



REPORT TO CITY COUNCIL

DATE: DECEMBER 14, 2011

TO: HONORABLE MAYOR AND MEMBERS OF THE CITY COUNCIL

FROM: GREG RAMIREZ, CITY MANAGER 

BY: LOUIS CELAYA, DEPUTY CITY MANAGER 

SUBJECT: GI INDUSTRIES/USA WASTE OF CA SERVICE PERFORMANCE STANDARD REVIEW - 2011

In July 2007, the City Council approved a residential franchise agreement with GI Industries and USA Waste of CA (Waste Management) for the provision of integrated residential waste management services. The agreement was effective on July 1, 2007, and concluded on June 30, 2010. Within the agreement, there is an automatic extension provision that extends the agreement from June 30, 2010, to June 30, 2013, provided a request to avoid the extension period is not delivered by either party. The automatic extension provision was placed into the agreement to permit the City the option to terminate the agreement, prior to 2013, should the City believe services being provided were not satisfactory or in compliance with the agreement. On March 24, 2010, a performance review was presented to the City Council detailing Waste Management's compliance with the agreement to date. Subsequent to the findings of that review, the City Council approved the automatic agreement extension to June 30, 2013.

Also within the agreement, there exist particular Service Performance Standards that carry liquidated damages for failure to comply. Again these standards were placed in the agreement as a tool to demonstrate Waste Management's continued compliance with the agreement and to insure residents receive the best possible service. These Service Performance Standard areas include: Collection Reliability, Collection Quality, Customer Responsiveness, Timely Submissions to the City (Reports), and Accuracy of Billing.

Information was requested from Waste Management, and the City's solid waste consultant, Solid Waste Solution Inc., reviewed information received. Their summary report is attached.

Collection Reliability

Waste Management continues to remain compliant in the collection reliability arena, with no reports received by the City for failure to established new accounts within the designated set up date, or failure to collect refuse or recyclables properly set out.

While Waste Management demonstrated 182 internal reports of missed pickups, it did not exceed the standard of 5 annual occurrences at the same address.

Collection Quality

Waste Management continues to remain compliant in collection quality, with no reports received for failure to properly return containers, collection of materials during unauthorized times, failure to clean up materials spilled, etc. The City did receive one report of a trash refuse vehicle tracking debris in the City. This report was confirmed and was the result of a failure by the County of Ventura to advise Waste Management of slurry sealed street activity. Waste Management was unaware the vehicle had created an issue, however upon notification from the City staff, immediately sent out street sweeping vehicles to the affected locations.

Customer Responsiveness

Waste Management continues its compliance with this area by providing same day customer response as required. For 2011, the City has not received complaints from residents on Waste Management failure to respond. Waste Management resolves a majority of issues within the same business day, and route supervisors are within the City daily and ensure overall quality of service.

Timeliness of Submissions to City/Accuracy of Billing

For 2011, all required reports were submitted on time to City's solid waste consultant or City staff by Waste Management. The City received no reports from residences concerning billing inaccuracies.

City Complaints Received for 2011

	2011	Note:
No. Complaints	1	Nature: Vehicle debris/tracking
Resolved	1	
Complaints measured against Total Percentage of Residential Accounts	0%	

Waste Management continues to demonstrate compliance with the residential franchise agreement and has not been found to be in violation of the performance service standards since the inception of the contract. Waste Management staff is consistently responsive to staff inquiries and has demonstrated professionalism during this contact term.

RECOMMENDATION:

Staff is requesting the City Council receive and file the Waste Service Performance Standard Review Report.

Attachment: Solid Waste Solutions Inc. – (Report) Performance Review for GI Industries/Waste Management
Waste Management Customer Service Log

Agoura Hills Franchise Agreement - Service Performance Standard

ITEM REVIEWED	SUMMARY OF SUBMITTAL
Collection Reliability	
(a) Provide a detailed list of new residential accounts added in the last year.	A list has been provided (paper). Indicates that 410 new clients have been added.
(b) Provide a detailed list of complaints. This list shall be provided in an Excel format. Any code references must be identified with a key to assist staff with interpretation. Also, identify resolutions to all issues.	Paper copy including key to the codes was provided. Approximately 190 complaints have been received. 182 are missed pick ups that are resolved, and 8 other issues with resolutions are listed. No Excel spreadsheet was provided.
(c) Please identify any recurring set-out issues that may have occurred, indicate how they were resolved.	Whispering Pines HOA had set out issues. The driver works with the older clientele.
Collection Quality	
(a) Indicate any specific issues pertaining to collection: returning containers to proper location, spill clean-up, after hour's collections, roll-off delivery issues.	Only issue identified is tar from a paving job was transferred on tires to another street. Waste Management worked with Public Works to resolve the issue.
(b) List any additional program issues.	Scavengers persist. They go through the recycle bins and also take the bulky items before the hauler can get there.
Customer Responsiveness	
(a) Indicate your firm's responsiveness to customer complaints.	Waste Management is committed to resolve all issues and most are resolved the day they are reported. Route supervisors are on site in Agoura Hills daily to ensure quality.
(b) List any issues you have had with graffiti. How were these issues resolved?	None to report.
Timeliness of Submissions to the City	
(a) Indicate if your firm has submitted all required reports on time	All reports were submitted on time. City diversion log attached.
Accuracy of Billing	
(a) Indicate any issues that have occurred regarding your firms billings method.	Only one billing issue was reported. It was resolved.
(b) Have any clients been over-billed more than once?	No reports of this have occurred.

Waste Management Customer Service Log

DATE DSP	NAME	HOUSE#	STREET	CITY	SVCODE	DSPCOD	RESOLUTION
03/14/2011	YUDKOWSKY, ALAN & MICHELLE	29001	ACANTHUS CT	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
09/28/2011	JOHNSON, GARY	5548	ADELINA CT	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY CONTAINER PAYMENT WAS POSTED TO WRONG ACCOUNT
07/27/2011	28240 AGOURA RD LLC	28240	AGOURA RD	AGOURA HILLS		BILL PAYMENT	ADJUSTMENT MADE TO CORRECT
05/04/2011	GENTRY, JERRY AND PAMELA	5536	ALFREDO CT	AGOURA HILLS	645	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/17/2011	SHELTON, CRAIG AND KATHY	5319	ARGOS ST	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
04/04/2011	DE MATTIA, DANIEL	5341	ARGOS ST	AGOURA HILLS	325	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/15/2011	DE MATTIA, DANIEL	5341	ARGOS ST	AGOURA HILLS	VLS	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/15/2011	DE MATTIA, DANIEL	5341	ARGOS ST	AGOURA HILLS	325	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/06/2011	METROW, LYNN (N)	28005	BALKINS DR	AGOURA HILLS	325	COUNT	DISPUTE DUE CONTAINER
09/08/2011	JOHNSON, CHERYL	28034	BALKINS DR	AGOURA HILLS	564	MPU	THE ACCOUNT HAS ONLY 6 GREEN WASTE CARTS.
09/21/2011	JOHNSON, CHERYL	28034	BALKINS DR	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/05/2011	JOHNSON, CHERYL	28034	BALKINS DR	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
07/29/2011	SABO, SHARON (OWNR)	28241	BALKINS DR	AGOURA HILLS	965	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
07/29/2011	SABO, SHARON (OWNR)	28241	BALKINS DR	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
08/26/2011	SABO, SHARON (OWNR)	28241	BALKINS DR	AGOURA HILLS	965	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/03/2011	WEISSENFLOH, PATRICE	28903	BARDELL DR	AGOURA HILLS	965	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
05/14/2011	NEHDAR, HOWARD	28955	BARDELL DR	AGOURA HILLS	966	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/03/2011	HAUTER, FRED AND LISA	28820	BARRAGAN ST	AGOURA HILLS	966	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/11/2011	KIM, KUHCHUNG AND KYUNG SOOK	28907	CALABRIA DR	AGOURA HILLS	325	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
03/04/2011	TAUB, ELI	28902	CALABRIA DR	AGOURA HILLS		CUSTOMER DID NOT	
08/26/2011	MC CLOUD, ALTON R	27814	CALLE MARGARITA	AGOURA HILLS	966	MPU	UNDERSTAND BILLING
01/03/2011	REINHART, MURRAY	5800	CALMFIELD AV	AGOURA HILLS	645	MPU	EXPLAINED BILL PROCESS
08/24/2011	FERBER, JAMES	5919	CALMFIELD AV	AGOURA HILLS	645	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
09/28/2011	HASHEMI, ROSS	5965	CALMFIELD AV	AGOURA HILLS	HTP	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
04/30/2011	GORMAN, GREG	6033	CALMFIELD AV	AGOURA HILLS	645	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
09/24/2011	GORMAN, GREG	6033	CALMFIELD AV	AGOURA HILLS	645	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/28/2011	CHATEAU PARK HOA		CANWOOD AND STRAI	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/18/2011	CHATEAU PARK HOA		CANWOOD AND STRAI	AGOURA HILLS	645	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
06/11/2011	CICUTO, JOHN M AND SALLY	6302	CAPRICORN AV	AGOURA HILLS	966	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/01/2011	GALPIN, KAREN	6339	CAPRICORN AV	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
10/01/2011	GALPIN, KAREN	6339	CAPRICORN AV	AGOURA HILLS	966	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
08/18/2011	TURK, DIANA	5918	CAREYBROOK DR	AGOURA HILLS	965	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
07/13/2011	BROWN, STANLEY M	5300	CEDARHAVEN DR	AGOURA HILLS	645	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/14/2011	SILVER, TRACY	5324	CHESEBRO RD	AGOURA HILLS	966	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
01/14/2011	GOLDSTEIN, STACY (OWNR)	5330	CHESEBRO RD	AGOURA HILLS	KGP	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
07/29/2011	THOMAS, JESS	6064	CHESEBRO RD	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/14/2011	LEVINE, FRED	6139	CHESEBRO RD	AGOURA HILLS	645	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
07/01/2011	HIRSH, KIMBERLY	6230	CHESEBRO RD	AGOURA HILLS	965	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
03/02/2011	HAMILTON, KEVIN	6144	CHESEBRO RD 1/2	AGOURA HILLS	965	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
03/02/2011	HAMILTON, KEVIN	6144	CHESEBRO RD 1/2	AGOURA HILLS	564	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/11/2011	HAMILTON, KEVIN	6144	CHESEBRO RD 1/2	AGOURA HILLS	965	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/02/2011	HAMILTON, KEVIN	6144	CHESEBRO RD 1/2	AGOURA HILLS	965	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/11/2011	LEWIS, KRISTY	6144	CHESEBRO RD 1/4	AGOURA HILLS	966	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/13/2011	LEWIS, KRISTY	6144	CHESEBRO RD 1/4	AGOURA HILLS	966	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
03/16/2011	TURLEY, TOD	6144	CHESEBRO RD 3/4	AGOURA HILLS	966	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
03/23/2011	TURLEY, TOD	6144	CHESEBRO RD 3/4	AGOURA HILLS	966	MPU	SENT TRUCK BACK TO EMPTY CONTAINER

Green is 3 calls: 9 total
Yellow is 4 calls: 2 total

Waste Management Customer Service Log

DATE DSP	NAME	HOUSE#	STREET	CITY	SVCODE	DSPCOD	RESOLUTION
05/09/2011	TURLEY, TOD	6144	CHESEBRO RD 3/4	AGOURA HILLS	MPU		SENT TRUCK BACK TO EMPTY CONTAINER WAS ON STOP PRIOR TO DATE
05/24/2011	IDAN, TZUFIT AND HAGUY (OWNR)	28706	COLINA VISTA ST	AGOURA HILLS	664		SENT TRUCK BACK TO EMPTY CONTAINER
02/14/2011	FAHY, LOIS	28734	COLINA VISTA ST	AGOURA HILLS	96G		SENT TRUCK BACK TO EMPTY CONTAINER
04/25/2011	HIRSCH, LINDA AND STEVE	28751	COLINA VISTA ST	AGOURA HILLS	64S		SENT TRUCK BACK TO EMPTY CONTAINER
09/28/2011	LAS PUEBLAS DE AGOURA (NOTE)	5320	COLODNY DR	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
05/09/2011	EWING, ROGER (NOTE)	5559	COLODNY DR	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
07/01/2011	POREMBIA, DORIS	5642	COLODNY DR	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
07/25/2011	WILSON, RAINN	5683	COLODNY DR	AGOURA HILLS		CAR HIT BY WM TRUCK	TURNED OVER TO THE INSURANCE COMPANY
08/31/2011	GILLIGAN, TIM	5241	COLODNY DR 204	AGOURA HILLS	32S		SENT TRUCK BACK TO EMPTY CONTAINER
01/17/2011	GHASSEMI, YASSEMEAN	28527	CONEJO VIEW DR	AGOURA HILLS	32S		SENT TRUCK BACK TO EMPTY CONTAINER
06/11/2011	TOBIN, ARLENE	28551	CONEJO VIEW DR	AGOURA HILLS	32S		SENT TRUCK BACK TO EMPTY CONTAINER
01/15/2011	CASCIONE, ROCCO	28721	CONEJO VIEW DR	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
06/13/2011	ATHERTON, LILIANA	28812	CONEJO VIEW DR	AGOURA HILLS	32S		SENT TRUCK BACK TO EMPTY CONTAINER
06/07/2011	ABDULRAHIMZAI, HOMAYON	28859	CONEJO VIEW DR	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
07/18/2011	RUSSELL, GREGG	28861	CONEJO VIEW DR	AGOURA HILLS	32S		SENT TRUCK BACK TO EMPTY CONTAINER
02/14/2011	DE SOTO, STEFFANI	28864	CONEJO VIEW DR	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
06/11/2011	BOSCO, JEANNE	27305	COUNTRY GLEN RD	AGOURA HILLS	96G		SENT TRUCK BACK TO EMPTY CONTAINER
10/07/2011	SAUSSER, SOFIE (RENT)	6319	DAYLIGHT DR	AGOURA HILLS	96G		SENT TRUCK BACK TO EMPTY CONTAINER
04/16/2011	WALLACE, JOHN AND DIANA	29204	DEEP SHADOW DR	AGOURA HILLS	96S		SENT TRUCK BACK TO EMPTY CONTAINER
10/11/2011	GASBARRE, DOMINIC	29264	DEEP SHADOW DR	AGOURA HILLS	64S		SENT TRUCK BACK TO EMPTY CONTAINER
03/22/2011	TEEBOR, DANIEL	29344	DEEP SHADOW DR	AGOURA HILLS	64S		SENT TRUCK BACK TO EMPTY CONTAINER
06/21/2011	KAY, ERNIE	5841	DOVETAIL DR	AGOURA HILLS	96G		SENT TRUCK BACK TO EMPTY CONTAINER
06/17/2011	SPENCER, BRUCE	6084	DOVETAIL DR	AGOURA HILLS	96S		SENT TRUCK BACK TO EMPTY CONTAINER
02/07/2011	MIHAYLOV, MICHAEL AND MIAMI	6084	DOVETAIL DR	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
02/07/2011	MIHAYLOV, MICHAEL AND MIAMI	6084	DOVETAIL DR	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
03/19/2011	KUHLES, CADY (RENT)	28257	DRIVER AV	AGOURA HILLS	64S		SENT TRUCK BACK TO EMPTY CONTAINER
03/30/2011	OAKCREST TOWNHOMES		DRIVER AV & COLODN	AGOURA HILLS	32S		SENT TRUCK BACK TO EMPTY CONTAINER
08/27/2011	GABER, THOMAS L	28650	EAGLETON ST	AGOURA HILLS	64S		SENT TRUCK BACK TO EMPTY CONTAINER
04/30/2011	SILVERS, HELEN R	28824	EAGLETON ST	AGOURA HILLS	96G		SENT TRUCK BACK TO EMPTY CONTAINER
04/23/2011	STONE, MEGHAN (RENT)	28851	EAGLETON ST	AGOURA HILLS	96S		SENT TRUCK BACK TO EMPTY CONTAINER
04/23/2011	STONE, MEGHAN (RENT)	28851	EAGLETON ST	AGOURA HILLS	96S		SENT TRUCK BACK TO EMPTY CONTAINER
07/08/2011	CAMMORATA, RON	29929	EASTVALE CT	AGOURA HILLS	96G		SENT TRUCK BACK TO EMPTY CONTAINER
02/09/2011	POIRIER, GREG	6147	FAIRHAVEN CT	AGOURA HILLS	64S		SENT TRUCK BACK TO EMPTY CONTAINER
02/09/2011	POIRIER, GREG	6147	FAIRHAVEN CT	AGOURA HILLS	64S		SENT TRUCK BACK TO EMPTY CONTAINER
05/04/2011	DIXON, MARK	6231	FAIRVIEW PL	AGOURA HILLS	596		SENT TRUCK BACK TO EMPTY CONTAINER
02/18/2011	AUSTIN, JAN	6279	FAIRVIEW PL	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
04/25/2011	SAVARESE, VIRGINIA	6203	FERAL AV	AGOURA HILLS	96S		SENT TRUCK BACK TO EMPTY CONTAINER
04/23/2011	BALL, ALIM AND SARA	6215	FERAL AV	AGOURA HILLS	96S		SENT TRUCK BACK TO EMPTY CONTAINER
04/26/2011	SHORTEN, TERRY	6230	FERAL AV	AGOURA HILLS	64S		SENT TRUCK BACK TO EMPTY CONTAINER
04/26/2011	SHORTEN, TERRY	6230	FERAL AV	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
04/26/2011	SHORTEN, TERRY	6230	FERAL AV	AGOURA HILLS	96G		SENT TRUCK BACK TO EMPTY CONTAINER
09/02/2011	NOVAK, BETH AND ROBERT	28327	FOOTHILL DR	AGOURA HILLS	596		SENT TRUCK BACK TO EMPTY CONTAINER
03/18/2011	STILES, ROBERT	28329	FOOTHILL DR	AGOURA HILLS	96G		SENT TRUCK BACK TO EMPTY CONTAINER
02/25/2011	PLATZER, MERIL S	28404	FOOTHILL DR	AGOURA HILLS	64S		SENT TRUCK BACK TO EMPTY CONTAINER
05/18/2011	VOLPE, LANE	5448	FORESTRIDGE DR	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
10/15/2011	PETERSON, JULIE C	29122	FOUNTAINWOOD ST	AGOURA HILLS	32S		SENT TRUCK BACK TO EMPTY CONTAINER
09/12/2011	HAUSER, RANDY	29373	FOUNTAINWOOD ST	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER
09/24/2011	CHRISTENSEN, J D AND PENNY	29556	FOUNTAINWOOD ST	AGOURA HILLS	HTP		SENT TRUCK BACK TO EMPTY CONTAINER
04/30/2011	KLOGMAN, MICHAEL AND SUZANNE	29003	GARDEN OAKS CT	AGOURA HILLS	564		SENT TRUCK BACK TO EMPTY CONTAINER

Waste Management Customer Service Log

DATE DSP	NAME	HOUSE#	STREET	CITY	SVCODE	DSPCOD	RESOLUTION
09/24/2011	SCHACHTER, JIM	29113	GARDEN OAKS CT	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/05/2011	BECKMAN, DAVID	5757	GREEN MEADOW DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/14/2011	SHAMRGAL, TAL	6152	HERITAGE DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
11/01/2011	GODLIMAN, KEVIN	29170	HILLRISE DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
07/12/2011	AUDRAS, DIANNE	29437	HILLRISE DR	AGOURA HILLS	32S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/01/2011	MERCER, KAREN AND DEAN (N)	29006	HOLLOW OAK CT	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
02/07/2011	EACH, BOB	29028	HOLLOW OAK CT	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
02/14/2011	BEVAN, WANDA	6300	IMBLER CT	AGOURA HILLS	96S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/12/2011	WASSER, MARTIN	5764	IRONWOOD DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/19/2011	GOTLIB, VIONA	30638	JANLOR DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
02/25/2011	SCHULTHEIS, WAYNE	4117	JIM BOWIE RD	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
04/22/2011	HARNES, DENISE AND CHRIS	4125	JIM BOWIE RD	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
03/09/2011	WALUSKO, ALEXANDER AND PAULA	5551	JON DODSON DR	AGOURA HILLS		TAR SPILLS FROM WM TRUCK	SENT SOMEONE OUT TO CLEAN AND HAD STREET SWEEPING OUT TO CLEAN
03/08/2011	TOWN AND COUNTRY HOMEOWNERS		KANAN RD AND THOU	AGOURA HILLS			CUSTOMER WAS UPSET ABOUT PARKING WHILE OUR DRIVERS WERE THERE
03/15/2011	HORN, LARRY	29739	KIMBERLY DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/14/2011	MEINHARDT, LAUREN (OWNR)	5980	KINGHAM CT	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/08/2011	BODNAR, ZOLTAN	5365	LAKE CREST DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/19/2011	CRUMP, STEPHEN	5453	LAKE LINDERO DR	AGOURA HILLS	96S	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
08/17/2011	WISSING, AMY	5465	LAKE LINDERO DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
03/10/2011	LA SOTA, NANCY	5735	LAKE LINDERO DR	AGOURA HILLS	32S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/30/2011	MICHELSON, SEMOUR	5757	LAKE LINDERO DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
02/19/2011	ROSINKRATZ, SALLY	5761	LAKE LINDERO DR	AGOURA HILLS	32S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
02/19/2011	ROSINKRATZ, SALLY	5761	LAKE LINDERO DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/27/2011	WEAVER, TIMOTHY L	6010	LAKE NADINE PL	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
02/24/2011	ZAKRIAN, SARKIS	6018	LAKE NADINE PL	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
09/08/2011	AMERI, FATEHEH	30626	LAKEFRONT DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
02/16/2011	HAYES, ELIZABETH (RENT)	30661	LAKEFRONT DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
02/23/2011	HAYES, ELIZABETH (RENT)	30661	LAKEFRONT DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
03/02/2011	HAYES, ELIZABETH (RENT)	30661	LAKEFRONT DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
04/15/2011	LEVIN, JON	5947	LAPWORTH DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
07/01/2011	LEVIN, JON	5947	LAPWORTH DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/05/2011	FRANK, HOWARD AND DEBORAH	29111	LARO DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
01/04/2011	CRANE, RICHARD M	29121	LARO DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
04/12/2011	CRANE, RICHARD M	29121	LARO DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
04/08/2011	CRAIG, RICHARD	28325	LAURA LA PLANTE DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/04/2011	OAKVIEW GARDENS HOA (NOTE)		LETICIA CT	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
03/15/2011	OAKVIEW GARDENS HOA (NOTE)		LETICIA CT	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/18/2011	OAKVIEW GARDENS HOA (NOTE)		LETICIA CT	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
06/17/2011	MARSHALL, MOLLY	5566	LEWIS LN	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/02/2011	REPOWITZ, SEYMOUR	5454	LUIS DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/10/2011	WINDISCH, KRISTA	30749	MAINMAST DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
02/19/2011	WINIKOFF, MR AND MRS LEE	28930	MARLIES ST	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
04/26/2011	HUINKER, KRISTAL (RENT)	28944	MARLIES ST	AGOURA HILLS	96S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/11/2011	LASATER, DOUG	5470	MEADOW VISTA WY	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
10/14/2011	MATEYKO, KRISTINA	5571	MEADA VALLEY DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
04/23/2011	YAO, RICHARD AND JEAN (N)	28836	MICHELLE DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/07/2011	YAO, RICHARD AND JEAN (N)	28836	MICHELLE DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/05/2011	WISHENGRAD, BARRY	5656	MIDDLE CREST DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER

Yellow is 4 calls
Green is 3 calls: 9 total

Waste Management Customer Service Log

Printed: 11/28/2011

DATE DSP	NAME	HOUSE#	STREET	CITY	SVCODE	DSPCOD	RESOLUTION
03/30/2011	WHISPERING PINES HOA	28927	OAKPATH DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/27/2011	WHISPERING PINES HOA	28927	OAKPATH DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/10/2011	WHISPERING PINES HOA	28927	OAKPATH DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/13/2011	WHISPERING PINES HOA	28927	OAKPATH DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
02/24/2011	RIEDEL, URSULA	30434	PASSAGEWAY PL	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/19/2011	RIEDEL, URSULA	30434	PASSAGEWAY PL	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/31/2011	RIEDEL, URSULA	30434	PASSAGEWAY PL	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
07/28/2011	EDWARDS, LISA	30440	PASSAGEWAY PL	AGOURA HILLS	32S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/15/2011	SIMON, BRUCE	30529	PASSAGEWAY PL	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
03/30/2011	ELSEYESH, ISAAC (NOTE)	30604	PASSAGEWAY PL	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
04/27/2011	REDMAN, JERRY	30669	PASSAGEWAY PL	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
08/24/2011	REDMAN, JERRY	30669	PASSAGEWAY PL	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/10/2011	KIRSCHNER, STEPHANIE	3958	PATRICK HENRY PL	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
04/16/2011	GIGER, RON (RENT)	28709	PISCES ST	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
09/17/2011	CALABRESE, ELIZABETH	28723	PISCES ST	AGOURA HILLS	96S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
07/26/2011	WALLACE, GLEN	29332	QUAIL RUN DR	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/25/2011	TANG, GUANG-HAN	29642	QUAIL RUN DR	AGOURA HILLS	32S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/19/2011	JOSEPH, PAUL	29678	QUAIL RUN DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
02/07/2011	LEWIS, SHARON	5528	ROCK TREE DR	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/14/2011	RUSSELLO, CHARLES	5546	ROCK TREE DR	AGOURA HILLS	KGP	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/14/2011	RUSSELLO, CHARLES	5546	ROCK TREE DR	AGOURA HILLS	HTP	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
05/27/2011	FULADI, DIANA	29000	ROCK VISTA DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/26/2011	RONDELL CONDOS HOA (NOTE)		RONDELL ST	AGOURA HILLS	S32	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/23/2011	ANVARI, SEYED (OWNR)	5317	SAILBOAT CIR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/25/2011	ANVARI, SEYED (OWNR)	5317	SAILBOAT CIR	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/27/2011	NVARI, SEYED (OWNR)	5317	SAILBOAT CIR	AGOURA HILLS	S32	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
08/04/2011	KUBELUN, ARNOLD	30613	SANDTRAP DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/19/2011	UDANI, KANAK	5630	SILVER VALLEY AV	AGOURA HILLS	S32	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
10/15/2011	GASPWIRTH, ARIC	28708	TIMBERLANE ST	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
10/15/2011	GASPWIRTH, ARIC	28708	TIMBERLANE ST	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
03/17/2011	SUMMERS, EUGENE AND QUEENIE	28757	TIMBERLANE ST	AGOURA HILLS		WRONG CART DELIVERED	DELIVERED THE CORRECT CART SIZE TO CUSTOMER
05/02/2011	GOLDSMITH, MARC (N)	3828	UNITED RD	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
09/30/2011	GRAFFIOUS, LORI	28903	VALLEY HEIGHTS DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
08/19/2011	BAKER, KIP	28924	VALLEY HEIGHTS DR	AGOURA HILLS	32S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/27/2011	ARIAS, MICHAEL	27904	VIA AMISTOSA	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
08/26/2011	BARSLUM, SOHAIL S	27910	VIA AMISTOSA	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
09/16/2011	NICK, GERALD	27957	VIA AMISTOSA	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
10/05/2011	STRIKOWSKI, SHOSHI	30040	W RAINBOW CREST DR	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY THE CONTAINER
09/01/2011	REYNOLDS, SUZANNE	30128	W RAINBOW CREST DR	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
05/18/2011	WINER, M J	30240	WALFORD CT	AGOURA HILLS		LATE SET OUT	SENT TRUCK TO EMPTY ALL CONTAINERS
07/13/2011	RIESS, YEHUDA	5661	WALNUT RIDGE DR	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
01/13/2011	HOLLAND, MARCIE	28410	WARING PL	AGOURA HILLS	64S		CHANGED THE ROUTE NUMBER SO THE CORRECT DRIVER WOULD PICK UP
09/09/2011	SOCHER, GINA	30706	WHALEBOAT PL	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/29/2011	CHODAR, ALLAN (N)	30729	WHALEBOAT PL	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
08/29/2011	PRINCE, KIM	5832	WHEELHOUSE LN	AGOURA HILLS	S64	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
02/10/2011	LOVATT, LES	5945	WHEELHOUSE LN	AGOURA HILLS	64S	MPU	SENT TRUCK BACK TO EMPTY CONTAINER
06/16/2011	MARS, KEN AND ARLENE	5767	WILLOWTREE DR	AGOURA HILLS	96G	MPU	SENT TRUCK BACK TO EMPTY CONTAINER

Yellow 15-4 calls: 2 total
Green is 3 calls: 9 total