



Pacifica Monthly Report

May 2025

Attached is this month's reporting as required in the franchise agreement Section 9.05.

- Monthly landfill tonnage
- Monthly diverted tonnage
- Talk desk statistics
- Monthly AB341 and SB1383 statistics

Included any updates on program information and public awareness.

Diversion levels are not able to be calculated without additional information.

All breakdowns of franchise fees and monthly gross receipts are provided with submission of monthly franchise fee check.

PACIFICA MONTHLY UPDATE SUMMARY – May 2025

Landfill tonnage

- April 1024.63
- May 1065.62
- Increase 4%

Organics tonnage

- April 516.58
- May 515.03
- Decrease <1%>

Recycling tonnage

- April 392.29
- May 372.98
- Decrease 5.2%

City Can/Abandoned Materials Tonnage

- April 46.95
- May 46.09
- Decrease <1%>

Debris Box Revenue

- Budget 33,200.61
- Actual 27,439.11
- Decrease (5,761.50)

During the month we serviced approximately 1642 customers in the recycling yard

Attached are copies of the commercial organics route customer list. The list does not include two-to-five-unit buildings that subscribe to individual service using the three-cart system and a report that identifies customers that were notified of contamination of either their recycling and/or organics cart/container.

All residential customers subscribe to garbage, recycling, and organics services. Commercial customers being added to comply with SB1383 if applicable. The city will devise and enforce commercial SB1383 variance policy.

Current Customer Counts

- Residential 11,258 Commercial 571

Pacifica operations.

- 6.4 garbage routes 1.0 cart/bulky route
- 4.6 recycling routes .6 recycling yard
- 3.5 organics routes 3.0 CSR's
- 1 debris box route 6.0 management team
- 2.0 mechanics

Talk Desk Statistics –May 2025

Metric Name	May-25
Inbound Calls	2678
Inbound Calls Average Talk Time	0:03:15
Inbound Calls Longest Talk Time	035:21
Inbound Total Talk Time	123:38:05
Inbound Answered Calls	2279
Inbound Missed Calls	27
Inbound Calls Average Waiting Time	0:0:56
Inbound Calls Longest Waiting Time	18:13
Inbound Calls Average Holding Time	0:00:00
Inbound Calls Longest Holding Time	0:03:30
Inbound Calls Abandoned	96
Inbound Calls Abandon Rate	3.87%
Inbound Calls Average Abandon Time	01:49
Inbound Calls Short Abandon	2
Outbound Calls	64
Service Level	69.47%

Recycling

TKRPTT22 6/17/25 REASON CODE REPORT YCL
3:15 pm RECOLOGY OF THE COAST
FROM 5/01/2025 Date Type: T Approved: B Acct Type: Summary/Detail: B to
TO 5/31/2025 T31 CUSTOMER ACCT NOTE (CTNI) Route Range: to

Section Break: Y Franchise: PAC
Route Group: Reason: U1125 to U1125

ACCT #	TYPE	SUSPENSE	ADDRESS	DESCRIPTION	REASON	RTE	DATE	TICKET	TYPE
0051128	N	ST	200 EUREKA SHOP CTR	CONTAMINATED	U1125	034	05/23/2025	05/23/2025	COM
0328005	N	A	1630 FRANCISCO BLVD	CONTAMINATED	U1125	034	05/08/2025	05/08/2025	COM
0194753	N	A	735 HICKEY BLVD	CONTAMINATED	U1125	034	05/01/2025	05/01/2025	COM
0194753	N	A	735 HICKEY BLVD	CONTAMINATED	U1125	034	05/07/2025	05/07/2025	COM
0194753	N	A	735 HICKEY BLVD	CONTAMINATED	U1125	034	05/07/2025	05/07/2025	COM
0194753	N	A	735 HICKEY BLVD	CONTAMINATED	U1125	034	05/09/2025	05/09/2025	COM
0194753	N	A	735 HICKEY BLVD	CONTAMINATED	U1125	034	05/13/2025	05/13/2025	COM
0330092	N	A	1241 L.M. SHOP CTR	CONTAMINATED	U1125	034	05/20/2025	05/20/2025	COM
0330092	N	A	1335 L.M. SHOP CTR	CONTAMINATED	U1125	034	05/20/2025	05/20/2025	COM
0330092	N	A	1335 L.M. SHOP CTR	CONTAMINATED	U1125	034	05/21/2025	05/21/2025	COM
0314047	N	A	440 MANOR PLAZA	CONTAMINATED	U1125	034	05/27/2025	05/27/2025	COM
0095877	N	A	127 MONTECITO AVE	CONTAMINATED	U1125	034	05/07/2025	05/07/2025	COM
0289173	N	A	555 OCEANA BLVD	CONTAMINATED	U1125	034	05/23/2025	05/23/2025	COM
0105817	N	A	300 PALMETTO AVE	CONTAMINATED	U1125	034	05/30/2025	05/30/2025	COM

ROUTE REASON CODE TOTALS
 FRN REASON RESIDENTIAL COMMERCIAL APARTMENT TOTAL
 PAC U1125 CONTAMINATED 0 14 0 14

ROUTE TOTALS RESIDENTIAL COMMERCIAL APARTMENT TOTAL
 034 0 14 0 14

Recycling

TKRPTT22 6/17/25 3:15 PM REASON CODE REPORT YCL

FROM 5/01/2025 Date Type: T Approved: B Acct Type: Summary/Detail: B to

TO 5/31/2025 T31 CUSTOMER ACCT NOTE (CTNI) Route Range: to

Section Break: Y Franchise: PAC

Route Group: Reason: U1125 to U1125

ACCT TYPE	TICKET DATE	REASON CODE	DESCRIPTION	ADDRESS	ACCT #	SUSPENSE TYPE
RES	05/08/2025	041	U1125 CONTAMINATED	264 ARROYO DR	0327965	N A
RES	05/05/2025	041	U1125 CONTAMINATED	1651 HIGGINS WY	0069583	N A
RES	05/01/2025	041	U1125 CONTAMINATED	524 MILLER AVE	0172080	N A

ROUTE REASON CODE	TOTALS	RESIDENTIAL	COMMERCIAL	APARTMENT	TOTAL
FRN REASON		3	0	0	3
PAC U1125 CONTAMINATED		3	0	0	3

ROUTE TOTALS	RESIDENTIAL	COMMERCIAL	APARTMENT	TOTAL
041	3	0	0	3

Recycling

TXRPTT22 6/17/25 REASON CODE REPORT YCL
3:15 pm RECOLOGY OF THE COAST
FROM 5/01/2025 Date Type: T Approved: B Acct Type: Summary/Detail: B
TO 5/31/2025 T31 CUSTOMER ACCT NOTE (CTN1) Route Range: to

Section Break: Y Franchise: PAC
Route Group: Reason: U1125 to U1125

ACCT TYPE	TICKET DATE	REASON CODE	DESCRIPTION	ADDRESS	ACCT #	SUSPENSE TYPE
RES	05/07/2025	042	U1125 CONTAMINATED	227 MARINA WAY	0325043	N A
RES	05/27/2025	042	U1125 CONTAMINATED	1242 TERRA NOVA BLVD	0323808	N A
RES	05/27/2025	042	U1125 CONTAMINATED	1563 TERRA NOVA BLVD	0141218	N A

ROUTE REASON CODE TOTALS	RESIDENTIAL	COMMERCIAL	APARTMENT	TOTAL
FRN REASON	3	0	0	3
PAC U1125 CONTAMINATED				

ROUTE TOTALS	RESIDENTIAL	COMMERCIAL	APARTMENT	TOTAL
042	3	0	0	3

GRAND TOTALS	RESIDENTIAL	COMMERCIAL	APARTMENT	TOTAL
	6	14	0	20

*** END OF DETAIL REPORT***

Organics

TKRPTT22 6/17/25 REASON CODE REPORT YCL
3:16 pm RECOLOGY OF THE COAST
FROM 5/01/2025 Date Type: T Approved: B Acct Type: Summary/Detail: B
TO 5/31/2025 T31 CUSTOMER ACCI NOTE (CTN1) Route Range: to

Section Break: Y Franchise: PAC
Route Group: Reason: U1125 to U1125

ACCT TICKET REASON ADDRESS ACCT # SUSPENSE
TYPE DATE RTE CODE DESCRIPTION 159 LORRY LN 0200337 N TYPE ST
RES 05/08/2025 052 U1125 CONTAMINATED COMMERCIAL 0 A PAC

ROUTE REASON CODE TOTALS RESIDENTIAL 1 APARTMENT 0 TOTAL 1
FRN REASON COMMERCIAL 0
PAC U1125 CONTAMINATED

ROUTE TOTALS RESIDENTIAL 1 APARTMENT 0 TOTAL 1
052 COMMERCIAL 0

GRAND TOTALS RESIDENTIAL 2 APARTMENT 0 TOTAL 2
COMMERCIAL 0

*** END OF DETAIL REPORT***

Organics

TKRPTT22 6/17/25 3:16 pm REASON CODE REPORT YCL

FROM 5/01/2025 Date Type: T Approved: B Acct Type: Summary/Detail: B Franchise: PAC
TO 5/31/2025 T31 CUSTOMER ACCT NOTE (CTN1) Route Range: to Route Group: Reason: U1125 to U1125

ACCT TICKET REASON SUSPENSE
TYPE DATE RTE CODE DESCRIPTION
RES 05/23/2025 051 U1125 CONTAMINATED

ADDRESS 1423 GRAND AVE
ACCT # 0064089 N
ST A
PAC

ROUTE REASON CODE TOTALS
FRN REASON RESIDENTIAL 1 COMMERCIAL 0 APARTMENT 0 TOTAL 1
PAC U1125 CONTAMINATED

ROUTE REASON CODE TOTALS
051 RESIDENTIAL 1 COMMERCIAL 0 APARTMENT 0 TOTAL 1

Pacifica Commercial Organics Customers

PARK MALL

ST PETER'S CHURCH	700 ODDSTAD
SUN VALLEY FINE FOODS	1015 TERRA NOVA
JU FU RESTAURANT	1045 TERRA NOVA
CITY GRILL	1049 TERRA NOVA
CASA PACIFICA	1060 TERRA NOVA
ORTEGA SCHOOL	1283 TERRA NOVA
TERRA NOVA HIGH SCHOOL	1450 TERRA NOVA
PACIFIC OAKS	750 ODDSTAD

PEDRO POINT

LINDA MAR HEALTHCARE	751 SAN PEDRO
SHAMROCK RANCH	100 SHAMROCK RANCH
SOUL GRIND	5400 COAST HIGHWAY
BURGER BOARD	5430 COAST HIGHWAY
LA PLAYA	5460 COAST HIGHWAY
HIGH TIDE	5500 COAST HIGHWAY
GROCERY OUTLET	5550 COAST HIGHWAY
HUMBLE SEA BREWERY	5560 COAST HIGHWAY
TACO BELL	5520 COAST HIGHWAY

LINDA MAR

RITE AID	1400 L.M. SHOP CTR
EL GRAN AMIGO	1357 L.M. SHOP CTR
SOURDOUGH & CO	1320 L.M. SHOP CTR
PET FOOD EXPRESS	1315 L.M. SHOP CTR
ROUND TABLE	1285 L.M. SHOP CTR
STARBOARD BKRY	1261 L.M. SHOP CTR
BEACH BOCA	1328 L.M. SHOP CTR
SUNRISE GRILL	1241 L.M. SHOP CTR
L&L HAWAIIAN	1231 L.M. SHOP CTR
PANDA	500 LINDA MAR
STARBUCK'S	500 LINDA MAR
MC DONALDS	576 LINDA MAR
ECCLESON INC	1336-44 ADOBE DR
STOTTS	1351 ADOBE DR
MANSINI	1375 ADOBE DR
HARKER	1376 ADOBE DR
COMERAGH LLC	1383 ADOBE DR
SPECTRUM	830-A ROSITA
COMMUNITY GARDEN	830 ROSITA
ADOBE GARDENS	911 LINDA MAR
LUIGI'S	950 LINDA MAR
BEACH MONKEY CAFÉ	986 LINDA MAR
NEW SUN VALLEY MARKET	996 LINDA MAR

PACIFIC BAY CHRISTIAN SCHOOL	1295 SEVILLE
PACIFIC BAY CHRISTIAN SCHOOL	1030 LINDA MAR
ECCLESON INC	1580 HIGGINS WAY
AMANTE BORG	1590 HIGGINS WAY
MONTESSORI SCHOOL	1666 HIGGINS WAY

CRESPI

PUERTO 27	525 CRESPI
OCEANVIEW SENIOR	555 CRESPI (ROBERTS RD)
QUIK STOP	575 CRESPI
PACIFICA COMMUNITY CTR	540 CRESPI
KANI KOSEN	580 CRESPI A5
CABRILLO SCHOOL	601 CRESPI
KENNY'S CAFÉ	640 CRESPI
ASSYRIAN FOUNDATION	694 ROBERTS

ROCKAWAY BEACH

LOVEY'S TEA SHOP	4430 COAST HIGHWAY
MOONRAKER	105-A ROCKAWAY
PACIFICA LODGING	200 ROCKAWAY
PACIFIC JAVA	450 DONDEE WAY #6
NICK'S RESTAURANT	100 ROCKAWAY
A GRAPE IN THE FOG	400 OLD COUNTY RD

COAST HIGHWAY

VALLEMAR STATION	2125 COAST HWY
GORILLA BBQ	2145 COAST HWY
GUERRERO'S TAQUERIA	164 REINA DEL MAR
SUN VALLEY MARKET	230 REINA DEL MAR
VALLEMAR SCHOOL	375 REINA DEL MAR
SHELLDANCE NURSERY	2000 COAST HWY

EUREKA SHOPPING CENTER

2 CARTS IN CENTER	Alleyway Eureka SQ
OCEANA MKT	200 EUREKA SHOP CTR
ELLEN LEE	360 Talbot

SHARP PARK

7-ELEVEN	100 CLARENDON
ALL PROPERTY MGT	107 CLARENDON
CAMBRIDGE PROPERTY	113 CLARENDON
O'FLYNN	2121 BEACH
TRIPP DISTILLERY	1121 PALMETTO
INGRID B LACY	1427 PALMETTO
SHARP PARK STORE	1610 PALMETTO
1620 PALMETTO LLC	1620 PALMETTO
EL GRAN DE ORO	1710 FRANCISCO

RAYMOND'S CHINESE	1709 PALMETTO
BLOOMER	1724 PALMETTO
CAFÉ PACIFICA	1821 PALMETTO
MIRKOVICH	1830 PALMETTO
SALTWATER BAKERY	1906-A PALMETTO
BEAUDREAU	2416 PALMETTO
FISCHER	1 MONTECITO
JOHNSTONE	43 MONTECITO
CARNIGLIA	63 MONECITO
LAGOMARSINO PROPERTIES	95 MONTECITO
THOMPSON	112 MONTECITO
STEVE EGAN	60 CARMEL
HERITAGE REALTY	65-73 CARMEL
GOSSMAN	2 SANTA MARIA
DAKEN PROPERTIES	14 SANTA MARIA
WILLEY	15 SANTA MARIA
KWOK	73 SANTA MARIA
SHARP PARK ENTERTAINMENT	1522 FRANCISCO
BUONA ITALIA CAFE	1610 FRANCISCO
PACIFICA THAI	1966 FRANCISCO
THOMPSON	12 SAN JOSE
MC MICHAEL	25 SAN JOSE
RENOVATION RESOLUTIONS	44 SANTA ROSA
BARTELS	65 SANTA ROSA
MEYER	78 SANTA ROSA
LEE	2316 PALMETTO
CLAY CREATIONS	2316-C PALMETTO
OSBERG	2408-12 PALMETTO
OSBERG	2421 PALMETTO
MORI POINT VISTA	122 HILTON LANE
OSBERG	127 HILTON
FORD	1 PALOMA
GIBBS	60 PALOMA
SAVAGE	88 PALOMA
JOHNSTONE	190 PALOMA
WOLF/MCGRATH TRUST	18 SALADA
DAKEN PROPERTIES	86 SALADA
ZHAO	124 SALADA
CAMBRIDGE PROP	140 SALADA
200 LAKEVIEW LLC	200 LAKEVIEW
YOUNG	175 LAKEVIEW

OCEANA

PACIFICA CO-OP NURSERY	548 CARMEL
OCEANA HIGH SCHOOL	401 PALOMA
OCEANA TERRACE SENIOR COM	903 OCEANA
GOOD SHEPHERD SCHOOL	909 OCEANA

PAVILION OF FLOWERS	801 OCEANA
CHAPEL BY THE SEA	799 OCEANA
STARBUCKS	549 OCEANA
LA MORDIDA	535 OCEANA
OCEAN FISH	455 OCEANA
OCEAN SHORE SCHOOL	411 OCEANA
7-ELEVEN	137 MANOR
MAZZETTI'S	455 OCEANA
PHIL DE BONO	211 MONTEREY
URIA HARNSMUT	512 MONTEREY
MARSHALL REALTY	546 MONTEREY

MANOR

SEACLIFF APTS	300 PALMETTO
WALGREEN'S	520 PALMETTO
SAVE-MORE MEAT MARKET	74 WEST MANOR
VIVA ITALIANO	97 BILL DRAKE
TAM'S	494 MANOR
COLUMBO DELI	484 MANOR
GRAND HOT POT	452 MANOR
ROSALIND BKRY	450 MANOR
REDEYE GRILL	446 MANOR
GREEN ENCHILADA	444 MANOR
STAR MANAGEMENT	475 ESPLANADE
KTW PROPERTIES	300 PALMETTO
ZHOU	109 MONTEREY
VARGA	110 MONTEREY
MCDONALD'S	125 MONTEREY
PACIFIC POINT HOMEOWNERS	5001 PALMETTO

HICKEY

MARINER'S POINT	28 OUTLOOK CIR
SUNSET RIDGE SCHOOL	340 INVERNESS
AIMCO	670 HICKEY
STARBUCK'S	791 HICKEY BL
SAM'S CHINESE	793 HICKEY BL
GUERRERO'S	713 FAIRMONT SHOP
FAIRMONT APTS	279 IMPERIAL
THE VILLAGES	405-443 GATEWAY
7-ELEVEN	700 GATEWAY