

Month Ending Date: August 2025
Submission Date: 9/30/2025



Monthly Report

August 2025

City of Palo Alto

Submitted: 09/30/25

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August 2025 Monthly Report

GreenWaste of Palo Alto

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Misc.	Miscellaneous

GreenWaste of Palo Alto

August 2025

Monthly Summary

This is the 2025 August monthly report as required by the Agreement for Solid Waste, Recyclable Materials, Organic Materials and Yard Trimming Collection and Processing Services between the City of Palo Alto and GreenWaste of Palo Alto.

Below is a narrative of the detailed report that follows in the accompanying documentation:

There were no route changes in August.

There was 3 accidents in August.

There were no containers with graffiti in August.

There were no assets purchased in August.

There were 6 illegal drop boxes in August.

There were 2 employee changes in August - Outreach Coordinator Sundeep Rodricks and Assistant General Manager, Leah Venegas

TONNAGES

At the end of August 2025	GreenWaste of Palo Alto has collected and processed	1,042.65	tons of commercial compostable material with an overall goal of 13,000 tons to be collected during Year 16 of the agreement.
At the end of August 2025	GreenWaste of Palo Alto is at	8%	of total goal, including processed residual.

At the end of August 2025	GreenWaste of Palo Alto has collected and processed	1,284.78	tons of recyclables with an overall goal of 17,480 tons to be collected during Year 16 of the agreement.
At the end of August 2025	GreenWaste of Palo Alto is at	7%	of total goal, including processed residual.

It continues to be a pleasure serving the City of Palo Alto, its residents and commercial establishments. We feel the partnership between COPA and GreenWaste of Palo Alto continues to progress as we move through the early stages of the new agreement. We hope you find the following reports useful and to your satisfaction. If you need clarification at any time please contact Eric Cissna at 650.575.4976 or by email at eric.cissna@greenwaste.com

"I declare under penalty of perjury that the foregoing is complete and accurate to the best of my knowledge, after due inquiry."

Executed on this Tuesday, September 30, 2025 in San Jose, California.

Residential Service Level Report

August 2025

Jul-25

Difference

Number of Residential Containers

mini-can/20-gal cart	7,736	7,752	-16.00
1/32-gal cart	7,438	7,437	1.00
2/64-gal cart	1,867	1,873	-6.00
3/96-gal cart	357	351	6.00
4/two 64-gal carts			0.00
5/64+96-gal carts			0.00
6/two 96-gal carts			0.00

Total # of Residential Containers	17,398	17,413	-15
Total Active Residential Accounts	16,682	16,767	-85.00
Total Active Multi-Family Accounts	312	312	0.00
Total Active Commercial Accounts	2,497	2,419	78.00

	Number	%	Number	%
Commercial Accounts with Recycle	1318	53%	1318	54%
Commercial Accounts with Compost	1275	51%	1277	53%

	Number	%	Number	%
MFD Accounts with Recycle	302	97%	311	100%
MFD Accounts with Compost	308	99%	308	99%

Service Containers

August 2025		Jul-25	
Cans serviced	196		214
Carts serviced	65,203		65,252
Solid Waste	18,492		18,508
Recyclables	21,907		21,918
Compostables	24,804		24,826
Bins Serviced	2,852		2,859
Solid Waste	977		979
Recyclables	1,237		1,243
Compostables	638		637

Carts exchanged (by size)

The cart inventory change for the month of August is as follows:

Recycling

- 32 gallon cart inventory decreased by 10.
- 64 gallon cart inventory decreased by 162.
- 96 gallon cart inventory increased by 225.

Garbage

- 20 gallon cart inventory decreased by 70.
- 32 gallon cart inventory decreased by 82.
- 64 gallon cart inventory decreased by 28.
- 96 gallon cart inventory increased by 10.

Compostables/ Yard Trimmings

- 20 gallon cart inventory increased by 5.
- 32 gallon cart inventory decreased by 35.
- 64 gallon cart inventory decreased by 22.
- 96 gallon cart inventory increased by 247.

CART INVENTORY

August 2025	Recycling			Garbage				Compostables/Yard Trimmings			
	32	64	96	20	32	64	96	20	32	64	96
TOTAL	55	356	310	380	388	530	383	35	165	318	265
<i>Previous Month's Inventory</i>	<i>July-25</i>										
TOTAL	65	518	85	450	470	558	373	30	200	340	18
<i>Change in Cart Sizes</i>	<i>(10)</i>	<i>(162)</i>	<i>225</i>	<i>(70)</i>	<i>(82)</i>	<i>(28)</i>	<i>10</i>	<i>5</i>	<i>(35)</i>	<i>(22)</i>	<i>247</i>
<i>% change</i>	<i>-18%</i>	<i>-46%</i>	<i>73%</i>	<i>-18%</i>	<i>-21%</i>	<i>-5%</i>	<i>3%</i>	<i>14%</i>	<i>-21%</i>	<i>-7%</i>	<i>93%</i>

Customer Service Performance

August 2025

1642	Total calls
93	Total missed calls
51	Average hold time (<i>seconds</i>)
649	Total email messages from GWofPA website
1	Total Compliments

Compliments				
Date	Address	Nature		
8/20/2025	574 Arastradero Rd		Although customer sent in complaint about enclosures being left open, he thanked GW for all their hard work stating they have "an amazing GreenWaste team"	

5	Total Complaints
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Complaints				
Date	Address	Nature	Resolution	Chargeable
8/29/2025	3980 Fabian Way	Missed pickup	Customer said garbage recycling was missed. GWPA scheduled a courtesy return trip and reminders for all drivers.	
8/28/2025	200 Hamilton Ave	Missed pickup	Customer claims garbage bin was missed 2x. GWPA scheduled a courtesy return trip and reminders for all drivers.	
8/26/2025	2605 Middlefield Rd	Missed pickup	Customer claims Saturday service was missed. GWPA scheduled a courtesy return trip and reminders for all drivers.	
8/20/2025	574 Arastradero Rd	Service level	Customer claims enclosure doors are being left open after service and blocking parking spaces. Reminders sent to all drivers to return bins after service	
8/13/2025	3400 El Camino Real	Missed pickup	Customer said garbage recycling was missed. GWPA scheduled a courtesy return trip and reminders for all drivers.	

112	Number of calls reporting missed collections
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Special Services

107	Total Physical Limitations Premises Serviced
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August 2025 Clean Up Summary

<u>Collection Summary</u>	<u># of items</u>	<u>Est. Weight(tons)</u>	
Bulky Furniture	548	41.36	
Individual Item	486	5.535	
<i>Total Estimate</i>	1034	46.895	

SFD

<u>Total Participants</u>	<u>Total Houses</u>	<u>% Involvement</u>	
858	2594	33.08	

MFD <10

Total Participants



Commercial

Total Participants



MFD

Total Participants



Service Provided



MFD >10 Summary

Weights

Zanker	1.57
GWR - MSW	0

Clean Up Day Summary (Non-MFD) > Tons

%

GWPA staff reused approximately
 Salvation Army (Books)
 USAgain
 Debris Box
 Rear Loader (C & D)
total weight

Processing Facilities

August 2025

GW MRF- Processing			
INBOUND			
<i>Material Inbound from GW of PA</i>			
<i>Garbage Materials</i>	1,870.53		
<i>Recyclable Materials</i>	1,282.01		
GreenWaste of Palo Alto	3,152.54	tons	5%
All Other Jurisdictions	60,203.19	tons	95%
TOTAL INBOUND	63,355.73	tons	
OUTBOUND			
Hog Fuel	-	tons	
Yard Waste	10599.35	tons	
Compost	10000.96	tons	
Wood	-	tons	
Soil Ammendment	-	tons	
Dirt	-	tons	
Concrete	-	tons	
Ceiling Tile	-	tons	
Candles	-	tons	
Carpet	404.74	tons	
Mattresses	-	tons	
Mixed Paper	2,089.43	tons	
OCC	6342.81	tons	
Wax OCC	22.71	tons	
Glass	2,291.17	tons	
Tires	10.26	tons	
E-Waste	11.70	tons	
<i>Mixed Rigid</i>	<i>237.11</i>		
<i>#s 2-7</i>	<i>207.99</i>		
<i>HDPE-Natural</i>	<i>132.06</i>		
<i>HDPE-Color</i>	<i>262.76</i>		
<i>PET</i>	<i>512.97</i>		
<i>Film</i>	<i>43.45</i>		
All Plastics	1,396.34	tons	
<i>Scrap Aluminum</i>	<i>60.46</i>		
<i>Scrap Aluminum Foil</i>	<i>-</i>		
<i>Steel Cans</i>	<i>211.52</i>		
<i>Metal</i>	<i>715.23</i>		
<i>Aluminum Cans</i>	<i>142.78</i>		
<i>Copper</i>	<i>-</i>		
All Metal	1,129.99	tons	
Textiles	-	tons	
TOTAL OUTBOUND	34,299.46	tons	
DISPOSED			
TRASH	27,703.40	tons	
RECYCLING %			
<i>recycled/(recycled+disposed)</i>	55%		

Zero Waste Energy Development Company- Compost Processing		
<i>Compostables**</i>	2,143.23	tons
GreenWaste of Palo Alto	2,143.23	tons
Total Compost Processed (ZWED)	2,143.23	

Newby- Garbage Transfer		
<i>Total Garbage</i>	77.83	tons
Total Garbage Processed (Newby)	77.83	

GW Carpet- Carpet Processing		
<i>Total Carpet</i>		tons
Total Carpet Processed (GW Carpet)	2.77	

Zanker Road Landfill & Zanker Material Processing Facility- Construction and Demolition Processing					
Inbound Material		ZKR +ZMPF	COMBINED RECYCLING RATE		
Material		Tons	Process / Line	12 Month Avg. Rec. Rate	
Mixed C&D		724.88			
Concrete		52.50			
Dirt		76.88			
Wood		15.00			
Trash		-			
Misc. Debris		183.84			
Compost		-			
Tires		-			
Sheetrock		102.14			
Stucco/Plaster		-			
Brush/Yard Waste		1.39			
Shingles		-			
Other		-			
GreenWaste of Palo Alto Total		1,156.63			
		<i>tons</i>			
			12 Month Avg. Rec. Rate	12 Month Avg. Rec. Rate	
			C&D Recycling Operation	75.83%	46.46%
			Wood Waste Recycling Operation	99.52%	97.97%
			Demolition Recycling Operation	85.55%	49.16%
			DM Reduction System	47.90%	17.99%
			Sheetrock Recycling	99.41%	98.51%
			Asphalt Single Recycling	90.87%	4.28%
			Concrete Recycling	98.90%	98.06%
			Drywall Recycling	100.00%	100.00%
			Other Materials	98.00%	98.00%
				99%	76%

Miscellaneous

August 2025

Liquidated damages broken down by each event listed in Attachment "O" and number of infractions.

EVENT OF NON-PERFORMANCE	Infractions	Acceptable Performance Level	Infractions Over Allowable	Penalty per Overage	Total	
COLLECTION RELIABILITY:						
FAILURE TO NOTIFY CITY OF REPORTABLE QUANTITIES OF HAZ. WASTE	0	0	0	\$500.00	\$0.00	
FAILURE TO MAINTAIN COLLECTION SCHEDULE	0	0	0	\$1,000.00	\$0.00	per day per route
SERVICE REQUEST 7 DAYS	0	5	-5	\$300.00	\$0.00	
FAILURE TO PROVIDE SERVICES AS REQUESTED IN ATTACH C	0	0	0	\$500.00	\$0.00	
COLLECTION QUALITY:						
FAILURE TO CLEAN UP SPILLED OR LEAKED MATERIALS FROM VEHICLES	0	5	-5	\$500.00	\$0.00	
MESSES & LEAKING VEHICLE	0	0	0	\$500.00	\$0.00	
CAN OR BIN REPLACEMENT TO ORIGINAL CONDITION	0	10	-10	\$300.00	\$0.00	for every 10 containers replaced incorrectly per day and per route
OPEN GATE OR CROSS LANDSCAPE	0	24	-24	\$500.00	\$0.00	
PROPERTY DAMAGE (Failure to resolve claims within 30 calendar days)	0	0	0	\$300.00	\$0.00	
FAILURE TO COMPLY WITH HOURS OF OPERATION	0	5	-5	\$300.00	\$0.00	
EXCESSIVE NOISE COMPLAINTS	0	12	-12	\$300.00	\$0.00	per complaint
FAILURE TO TAG UN-COLLECTED CONTAINERS WITH NOTICE OF REASON	0	12	-12	\$150.00	\$0.00	
FAILURE TO CLEAN PUBLIC RECEPTICLES & LIDS	0	5	-5	\$150.00	\$0.00	
FAILURE TO POWER WASH PUBLIC RECEPTICLES	0	0	0	\$150.00	\$0.00	twice per year
FAILURE TO WIPE EXTERIORS & LIDS OF PUBLIC RECEPTICLES	0	0	0	\$200.00	\$0.00	twice per month / for every 10 containers
FAILURE TO REPAIR DAMAGE TO PRIVATE PROPERTY	0	0	0	\$500.00	\$0.00	per event
CUSTOMER RESPONSIVENESS:						
DISCOURTEOUS BEHAVIOR	0	0	0	\$500.00	\$0.00	per complaint
FAILURE TO REMEDY COMPLAINT FROM DIRECTOR	0	0	0	\$300.00	\$0.00	per event
FAILURE TO MAINTAIN OFFICE HOURS	0	0	0	\$300.00	\$0.00	per day
FAILURE TO ANSWER PHONE & RETURN MESSAGES	0	0	0	\$300.00	\$0.00	per event
FAILURE TO RESPOND TO SERVICE REQUEST WITHIN 1 DAY	0	0	0	\$300.00	\$0.00	per event
FAILURE TO CORRECT & REPORT BILLING ERRORS BY GWofPA	0	0	0	\$250.00	\$0.00	per customer acct. each month
FAILURE TO REPORT ACCURATE RECORDS OF NON-UTILITY CUSTOMERS RECEIVING ON-CALL SERVICES	0	0	0	\$500.00	\$0.00	per event
FAILURE TO REMIT REVENUES FROM NON-UTILITY CUSTOMERS	0	0	0	\$500.00	\$0.00	per event
FAILURE TO COLLECT MISSED CONTAINERS WITHIN 1 DAY	0	0	0	\$300.00	\$0.00	per event
FAILURE TO DELIVER REPLACEMENT CART WITHIN 5 DAYS OF BEING LOST, DESTROYED, OR STOLEN	0	0	0	\$150.00	\$0.00	per container
FAILURE TO DELIVER REPLACEMENT CART WITHIN 7 DAYS OF CHANGE IN SIZE	0	0	0	\$150.00	\$0.00	per container
FAILURE TO REMOVE CART WITHIN 7 DAYS OF BEING REPLACED	0	0	0	\$150.00	\$0.00	per container
FAILURE TO REMOVE GRAFFITI WITHIN 2 DAYS	0	0	0	\$150.00	\$0.00	per container
FAILURE TO REPAIR OR REPLACE CONTAINER DAMAGED BY COLLECTION ACTIVITIES WITHIN 3 DAYS	0	0	0	\$150.00	\$0.00	per container
REPORTING:						
REQUIRED REPORTS	# OF DAYS LATE:	0	0	\$250.00	\$0.00	per day
SUBMITTAL OF INACCURATE REPORT OR FAILURE TO SUBMIT CORRECTIONS	0	0	0	\$250.00	\$0.00	per day for each day
ERRORS IN CUSTOMER SERVICE RECORDS FOUND DURING ROUTE ADUITS	0	0	0	\$200.00	\$0.00	for each 10 errors in excess of 10 errors per route
PROCESSING:						
FAILURE TO SUBMIT MARKETING PLANS	0	0	0	\$500.00	\$0.00	per material, per day
FAILURE TO SUBMIT CERTIFICATION OF END USE	0	0	0	\$500.00	\$0.00	per material, per day
STOCKPILING PROCESSED MATERIALS BEYOND ALLOWABLE TIME	0	0	0	\$500.00	\$0.00	per material, per day
FAILURE TO RECYCLE 75% OF C&D	0	0	0	\$200.00	\$0.00	per box delivered to facility
PROHIBITED USE OF MATERIALS	0	0	0	#####	\$0.00	per day
MISCELLANEOUS:						
DISPOSAL OF MATERIALS WITHOUT CITY APPROVAL	0	0	0	\$175.00	\$0.00	per ton disposed
USE OF UNAUTHORIZED FACILITIES	0	0	0	\$175.00	\$0.00	per ton

TOTAL INFRACTION DOLLARS DUE COPA: **\$0.00**
 TOTAL INFRACTIONS THIS MONTH: 0
 TOTAL INFRACTIONS LAST MONTH: 0

Non-Collection Notices	
Total	Description
54	Blocked
49	Cardboard too large/ unbroken
8	Clean-up issue
0	Container Issue
0	Contact Office
0	Container Not Out
0	Container placement
22	Contaminated - compost
1	Contaminated - garbage
116	Contaminated - recycle
0	Contaminated - yardwaste
0	Extra Container
59	Extras not scheduled
12	Gate Issue – closed, locked, code invalid
13	Hazardous Material
22	Late set out
2	Loose Branches long/wide
9	Loose material
0	Low Cable Wire
24	Mess upon arrival
4	No construction debris (rock, dirt, concrete)
10	Object stuck in cart/bin
1	Oil filters issue
2	Oil jugs issue
7	Overfilled - compost
13	Overfilled - garbage
17	Overfilled - recycle
0	Refilled Container
4	Skipped
0	Tagged - No Service
0	Tagged - Serviced
9	Too heavy - compost
1	Too heavy - garbage
2	Too heavy - recycle
0	Wrong container - garbage
1	Wrong container - recycle
1	Wrong container - compost
463	Total

General	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
0-DDM	Select	Select	Select		
1-Table of Contents	Select	Select	Select		
2-Report Information and Instructions	Select	Select	Select		
A. General Information					
B. Instructions					
C. Due Dates					
Tonnage and Collection	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
3-Tonnage	Quarterly	Select	Select		Exhibit D Quarterly Reports 1, Bullet 1 Exhibit D Quarterly Reports 1, Bullet 1 Exhibit D Quarterly Reports 1, Bullet 1 n.a.
A. Tonnage Summary					
B. Tonnage by Sector					
C. Tonnage by Facility					
D. Recovered Tonnage by Commodity					
4-Other Collection Events	Quarterly	Select	Select	Used oil and e-waste	Exhibit D Quarterly Reports 1, Bullet 2
A. Other Collection Events by Event					
5-Bulky Collection	Quarterly	Select	Select		n.a. Exhibit D Quarterly Reports 1, Bullet 2
SB 1383 A. Tonnges Marketed and Disposed					
B. Collection Events					
Customers and Subscription Levels	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
6-Customers	Quarterly	Select	Select		Exhibit D Quarterly Reports 2, Bullet 1 Currently reporting Currently reporting Currently reporting Currently reporting
SB 1383 A. Collection Container Systems Offered					
SB 1383 B. Material Streams Collected					
C. AB 341 Compliance					
D. AB 1826 Compliance					
E. Participation Percentage					
7-Subscription	Quarterly	Select	Select		Exhibit D Quarterly Reports 2, Bullet 2 Exhibit D Quarterly Reports 2, Bullet 2 Exhibit D Quarterly Reports 2, Bullet 2
A. Total Service Level - Monthly Volume					
B. Average Service Level - Weekly Volume					
C. Subscription by Customer Class - Containers					
8-Customer List	Select	Select	Select		n.a.
A. List of Customers					
9-Service Exemptions	Quarterly	Select	Select	SFD does not apply per Collida	Exhibit D Quarterly Reports 2, Bullet 6 Exhibit D Quarterly Reports 2, Bullet 6 n.a.
SB 1383 A. Service Exemptions by Month					
SB 1383 B. Service Exemption Verifications by Month					
SB 1383 C. Service Exemption Verifications					
10-Jurisdiction Service	Quarterly	Select	Select		Exhibit D Quarterly Reports 3, Bullet 1 Exhibit D Quarterly Reports 3, Bullet 1
A. Jurisdiction Diversion					
B. Service Levels and Diversion by Location					
Contamination Monitoring	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
11-Route Reviews	Select	Select	Select		n.a.
SB 1383 A. Route Review Summary					
12-Route Review Inspections	Select	Select	Select		n.a.
SB 1383 A. Route Review Inspections					
13-Other Contamination Noticing	Select	Select	Select		n.a.
SB 1383 A. Other Contamination Noticing					
14-Contamination Issues	Select	Select	Select		n.a.
SB 1383 A. List of Customers with Chronic Contamination					
15-Courtesy and Non-Collection	Quarterly	Select	Select		n.a. Exhibit D Quarterly Reports 4, Bullet 3
SB 1383 A. Courtesy Collection Summary					
SB 1383 B. Non-Collection Summary					
16-Waste Evaluation Selections	Select	Select	Select		n.a.
SB 1383 A. Waste Evaluation Container Selections					
17-Waste Evaluation Samples	Select	Select	Select		n.a.
SB 1383 A. Waste Evaluation Samples and Results					
18-Waste Characterizations	Select	Select	Select		n.a. n.a.
SB 1383 A. Waste Characterization Studies					
SB 1383 B. Waste Characterization Study Results					
Customer Service	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
19-Customer Service	Quarterly	Select	Select		Included in current reporting Exhibit D Quarterly Reports 4, Bullet 4
A. Customer Service Calls					
B. Website					
20-Inquiries & Complaints	Quarterly	Select	Select		Exhibit D Quarterly Reports 4, Bullet 1,2,5a; Exhibit D Annual Reports 6, Bullet 1 Exhibit D Quarterly Reports 4, Bullet 5b
SB 1383 A. Complaint & Inquiry Summary by Type					
SB 1383 B. Inquiries & Complaints					
21-Missed Collections	Select	Select	Select		n.a.
A. Missed Pickups By Month					

Public Education and Outreach	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
22-Outreach Activities	Quarterly	Select	Select		
SB 1383 A. Mass Outreach Activities					Exhibit D Annual Reports 5. Bullet 3, 4, 5
23-Education Activities	Quarterly	Select	Select		
SB 1383 A. Multi-Family and Commercial Technical Assistance Summary					Exhibit D Annual Reports 5. Bullet 2; Quarterly Reports 5. Bullet 3
SB 1383 B. Targeted Outreach Activities					Exhibit D Annual Reports 5. Bullet 2, 5; Quarterly Reports 5. Bullet 3
24-Outreach and Education Budget	Select	Select	Select		
A. Summary of Outreach and Education Budget vs. Expenditures					n.a.
B. Outreach and Education Activities					n.a.
25-Planned Technical Assistance	Select	Select	Select		
SB 1383 A. List of Planned Technical Assistance					n.a.
Financial	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
26-Revenue	Quarterly	Select	Select		
A. Revenue by Month					Exhibit D Quarterly Reports 7
27-Fees & Reimbursements	Quarterly	Select	Select		
A. Fees & Reimbursements By Month					Exhibit D Quarterly Reports 7
B. Fees & Reimbursements Remittance to Agency					Included in current reporting
C. Donations					n.a.
28-Delinquent Customers	Quarterly	Select	Select		
A. List of Delinquent Customers					Exhibit D Quarterly Reports 7
29-Customer Rebates	Select	Select	Select		
A. List of Rebates to Customers					n.a.
Edible Food Recovery	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
30-Food Recovery Organizations & Services	Select	Select	Select		
SB 1383 A. List of Food Recovery Organizations & Services					n.a.
31-Edible Food Generators	Select	Select	Select		
SB 1383 A. List of Edible Food Generators					n.a.
32-Food Recovery Inspections	Select	Select	Select		
SB 1383 A. Food Recovery Inspection Documentation					n.a.
Equipment	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
33-Equipment Purchases	Select	Select	Select		
A. Equipment Purchases and Costs					n.a.
34-Containers	Select	Select	Select		
A. Containers in Inventory					n.a.
35-Vehicles	Annually	Select	Select		
A. Regular and Spare Vehicles Used in Agency					Exhibit D Annual Reports 2
Organics Procurement	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
36-RNG Procurement	Select	Select	Select		
A. RNG Procured & Used					n.a.
B. RNG Purchases					n.a.
37-Compost & Mulch to Agency	Select	Select	Select		
SB 1383 A. Summary of Compost and Mulch Provided to Agency					n.a.
SB 1383 B. Compost and Mulch Provided to Agency					n.a.
38-Compost & Mulch Giveaway Events	Select	Select	Select		
SB 1383 A. Compost and Mulch Giveaway Events					n.a.
39-Organics Brokerage	Select	Select	Select		
SB 1383 A. Organics Brokerage Activities					n.a.
Other	Frequency Due	Hauler Check	Jurisdiction Review	Review Note	Agreement Section Reference
40-Facility Emergencies	Select	Select	Select		
A. Agency Facility Emergency Waivers					n.a.
B. Processing Facility Emergency Tons by Month					n.a.
C. Processing Facility Emergency Loads to Alternative Facilities					n.a.
41-Routes	Annually	Select	Select		
A. List of Contractor's Routes					Exhibit D Annual Reports 4, Bullet 1
42-Street Sweeping	Select	Select	Select		
A. Street Sweeping Tonnage and Miles Swept					n.a.
43-Allocations	As Needed	Select	Select		
A. Summary of Allocations in Use				Used to describe any allocations between Member Agencies or within the Agency	n.a.
44-Programs	Quarterly	Select	Select		
A. Program Descriptions & Status Updates					Exhibit D Quarterly Reports 6
45-Additional Data	As Needed	Select	Select		
A. Additional Data Provided to Agency				Used to summarize all data provided outside of this report	n.a.

Quick Links

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- [A. General Information](#)
- [B. Instructions](#)
- [C. Due Dates](#)

A. General Information

Jurisdiction Name:	Seaside
Regional Agency Name:	ReGen
Hauler Name:	GreenWaste
Hauler Contact Name:	
Contact Phone:	
Contact Email:	
Report Period:	October-December
Report Year Start:	2024
Annual Period:	Calendar Year

Note: This report is cumulative and should include all records for the current 'Annual Period' including the most recent 'Report Period'.

B. Instructions

Please complete all relevant information and return by the appropriate deadline listed below. Not all sections of this report will be applicable. Some may be for other reporting periods (Quarterly/Annual) or not a required reporting area in the Franchise Agreement. It is the Franchisee's responsibility to fill out this form and provide additional attachments as described within the Franchise Agreement.

Color Legend for Cells	
	Input cells or drop down for hauler to complete
	Input cells or drop down for Agency to complete
	Autopopulated or auto-calculated cells
	Autopopulated or auto-calculated cells
	Not applicable to Agency/Contractor

Submittal Information

Email all reports to:	ReGenReporting@hfh-consultants.com
CC:	

Report Version: 1.3
ContractReportSeaside2024_v1.3 SHARED.xlsm

C. Due Dates

You will be provided a link to access and edit the report file via SharePoint. When you are ready to submit your report for review, please utilize the 'Submit Report' links below to create an email notification confirming each submittal. You may attach any supporting documents to the email notification. Please do not attach a copy of this report template to your submittal email.

	Quarterly Report Due Dates	Quarterly Report Submittal Dates	Notes
Jan-Mar	Tuesday, April 30, 2024	Tuesday, April 30, 2024	Submit Report
Apr-Jun	Tuesday, July 30, 2024	Tuesday, July 30, 2024	Submit Report
Jul-Sept	Wednesday, October 30, 2024	Wednesday, November 13, 2024	Submit Report
Oct-Dec	Thursday, January 30, 2025		Submit Report

	Monthly Report Due Dates	Monthly Report Submittal Dates	Notes
January			Submit Report
February			Submit Report
March			Submit Report
April			Submit Report
May			Submit Report
June			Submit Report
July			Submit Report
August			Submit Report
September			Submit Report
October			Submit Report
November			Submit Report
December			Submit Report

Annual Report Period	Annual Report Due Date	Annual Report Submittal Date	Notes
January-December	Friday, February 14, 2025		Submit Report

Jurisdiction	Solid Waste	Disposal	14.09	14.30	12.34	56.56	66.89	70.95	-	-	40.73	194.40	235.13
	Recyclable Materials	Disposal	2.12	1.93	1.83	2.03	1.97	2.02	-	-	5.88	6.02	11.90
	Organic Materials	Disposal	7.92	4.32	8.92	10.86	8.79	22.54	-	-	21.64	43.19	63.81
	C&D (Diverted)	Disposal	8.30	-	-	-	-	-	-	-	8.30	-	8.30
	Bulky Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-
	HHW	Disposal	-	-	-	-	-	-	-	-	-	-	-
	Residue from Recyclable Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-
	Residue from Organic Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-
	Residue from C&D	Disposal	-	-	-	-	-	-	-	-	-	-	-
	Concrete	Select	-	-	-	-	-	-	-	-	-	-	-
	Clean Wood	Select	-	-	-	-	-	-	-	-	-	-	-
	Drywall	Select	-	-	-	-	-	-	-	-	-	-	-
	Dirt	Disposal	-	-	-	-	-	-	-	-	-	-	-
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-
	Total Waste Collected - Jurisdiction			31.90	20.56	24.09	69.45	77.65	95.51	-	-	76.55	242.63
Total Waste Landfilled - Jurisdiction			14.09	14.30	12.34	56.56	66.89	70.95	-	-	40.73	194.40	235.13
Total Waste Diverted - Jurisdiction			17.81	6.26	11.75	12.89	10.76	24.56	-	-	35.82	48.21	84.03
Diversion - Jurisdiction			56%	30%	49%	19%	14%	26%	N/A	N/A	47%	20%	26%
Total Waste Collected - Jurisdiction - City Cans			-	-	-	-	-	-	-	-	-	-	-
Total Waste Landfilled - Jurisdiction - City Cans			-	-	-	-	-	-	-	-	-	-	-
Total Waste Diverted - Jurisdiction - City Cans			-	-	-	-	-	-	-	-	-	-	-
Diversion - Jurisdiction - City Cans			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

C. Tonnage by Facility

Note: Enter facilities in Column Mon D-ODM to populate the dropdown menu for Column B.

			2024											
			July	August	September	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total	
Total	Solid Waste	Disposal	1,366.65	1,187.87	1,160.55	1,210.72	1,140.04	1,314.88	-	-	3,715.07	3,665.64	7,380.71	
	Recyclable Materials	Disposal	340.62	292.96	283.60	315.19	282.05	345.64	-	-	917.18	942.88	1,860.06	
	Organic Materials	Disposal	382.91	264.08	288.69	281.90	231.74	286.01	-	-	915.08	795.65	1,710.73	
	C&D (Diverted)	Disposal	80.71	74.57	40.39	57.25	42.69	33.71	-	-	195.67	133.65	329.32	
	Bulky Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	HHW	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Residue from Recyclable Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Residue from Organic Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Residue from C&D	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Concrete	Select	-	-	-	-	-	-	-	-	-	-	-	
	Clean Wood	Select	-	-	-	-	-	-	-	-	-	-	-	
	Drywall	Select	-	-	-	-	-	-	-	-	-	-	-	
	Dirt	Disposal	-	-	-	-	24.07	11.91	-	-	-	-	35.98	35.98
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-	
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-	
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-	
	Total Waste Collected			2,150.29	1,819.48	1,773.23	1,885.06	1,770.39	1,992.15	-	-	5,743.00	5,577.80	11,320.80
Total Waste Landfilled			1,366.65	1,187.87	1,160.55	1,210.72	1,140.04	1,314.88	-	-	3,715.07	3,665.64	7,380.71	
Total Waste Diverted			783.64	631.61	612.68	674.34	580.55	677.27	-	-	2,027.93	1,912.16	3,940.09	
Total Diversion			36%	35%	35%	35%	34%	34%	N/A	N/A	35%	34%	35%	
ReGen Landfill	Solid Waste	Disposal	1,206.79	1,028.75	1,038.52	1,140.26	1,055.16	1,225.68	-	-	3,264.06	3,421.10	6,685.16	
	Recyclable Materials	Disposal	340.62	288.01	283.60	310.08	280.98	341.37	-	-	912.23	932.43	1,844.66	
	Organic Materials	Disposal	361.19	264.08	285.92	279.87	231.74	284.66	-	-	911.19	796.27	1,707.46	
	C&D (Diverted)	Disposal	8.30	-	-	-	-	-	-	-	8.30	-	8.30	
	Bulky Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	HHW	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Residue from Recyclable Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Residue from Organic Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Residue from C&D	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Concrete	Select	-	-	-	-	-	-	-	-	-	-	-	
	Clean Wood	Select	-	-	-	-	-	-	-	-	-	-	-	
	Drywall	Select	-	-	-	-	-	-	-	-	-	-	-	
	Dirt	Disposal	-	-	-	-	24.07	11.91	-	-	-	-	35.98	35.98
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-	
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-	
	Total Waste Collected - ReGen Landfill			1,916.90	1,580.84	1,598.04	1,730.21	1,567.88	1,851.71	-	-	5,095.78	5,149.80	10,245.58
	Total Waste Landfilled - ReGen Landfill			1,206.79	1,028.75	1,028.52	1,140.26	1,055.16	1,225.68	-	-	3,264.06	3,421.10	6,685.16
Total Waste Diverted - ReGen Landfill			710.11	552.09	569.52	589.95	512.72	626.03	-	-	1,831.72	1,728.70	3,560.42	
Diversion - ReGen Landfill			37%	35%	36%	34%	33%	34%	N/A	N/A	36%	34%	35%	
ReGen MRF	Solid Waste	Disposal	159.86	159.12	132.03	70.46	84.88	89.20	-	-	451.01	244.54	695.55	
	Recyclable Materials	Disposal	-	4.95	-	5.11	1.07	4.27	-	-	4.95	10.45	15.40	
	Organic Materials	Disposal	1.12	-	2.77	2.03	-	1.35	-	-	3.89	3.38	7.27	
	C&D (Diverted)	Disposal	72.41	74.57	40.39	57.25	42.69	33.71	-	-	187.37	133.65	321.02	
	Bulky Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	HHW	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Residue from Recyclable Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Residue from Organic Materials	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Residue from C&D	Disposal	-	-	-	-	-	-	-	-	-	-	-	
	Concrete	Select	-	-	-	-	-	-	-	-	-	-	-	
	Clean Wood	Select	-	-	-	-	-	-	-	-	-	-	-	
	Drywall	Select	-	-	-	-	-	-	-	-	-	-	-	
	Dirt	Disposal	-	-	-	-	24.07	11.91	-	-	-	-	35.98	35.98
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-	
	N/A	Select	-	-	-	-	-	-	-	-	-	-	-	
	Total Waste Collected - ReGen MRF			233.39	238.64	175.19	134.65	152.71	140.44	-	-	647.22	428.00	1,075.22
	Total Waste Landfilled - ReGen MRF			159.86	159.12	132.03	70.46	84.88	89.20	-	-	451.01	244.54	695.55
Total Waste Diverted - ReGen MRF			73.53	79.52	43.16	64.39	67.83	51.24	-	-	196.21	183.46	379.67	
Diversion - ReGen MRF			32%	33%	25%	48%	44%	36%	N/A	N/A	30%	43%	35%	

Quick Links

- [1-Table of Contents](#)
- [A-Other Collection Events by Event](#)

A. Other Collection Events By Event

<i>Excluding Bulky Events</i>							2024										
Other Material Type or Event	Location	Date(s)	Material Type	Sector	Unit Type	Notes	July	August	September	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Used Motor Oil				Single-Family	Gallons		30.00	10.00	38.00	62.50	45.00	35.00	-	-	78.00	142.50	220.50
Filters				Single-Family	Units	filters collected	3.00	4.00	6.00				-	-	13.00	-	13.00
E-Waste				Select	Select								-	-	-	-	-
Batteries				Single-Family	Units	Bags Collected (Pick-ups)	78.00	57.00	72.00	74.00	76.00	88.00	-	-	207.00	238.00	445.00
Water-Based Paint				Select	Select				1.00				-	-	-	1.00	1.00
Cooking Oil				Select	Gallons								-	-	-	-	-
				Select	Select								-	-	-	-	-
				Select	Select								-	-	-	-	-

Add rows as necessary.

Quick Links

- [1-Table of Contents](#)
- [A- Tonnages Marketed and Disposed](#)
- [B- Collection Events](#)

A. Tonnages Marketed and Disposed

Note: Marketed material is as provided in Exhibit D, Pt 1A, 4, and 5.

Unit Type	2024										
	July	August	September	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total

B. Collection Events

Bulky Collection Event	Unit Type	Notes	2024										
			July	August	September	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Dn-Call Single Family	Events		141.00	103.00	101.00	91.00	76.00	168.00	-	-	345.00	335.00	680.00
Dn-Call MPD	Events		-	-	-	-	-	-	-	-	-	-	-
Dn-Call Commercial	Events		1.00	3.00	2.00	3.00	-	1.00	-	-	6.00	4.00	10.00
Dn-Call Debris Box	Events		-	-	-	-	-	-	-	-	-	-	-
Dn-Call Jurisdiction	Events		-	-	-	-	-	-	-	-	-	-	-

Add rows as necessary.



C. AB 341 Compliance

		2024					
		July	August	September	October	November	December
Total	With Recycling Collection	175	175	175	175	175	175
	De Minimus Waiver	3	3	3	3	4	7
	Physical Space Waiver	1	1	1	1	1	1
	[Enter Waiver Type]	-	-	-	-	-	-
	Without Recycling Collection or Waiver	26	26	26	26	26	26
	Total	205	205	205	205	206	209
Multi-Family (5+Units)	With Recycling Collection	88	88	88	88	88	88
	De Minimus Waiver						
	Physical Space Waiver	1	1	1	1	1	1
	[Enter Waiver Type]						
	Without Recycling Collection or Waiver	1	1	1	1	1	1
	Total Multi-Family (5+Units)	90	90	90	90	90	90
Commercial (4+ CY of Solid Waste/week)	With Recycling Collection	87	87	87	87	87	87
	De Minimus Waiver	3	3	3	3	4	7
	Physical Space Waiver						
	[Enter Waiver Type]						
	Without Recycling Collection or Waiver	25	25	25	25	25	25
	Total Commercial(4+ CY of Solid Waste/week)	115	115	115	115	116	119

D. AB 1826 Compliance

		2024					
		July	August	September	October	November	December
Total	With Organic Materials Collection	189	189	189	189	189	189
	De Minimus Waiver	63	63	63	63	70	97
	Physical Space Waiver	3	3	3	3	3	3
	[Enter Waiver Type]	-	-	-	-	-	-
	Without Organic Materials Collection	140	140	140	140	140	140
	Total	395	395	395	395	402	429
Multi-Family (5+Units)	With Organic Materials Collection	82	82	82	82	82	82
	De Minimus Waiver						
	Physical Space Waiver	1	1	1	1	1	1
	[Enter Waiver Type]						
	Without Organic Materials Collection	6	6	6	6	6	6
	Total Multi-Family (5+Units)	89	89	89	89	89	89
Commercial (2+ CY of Solid Waste/week)	With Organic Materials Collection	107	107	107	107	107	107
	De Minimus Waiver	63	63	63	63	70	97
	Physical Space Waiver	2	2	2	2	2	2
	[Enter Waiver Type]						
	Without Organic Materials Collection	134	134	134	134	134	134
	Total Commercial (2+ CY of Solid Waste/week)	306	306	306	306	313	340

E. Participation Percentage

		2024					
		July	August	September	October	November	December
Total	Recycling Collection	99%	99%	99%	99%	99%	98%
	Organic Materials Collection	93%	93%	93%	93%	93%	93%
Single Family	Recycling Collection	99%	100%	100%	99%	99%	99%
	Organic Materials Collection	94%	94%	94%	94%	94%	94%
Multi-Family	Recycling Collection	98%	98%	98%	98%	98%	98%
	Organic Materials Collection	92%	92%	92%	92%	92%	92%
Commercial	Recycling Collection	80%	80%	80%	80%	74%	68%
	Organic Materials Collection	70%	70%	70%	70%	72%	74%
Jurisdiction	Recycling Collection	100%	100%	100%	100%	100%	100%
	Organic Materials Collection	75%	75%	75%	75%	75%	75%

C. Subscription by Customer Class - Containers

Sector	Material Type	Volume	Unit	Frequency	Frequency Unit	Total Weekly Volume (CU)	2024												Compactor	Compactor Factor	Notes
							July	August	September	October	November	December									
Commercial	Organic Materials	1	Cubic Yards	2	Per Week	2.00	-	-	-	1	1	1	1	1	1	Select					
Commercial	Organic Materials	1	Cubic Yards	3	Per Week	3.00	1	1	1	1	1	1	1	1	1	Select					
Commercial	Organic Materials	1	Cubic Yards	1	Per Week	1.00	6	6	6	6	5	5	5	5	5	Select					
Commercial	Organic Materials	1	Cubic Yards	2	Per Week	2.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Organic Materials	1	Cubic Yards	3	Per Week	3.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Organic Materials	1	Cubic Yards	1	Per Week	1.00	4	4	4	4	4	4	4	4	4	Select		Difficult-to-Service			
Commercial	Recyclable Materials	1	Cubic Yards	2	Per Week	2.00	-	-	-	-	-	1	1	1	1	Select					
Commercial	Recyclable Materials	1	Cubic Yards	1	Per Week	1.00	17	17	17	17	16	16	16	16	16	Select					
Commercial	Recyclable Materials	1	Cubic Yards	1	Per Week	1.00	3	3	3	3	3	3	3	3	3	Select		Difficult-to-Service			
Commercial	Solid Waste	1	Cubic Yards	1	Per Week	1.00	22	22	22	22	22	22	21	21	21	Select					
Commercial	Solid Waste	1	Cubic Yards	1	Per Week	1.00	6	6	6	6	7	7	7	7	7	Select		Difficult-to-Service			
Commercial	Solid Waste	2	Cubic Yards	2	Per Week	4.00	1	1	1	1	1	1	1	1	1	Select					
Commercial	Solid Waste	2	Cubic Yards	3	Per Week	6.00	1	1	1	1	1	1	1	1	1	Select					
Commercial	Organic Materials	2	Cubic Yards	2	Per Week	4.00	2	2	2	2	2	2	2	2	2	Select					
Commercial	Organic Materials	2	Cubic Yards	3	Per Week	6.00	1	1	1	1	1	1	1	1	1	Select					
Commercial	Organic Materials	2	Cubic Yards	1	Per Week	2.00	2	2	2	2	2	2	2	2	2	Select					
Commercial	Organic Materials	2	Cubic Yards	2	Per Week	4.00	3	3	3	3	3	3	3	3	3	Select		Difficult-to-Service			
Commercial	Organic Materials	2	Cubic Yards	1	Per Week	2.00	2	2	2	2	2	2	2	2	2	Select		Difficult-to-Service			
Commercial	Recyclable Materials	2	Cubic Yards	2	Per Week	4.00	3	3	3	3	3	3	3	3	3	Select					
Commercial	Recyclable Materials	2	Cubic Yards	1	Per Week	2.00	30	30	30	30	31	31	31	31	31	Select					
Commercial	Recyclable Materials	2	Cubic Yards	2	Per Week	4.00	4	4	4	4	4	4	4	4	4	Select		Difficult-to-Service			
Commercial	Recyclable Materials	2	Cubic Yards	3	Per Week	6.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Recyclable Materials	2	Cubic Yards	5	Per Week	10.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Recyclable Materials	2	Cubic Yards	1	Per Week	2.00	27	27	27	27	27	26	27	27	27	Select		Difficult-to-Service			
Commercial	Solid Waste	2	Cubic Yards	2	Per Week	4.00	2	2	2	2	2	2	2	2	2	Select					
Commercial	Solid Waste	2	Cubic Yards	1	Per Week	2.00	38	38	38	38	38	37	38	38	38	Select					
Commercial	Solid Waste	2	Cubic Yards	2	Per Week	4.00	7	7	7	7	7	7	7	7	7	Select		Difficult-to-Service			
Commercial	Solid Waste	2	Cubic Yards	3	Per Week	6.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Solid Waste	2	Cubic Yards	1	Per Week	2.00	37	37	37	37	36	35	36	35	36	Select		Difficult-to-Service			
Commercial	Recyclable Materials	3	Cubic Yards	1	Per Week	3.00	8	8	8	8	8	8	8	8	8	Select					
Commercial	Recyclable Materials	3	Cubic Yards	2	Per Week	6.00	5	5	5	5	5	5	5	5	5	Select		Difficult-to-Service			
Commercial	Recyclable Materials	3	Cubic Yards	3	Per Week	9.00	3	3	3	3	3	3	3	3	3	Select		Difficult-to-Service			
Commercial	Recyclable Materials	3	Cubic Yards	5	Per Week	15.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Recyclable Materials	3	Cubic Yards	1	Per Week	3.00	12	11	11	11	11	11	11	11	11	Select		Difficult-to-Service			
Commercial	Solid Waste	3	Cubic Yards	2	Per Week	6.00	6	6	6	6	6	5	4	4	4	Select					
Commercial	Solid Waste	3	Cubic Yards	1	Per Week	3.00	11	11	11	11	11	12	13	13	13	Select					
Commercial	Solid Waste	3	Cubic Yards	2	Per Week	6.00	5	5	5	4	4	4	4	4	4	Select		Difficult-to-Service			
Commercial	Solid Waste	3	Cubic Yards	3	Per Week	9.00	3	3	3	3	3	3	3	3	3	Select		Difficult-to-Service			
Commercial	Solid Waste	3	Cubic Yards	4	Per Week	12.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Solid Waste	3	Cubic Yards	5	Per Week	15.00	3	3	3	3	3	2	2	2	2	Select		Difficult-to-Service			
Commercial	Solid Waste	3	Cubic Yards	6	Per Week	18.00	1	1	1	1	2	2	2	2	2	Select		Difficult-to-Service			
Commercial	Solid Waste	3	Cubic Yards	1	Per Week	3.00	27	27	27	28	27	27	29	29	29	Select		Difficult-to-Service			
Commercial	Recyclable Materials	4	Cubic Yards	2	Per Week	8.00	5	4	4	4	4	4	3	3	3	Select					
Commercial	Recyclable Materials	4	Cubic Yards	3	Per Week	12.00	2	2	2	2	2	2	2	2	2	Select					
Commercial	Recyclable Materials	4	Cubic Yards	1	Per Week	4.00	14	14	14	14	14	14	15	15	15	Select					
Commercial	Recyclable Materials	4	Cubic Yards	2	Per Week	8.00	5	6	6	6	6	6	6	6	6	Select		Difficult-to-Service			
Commercial	Recyclable Materials	4	Cubic Yards	3	Per Week	12.00	8	8	8	8	8	8	8	8	8	Select		Difficult-to-Service			
Commercial	Recyclable Materials	4	Cubic Yards	6	Per Week	24.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Recyclable Materials	4	Cubic Yards	1	Per Week	4.00	14	15	15	15	15	15	15	15	15	Select		Difficult-to-Service			
Commercial	Solid Waste	4	Cubic Yards	2	Per Week	8.00	10	10	10	10	10	10	9	9	9	Select					
Commercial	Solid Waste	4	Cubic Yards	3	Per Week	12.00	2	2	2	2	2	2	2	2	2	Select					
Commercial	Solid Waste	4	Cubic Yards	4	Per Week	16.00	1	-	-	-	-	-	-	-	-	Select					
Commercial	Solid Waste	4	Cubic Yards	1	Per Week	4.00	12	12	12	12	12	12	13	13	13	Select					
Commercial	Solid Waste	4	Cubic Yards	2	Per Week	8.00	10	12	12	12	12	12	12	12	12	Select		Difficult-to-Service			
Commercial	Solid Waste	4	Cubic Yards	3	Per Week	12.00	11	11	11	11	11	11	11	11	11	Select		Difficult-to-Service			
Commercial	Solid Waste	4	Cubic Yards	6	Per Week	24.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Solid Waste	4	Cubic Yards	1	Per Week	4.00	8	7	7	7	7	7	7	7	7	Select		Difficult-to-Service			
Commercial	Recyclable Materials	6	Cubic Yards	1	Per Week	6.00	7	7	7	7	7	7	7	7	7	Select					
Commercial	Recyclable Materials	6	Cubic Yards	3	Per Week	18.00	2	2	2	2	2	2	2	2	2	Select		Difficult-to-Service			
Commercial	Recyclable Materials	6	Cubic Yards	1	Per Week	6.00	3	3	3	3	3	3	3	3	3	Select		Difficult-to-Service			
Commercial	Solid Waste	6	Cubic Yards	2	Per Week	12.00	3	3	3	3	3	3	3	3	3	Select					
Commercial	Solid Waste	6	Cubic Yards	3	Per Week	18.00	1	1	1	1	1	1	1	1	1	Select					
Commercial	Solid Waste	6	Cubic Yards	5	Per Week	30.00	1	1	1	1	1	1	1	1	1	Select					
Commercial	Solid Waste	6	Cubic Yards	1	Per Week	6.00	5	5	5	5	5	5	5	5	5	Select					
Commercial	Solid Waste	6	Cubic Yards	2	Per Week	12.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Solid Waste	6	Cubic Yards	1	Per Week	6.00	-	-	-	-	-	-	-	-	-	Select		Difficult-to-Service			
Commercial	Recyclable Materials	8	Cubic Yards	2	Per Week	16.00	2	2	2	2	2	2	2	2	2	Select					
Commercial	Recyclable Materials	8	Cubic Yards	3	Per Week	24.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Recyclable Materials	8	Cubic Yards	1	Per Week	8.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Solid Waste	8	Cubic Yards	2	Per Week	16.00	1	1	1	1	1	1	1	1	1	Select					
Commercial	Solid Waste	8	Cubic Yards	1	Per Week	8.00	1	1	1	1	1	1	1	1	1	Select					
Commercial	Solid Waste	8	Cubic Yards	2	Per Week	16.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Solid Waste	8	Cubic Yards	1	Per Week	8.00	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	C&D	20	Cubic Yards	On-Call	Per Month	-	6	6	6	6	6	6	6	6	6	Select					
Commercial	Solid Waste	32	Gallons	1	Per Week	0.16	16	16	18	18	18	19	19	19	19	Select					
Commercial	Solid Waste	32	Gallons	1	Per Week	0.16	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Recyclable Materials	65	Gallons	1	Per Week	0.32	-	-	-	-	-	-	-	-	-	Select					
Commercial	Organic Materials	65	Gallons	2	Per Week	0.65	1	1	1	1	1	1	1	1	1	Select					
Commercial	Organic Materials	65	Gallons	1	Per Week	0.32	43	43	45	46	48	48	48	48	48	Select					
Commercial	Organic Materials	65	Gallons	2	Per Week	0.65	2	2	2	2	2	2	2	2	2	Select		Difficult-to-Service			
Commercial	Organic Materials	65	Gallons	3	Per Week	0.97	1	1	1	1	1	1	1	1	1	Select		Difficult-to-Service			
Commercial	Organic Materials	65	Gallons	1	Per Week	0.32	21	21	21	21	21	21	21	21	21	Select		Difficult-to-Service			
Commercial	Recyclable Materials	65	Gallons	2	Per Week	0.65	2	2	2	2	2	2	2	2	2	Select					
Commercial	Recyclable Materials	65	Gallons	1	Per Week	0.32	46	46	48	48	48	48	48	48	48	Select					
Commercial	Recyclable Materials	65	Gallons	1	Per Week	0.32	19	19	20	20	20	20	20	20	20	Select		Difficult-to-Service			
Commercial	Recyclable Materials	65	Gallons	1	Per Week	0.32	1	1	1	1	1	1	1	1	1	Select					
Commercial	Solid Waste	65	Gallons	2	Per Week	0.65	-	-	-	-	-	-	-	-	-	Select					
Commercial	Solid Waste	65	Gallons	1	Per Week	0.32	38	37	37	37	37	37	38	38	38	Select					
Commercial	Solid Waste	65	Gallons	2	Per Week	0.65	2	2	2	2	2	2	2	2	2	Select		Difficult-to-Service			
Commercial	Solid Waste	65	Gallons	1	Per Week	0.32	9	9	9	9	9	9	9	9	9	Select		Difficult-to-Service			
Commercial	Organic Materials	95	Gallons	2	Per Week	0.95	2	2	2	2	2	2	2	2	2	Select					
Commercial	Organic Materials	95	Gallons	1	Per Week	0.47	8	9	9	8	8	8	8	8	8	Select					
Commercial	Organic Materials	95	Gallons	2	Per Week	0.95	2	2	2	2	2	2	2	2	2	Select		Difficult-to-Service			
Commercial	Organic Materials	95	Gallons	5	Per Week	2.84	2	2	2	2	2	2	2	2	2	Select		Difficult-to-Service			
Commercial	Organic Materials	95	Gallons	1	Per Week	0.47	9	10	10	10	11	11	11	11	11	Select		Difficult-to-Service			
Commercial	Recyclable Materials	95	Gallons	1	Per Week	0.47	105	10													

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A. Service Exemptions (Waivers) by Month

Single Family	Total Single Family	2024												
		January	February	March	April	May	June	July	August	September	October	November	December	
Multi-Family	Physical Space													
	De Minimis	11												
Commercial	Physical Space	1	2	2	2	2							17	43
	De Minimis	14	2	2	2	2							17	43
Total	Physical Space	15	2	2	2	2							17	43
	De Minimis	25	2	2	2	2							17	43

B. Service Exemption (Waiver) Verifications by Month

Recommended Approval	Physical Space	De Minimis	Collection Frequency	N/A	2024												
					January	February	March	April	May	June	July	August	September	October	November	December	Total
Recommended Approval	Physical Space																
	De Minimis	15	2				2	2									28
	Collection Frequency																7
	N/A																
Recommended Denials	Physical Space																
	De Minimis	15	2				2	2									28
	Collection Frequency																7
	N/A																

C. Service Exemptions (Waiver) Verifications

Name	Account #	Sector	Waiver Type	Address	Date Waiver Inspection Conducted	Month Waiver Inspection Conducted	Recommended Waiver Length (Years)	Reinspection Date	Person(s) Conducting Inspection	Inspection Determination	Reason for Determination	Was Education and Outreach Distributed?	Notes
HEALTH AND SOCIAL SERVICES - 1381 BROADWAY AVE	1144010001	Commercial	De Minimis	1381 BROADWAY AVE	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
RONALD LEE - 1609 SANTA BARBARA ST	1609000001	Commercial	De Minimis	1609 SANTA BARBARA ST	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
SUN STREET CENTER - 1201 KCHOWE	1617440001	Commercial	De Minimis	1201 KCHOWE	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
BUCKLE UP - 1943 DEL MONTE BLVD	1143010001	Commercial	De Minimis	1943 DEL MONTE BLVD	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
COMMUNITY HUMAN SERVICES - 1178 OLYMPIA AVE	2042460001	Commercial	De Minimis	1178 OLYMPIA AVE	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
MONET ENGINE - 1102 FREMONT BLVD	2130940001	Commercial	De Minimis	1102 FREMONT BLVD	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
ALL INDIANES COUNTY - 555 BROADWAY AVE	2134400001	Commercial	De Minimis	555 BROADWAY AVE	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
ECONOMY INN - 1131 FREMONT BLVD	1142220001	Commercial	De Minimis	1131 FREMONT BLVD	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
ALL PRECISION AUTO CARE - 1121 DEL MONTE BLVD # B	1460200001	Commercial	De Minimis	1121 DEL MONTE BLVD # B	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
CORTES AUTO BODY - 1523 DEL MONTE BLVD # A	1473660001	Commercial	De Minimis	1523 DEL MONTE BLVD # A	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
GRACE CHURCH MONTREY BAY - 1849 WARING ST	2207730001	Commercial	De Minimis	1849 WARING ST	4/2/24	4	5	4/1/29	Issue Waiver	Yes			
COURTNEY COPPEL - 565 BROADWAY AVE	1605840001	Commercial	De Minimis	565 BROADWAY AVE	4/2/24	4	5	4/2/29	Issue Waiver	Yes			
DEL REY SUPPLY - 575 CHARLES AVE	1140520001	Commercial	De Minimis	575 CHARLES AVE	3/8/24	3	5	3/7/29	Issue Waiver	Yes			
ROCK CORNER MARKET - 1800 NICHE BUENA ST	1159010001	Commercial	De Minimis	1800 NICHE BUENA ST	3/8/24	3	5	3/7/29	Issue Waiver	Yes			
TERRELLS CANTINA - 2000 PARKER BLVD	1152760001	Commercial	De Minimis	2000 PARKER BLVD	2/25/24	2	5	2/22/29	Issue Waiver	Yes			
SALINAS YELLOW CAB - 623 OLYMPIA AVE	1187800001	Commercial	De Minimis	623 OLYMPIA AVE	2/23/24	2	5	2/1/29	Issue Waiver	Yes			
SALINAS YELLOW CAB - 623 OLYMPIA AVE	1187800001	Commercial	De Minimis	623 OLYMPIA AVE	2/23/24	1	5	1/25/29	Issue Waiver	Yes			
CHURCH OF CHRIST - 1130 BROADWAY AVE	1142220001	Commercial	De Minimis	1130 BROADWAY AVE	1/17/24	1	5	1/15/29	Issue Waiver	Yes			
CHURCH OF CHRIST - 1130 BROADWAY AVE	1142220001	Commercial	De Minimis	1130 BROADWAY AVE	1/17/24	1	5	1/15/29	Issue Waiver	Yes			
MONTEY BAY REALTY HOLDINGS - 4271 NORMANDY RD	1494240001	Commercial	De Minimis	4271 NORMANDY RD	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
GORDON FOREM AEM LB - 550 HARCOURT AVE	1144820001	Commercial	De Minimis	550 HARCOURT AVE	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
CHURCH OF CHRIST - 1130 BROADWAY AVE	1142220001	Commercial	De Minimis	1130 BROADWAY AVE	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
MONTEY BAY REALTY HOLDINGS - 4271 NORMANDY RD	1494240001	Commercial	De Minimis	4271 NORMANDY RD	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
JACME COFFEE ROASTING COMPANY - 485 PALM AVE	1172640001	Commercial	De Minimis	485 PALM AVE	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
OPENWORKS STUDIO - 1130 FREMONT BLVD	1137930001	Commercial	De Minimis	1130 FREMONT BLVD	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
DISCOVERY INN - 1106 FREMONT BLVD	1142810001	Commercial	De Minimis	1106 FREMONT BLVD	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
DELTA AUTOMOTIVE - 590 OLYMPIA AVE	2036600001	Commercial	De Minimis	590 OLYMPIA AVE	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
DELTA COUNTY CLASS AND WINDOW - 677 BROADWAY AVE	1161070001	Commercial	De Minimis	677 BROADWAY AVE	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
MONTREY COUNTY HABITAT FOR HUMANITY - 4730 GIGLING RD	1110110001	Commercial	De Minimis	4730 GIGLING RD	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
LUCKY SPOKES CANTINA - 104 BROADWAY AVE	1142110001	Commercial	De Minimis	104 BROADWAY AVE	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
TRUCK LIGHTS - 1949 FREMONT BLVD	1141510001	Commercial	De Minimis	1949 FREMONT BLVD	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
OSPIRE 280 - 1106 CANYON DEL REY BLVD	1144910001	Commercial	De Minimis	1106 CANYON DEL REY BLVD	1/6/24	1	5	1/2/29	Issue Waiver	Yes			
HEALTH AND SOCIAL SERVICES - 1381 BROADWAY AVE	1144040001	Commercial	De Minimis	1381 BROADWAY AVE	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
RONALD LEE - 1609 SANTA BARBARA ST	1609000001	Commercial	De Minimis	1609 SANTA BARBARA ST	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
BUCKLE UP - 1943 DEL MONTE BLVD	1143010001	Commercial	De Minimis	1943 DEL MONTE BLVD	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
JUAN FUENTES - 1943 DEL MONTE BLVD	2163880001	Commercial	De Minimis	1943 DEL MONTE BLVD	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
COMMUNITY HUMAN SERVICES - 1178 OLYMPIA AVE	2042460001	Commercial	De Minimis	1178 OLYMPIA AVE	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
COMMUNITY HUMAN SERVICES - 1178 OLYMPIA AVE	2042460001	Commercial	De Minimis	1178 OLYMPIA AVE	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
MONET ENGINE - 1102 FREMONT BLVD	2130940001	Commercial	De Minimis	1102 FREMONT BLVD	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
ALL INDIANES COUNTY - 555 BROADWAY AVE	2134400001	Commercial	De Minimis	555 BROADWAY AVE	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
ECONOMY INN - 1131 FREMONT BLVD	1142220001	Commercial	De Minimis	1131 FREMONT BLVD	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
ALL PRECISION AUTO CARE - 1121 DEL MONTE BLVD # B	1460200001	Commercial	De Minimis	1121 DEL MONTE BLVD # B	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
CORTES AUTO BODY - 1523 DEL MONTE BLVD # A	1473660001	Commercial	De Minimis	1523 DEL MONTE BLVD # A	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
CORTES AUTO BODY - 1523 DEL MONTE BLVD # A	1473660001	Commercial	De Minimis	1523 DEL MONTE BLVD # A	11/4/24	11	5	11/8/29	Issue Waiver	Yes			
DOCKER KRAM - 1121 MILITARY AVE	1689540001	Commercial	De Minimis	1121 MILITARY AVE	11/27/24	11	5	11/24/29	Issue Waiver	Yes			
DELAWARE BAPTIST CHURCH - 1100 AMADOR AVE	1140300001	Commercial	De Minimis	1100 AMADOR AVE	11/27/24	11	5	11/24/29	Issue Waiver	Yes			
NORMAN WILSON - 814 BROADWAY AVE	2095510001	Commercial	De Minimis	814 BROADWAY AVE	11/27/24	11	5	11/24/29	Issue Waiver	Yes			
DEWITT WILLIAMS PART - 1121 MILITARY AVE	1193730001	Commercial	De Minimis	1121 MILITARY AVE	11/27/24	11	5	11/24/29	Issue Waiver	Yes			
BLACKBURN EXPRESS - 1550 HILLDALE ST	1172440001	Commercial	De Minimis	1550 HILLDALE ST	11/27/24	11	5	11/24/29	Issue Waiver	Yes			
DEPT OF MOTOR VEHICLES - 1180 CANYON DEL REY BLVD	1144048001	Commercial	De Minimis	1180 CANYON DEL REY BLVD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
REASER LAUNDROMAT - 1984 FREMONT BLVD	1173090001	Commercial	De Minimis	1984 FREMONT BLVD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
DIRECTOR OF PUBLIC WORKS	1015830001	Commercial	De Minimis	4855 GIGLING RD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
REASER SHILL	1147360001	Commercial	De Minimis	1690 CANYON DEL REY BLVD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
WEST COAST REALTY SUPPLY - 1311 MILITARY AVE	1180950001	Commercial	De Minimis	1311 MILITARY AVE	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
GUINN EDWARDS 202 - 1201 FREMONT BLVD	2273310001	Commercial	De Minimis	1201 FREMONT BLVD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
OSPIRE TRADING POST INC	1173770001	Commercial	De Minimis	1173770001	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
147 AWBINGERS SERVICE - 561 PALM AVE	1051330001	Commercial	De Minimis	561 PALM AVE	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
DOC INVESTMENTS LLC - 5511 DEL MONTE BLVD	2023770001	Commercial	De Minimis	5511 DEL MONTE BLVD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
PAUSE THE BAY - 336 OLYMPIA AVE	1192110001	Commercial	De Minimis	336 OLYMPIA AVE	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
ETHN GIGGLING - 87TH AND GIGGLING	2069990001	Commercial	De Minimis	87TH AND GIGGLING	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
PAULINC - 1608 FREMONT BLVD	2058970001	Commercial	De Minimis	1608 FREMONT BLVD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
THE VILLAGE PROJECT INC - 1069 BROADWAY AVE	2181420001	Commercial	De Minimis	1069 BROADWAY AVE	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
ETHN GIGGLING - 87TH AND GIGGLING	2069990001	Commercial	De Minimis	87TH AND GIGGLING	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
FEUDRA POLICE - BLUING 4848 - 4848 GIGGLING RD	1911680001	Commercial	De Minimis	4848 GIGGLING RD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
THUNDERBOLT MOTEL - 1911 FREMONT BLVD	1141170001	Commercial	De Minimis	1911 FREMONT BLVD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
MILITARY GENERAL - 140 COLONIA EYEBROAST	1143110001	Commercial	De Minimis	140 COLONIA EYEBROAST	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
FREMONT PROFESSIONAL CENTER - 1712 FREMONT BLVD	1140510001	Commercial	De Minimis	1712 FREMONT BLVD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
UNION FERRARI - 1144 DEL MONTE BLVD	2277150001	Commercial	De Minimis	1144 DEL MONTE BLVD	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
ALAMANT - 1776 FREMONT BLVD STE C	1833880001	Commercial	De Minimis	1776 FREMONT BLVD STE C	12/4/24	12	5	12/8/29	Issue Waiver	Yes			
MARINA RUIZ - 1106 FRE													

Table 10
 A. Audit/Inspection Services

No.	Name of Audit/Inspection Service	2021		2022		Total
		Quantity	Value	Quantity	Value	
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Table 11
 B. Summary of Audit/Inspection Services

No.	Name of Audit/Inspection Service	2021		2022		Total
		Quantity	Value	Quantity	Value	
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A. Courtesy Collection Summary

2024																	
	January	February	March	April	May	June	July	August	September	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Total Courtesy Collections																	

B. Non-Collection Summary

2024																	
	January	February	March	April	May	June	July	August	September	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Container Not Out	133	157	381	494	403	355	476	249	563	361	313	546	671	1,252	1,288	1,220	4,431
MSW in ORG	5	8	4		1	1	1	2	1	1	4	21	17	2	4	26	49
MSW in REC	1	2	1		1	3	1	3	1	2	1		4	4	5	3	16
REC in MSW		1											1	-	-	-	1
REC in ORG													-	-	-	-	-
ORG in MSW			1										1	-	-	-	1
ORG in REC				1									-	1	-	-	1
N/A												2	-	-	-	2	2
Total Non-Collection Notices	139	169	386	495	405	359	478	254	565	364	318	569	694	1,259	1,297	1,251	4,501

Quick Links

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- [A. Customer Service Calls](#)
- [B. Website](#)

A. Customer Service Calls

	2024										
	July	August	September	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Total Calls Offered	3,551	2,945	2,534	3,104	2,347	2,632	8,634	8,415	9,030	8,083	34,162
Calls Handled by Operator	3,393	2,852	2,489	3,061	2,297	2,549	8,376	8,160	8,734	7,907	33,177
<i>[Insert Other Metric]</i>							-	-	-	-	-
	July	August	September	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
Average Speed to Answer	41.00	23.00	14.00	16.00	16.00	33.00	32.00	33.00	26.00	21.67	28.17
Average Delay to Abandoned	88.00	59.00	24.00	55.00	14.00	102.00	63.67	76.67	57.00	57.00	63.58
<i>[Insert Other Metric]</i>							-	-	-	-	-

B. Website

	2024											Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
	July	August	September	October	November	December	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total					
Hits	1,736	1,472	1,443	1,160	1,049	1,771	-	-	4,651	3,980	8,631	-	-	1,550	1,327	1,439
Unique Visitors	1,109	953	972	789	901	1,524	-	-	3,034	3,214	6,248	-	-	1,011	1,071	1,041

B. Inquiries & Complaints

Type (Inquiry, Complaint)	Program	Date	Month Inquiry was Made	Customer #	Name	Email	Phone Number	Address	Sector	Request/ Inquiry Comments	Resolution	Resolution Date	Notes	Additional Information for SD 1015 Related Complaints							
														Address of Offense Alleged Violation Occurred	Description of Alleged Violation	Compliance Determination	Customer Paid Alleged Violator	Name of Alleged Violator	Date Investigation Began	Investigation Notes	Supporting Evidence or Materials (File Name(s) and Location)

Quick Links

- [1-Table of Contents](#)
- [A-Regular and Spare Vehicles Used in Jurisdiction](#)

This section is done during our annual reporting.

A. Regular and Spare Vehicles Used in Jurisdiction

	Type	License Plate Number	Vin	Make	Model	Route Number	Purchase Approval Date	Purchase Date	Fuel Type	Capacity (CY)	Decibel Rating	Date(s) of Rebuilds	Mileage	Date Vehicle Mileage Reported	Spare?	Notes
1																
2																
3																
4																
5																
6																
7																
8																
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Add rows as necessary.



Quick Links

- [1-Table of Contents](#)
- [A- Summary of Allocations in Use](#)

A. Summary of Allocations in Use

Indicate for each reporting area if allocations were used outside of this template. The Jurisdiction may request documents to support or recalculate the allocations.

Allocation Used	Time Period Allocation Used	Reporting Area Uses Outside Allocation	Allocation Numerator		Allocation Denominator		Comments or Additional Details
Select		[Insert Additional Allocation Reporting Area]					
Select		[Insert Additional Allocation Reporting Area]					
Select		[Insert Additional Allocation Reporting Area]					
Select		[Insert Additional Allocation Reporting Area]					
Select		[Insert Additional Allocation Reporting Area]					
Select		[Insert Additional Allocation Reporting Area]					
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Select		[Insert Additional Allocation Reporting Area]					
Select		[Insert Additional Allocation Reporting Area]					



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- [A. Additional Data Provided to Jurisdiction](#)

A. Additional Data Provided to Jurisdiction

	Data	Frequency	Date Provided	Method Provided	Comments
1	List of all Commercial and Multi-Family Dwelling Unit Customers with a Solid Waste Service Level of two (2) cubic yards of service capacity per week or more. Such list shall include each Customer's service address and Solid Waste Container, Recyclable Materials Container, and Organic Materials Container Service Levels.	Quarterly			Quarterly Reports 2. Bullet 5
2	Name and address of generators with waivers.	Quarterly		Recyclist	Quarterly Reports 2. Bullet 6
3	Summary report on the programs offered to Jurisdiction as described in Exhibit B6 focused on when each service was provided and any issue/concern identified.	Quarterly			Quarterly Reports 3. Bullet 2
4	The quarterly status of activities identified in the public education and outreach plan described in Exhibit C of this Agreement.	Quarterly			Quarterly Reports 5. Bullet 1
5	Provide a status report of Contractor's actual activities completed compared to the annual public education plan. For each completed item, document the results including the date the activity was performed, how many Customers were targeted or participated, and what methods were used to accomplish the task, if different than the plan.	Quarterly			Quarterly Reports 5. Bullet 2
6	Summarize the Recycling opportunity assessments provided to customers...including address, contact names, telephone number of Persons contacted, number of units (for Multi-Family), and Solid Waste and Recyclable Materials Service Level for each complex. Include any Service Level changes results from such visits.	Quarterly		Recyclist	Quarterly Reports 5. Bullet 3
7	Dates, times, and group names of meetings and events attended.	Quarterly		Recyclist	Quarterly Reports 5. Bullet 4
8	In addition to providing the Agency with Certificate of Insurance (COI) and annual performance bonds (Bonds) when renewed as provided in Section 9.2.C and 9.3 respectively, Contractor shall also include copies of Certificates of Insurance and Performance Bonds in the quarterly report in which new COIs and Bonds are provided to the Agency.	Quarterly			Quarterly Reports 8
9	Provide a summary assessment of the programs performed under this Agreement from Contractor's perspective relative to the financial and physical status of the program. The physical status assessment shall reflect how well the program is operating in terms of efficiency, economy, and effectiveness in meeting all the goals and objectives of this Agreement, particularly the Contractor's Diversion goals. Provide recommendations and plans to improve. Highlight significant accomplishments and problems. Results shall be compared to other similar size communities serviced by this Contractor in the State.	Annually			Annual Reports 1
10	A summary of Customer subscription data, including the number of accounts; the total number of Generators enrolled with Contractor for service, listed separately by Single-Family, Multi-Family, and Commercial Customers, and separately for each type of Discarded Material; and the number of Bulky Items Collections performed.	Annually			Annual Reports 4. Bullet 2
11	The number of C&D Collection sites served.	Annually			Annual Reports 4. Bullet 3
12	A copy of all education and outreach materials provided to Customers that are Generators, or Generators pursuant to Section Exhibit C, Section 1.9, or otherwise used for education and outreach efforts in accordance with Exhibit C of the Agreement, including, but not limited to: flyers brochures, newsletters, invoice messaging/billing inserts, and website and social media postings.	Annually		Recyclist	Annual Reports 5. Bullet 1
13	The annual public education plan required by Exhibit C of the Agreement for the upcoming then-current calendar year. For example, Contractor submittal of a 2021 annual report in February 2022 shall include Contractor submittal of the annual public education plan for calendar year 2022.	Annually			Annual Reports 5. Bullet 6
14	A copy of written and/or electronic records and documentation for all audits, studies, non-collection event reviews, compliance reviews, and all other inspections conducted pursuant to Section 4.12 of the Agreement.	Annually			Annual Reports 5. Bullet 2