0.16	Active	Active	06/22/1999	
2012	APR	MAT	Garbage	Commercial	947192	CARPET MAINTENACE SUPPLY	3991	PACIFIC BLVD		8.66	0	-8.66	-2	Active	Stopped	11/21/1989	03/31/2012
2012	APR	MAT	Garbage	Commercial	949339	CHURCH OF CHRIST	525	S BAYSHORE BLVD		1.39	0.69	-0.7	-0.16	Active	Active	03/01/1986	
2012	APR	MAT	Garbage	Apartment	950444	JOHNSON VIRGINIA	1421	S EL CAMINO REAL		0.69	0	-0.69	-0.16	Active	Stopped	01/01/1986	04/05/2012
2012	APR	MAT	Garbage	Commercial	951046	ANNAPOOMA	2299	S EL CAMINO REAL		8.66	0	-8.66	-2	Active	Stopped	05/01/2002	04/22/2012
2012	APR	MAT	Garbage	Commercial	951756	EVERY CONSTRUCTION CO	100	S LLLSWORTH AVE		324.75	363.72	38.97	9	Active	Active	09/30/1983	
2012	APR	MAT	Garbage	Apartment	953067	NAZARETH ENTERPRISES	7	SEVILLE WAY	1-6	4.16	6.24	2.08	0.48	Active	Active	10/09/2009	
2012	APR	MAT	Garbage	Commercial	953117	BUCKYS COCTAIL LOUNGE	101	SOUTH BLVD		8.66	4.33	-4.33	-1	Active	Active	09/09/1977	
2012	APR	MAT	Garbage	Commercial	954081	MAMA MIA CAFE	19	W 25TH AVE		4.33	1.39	-2.94	-0.68	Active	Active	07/29/2009	
2012	APR	MAT	Garbage	Commercial	954305	NIPA-PON	121	W 25TH AVE		8.66	4.33	-4.33	-1	Active	Active	07/19/2004	
2012	APR	MAT	Garbage	Commercial	955849	PICASSO HAIR STUDIO	61	37TH AVE		2.08	0.69	-1.39	-0.32	Active	Active	06/30/1999	
2012	APR	MAT	Garbage	Commercial	955948	PHILIPS LIQUORS	8	41ST AVE		0.69	0	-0.69	-0.16	Active	Stopped	10/21/2004	04/26/2012
2012	APR	MAT	Garbage	Commercial	1025279	FORCEDRAIN.COM	1920	LESLIE ST		1.39	0	-1.39	-0.32	Active	Stopped	08/05/2010	04/05/2012
2012	APR	MAT	Garbage	Commercial	1034701	FATLACE	800	S AMPHLETT BLVD		0	2.08	2.08	0.48	Active	Active	09/07/2010	
2012	APR	MAT	Garbage	Commercial	1097310	KOKKO	509	2ND AVE		8.66	12.99	4.33	1	Active	Active	11/05/2010	
2012	APR	MAT	Garbage	Commercial	1116995	LOWE ENTERPRISES / BPPC	3055	CLEARVIEW WAY		25.98	34.64	8.66	2	Active	Active	12/05/2010	
2012	APR	MAT	Garbage	Commercial	1138460	SAMARITAN HOUSE	1515	S CLAREMONT ST		12.99	25.98	12.99	3	Active	Active	01/01/2011	
2012	APR	MAT	Garbage	Commercial	1180082	RED CRAWFISH	401	E 3RD AVE		14.55	18.71	4.16	0.96	Active	Active	07/12/2011	
2012	APR	MAT	Garbage	Commercial	1200187	KINGSTON CAFE	19	N KINGSTON ST		2.08	0	-2.08	-0.48	Active	Active	09/07/2011	
2012	APR	MAT	Garbage	Commercial	1209451	NGYUEN, LILI	333	E 4TH AVE		0.69	0	-0.69	-0.16	Active	Active	09/29/2011	
2012	APR	MAT	Garbage	Commercial	1234079	PLANET PAWS	138	W 25TH AVE		0.69	0	-0.69	-0.16	Active	Stopped	12/27/2011	04/26/2012
2012	APR	MAT	Garbage	Commercial	1251727	HAIR FITNESS	73	BOVET RD		0	1.39	1.39	0.32	New	Active	03/06/2012	

Year	Current Month	Franchise Code	Commodity	Account Type	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 Date	
2012	APR	MAT	Garbage	Commercial	1256890	PSYCHIC PAST PRESENT & FUTU	929	S EL CAMINO REAL		0	1.39	1.39	0.32	New	Active	03/23/2012		
2012	APR	MAT	Garbage	Commercial	1257252	NUBI YOGURT	2015	CHESS DR		0	17.32	17.32	4		New	04/03/2012		
2012	APR	MAT	Garbage	Apartment	1257260	KATHY SPELVER/CLAYTON RICE	527	N AMPHLETT BLVD		16.63	12.47	-4.16	-0.96	New	Active	03/26/2012		
2012	APR	MAT	Garbage	Commercial	1257799	SPORT CLIPS	2017	CHESS DR		0	1.39	1.39	0.32		New	04/06/2012		
2012	APR	MAT	Garbage	Commercial	1259191	TRAX AUTO WHOLESAL, INC	4301	S EL CAMINO REAL		0	2.08	2.08	0.48		New	04/06/2012		
2012	APR	MAT	Garbage	Commercial	1260678	AVOS SYSTEMS INC	345	S B ST		0	2.77	2.77	0.64		New	04/16/2012		
2012	APR	MAT	Garbage	Commercial	1260983	EUROHAUS	2215	S EL CAMINO REAL		0	4.33	4.33	1		New	04/16/2012		
2012	APR	MAT	Garbage	Commercial	1261098	RANA'S ACADEMY OF DANCE	20	41ST AVE		0	0.69	0.69	0.16		New	04/10/2012		
2012	APR	MAT	Garbage	Commercial	1262633	DOSA REPUBLIC	2299	S EL CAMINO REAL		0	4.33	4.33	1		New	04/23/2012		
2012	APR	MAT	Garbage	Commercial	1264498	213 BISTRO	213	E 3RD AVE		0	6.93	6.93	1.6		New	04/23/2012		
2012	APR	MAT	Garbage	Commercial	1268952	GLOW	76	E 3RD AVE		0	2.08	2.08	0.48		New	04/11/2012		
Garbage Total												-90.41						
2012	APR	MAT	Organics	Commercial	939363	HILTON GARDEN INN	2000	BRIDGEPOINTE PKWY		0	8.66	8.66	2	Active	Active	04/06/1999		
2012	APR	MAT	Organics	Commercial	949115	ESPETUS CHURRASCARIA	710	S B ST		12.47	16.63	4.16	0.96	Active	Active	11/24/2008		
2012	APR	MAT	Organics	Apartment	953067	NAZARETH ENTERPRISES		7 SEVILLE WAY	1-6	2.08	0	-2.08	-0.48	Active	Active	10/09/2009		
2012	APR	MAT	Organics	Apartment	1131853	ANA ATHANASIU		36 N CLAREMONT ST		0	2.08	2.08	0.48	Active	Active	01/01/2011		
2012	APR	MAT	Organics	Commercial	1200187	KINGSTON CAFE		19 N KINGSTON ST		0	1.39	1.39	0.32	Active	Active	09/07/2011		
Organics Total												14.21						
2012	APR	MAT	Recycling	Apartment	916874	HERITAGE REALTY PROPERTY M	32	E 40TH AVE		8.31	6.24	-2.07	-0.48	Active	Active	04/01/2007		
2012	APR	MAT	Recycling	Apartment	917419	NELSON SAUFLEY	334	GRAND BLVD		6.24	0.69	-5.55	-1.28	Active	Active	03/01/1986		
2012	APR	MAT	Recycling	Apartment	917989	MCAKER INVESTMENT (USA) L/P	25	MCAKER CT		20.78	41.57	20.79	4.8	Active	Active	09/13/1993		
2012	APR	MAT	Recycling	Apartment	918888	THE KINGSTON ENTERPRISES, LF	57	N KINGSTON ST		10.39	8.31	-2.08	-0.48	Active	Active	02/01/1979		
2012	APR	MAT	Recycling	Apartment	920470	NORDSTROM #420	130	W HILLSDALE BLVD		8.66	17.32	8.66	2	Active	Active	10/22/2008		
2012	APR	MAT	Recycling	Commercial	938811	FIRST BAPTIST CHURCH	2801	ALAMEDA DE LAS PULG/		8.66	10.74	2.08	0.48	Active	Active	03/01/1986		
2012	APR	MAT	Recycling	Commercial	939363	HILTON GARDEN INN	2000	BRIDGEPOINTE PKWY		77.94	51.96	-25.98	-6	Active	Active	04/06/1999		
2012	APR	MAT	Recycling	Commercial	939686	CURVES SOUTH	3176	CAMPUS DR		1.39	0	-1.39	-0.32	Active	Stopped	05/16/2003	04/17/2012	
2012	APR	MAT	Recycling	Apartment	940528	MARIO MASO	606	E SANTA INEZ AVE		8.31	10.39	2.08	0.48	Active	Active	11/22/2001		
2012	APR	MAT	Recycling	Commercial	941104	GLOW	76	E 3RD AVE		2.08	0	-2.08	-0.48	Active	Stopped	05/09/2006	04/10/2012	
2012	APR	MAT	Recycling	Commercial	946814	GALLIGAN PROFESSIONAL BUILD	630	N SAN MATEO DR		8.66	12.99	4.33	1	Active	Active	06/01/1994		
2012	APR	MAT	Recycling	Commercial	947192	CARPET MAINTENANCE SUPPLY	3991	PACIFIC BLVD		12.99	0	-12.99	-3	Active	Stopped	11/21/1989	03/31/2012	
2012	APR	MAT	Recycling	Commercial	947390	PALM AVENUE MOTORS	2180	PALM AVE		17.32	12.99	-4.33	-1	Active	Active	06/25/1974		
2012	APR	MAT	Recycling	Commercial	949115	ESPETUS CHURRASCARIA	710	S B ST		24.94	31.18	6.24	1.44	Active	Active	11/24/2008		
2012	APR	MAT	Recycling	Commercial	949388	CARRERA MOTORS	26	S CLAREMONT ST		2.08	4.16	2.08	0.48	Active	Active	10/01/2002		
2012	APR	MAT	Recycling	Apartment	950444	JOHNSON VIRGINIA	1421	S EL CAMINO REAL		1.39	0	-1.39	-0.32	Active	Stopped	01/01/1986	04/05/2012	
2012	APR	MAT	Recycling	Commercial	951939	TRADER JOES #67	1820	S GRANT ST		0	1.39	1.39	0.32	Active	Active	08/28/1991		
2012	APR	MAT	Recycling	Commercial	953984	SAN MATEO COUNTY COMM	1700	W HILLSDALE BLVD		610.53	545.58	-64.95	-15	Active	Active	06/23/1986		
2012	APR	MAT	Recycling	Commercial	955294	CRYSTAL SPRINGS MUSICH, LP	2	2 DE ANZA		0	43.3	43.3	10	Active	Active	01/01/1995		
2012	APR	MAT	Recycling	Commercial	955682	OUTBACK STEAKHOUSE	66	31ST AVE		112.58	43.3	-69.28	-16	Active	Active	03/24/2007		
2012	APR	MAT	Recycling	Commercial	955948	PHILIPS LIQUORS	8	41ST AVE		12.99	0	-12.99	-3	Active	Stopped	10/21/2004	04/26/2012	
2012	APR	MAT	Recycling	Commercial	955955	ACCESS HEALTH	9	41ST AVE		0	1.39	1.39	0.32	Active	Active	10/01/2009		
2012	APR	MAT	Recycling	Commercial	1025279	FORCEDRAIN.COM	1920	LESLIE ST		1.39	0	-1.39	-0.32	Active	Stopped	08/05/2010	04/05/2012	
2012	APR	MAT	Recycling	Commercial	1034701	FATLACE	800	S AMPHLETT BLVD		0	2.08	2.08	0.48	Active	Active	09/07/2010		
2012	APR	MAT	Recycling	Commercial	1078914	ISLAND HOSPITALITY	2000	WINWARD WAY		77.94	64.95	-12.99	-3	Active	Active	11/05/2010		
2012	APR	MAT	Recycling	Commercial	1234079	PLANET PAWS	138	W 25TH AVE		0.69	0	-0.69	-0.16	Active	Stopped	12/27/2011	04/26/2012	
2012	APR	MAT	Recycling	Apartment	1250554	PARKVIEW TERRACE	1555	W HILLSDALE BLVD		0	24.94	24.94	5.76	New	Active	03/01/2012		
2012	APR	MAT	Recycling	Apartment	1250570	PARKVIEW TERRACE	1501	W HILLSDALE BLVD		0	24.94	24.94	5.76	New	Active	03/01/2012		
2012	APR	MAT	Recycling	Commercial	1259191	TRAX AUTO WHOLESAL, INC	4301	S EL CAMINO REAL		0	0.69	0.69	0.16		New	04/06/2012		
2012	APR	MAT	Recycling	Commercial	1260678	AVOS SYSTEMS INC	345	S B ST		0	2.08	2.08	0.48		New	04/16/2012		
2012	APR	MAT	Recycling	Commercial	1260983	EUROHAUS	2215	S EL CAMINO REAL		0	2.08	2.08	0.48		New	04/16/2012		
2012	APR	MAT	Recycling	Commercial	1261098	RANA'S ACADEMY OF DANCE	20	41ST AVE		0	2.08	2.08	0.48		New	04/10/2012		
2012	APR	MAT	Recycling	Commercial	1264498	213 BISTRO	213	E 3RD AVE		0	1.39	1.39	0.32		New	04/23/2012		
2012	APR	MAT	Recycling	Commercial	1268952	GLOW	76	E 3RD AVE		0	2.08	2.08	0.48		New	04/11/2012		
Recycling Total												-65.45						
2012	APR	MPK	Garbage	Apartment	921049	FRANK GARRETT JR	124	BUCKTHORN WAY		0	6.24	6.24	1.44	Active	Active	12/21/2005		
2012	APR	MPK	Garbage	Apartment	921080	VERANDAS APARTMENTS	720	COLEMAN AVE		34.64	25.98	-8.66	-2	Active	Active	04/16/2004		
2012	APR	MPK	Garbage	Apartment	922088	WEYHE,ROBERT	505	PIERCE RD		0	5.72	5.72	1.32	Active	Active	04/17/1997		
2012	APR	MPK	Garbage	Apartment	922096	WEYHE,ROBERT	513	PIERCE RD		0	5.72	5.72	1.32	Active	Active	04/17/1997		
2012	APR	MPK	Garbage	Apartment	922195	BELTRAMO PROPERTIES CO	780	ROBLE AVE		0	2.08	2.08	0.48	Active	Active	03/01/1982		
2012	APR	MPK	Garbage	Apartment	922450	MACLACHLAN JEAN	564	UNIVERSITY DR		4.33	0	-4.33	-1	Active	Stopped	08/01/1994	04/08/2012	
2012	APR	MPK	Garbage	Commercial	957480	COMCAST CABLE	1205	CHRYSLER DR		0	34.64	34.64	8	Active	Stopped	12/14/2005	04/30/2012	
2012	APR	MPK	Garbage	Commercial	957647	PROTOTYPES PLUS	162	CONSTITUTION DR		0	17.32	17.32	4	Active	Active	01/06/2003		
2012	APR	MPK	Garbage	Commercial	958520	PENINSULA WINDOW FASHION G.	1047	EL CAMINO REAL		2.08	4.16	2.08	0.48	Active	Active	08/09/2005		
2012	APR	MPK	Garbage	Apartment	960336	HACIENDA PARAISO HOA	1307	HOOVER ST	132	8.66	4.16	-4.5	-1.04	Active	Active	07/09/1973		
2012	APR	MPK	Garbage	Commercial	960617	LINEAR OPTIONS	1	KELLY CT		51.96	0	-51.96	-12	Active	Stopped	04/01/1995	04/06/2012	

Year	Current Month	Franchise Code	Commodity	Account Type	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 Date
2012	APR	MPK	Garbage	Commercial	961904	PHILIPS TREASURE POT REST	625	OAK GROVE AVE		0	8.66	8.66		2 Active	Active	12/09/2009	
2012	APR	MPK	Garbage	Commercial	962126	OAK GROVE ASSOC	855	OAK GROVE AVE		6.24	12.47	6.23	1.44	Active	Active	03/01/1986	
2012	APR	MPK	Garbage	Commercial	964197	PEET'S COFFEE & TEA	899	SANTA CRUZ AVE		25.98	30.31	4.33		1 Active	Active	11/01/1997	
2012	APR	MPK	Garbage	Commercial	964395	CAMBRIDGE MANAGEMENT CO.	325	SHARON PARK DR	...	181.86	155.88	-25.98		-6 Active	Active	05/01/1973	
2012	APR	MPK	Garbage	Apartment	965186	PARK LANE COA	20	WILLOW RD		25.98	17.32	-8.66		-2 Active	Active	10/08/1999	
2012	APR	MPK	Garbage	Apartment	1073832	BRIAN HARTLAND	1014	MADERA AVE		4.33	0	-4.33		-1 Active	Stopped	10/05/2010	04/02/2012
2012	APR	MPK	Garbage	Commercial	1192632	BOW WOW MEOW	654	SANTA CRUZ AVE		4.33	2.08	-2.25	-0.52	Active	Active	08/08/2011	
2012	APR	MPK	Garbage	Commercial	1210368	TOMS OUTDOOR FURNITURE	164	JEFFERSON DR	H	0.43	0	-0.43	-0.1	Active	Stopped	10/05/2011	04/09/2012
2012	APR	MPK	Garbage	Commercial	1255637	JP MORGAN	650	SANTA CRUZ AVE		38.97	51.96	12.99		3 New	Active	03/01/2012	
2012	APR	MPK	Garbage	Apartment	1260116	EAST WEST BANK	1014	MADERA AVE		0	4.33	4.33	1		New	04/03/2012	
2012	APR	MPK	Garbage	Commercial	1263755	PCC HOLDINGS LLC	890	SANTA CRUZ AVE		0	1.39	1.39	0.32		New	04/20/2012	
2012	APR	MPK	Garbage	Apartment	1263789	2880 STEVENS CREEK LLC	564	UNIVERSITY DR		0	4.33	4.33	1		New	04/09/2012	
2012	APR	MPK	Garbage	Apartment	1265230	SHARON OAKS ASSOCIATION	2450	SHARON OAKS DR		0	1.39	1.39	0.32		New	04/30/2012	
2012	APR	MPK	Garbage	Apartment	1267624	WCAL3 LLC	1169	WILLOW RD		0	8.66	8.66	2		New	04/16/2012	
Garbage Total																	
2012	APR	MPK	Organics	Apartment	961607	CASA REY CONDIMINIUMS	1227	MILLS ST	123	0	2.08	2.08	0.48	Active	Active	03/01/1986	
2012	APR	MPK	Organics	Apartment	963223	NANCY BAVOR	866	ROBLE AVE		0.69	0	-0.69	-0.16	Active	Active	05/27/2005	
2012	APR	MPK	Organics	Commercial	965228	SUNSET PUBLISHING CORP	80	WILLOW RD		54.73	51.96	-2.77	-0.64	Active	Active	07/01/1990	
2012	APR	MPK	Organics	Commercial	1228626	FACEBOOK INC	1601	WILLOW RD	18	238.15	324.75	86.6	20	Active	Active	12/12/2011	
Organics Total																	
2012	APR	MPK	Recycling	Apartment	921049	FRANK GARRETT JR	124	BUCKTHORN WAY		0	6.24	6.24	1.44	Active	Active	12/21/2005	
2012	APR	MPK	Recycling	Apartment	921080	VERANDAS APARTMENTS	720	COLEMAN AVE		8.31	12.99	4.68	1.08	Active	Active	04/16/2004	
2012	APR	MPK	Recycling	Apartment	922450	MACLACHLAN JEAN	564	UNIVERSITY DR		4.16	0	-4.16	-0.96	Active	Stopped	08/01/1994	04/08/2012
2012	APR	MPK	Recycling	Commercial	956680	MENLO BUSINESS PARK LLC	1605	ADAMS DR		103.92	86.6	-17.32	-4	Active	Active	07/07/2009	
2012	APR	MPK	Recycling	Commercial	956813	TURNER KLARA	1010	ALMA ST		0	1.39	1.39	0.32	Active	Active	05/01/1995	
2012	APR	MPK	Recycling	Apartment	958140	CONDOS	190	E OKEEFE ST		10.39	0	-10.39	-2.4	Active	Stopped	06/08/1999	04/09/2012
2012	APR	MPK	Recycling	Commercial	958520	PENINSULA WINDOW FASHION G.	1047	EL CAMINO REAL		4.16	8.31	4.15	0.96	Active	Active	08/09/2005	
2012	APR	MPK	Recycling	Apartment	960310	SLIGHTAM FRED	1294	HOOVER ST		4.16	0	-4.16	-0.96	Active	Stopped	10/20/2000	04/10/2012
2012	APR	MPK	Recycling	Commercial	960617	LINEAR OPTIONS	1	KELLY CT		4.16	0	-4.16	-0.96	Active	Stopped	04/01/1995	04/06/2012
2012	APR	MPK	Recycling	Commercial	961599	MORGAN PRESCHOOL	2161	MILLS AVE		2.08	0	-2.08	-0.48	Active	Stopped	05/10/1999	04/09/2012
2012	APR	MPK	Recycling	Apartment	961623	APT HOUSE	1249	MILLS ST		4.16	0	-4.16	-0.96	Active	Stopped	05/04/1999	04/09/2012
2012	APR	MPK	Recycling	Commercial	963421	ST BEDES EPISCOPAL	2650	SAND HILL RD		4.33	17.32	12.99	3	Active	Active	05/01/1975	
2012	APR	MPK	Recycling	Commercial	963884	BAGEL STREET CAFE	746	SANTA CRUZ AVE		0	4.16	4.16	0.96	Active	Active	03/02/2005	
2012	APR	MPK	Recycling	Commercial	965202	WILLOW GARAGE INC	68	WILLOW RD		28.06	25.98	-2.08	-0.48	Active	Active	02/28/2007	
2012	APR	MPK	Recycling	Commercial	965236	SUNSET PUBLISHING CORP	85	WILLOW RD		32.22	0	-32.22	-7.44	Active	Stopped	01/16/1984	04/18/2012
2012	APR	MPK	Recycling	Apartment	1073832	BRIAN HARTLAND	1014	MADERA AVE		4.16	0	-4.16	-0.96	Active	Stopped	10/05/2010	04/02/2012
2012	APR	MPK	Recycling	Commercial	1201714	ON TRAC	1220	HAMILTON CT		0	17.32	17.32	4	Active	Active	09/07/2011	
2012	APR	MPK	Recycling	Commercial	1210368	TOMS OUTDOOR FURNITURE	164	JEFFERSON DR	H	2.08	0	-2.08	-0.48	Active	Stopped	10/05/2011	04/09/2012
2012	APR	MPK	Recycling	Commercial	1235613	JUAN, DIANA	345	CHERRY AVE		0.69	2.77	2.08	0.48	Active	Active	12/23/2011	
2012	APR	MPK	Recycling	Apartment	1260116	EAST WEST BANK	1014	MADERA AVE		0	4.16	4.16	0.96		New	04/03/2012	
2012	APR	MPK	Recycling	Commercial	1263755	PCC HOLDINGS LLC	890	SANTA CRUZ AVE		0	2.08	2.08	0.48		New	04/20/2012	
2012	APR	MPK	Recycling	Apartment	1263789	2880 STEVENS CREEK LLC	564	UNIVERSITY DR		0	4.16	4.16	0.96		New	04/09/2012	
2012	APR	MPK	Recycling	Apartment	1267624	WCAL3 LLC	1169	WILLOW RD		0	2.77	2.77	0.64		New	04/16/2012	
Recycling Total																	
2012	APR	NFO	Garbage	Commercial	1004597	REPUTATION DEFENDER #C	2688	MIDDLEFIELD RD	C	12.99	0	-12.99	-3	Active	Stopped	07/13/2009	04/09/2012
2012	APR	NFO	Garbage	Commercial	1005669	BIZZARROS GENERAL AUCTION	2581	SPRING ST		0.69	0	-0.69	-0.16	Active	Stopped	06/09/1995	04/02/2012
2012	APR	NFO	Garbage	Commercial	1006105	WROUGHT IRON GATE	831	SWEENEY AVE	E	0	0.69	0.69	0.16	Active	Active	10/01/2002	
2012	APR	NFO	Garbage	Commercial	1006881	IHSD	419	6TH AVE		4.16	8.31	4.15	0.96	Active	Active	09/01/1999	
2012	APR	NFO	Garbage	Commercial	1087014	PETERSON & JENKENS ROOFING	861	WARRINGTON AVE		4.33	0	-4.33	-1	Active	Stopped	11/05/2010	03/31/2012
2012	APR	NFO	Garbage	Commercial	1139120	ISELA MORENO	3227	MIDDLEFIELD RD		4.33	0	-4.33	-1	Active	Active	01/01/2011	
2012	APR	NFO	Garbage	Commercial	1146810	WHITE, CODY	2853	EL CAMINO REAL	A	0.43	0	-0.43	-0.1	Active	Stopped	03/16/2011	04/24/2012
2012	APR	NFO	Garbage	Commercial	1218353	SOPHIA'S EURO ASIA MOTORS	2809	MIDDLEFIELD RD	103	2.08	0	-2.08	-0.48	Active	Stopped	10/28/2011	04/03/2012
2012	APR	NFO	Garbage	Commercial	1251669	PRODUCT DEVELOPMT CO.	815	2ND AVE		4.33	0	-4.33	-1	New	Stopped	03/06/2012	04/03/2012
2012	APR	NFO	Garbage	Commercial	1258169	SOPHIA'S EURO ASIA MOTORS	2581	SPRING ST		0	2.08	2.08	0.48		New	04/10/2012	
2012	APR	NFO	Garbage	Commercial	1258185	SPECIAL GARDENS INC.	861	WARRINGTON AVE		0	0.69	0.69	0.16		Active	04/01/2012	
2012	APR	NFO	Garbage	Commercial	1261775	UNITED PALETARIA Y NEVERIA	3196	MIDDLEFIELD RD		0	2.08	2.08	0.48		New	04/16/2012	
Garbage Total																	
2012	APR	NFO	Recycling	Commercial	1002914	PRECISION TOOL & DYE	2766	BAY RD		0	2.08	2.08	0.48	Active	Active	03/01/1986	
2012	APR	NFO	Recycling	Commercial	1003664	DIAMOND INVESTMENT PROPERT	3301	EL CAMINO REAL		0	25.98	25.98	6	Active	Active	12/05/2006	
2012	APR	NFO	Recycling	Commercial	1004571	NATERA INC.	2686	MIDDLEFIELD RD	D	0	8.66	8.66	2	Active	Active	03/11/2008	
2012	APR	NFO	Recycling	Commercial	1004597	REPUTATION DEFENDER #C	2688	MIDDLEFIELD RD	C	12.99	0	-12.99	-3	Active	Stopped	07/13/2009	04/09/2012
2012	APR	NFO	Recycling	Commercial	1005370	MICHOCAN PRODUCE MARKET	3380	MIDDLEFIELD RD		12.99	0	-12.99	-3	Active	Active	02/04/2010	
2012	APR	NFO	Recycling	Commercial	1005669	BIZZARROS GENERAL AUCTION	2581	SPRING ST		2.08	0	-2.08	-0.48	Active	Stopped	06/09/1995	04/02/2012
2012	APR	NFO	Recycling	Commercial	1006881	IHSD	419	6TH AVE		6.24	2.08	-4.16	-0.96	Active	Active	09/01/1999	

Year	Current Month	Franchise Code	Commodity	Account Type	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 Date
2012	APR	NFO	Recycling	Apartment	1007327	PEREZ VICTOR	755	9TH AVE	775	0	10.39	10.39	2.4	Active	Active	11/29/1984	
2012	APR	NFO	Recycling	Commercial	1087014	PETERSON & JENKENS ROOFING	861	WARRINGTON AVE		4.33	0	-4.33	-1	Active	Stopped	11/05/2010	03/31/2012
2012	APR	NFO	Recycling	Commercial	1139120	ISELA MORENO	3227	MIDDLEFIELD RD		8.66	6.24	-2.42	-0.56	Active	Active	01/01/2011	
2012	APR	NFO	Recycling	Commercial	1146810	WHITE, CODY	2853	EL CAMINO REAL	A	1.39	0	-1.39	-0.32	Active	Stopped	03/16/2011	04/24/2012
2012	APR	NFO	Recycling	Commercial	1218353	SOPHIA'S EURO ASIA MOTORS	2809	MIDDLEFIELD RD	103	17.32	0	-17.32	-4	Active	Stopped	10/28/2011	04/03/2012
2012	APR	NFO	Recycling	Commercial	1258169	SOPHIA'S EURO ASIA MOTORS	2581	SPRING ST		0	17.32	17.32	4		New	04/10/2012	
2012	APR	NFO	Recycling	Commercial	1258185	SPECIAL GARDENS INC.	861	WARRINGTON AVE		0	8.66	8.66	2		Active	04/01/2012	
2012	APR	NFO	Recycling	Commercial	1261775	UNITED PALETERIA Y NEVERIA	3196	MIDDLEFIELD RD		0	2.08	2.08	0.48		New	04/16/2012	
			Recycling Total									17.49					
2012	APR	RWC	Garbage	Apartment	923227	PACIFIC COAST RESIDENCES	407	CHESTNUT ST		4.33	8.66	4.33	1	Active	Active	12/09/2004	
2012	APR	RWC	Garbage	Apartment	925172	REYNOSO FAMILY TRUST	414	PINE ST		6.24	10.39	4.15	0.96	Active	Active	01/01/1996	
2012	APR	RWC	Garbage	Apartment	925321	LARRY AIKINS/TERRACE ASSOC.	123	REDWOOD AVE		8.31	0	-8.31	-1.92	Active	Stopped	08/01/1996	04/19/2012
2012	APR	RWC	Garbage	Apartment	966283	BEVERLY MAY	797	ARGUELLO ST		1.39	0.69	-0.7	-0.16	Active	Active	11/01/1995	
2012	APR	RWC	Garbage	Commercial	966663	MARIA L CABALLERO	2966	BAY RD		0.69	0	-0.69	-0.16	Active	Stopped	05/04/2004	04/24/2012
2012	APR	RWC	Garbage	Commercial	969204	ACEL RX PHARMACEUTICALS	575	CHESAPEAKE DR		4.33	0	-4.33	-1	Active	Stopped	06/01/2007	04/09/2012
2012	APR	RWC	Garbage	Apartment	970137	SEAPORT IND PARK I OWNERS A	1707	E BAYSHORE RD		103.92	129.9	25.98	6	Active	Active	03/01/1989	
2012	APR	RWC	Garbage	Commercial	970350	PACIFIC BELL	2001	E BAYSHORE RD		0	69.28	69.28	16	Active	Active	06/01/2000	
2012	APR	RWC	Garbage	Apartment	970392	HARBOR VILLAGE MOBILE PARK	3015	E BAYSHORE RD		27.37	25.98	-1.39	-0.32	Active	Active	09/29/2008	
2012	APR	RWC	Garbage	Apartment	972216	KARL DRESDEN	644	FULTON ST		4.16	4.85	0.69	0.16	Active	Active	01/01/1996	
2012	APR	RWC	Garbage	Commercial	974832	PATRICK SHERIDAN	1526	MAIN ST		0	0.69	0.69	0.16	Active	Active	06/02/1999	
2012	APR	RWC	Garbage	Apartment	975011	MARK ARENA	746	MAPLE ST		0	1.39	1.39	0.32	Active	Active	01/31/2005	
2012	APR	RWC	Garbage	Commercial	975151	SBC SERVICES	1200	MARSH RD		51.96	25.98	-25.98	-6	Active	Active	02/11/2004	
2012	APR	RWC	Garbage	Commercial	975276	CHURCH OF REDWOOD CITY	891	MARSHALL ST		2.08	4.33	2.25	0.52	Active	Active	11/10/2009	
2012	APR	RWC	Garbage	Commercial	975920	FP INTERNATIONAL	1090	MILLS WAY		17.32	25.98	8.66	2	Active	Active	01/10/1998	
2012	APR	RWC	Garbage	Commercial	976514	CODEXIS INC	200	PENOBSCOT DR		77.94	51.96	-25.98	-6	Active	Active	03/23/2005	
2012	APR	RWC	Garbage	Commercial	979005	GOOD NITE INN	485	VETERANS BLVD		0	25.98	25.98	6	Active	Active	12/15/1993	
2012	APR	RWC	Garbage	Commercial	979286	APPLEBEE'S	1135	VETERANS BLVD		0	51.96	51.96	12	Active	Active	07/21/2004	
2012	APR	RWC	Garbage	Apartment	979351	TUESDAY MORNING	1295	VETERANS BLVD		0	173.2	173.2	40	Active	Active	09/01/1999	
2012	APR	RWC	Garbage	Commercial	979542	FASHION TUNE	336	WALNUT ST		4.33	0	-4.33	-1	Active	Active	09/01/1995	
2012	APR	RWC	Garbage	Commercial	979989	ORSA ORGANIX	111	WILLOW ST		0.69	1.39	0.7	0.16	Active	Active	05/05/2009	
2012	APR	RWC	Garbage	Commercial	980904	ST.PIUS CATHOLIC CHURCH	1100	WOODSIDE RD		51.96	25.98	-25.98	-6	Active	Active	03/03/1988	
2012	APR	RWC	Garbage	Commercial	1131887	BR FLOORING	114	HAZEL AVE		0	8.66	8.66	2	Active	Active	02/01/2011	
2012	APR	RWC	Garbage	Commercial	1139633	BABIES R US #6517	220	WALNUT ST		25.98	0	-25.98	-6	Active	Active	03/01/2011	
2012	APR	RWC	Garbage	Commercial	1180389	NBS AUTO CENTER	1612	EL CAMINO REAL	A	4.33	0	-4.33	-1	Active	Stopped	07/05/2011	04/17/2012
2012	APR	RWC	Garbage	Commercial	1183615	INFINITY LAND COMPANY	3215	OAK KNOLL DR		25.98	0	-25.98	-6	Active	Stopped	07/11/2011	04/08/2012
2012	APR	RWC	Garbage	Commercial	1214725	THE SOBRATO FOUNDATION	330	TWIN DOLPHIN DR	350	12.99	34.64	21.65	5	Active	Active	10/24/2011	
2012	APR	RWC	Garbage	Commercial	1221886	VERINATA HEALTH INC.	800	SAGINAW DR		25.98	34.64	8.66	2	Active	Active	11/16/2011	
2012	APR	RWC	Garbage	Apartment	1238195	OTT, RICHARD	402	REDWOOD AVE		0	17.32	17.32	4	Active	Active	01/09/2012	
2012	APR	RWC	Garbage	Apartment	1239839	KAZ, DOROTHEA & KEVIN	40	CLINTON ST		0	3.46	3.46	0.8	Active	Active	01/17/2012	
2012	APR	RWC	Garbage	Commercial	1254093	CORNELL, JOHN	1526	STAFFORD ST		0	1.39	1.39	0.32	New	Active	03/14/2012	
2012	APR	RWC	Garbage	Commercial	1258581	CARPET MAINTANENCE SUPPLY	1475	VETERANS BLVD		0	8.66	8.66	2		New	04/04/2012	
2012	APR	RWC	Garbage	Commercial	1259068	BUILD	2385	BAY RD		0	4.33	4.33	1		New	04/10/2012	
2012	APR	RWC	Garbage	Commercial	1259183	ARCH ANGEL MICHAEL & ST	401	HUDSON ST		0	12.99	12.99	3		New	04/05/2012	
2012	APR	RWC	Garbage	Apartment	1259506	BT PROPERTIES	2451	MIDDLEFIELD RD		0	25.98	25.98	6		New	04/04/2012	
2012	APR	RWC	Garbage	Commercial	1259589	TACOS LOS GEMELOS	1630	EL CAMINO REAL		0	8.66	8.66	2		New	04/10/2012	
2012	APR	RWC	Garbage	Commercial	1259662	YUME COMPANY	935	MAIN ST		0	8.66	8.66	2		New	04/10/2012	
2012	APR	RWC	Garbage	Commercial	1260108	ACEL RX PHARMACEUTICALS	351	GALVESTON DR		0	4.33	4.33	1		New	04/12/2012	
2012	APR	RWC	Garbage	Commercial	1260439	YAT SING #2	3770	FLORENCE ST		0	4.33	4.33	1		New	04/09/2012	
2012	APR	RWC	Garbage	Commercial	1260637	BAY AREA CATERING AND EVENT	3215	OAK KNOLL DR		0	4.33	4.33	1		New	04/09/2012	
2012	APR	RWC	Garbage	Commercial	1261403	INFINITY LAND COMPANY	3215	OAK KNOLL DR		0	25.98	25.98	6		New	04/09/2012	
2012	APR	RWC	Garbage	Commercial	1261718	HAIR CREATIONS	3750	FLORENCE ST		0	0.69	0.69	0.16		New	04/16/2012	
2012	APR	RWC	Garbage	Apartment	1267533	MENLO GATES GROUP 6	123	REDWOOD AVE		0	8.31	8.31	1.92		New	04/25/2012	
			Garbage Total									393.67					
2012	APR	RWC	Organics	Apartment	923318	THOMAS GEARY	33	CLAREMONT AVE	1	0	2.08	2.08	0.48	Active	Active	01/11/1998	
2012	APR	RWC	Organics	Apartment	923714	ALEX MC GOWAN	1492	EBENER ST		0	2.08	2.08	0.48	Active	Active	01/01/1996	
2012	APR	RWC	Organics	Commercial	968487	PELLARIN ENTERPRISES	2400	BROADWAY ST		0	1.39	1.39	0.32	Active	Active	07/22/2005	
2012	APR	RWC	Organics	Commercial	969204	ACEL RX PHARMACEUTICALS	575	CHESAPEAKE DR		1.39	0	-1.39	-0.32	Active	Stopped	06/01/2007	04/09/2012
2012	APR	RWC	Organics	Apartment	975011	MARK ARENA	746	MAPLE ST		0	2.08	2.08	0.48	Active	Active	01/31/2005	
2012	APR	RWC	Organics	Commercial	976514	CODEXIS INC	200	PENOBSCOT DR		17.32	25.98	8.66	2	Active	Active	03/23/2005	
2012	APR	RWC	Organics	Apartment	976670	LACHAN NAIN	341	POPLAR AVE		2.08	0	-2.08	-0.48	Active	Active	09/25/2002	
2012	APR	RWC	Organics	Apartment	979831	WHIPPLE PLACE CONDO ASSOC	1104	WHIPPLE AVE		4.16	2.08	-2.08	-0.48	Active	Active	01/01/1996	
2012	APR	RWC	Organics	Commercial	979856	WHIPPLE PLACE CONDO ASSOC	1140	WHIPPLE AVE		4.16	2.08	-2.08	-0.48	Active	Active	01/01/1996	
2012	APR	RWC	Organics	Commercial	1183615	INFINITY LAND COMPANY	3215	OAK KNOLL DR		8.66	0	-8.66	-2	Active	Stopped	07/11/2011	04/08/2012
2012	APR	RWC	Organics	Apartment	1213073	CAMINAR	240	LINDEN ST		0	2.08	2.08	0.48	Active	Active	10/10/2011	

Year	Current Month	Franchise Code	Commodity	Account Type	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 Date
2012	APR	RWC	Organics	Commercial	1260108	ACEL RX PHARMACEUTICALS	351	GALVESTON DR		0	1.39	1.39	0.32	New	New	04/12/2012	
2012	APR	RWC	Organics	Commercial	1260637	BAY AREA CATERING AND EVENT	3215	OAK KNOLL DR		0	4.33	4.33	1	New	New	04/09/2012	
2012	APR	RWC	Organics	Commercial	1261403	INFINITY LAND COMPANY	3215	OAK KNOLL DR		0	8.66	8.66	2	New	New	04/09/2012	
			Organics Total									16.46					
2012	APR	RWC	Recycling	Apartment	923185	VILMA DEGUZMA	95	CHARTER ST		2.08	6.24	4.16	0.96	Active	Active	11/01/2007	
2012	APR	RWC	Recycling	Apartment	926170	WELLESLEY CRESCENT APTS.	141	WELLESLEY CRES		41.57	33.25	-8.32	-1.92	Active	Active	01/01/1996	
2012	APR	RWC	Recycling	Commercial	966002	WAYNE & JENNIFER DEUTSCHER	80	ARCH ST		4.16	6.24	2.08	0.48	Active	Active	08/01/2004	
2012	APR	RWC	Recycling	Commercial	966382	DONART MACHINING	1003	ARGUELLO ST		4.33	0	-4.33	-1	Active	Active	04/01/1988	
2012	APR	RWC	Recycling	Commercial	966663	MARIA L CABALLERO	2966	BAY RD		4.16	0	-4.16	-0.96	Active	Stopped	05/04/2004	04/24/2012
2012	APR	RWC	Recycling	Commercial	967257	THE BACK YARD COFFEE CO	965	BREWSTER AVE		4.16	8.66	4.5	1.04	Active	Active	03/01/2008	
2012	APR	RWC	Recycling	Commercial	967976	SEVEN ELEVEN	1700	BROADWAY ST		0	12.99	12.99	3	Active	Active	05/26/1988	
2012	APR	RWC	Recycling	Apartment	969444	BENITO PEREZ	1020	CLEVELAND ST		0	2.08	2.08	0.48	Active	Active	08/16/1999	
2012	APR	RWC	Recycling	Apartment	969741	PENINSULA LANDING	401	CORK HARBOUR CIR		203.68	162.12	-41.56	-9.6	Active	Active	03/28/1988	
2012	APR	RWC	Recycling	Commercial	970350	PACIFIC BELL	2001	E BAYSHORE RD		0	51.96	51.96	12	Active	Active	06/01/2000	
2012	APR	RWC	Recycling	Commercial	972752	COUNTY OF SAN MATEO	728	HELLER ST		6.93	4.16	-2.77	-0.64	Active	Active	10/21/1988	
2012	APR	RWC	Recycling	Commercial	973255	AM PARTY RENTALS	1830	INDUSTRIAL WAY		4.33	0	-4.33	-1	Active	Active	05/18/2010	
2012	APR	RWC	Recycling	Commercial	975151	SBC SERVICES	1200	MARSH RD		12.99	0	-12.99	-3	Active	Active	02/11/2004	
2012	APR	RWC	Recycling	Apartment	978585	LAM CLARA	238	STANDISH ST		0	1.39	1.39	0.32	Active	Active	10/02/2006	
2012	APR	RWC	Recycling	Commercial	978593	PAPER & INK	501	STANDISH ST		12.99	8.31	-4.68	-1.08	Active	Active	07/05/2006	
2012	APR	RWC	Recycling	Apartment	979351	TUESDAY MORNING	1295	VETERANS BLVD		0	129.9	129.9	30	Active	Active	09/01/1999	
2012	APR	RWC	Recycling	Commercial	980086	MAGUIRE DETENTION FACILITY	0	WINSLOW ST		145.49	122.11	-23.38	-5.4	Active	Active	04/27/1999	
2012	APR	RWC	Recycling	Commercial	980201	ROSS STORES, INC #05	150	WOODSIDE PLZ		207.84	155.88	-51.96	-12	Active	Active	04/06/1999	
2012	APR	RWC	Recycling	Commercial	980391	7-11 STORE #25411	460	WOODSIDE RD		51.96	38.97	-12.99	-3	Active	Active	03/03/1988	
2012	APR	RWC	Recycling	Commercial	1100635	INNOVATION DR CORPORATION	3592	HAVEN AVE	A	0	8.66	8.66	2	Active	Active	11/05/2010	
2012	APR	RWC	Recycling	Commercial	1124700	VIBES	1222	EL CAMINO REAL		0	4.16	4.16	0.96	Active	Active	01/18/2011	
2012	APR	RWC	Recycling	Commercial	1139633	BABIES R US #6517	220	WALNUT ST		8.66	0	-8.66	-2	Active	Active	03/01/2011	
2012	APR	RWC	Recycling	Commercial	1180389	NBS AUTO CENTER	1612	EL CAMINO REAL	A	8.66	0	-8.66	-2	Active	Stopped	07/05/2011	04/17/2012
2012	APR	RWC	Recycling	Commercial	1183615	INFINITY LAND COMPANY	3215	OAK KNOLL DR		51.96	0	-51.96	-12	Active	Stopped	07/11/2011	04/08/2012
2012	APR	RWC	Recycling	Apartment	1216605	CHING, ALTON	2946	BROADWAY ST		0	1.39	1.39	0.32	Active	Active	10/25/2011	
2012	APR	RWC	Recycling	Commercial	1221886	VERINATA HEALTH INC.	800	SAGINAW DR		25.98	17.32	-8.66	-2	Active	Active	11/16/2011	
2012	APR	RWC	Recycling	Commercial	1225176	R & R INSULATED GLASS BROS.	3592	HAVEN AVE		4.33	0	-4.33	-1	Active	Active	11/23/2011	
2012	APR	RWC	Recycling	Commercial	1250885	CONWAY, BRYAN	428	JACKSON AVE		1.39	2.77	1.38	0.32	New	Active	03/07/2012	
2012	APR	RWC	Recycling	Commercial	1258581	CARPET MAINTANANCE SUPPLY	1475	VETERANS BLVD		0	12.99	12.99	3	New	New	04/04/2012	
2012	APR	RWC	Recycling	Commercial	1259068	BUILD	2385	BAY RD		0	8.66	8.66	2	New	New	04/10/2012	
2012	APR	RWC	Recycling	Commercial	1259183	ARCH ANGEL MICHAEL & ST	401	HUDSON ST		0	8.66	8.66	2	New	New	04/05/2012	
2012	APR	RWC	Recycling	Apartment	1259506	BT PROPERTIES	2451	MIDDLEFIELD RD		0	12.47	12.47	2.88	New	New	04/04/2012	
2012	APR	RWC	Recycling	Commercial	1259662	YUME COMPANY	935	MAIN ST		0	1.39	1.39	0.32	New	New	04/10/2012	
2012	APR	RWC	Recycling	Commercial	1260108	ACEL RX PHARMACEUTICALS	351	GALVESTON DR		0	25.98	25.98	6	New	New	04/12/2012	
2012	APR	RWC	Recycling	Commercial	1260439	YAT SING #2	3770	FLORENCE ST		0	4.33	4.33	1	New	New	04/09/2012	
2012	APR	RWC	Recycling	Commercial	1260637	BAY AREA CATERING AND EVENT	3215	OAK KNOLL DR		0	51.96	51.96	12	New	New	04/09/2012	
2012	APR	RWC	Recycling	Commercial	1261403	INFINITY LAND COMPANY	3215	OAK KNOLL DR		0	51.96	51.96	12	New	New	04/09/2012	
			Recycling Total									149.31					
2012	APR	SNC	Garbage	Apartment	926972	DEE ZEE TEE INVESTMENTS	1240	HOLLY ST		6.93	4.16	-2.77	-0.64	Active	Active	05/01/1997	
2012	APR	SNC	Garbage	Commercial	981381	STEFFEN'S IRON WORKS	932	AMERICAN ST		2.08	0	-2.08	-0.48	Active	Stopped	03/11/2008	04/01/2012
2012	APR	SNC	Garbage	Commercial	984450	COMPASS ENGINEERING CONTR	100	GLENN WAY	6	1.39	0	-1.39	-0.32	Active	Stopped	12/08/2009	03/31/2012
2012	APR	SNC	Garbage	Commercial	984864	SPACE SONIC	266	INDUSTRIAL RD		0	25.98	25.98	6	Active	Active	10/01/1999	
2012	APR	SNC	Garbage	Commercial	985333	DANCE MODE STUDIO	767	INDUSTRIAL RD	A	1.39	4.33	2.94	0.68	Active	Active	07/07/2003	
2012	APR	SNC	Garbage	Commercial	985390	JAPANIMATION.COM	821	INDUSTRIAL RD	F	0.69	0	-0.69	-0.16	Active	Stopped	10/14/2008	04/03/2012
2012	APR	SNC	Garbage	Commercial	986794	HOLLY ST PET HOSPITAL	501	LAUREL ST		8.66	12.99	4.33	1	Active	Active	06/11/1997	
2012	APR	SNC	Garbage	Commercial	987453	GERALD KAFOURY	790	LAUREL ST		2.77	2.08	-0.69	-0.16	Active	Active	03/01/1986	
2012	APR	SNC	Garbage	Commercial	989723	LA CORNETA TAQUERIA	1147	SAN CARLOS AVE		0	25.98	25.98	6	Active	Active	04/01/2010	
2012	APR	SNC	Garbage	Commercial	989897	COFFEE AROMA	1261	SAN CARLOS AVE		0.69	0.69	0.69	0.16	Active	Active	04/26/1994	
2012	APR	SNC	Garbage	Commercial	990028	DR STEVEN HOWARD	1620	SAN CARLOS AVE		0.69	0	-0.69	-0.16	Active	Stopped	01/11/2010	04/09/2012
2012	APR	SNC	Garbage	Commercial	990671	CECYS CUSTOM DRAPERIES	926	TERMINAL WAY		0.69	0	-0.69	-0.16	Active	Stopped	04/01/1992	04/19/2012
2012	APR	SNC	Garbage	Commercial	1023571	DIGITAL INK	909	TANKLAGE RD		2.08	0	-2.08	-0.48	Active	Stopped	08/05/2010	04/26/2012
2012	APR	SNC	Garbage	Commercial	1061738	BEST BUY/0140	1127	INDUSTRIAL RD		77.94	103.92	25.98	6	Active	Active	09/07/2010	
2012	APR	SNC	Garbage	Commercial	1074442	COZZINI BROS,INC	71	GLENN WAY	7	0.43	0	-0.43	-0.1	Active	Stopped	10/05/2010	04/18/2012
2012	APR	SNC	Garbage	Commercial	1185545	TJMAX 418	1251	INDUSTRIAL RD		277.12	0	-277.12	-64	Active	Stopped	05/01/2011	04/09/2012
2012	APR	SNC	Garbage	Commercial	1218395	HOLLAND CAR CARE INC	1380	INDUSTRIAL RD		8.66	4.33	-4.33	-1	Active	Active	11/08/2011	
2012	APR	SNC	Garbage	Commercial	1228766	ROCKET COFFEE & VENDING	585	TAYLOR WAY		0.69	1.39	0.7	0.16	Active	Active	12/05/2011	
2012	APR	SNC	Garbage	Commercial	1254762	COMPASS ENGINEERING CONTR	120	GLENN WAY	6	0	1.39	1.39	0.32	Active	Active	04/01/2012	
2012	APR	SNC	Garbage	Commercial	1257724	PAISANO PROPERTIES LLC	932	AMERICAN ST		0	2.08	2.08	0.48	New	New	04/02/2012	
2012	APR	SNC	Garbage	Commercial	1257864	VANDESPEK, KATHLEEN	1321	LAUREL ST	D	0	0.43	0.43	0.1	New	New	04/04/2012	
2012	APR	SNC	Garbage	Commercial	1258508	SPADARELLA, ROBERT	111	GLENN WAY	7	0	0.69	0.69	0.16	New	New	04/03/2012	

Year	Current Month	Franchise Code	Commodity	Account Type	Cust Number	Name	House #	Street Name	Apt #	Prev Month Volume	Current Month Volume	Monthly Net Change	Weekly Volume Change	Customer Status Last Month	Status Current Month	Customer Start Date	Customer End Date	
2012	APR	SNC	Garbage	Commercial	1258920	RED HOT CHILI PEPPER	1125	SAN CARLOS AVE		0	8.66	8.66		2	Active	Active	04/01/2012	
2012	APR	SNC	Garbage	Commercial	1258995	VERIHEALTH INC.	285	OLD COUNTY RD	1	0	1.39	1.39	0.32		New	New	04/03/2012	
2012	APR	SNC	Garbage	Commercial	1259720	ELDORADO FLOORS	725	INDUSTRIAL RD	#C	0	12.99	12.99		3	New	Active	03/02/2012	
2012	APR	SNC	Garbage	Commercial	1260520	ROCK,PAPER,SCISSORS	1199	LAUREL ST		0	0.69	0.69	0.16		New	New	04/12/2012	
2012	APR	SNC	Garbage	Commercial	1261957	HEIFES, DANIEL	90	GLENN WAY	9	0	0.69	0.69	0.16		New	New	04/24/2012	
2012	APR	SNC	Garbage	Commercial	1262112	MORTYS RESTAURANT	1037	LAUREL ST		0	4.33	4.33		1	New	New	04/19/2012	
2012	APR	SNC	Garbage	Commercial	1263433	APPLEWOOD PIZZA	560	EL CAMINO REAL		0	4.33	4.33		1	New	New	04/23/2012	
2012	APR	SNC	Garbage	Commercial	1263748	CLOAK SURFACE COATING	299	OLD COUNTY RD	21	0	0.43	0.43	0.1		New	New	04/23/2012	
2012	APR	SNC	Garbage	Commercial	1265065	COZZINI BROS, INC.	1040	COMMERCIAL ST		0	0.43	0.43	0.1		New	New	04/27/2012	
			Garbage Total									-167.83						
2012	APR	SNC	Organics	Commercial	981779	AH FOOD BANK OF SC & SM	1051	BING ST		25.98	0	-25.98	-6	Active	Active	Active	06/30/1995	
2012	APR	SNC	Organics	Commercial	1133073	ST CHARLES CHURCH	880	TAMARACK AVE		1.39	0	-1.39	-0.32	Active	Active	Active	01/01/2011	
2012	APR	SNC	Organics	Commercial	1258920	RED HOT CHILI PEPPER	1125	SAN CARLOS AVE		0	5.54	5.54	1.28		Active	Active	04/01/2012	
2012	APR	SNC	Organics	Commercial	1262112	MORTYS RESTAURANT	1037	LAUREL ST		0	8.66	8.66	2		New	New	04/19/2012	
2012	APR	SNC	Organics	Commercial	1263433	APPLEWOOD PIZZA	560	EL CAMINO REAL		0	4.33	4.33	1		New	New	04/23/2012	
			Organics Total									-8.84						
2012	APR	SNC	Recycling	Apartment	927111	BAY AREA PROPERTY MANAGEMI	490	LAUREL ST		0	2.08	2.08	0.48	Active	Active	Active	06/17/1996	
2012	APR	SNC	Recycling	Apartment	927137	CIHAN AKKAYA	1161	LAUREL ST		2.08	6.24	4.16	0.96	Active	Active	Active	01/19/2006	
2012	APR	SNC	Recycling	Apartment	927186	BAY AREA PROPERTY MANAGEMI	1330	LAUREL ST		16.63	8.31	-8.32	-1.92	Active	Active	Active	03/13/1998	
2012	APR	SNC	Recycling	Commercial	981381	STEFFEN'S IRON WORKS	932	AMERICAN ST		2.77	0	-2.77	-0.64	Active	Stopped	Stopped	03/11/2008	04/01/2012
2012	APR	SNC	Recycling	Commercial	981670	K & L WINE	920	BING ST		311.76	259.8	-51.96	-12	Active	Active	Active	04/15/2004	
2012	APR	SNC	Recycling	Apartment	982496	ARNE ROSAGER	1243	CENTRAL AVE		17.32	16.63	-0.69	-0.16	Active	Active	Active	03/10/1995	
2012	APR	SNC	Recycling	Commercial	982694	ESH #9609	3	CIRCLE STAR WAY		0	12.99	12.99	3	Active	Active	Active	03/01/2010	
2012	APR	SNC	Recycling	Apartment	984138	SPRING VALLEY HOA	1	ELM ST	2	4.16	0	-4.16	-0.96	Active	Active	Active	04/02/1986	
2012	APR	SNC	Recycling	Commercial	984450	COMPASS ENGINEERING CONTR,	100	GLENN WAY	6	1.39	0	-1.39	-0.32	Active	Stopped	Stopped	12/08/2009	03/31/2012
2012	APR	SNC	Recycling	Commercial	984989	CAMCO	370	INDUSTRIAL RD	G	8.66	17.32	8.66	2	Active	Active	Active	09/25/1997	
2012	APR	SNC	Recycling	Commercial	985317	ELECTRONICS LIQUIDATION OUTI	762	INDUSTRIAL RD		17.32	8.66	-8.66	-2	Active	Active	Active	04/13/2010	
2012	APR	SNC	Recycling	Commercial	985390	JAPANIMATION.COM	821	INDUSTRIAL RD	F	1.39	0	-1.39	-0.32	Active	Stopped	Stopped	10/14/2008	04/03/2012
2012	APR	SNC	Recycling	Commercial	985895	J.D. MOLEX ONE, LLC	1125	INDUSTRIAL RD		0	95.26	95.26	22	Active	Active	Active	03/13/1998	
2012	APR	SNC	Recycling	Commercial	986141	KNIGHT'S PAPER PRODUCTS	1200	INDUSTRIAL RD	15.	10.05	2.77	-7.28	-1.68	Active	Active	Active	03/20/2002	
2012	APR	SNC	Recycling	Commercial	986182	CLENA CORP	1200	INDUSTRIAL RD	3	0	4.16	4.16	0.96	Active	Active	Active	06/12/1998	
2012	APR	SNC	Recycling	Commercial	986794	HOLLY ST PET HOSPITAL	501	LAUREL ST		14.9	12.99	-1.91	-0.44	Active	Active	Active	06/11/1997	
2012	APR	SNC	Recycling	Commercial	987453	GERALD KAFOURY	790	LAUREL ST		0	1.39	1.39	0.32	Active	Active	Active	03/01/1986	
2012	APR	SNC	Recycling	Commercial	988527	BAY BROKERAGE	1741	LAUREL ST		10.74	8.66	-2.08	-0.48	Active	Active	Active	06/16/2000	
2012	APR	SNC	Recycling	Commercial	989723	LA CORNETA TAQUERIA	1147	SAN CARLOS AVE		0	34.64	34.64	8	Active	Active	Active	04/01/2010	
2012	APR	SNC	Recycling	Commercial	990028	DR STEVEN HOWARD	1620	SAN CARLOS AVE		4.16	0	-4.16	-0.96	Active	Stopped	Stopped	01/11/2010	04/09/2012
2012	APR	SNC	Recycling	Commercial	990192	AVIATION MUSEUM	601	SKYWAY		15.76	19.23	3.47	0.8	Active	Active	Active	10/02/1997	
2012	APR	SNC	Recycling	Commercial	990226	FEDERAL AVIATION ADMIN (FAA)	779	SKYWAY		0	2.08	2.08	0.48	Active	Active	Active	04/01/2008	
2012	APR	SNC	Recycling	Commercial	1023571	DIGITAL INK	909	TANKLAGE RD		17.32	0	-17.32	-4	Active	Stopped	Stopped	08/05/2010	04/26/2012
2012	APR	SNC	Recycling	Commercial	1074442	COZZINI BROS,INC	71	GLENN WAY	7	2.08	0	-2.08	-0.48	Active	Stopped	Stopped	10/05/2010	04/18/2012
2012	APR	SNC	Recycling	Commercial	1148501	BELMONT SELF STORAGE	100	INDUSTRIAL RD		0	1.39	1.39	0.32	Active	Active	Active	03/24/2011	
2012	APR	SNC	Recycling	Commercial	1165331	GOLFSMITH	1125	INDUSTRIAL RD	G	77.94	0	-77.94	-18	Active	Stopped	Stopped	01/01/2011	04/18/2012
2012	APR	SNC	Recycling	Commercial	1218395	HOLLAND CAR CARE INC	1380	INDUSTRIAL RD		0	8.66	8.66	2	Active	Active	Active	11/08/2011	
2012	APR	SNC	Recycling	Commercial	1231059	PRO FITNESS EDGE	299	OLD COUNTY RD	26	0.69	0	-0.69	-0.16	Active	Active	Active	01/03/2012	
2012	APR	SNC	Recycling	Commercial	1253814	SWANSON, JOHN	110	GLENN WAY	6	0	1.39	1.39	0.32	New	Active	Active	03/27/2012	
2012	APR	SNC	Recycling	Commercial	1254762	COMPASS ENGINEERING CONTR,	120	GLENN WAY	6	0	1.39	1.39	0.32		Active	Active	04/01/2012	
2012	APR	SNC	Recycling	Commercial	1257724	PAISANO PROPERTIES LLC	932	AMERICAN ST		0	2.77	2.77	0.64		New	New	04/02/2012	
2012	APR	SNC	Recycling	Commercial	1257864	VANDESPEK, KATHLEEN	1321	LAUREL ST	D	0	0.69	0.69	0.16		New	New	04/04/2012	
2012	APR	SNC	Recycling	Commercial	1258508	SPADARELLA, ROBERT	111	GLENN WAY	7	0	2.08	2.08	0.48		New	New	04/03/2012	
2012	APR	SNC	Recycling	Commercial	1258920	RED HOT CHILI PEPPER	1125	SAN CARLOS AVE		0	8.31	8.31	1.92		Active	Active	04/01/2012	
2012	APR	SNC	Recycling	Commercial	1258995	VERIHEALTH INC.	285	OLD COUNTY RD	1	0	1.39	1.39	0.32		New	New	04/03/2012	
2012	APR	SNC	Recycling	Commercial	1260520	ROCK,PAPER,SCISSORS	1199	LAUREL ST		0	1.39	1.39	0.32		New	New	04/12/2012	
2012	APR	SNC	Recycling	Commercial	1262112	MORTYS RESTAURANT	1037	LAUREL ST		0	51.96	51.96	12		New	New	04/19/2012	
2012	APR	SNC	Recycling	Commercial	1263433	APPLEWOOD PIZZA	560	EL CAMINO REAL		0	12.47	12.47	2.88		New	New	04/23/2012	
2012	APR	SNC	Recycling	Commercial	1263748	CLOAK SURFACE COATING	299	OLD COUNTY RD	21	0	1.39	1.39	0.32		New	New	04/23/2012	
2012	APR	SNC	Recycling	Commercial	1265065	COZZINI BROS, INC.	1040	COMMERCIAL ST		0	2.08	2.08	0.48		New	New	04/27/2012	
			Recycling Total									73.45						
2012	APR	WBS	Garbage	Commercial	991521	LADERA RECREATION DISTRICT	150	ANDETA WAY		12.99	0	-12.99	-3	Active	Active	Active	07/01/2002	
			Garbage Total									-12.99						
			Grand Total									1151.61						



STAFF UPDATE

To: SBWMA Board Members
From: Recycling Staff
Date: May 24, 2012 Board of Director's Meeting
Subject: Recycling and Outreach Programs Update

Recommendation

This is an informational report and no action is necessary.

Residential Survey

The customer satisfaction telephone survey of single-family residents throughout the service area, conducted by Godbe Research on behalf of RethinkWaste, was completed in early May. Please refer to the staff report for item 6A in the May 24th Board of Directors' packet for additional information and a summary of results.

2012 Public Education and Outreach Update

RethinkWaste is finalizing the commercial bill insert, to be sent in Recology's invoices at the end of May, to address the mandatory commercial recycling requirements of Assembly Bill (AB) 341. Please refer to the staff report for item 6C in the May 24, 2012 Board of Directors' packet for additional information on AB 341.

Community Activities

RethinkWaste staff often participates in community events and activities, or as presenters/speakers for various organizations, groups and customers in the service area on programs and services. Most recently, Kevin McCarthy presented at Waste Expo 2012 on April 30, 2012 in Las Vegas on the collection and facilities operations procurement process, and the master plan. The annual conference features both public and private speakers and attendees from throughout the country, and provides a great forum to discuss the latest in industry news, issues and legislation.

In addition, Monica Devincenzi and Cathy Hidalgo made presentations at the San Mateo, Foster City, Burlingame and Hillsborough Leadership 2012 meeting on May 11th, held at the Shoreway Environmental Center jointly with Recology, and it included tour of Shoreway.

WM Curbside Door-to-Door HHW Collection Program

The following nine Member Agencies are now 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. San Mateo County is the ninth Member Agency to roll out the program which commenced for their residents beginning on May 1, 2012. Interest in the program has been strong and the company has made approximately 7,623 collections since the program started in mid-May 2010 through April 2012. Approximately 296,886 pounds of HHW material, 226,379 pounds of Universal Waste and 115,773 pounds of E-Scrap has been collected since the start of the program. We encourage additional 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.

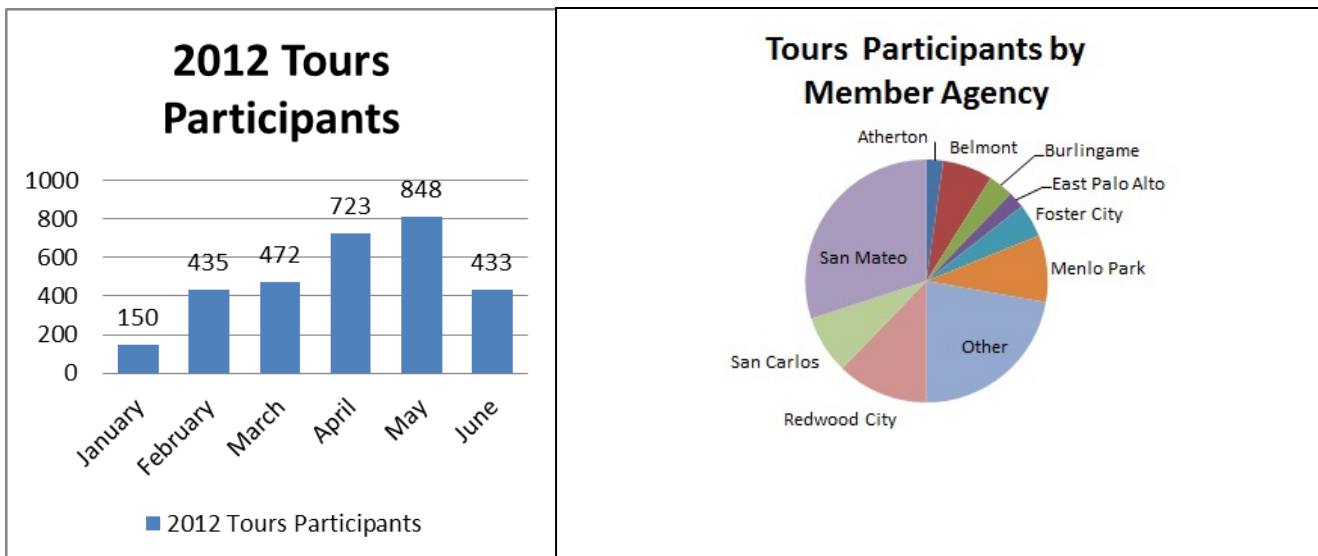
Household Battery and Cell Phone Curbside Recycling Collection Program

The monthly average of batteries and cell phones collected through the curbside recycling program during 2011 was 3,945 pounds. 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 CartSmart program resulted in an increase of household battery and cell phone collection, it appears this increase has now leveled off as the full year result (i.e., 47,334 pounds) is below that achieved in 2010. 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 April 2012 was 5,100 pounds.

Shoreway Education Center School Groups and Public Tours Update

With the launch of the **School Groups and Public Tours Program** in January, Shoreway Environmental Education Center has become an extremely popular destination. In the five months since the tour program started, more than **3,000 visitors** have toured the Education Center. The program is so popular that tours are booked solid through the remainder of this school year and staff has begun scheduling for next fall. Staff continues to promote the Tour Program, via various channels, (emails, press release, flyers, website, social media, environmental education platforms, etc.).

The bar chart below shows the total number of Tour Program participants since its launch in January while the pie chart shows the distribution of tour participants by Member Agency.



Note: In the bar chart, for May & June, these are tour participants expected per scheduled reservation. In the pie chart, "Other" is all the groups that participated in the Tour Program from all over the Bay Area. Hillsborough, West Bay Sanitary District and County of San Mateo might not have had a school group participate, but could have had residents participate in the Open House tours.

School Groups participants make the bulk of the tours given (**about 80 percent**) with the remainder (Other) split between tours given on Open House Days (every third Thursday of the month), school groups from outside RethinkWaste service area, and those that staff gave to specific professional groups such as the Environmental Protection Agency (EPA – Region 9), City of Menlo Park Manager and staff, Redwood City and Foster City Leadership Groups just to mention a few.

Staff has received very positive feedback about the education tour program, which 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.

At the end of each tour, teachers, chaperones, and adult participants (who make about **10 percent** of the tour participants) are asked to fill out a survey about their experience, and what they think about the tour program as a whole. The responses received thus far continue to be very positive. Listed below are summary answers to one of the questions asked in the survey.

Question: *What did you think of this tour as a use of students/class time?*

"Informative, important and worth class time"

"Very good information for children, parents, teachers."

"Great tour, all should see."

"Better learned at tour than in a classroom."

"An eye-opener and informative."

"Fantastic, kids responded well to instructors."

"Excellent, very hands on."

"All schools would like this trip to educate their students."

"Great docents and facility."

"Well planned, no wasted time."

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

<u>Date</u>	<u>School/Group</u>	<u>Jurisdiction</u>	<u>Grade/Group</u>	<u>Total # of Participants</u>
May 1	Home School, San Jose	San Jose	6 th	14
May 2	Ecole Bilingue	Berkeley	3 rd	36
May 3	Oak Knoll Elementary	Menlo Park	2 nd	37
May 8	Ecole Bilingue	Berkeley	3 rd	36
May 9	Nativity School	Menlo Park	7 th	40
May 9	Heather Brownie Troup	San Carlos	2 nd	30
May 10	SB Anthony Elementary	Daly City	4 th	42
May 14	Heart of Christ	Peninsula	2-5 th	43
May 14	Sand Hill School	Palo Alto	2 nd	20
May 15	Sandpiper Elementary	Redwood City	2 nd	35
May 15	Redwood Shores Elementary	Redwood City	K	20
May 16	Sandpiper Elementary	San Mateo	2 nd	35
May 16	Junior Girl Scouts	San Carlos	4 th	36
May 17*	Open House Day	Various	Adults	55
May 21	Fisher Middle School	San Jose	7 th	45
May 22	Sandpiper Elementary	Redwood City	2 nd	35

May 22	Our Lady of Mount Carmel	Redwood City	2 nd	38
May 23	Sequoia High School	Redwood City	9 th -11 th	35
May 24	Adelante Spanish Immersion	Redwood City	2 nd	40
May 24	Bayside STEM Academy	San Mateo	8 th	42
May 29	Portola Valley	San Mateo	6 th	25
May 29	Half Moon Bay High	Half Moon Bay	9-12 th	44
May 30	Roosevelt Elementary	Redwood City	4 th	30
May 30	Cub Scouts	San Mateo	3 rd	10
May 31	Portola Valley	San Mateo	6 th	25
Total Participants				848**

*Thursday, May 17th, 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-Wednesday from 9:30am – 11:30am, 12:30pm - 2:30pm, and Thursday 9:30am – 11:30am. Every third Thursday of the month is a designated Public Open House Day for the general public from 9:30am – 12:00pm.

Shoreway Environmental Education Video

Staff has been working on producing an environmental educational video that shows the full spectrum of what happens to the various materials in the CartSMART carts once they are picked up at the curb, delivered to Shoreway and then transferred to their ultimate destinations for recycling, processing or disposal. The video will be posted on the RethinkWaste website, used as part of the tours program, and used in other outreach and education efforts. Staff plans to debut the video at the May 24th Elected Officials Briefing.

RethinkWaste Website and Social Media

The RethinkWaste website continues to be updated with information on the CartSMART residential collection and new BizSMART commercial collection services, and the Shoreway Environmental Center. Plans are underway to

revamp the website to make it more user-friendly and interactive based on feedback from customers, Board Members and the Public Education Subcommittee. A Request for Proposals (RFP) for website redesign was issued on May 3, 2012. The proposals are due by May 31, 2012, and staff will work with the Pub Ed Subcommittee for review and evaluation.

The current site averaged approximately 570 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 continued to be "Beyond the Cart," "Shoreway Services" and "Shoreway Location" sections.

RethinkWaste also continues to use its Facebook and Twitter pages to promote program information and new services. To date, the Facebook page has 252 "fans," and the Twitter page has 84 followers, an increase since the April 26, 2012 Staff Update. 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.

Rethink@Work Pledge

RethinkWaste kicked off the "Rethink@Work" pledge campaign in February, designed to increase visibility and raise awareness for recycling in the RethinkWaste business community. Winners have been announced on our website.

Encore Performance Catering was selected for a lunch and tour of the Shoreway Environmental Center on May 1st following the owner, Dave Hyman, taking the pledge to recycle more at work. Encore Performance Catering is a full service caterer in Redwood City and also offers cooking classes entitled "Cooking with Class." In 2011, Encore added organics to their recycling and garbage collection service with a diversion rate of 89%.



Business Awards Program

The nomination period for the RethinkWaste BizSMART@Work 2012 Awards program, in partnership with Recology, was extended through the first week of May at the request of some Member Agencies. Staff received applications from 29 businesses and five multi-family complexes. The program will recognize businesses and multi-family complexes in the RethinkWaste service area for their efforts in reducing waste in 2011 through the BizSMART Recycle, Compost and Garbage collection services.

Staff is currently updating the RethinkWaste website to spotlight nominees for the "Rethinker's Choice Awards," which will allow for the public to vote for their favorite nominees. A recognition ceremony will be held in June.

rethinker Newsletter

The spring issue of the *rethinker* is in production and focuses on the most frequently asked questions from customers and multi-family programs and services. It will be sent to residents in May.

Following the release of an issue of the *rethinker* newsletter, there is always a notable increase in activity on the RethinkWaste website and Facebook and Twitter pages. Staff will continue driving residents to go paperless with the newsletter.

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. Agencies are encouraged to contact staff to schedule additional events.

Approved Operating Agreement Amendments or Recommended Recology Franchise Agreement Administrative Changes

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

<u>Agreement</u>	<u>Board Approval</u>	<u>Staff Recommendation</u>	<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: Hilary Gans, Facility Operations Contracts Manager
Date: May 24, 2012 Board of Director's Meeting
Subject: Shoreway Construction Update

Construction Update

This project update summarizes the status of the construction of the Shoreway Master Plan Phase II improvements which include the construction of new Materials Recovery Facility (MRF) building, modifications to the Transfer Station (TS), and various site work; and Phase III improvements which are comprised solely of the purchase and installation of the single stream processing equipment. A contract in the amount of \$16,209,000 was awarded to SJ Amoroso on July 23, 2009 for Phase II of the Master Plan construction work. On October 7, 2009 the Board approved a contract with BHS for \$15,713,180, exclusive of sales tax, for the Phase III work.

This report includes a discussion of completed and upcoming construction activities (both master plan and non-master plan related), updates to the construction schedule, and a summary of the project budget.

Financial Update

On July 23, 2009 the Board approved the sale of Bonds for the Shoreway Master Plan Project in a total dollar amount of \$56.5 million of which \$46.97 million was dedicated to actual physical improvements. Through the end of April 2012, **\$45,346.6** has been spent, leaving a fund balance of **\$1,625,300** (see SEC Master Plan Budget table on page 3 of this report for detail).

At this time, it is forecasted that there are sufficient funds to cover the remaining project expenditures through the completion of the Master Plan project without tapping the transfer station bid deduct funds of \$515,000 or the projected remaining unallocated project contingency of \$211,400.

Issues of Note

- No issues to note.

Building and Equipment Project 2012

The following construction activities occurred since the last update report:

MRF and Transfer Station Buildings

- Remedy to electrical room overheating from solar inverters
- Reconfiguring windows at Public Recycling Center
- Skylight fall protection bids received and vendor selected
- Transfer station roof vent installed

Site, Other Buildings and Projects

- Ongoing touch-up painting at entire site (non master plan)
- Completion of landscaping in rear of transfer station
- Installation of truck barrier walls in public areas

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

MRF and Transfer Station Buildings

- Pressure wash interior of old transfer station (non master plan)
- Bids received for transfer station floor repair (non master plan)
- SBR maintenance shop setup complete

Site, Other Buildings and Projects

- Reconfigure entry gate at public tours entry
- Paving repairs at transfer station exterior (non master plan)
- Reconditioning all rollup doors at facilities
- Stenciling of overhead traffic signage at entrance
- Repair to overhead sign damaged by SBR truck (non master plan)

Master Plan Project Expenditures Summary

▪ **Construction Management Budget (Covello)**

Covello's construction oversight and onsite staff was completed in December 2011. The company continues to a low level of support related to permit approval, construction documentation preparation. Expenditure for Covello total \$3,347 for the month of April.

▪ **Design Support Services (JRMA)**

The Master Plan design support services contract with JRMA is closed except for the project LEED commissioning. The LEED Commissioning is a standalone scope of work with in JRMA's design support services contract. JRMA has finalized and submitted the LEED application and the USGBC has indicated that they are reviewing the application. Expenditure for JRMA totals \$1,971 for the month April.

▪ **Building and Equipment Projects 2012**

There were payments to contractors in the month of April totaling **\$120,042**. Total anticipated cost for remaining master plan projects total \$580,958 and will be drawn from the Soft Costs and CM & Other budget lines.

SHOREWAY ENVIRONMENTAL CENTER MASTER PLAN BUDGET						
THROUGH APRIL 2012	(000's)					
	Vendor	Original Project Budget Amount	Allocated Contingency	Revised Project Total	Spent Amount	Remaining Amount
PROJECT COST SUMMARY						
Preliminary Costs						
Planning, Design & Engineering	Various	2,404.0	28.5	2,432.5	(2,418.0)	14.5
Bond Issuance Costs		90.5	(7.4)	83.1	(83.1)	0.0
Phase I						
Construction	Rodan	2,405.0	31.3	2,436.3	(2,436.3)	0.0
Construction Management	Covello	444.3	15.9	460.2	(460.2)	0.0
Phase II						
Construction	Amoroso	16,209.0	-	16,209.0	(16,209.0)	0.0
Construction Contingency (10%)	Amoroso		3,053.9	3,053.9	(3,053.3)	0.6
Permit, CM, & Design Support Services	Covello/JRMA	2,259.0	714.0	2,973.0	(2,753.1)	219.9
Construction Soft Costs	Various	786.7	6.0	792.7	(526.1)	266.6
Phase III						
Equipment Installation	BHS	2,432.4	30.0	2,462.4	(2,462.4)	0.0
Contingency (10%)	BHS		246.2	246.2		246.2
Camera System, elec.		85.0	-	85.0	(25.9)	59.1
Supplemental Fire Suppression		75.0	-	75.0	(69.8)	5.2
Equipment	BHS	14,273.2	81.2	14,354.4	(14,305.2)	49.2
Contingency	BHS		492.8	492.8	(335.4)	157.4
Construction Management	Various	95.0	(6.0)	89.0	(6.0)	83.0
Building and Equipment Projects 2012					(202.8)	
Project Total		41,559.1	4,686.4	46,245.5	(45,346.6)	898.87
Other Project Dollars						
Unallocated Contingency (Balance of Funds)		4,684.8		4,684.8	(4,473.4)	211.4
Transfer Station Public Area (SJA Bid Deduction)		728.0		728.0	(213.0)	515.0
Project Subtotal		46,971.9				1,625.3



STAFF UPDATE

To: SBWMA Board Members
From: Kevin McCarthy, Executive Director
Marshall Moran, Finance Manager
Date: May 24, 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.

Attached is the draft 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 will include in its 2013 Compensation Application the second and **final** 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. Preliminary service level adjustment figures have been prepared by Recology and are under review by staff; further details were provided in the April 26, 2012 staff report for agenda item 4B.
- 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 can not be carried forward to 2014 rates. This application is under

review by HF&H as part of the Financial Systems Audit project and the results will be presented at the June 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.
- 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. Recology has provided preliminary figures for such payments which are still under review by staff.

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 work is underway.

April 2012

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

May 2012

- SBWMA to issue a report on projected 2012 revenue (based on four 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 (20 and 32-gallon) rates.
- May 24 - Elected official briefing on rate setting process, rate issues and results of customer satisfaction survey.

May/June 2012

- SBWMA to send out letter to Board requesting feedback from all agencies on issues affecting 2012 rate adjustments (e.g., changes to Agency fees, revenue and tonnage projections). Response requested by July 1.

- SBWMA to issue report summary on the Recology 2011 Revenue Reconciliation Application.

July 2012

- July 1 - Compensation Applications due from 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).
- July 1-15 – SBWMA to provide Recology Compensation Application to all Member Agencies and commence a process to include Member Agency feedback. **The Member Agency feedback will be needed by August 1.**
- July 19 – BOD Staff report on estimated residential revenue changes due to cart migration by Member Agency with an update on cart migration since July 2011; to be discussed at July 26th Board meeting.

August 2012

- August 1 - Member Agency feedback due on 2013 Recology Compensation Application.
- 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 - Preliminary report issued by SBWMA on Recology's Rate Application for 2013 compensation adjustment.
- September 1 - Preliminary report issued by SBWMA on SBR's Rate Application for 2013 compensation adjustment.
- September 11 - Comments due back from Member Agencies on preliminary Rate Reports for Recology and SBR.
- September 20 - Final Rate Report issued for Recology's Rate Application for 2013 compensation adjustment (for consideration at September 27, 2012 Board meeting).
- September 20 - Final Rate Report issued for SBR's Rate Application for 2013 compensation adjustment (for consideration at September 27, 2012 Board meeting).
- September 20 - Consolidated Rate Report issued with recommended total collection rate adjustments for 2013 (including Recology compensation, disposal expense at Shoreway, agency fees, and agency directed cart migration impact for 2013).
- September 27 – Board consideration and approval of SBR 2013 Compensation Application.
- September 27 – Board consideration and approval of Recology 2013 Compensation Application.
- September 27 – Board consideration and approval of SBWMA Consolidated Rate Report.

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



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2013 Rate Approval Schedule

Member Agency Rate Setting Process

The 2013 Recology Compensation Application is due to the SBWMA 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
- Consolidated Rate Report 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 moot 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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JUNE – SEPTEMBER 2012 BOARD AGENDA ITEMS (SUBJECT TO CHANGE)

June 28, 2012

- Adjourn to Closed Session - pursuant to Government Code Section Govt. Code Sec. 54956.9 Conference with Labor Negotiator: Unrepresented employees- (All employees); pursuant to Government Code Section 54954.5: Public Employee Performance Evaluation: Executive Director
- Approval of FY 2013 Budget
- Review of Unrestricted Cash Reserve Policy
- Zanker C&D Contract Extension
- Approval of contracts with major vendors: Accounting, Legal, etc.
- Approval of Contract for Quarterly Contamination Measurement
- Findings from Collection Services and Facility Operations Auditing Project
- Findings from Review of Collection Services and Financial and Accounting Systems

July 26, 2012

- Consideration of Modifications to Unrestricted Cash Reserve Policy
- Review of Cart Migration Data for Member Agencies and Rates vs. Costs Analysis
- Update on Issues Potentially Affecting 2013 Compensation for Recology San Mateo County and South Bay Recycling

September 27, 2012

- Resolution Approving 2013 South Bay Recycling Compensation Application
- Resolution Approving 2013 Recology San Mateo County Compensation Application
- Presentation on Consolidated 2013 Rate Report
- Approval of Quarterly Investment Report as of 6/30/12