Quarterly Progress Report – for Quarters ending August 31, 2009, and November 30, 2009

Submitted January 25, 2010

Project Title: **Analysis of Discarded CRTs in Florida: Volume Projections and Disposal Management Options**

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Contract Period: September 25, 2008 – March 1, 2010 (extension)

Note: The subcontract between FSU and the HCSHWM was signed in October 2008, and a project budget number was activated by FSU on November 4, 2008.

Significant achievements have been made since the submission of the third quarterly report. According to the project timeline (Table 1), four tasks, including the submission of a quarterly report, are expected to be in progress or completed during the final quarter of the project period. The progress of these tasks is detailed in Table 1.

Table 1. Timeline of project milestones (from the original proposal, April 2008), where xx = completed; x = in progress.

Task	Q 1	Q 2	Q 3	Q 4	Q 5	Q 6
Task 1: Collect CRT volume and disposal data	x	xx				x
Task 2: Model future volume and disposal		x	x	x	x	xx
Task 3: (a) Develop tool; (b) Analyze management options			x	x	xx x	x x
Task 4: Develop recommendations						x
Establish project web site	xx					
Maintain project web site	x	x	x	x	x	x
Establish TAG and hold TAG meetings	x					x
Submit quarterly progress reports	xx	xx	xx			xx
Submit draft final report						

Task 1: Collect CRT volume and disposal data.

This task provides answers to the questions: 1) What are the current trends in the volume of CRTs discarded in Florida; 2) what are the current practices in Florida for CRT disposal management; 3) what is the currently available infrastructure for handling disposed CRTs from Florida; and 4) what are the current capacities of existing disposal and recycling facilities for CRT components? To date, efforts have been made to answer all four of these questions. In ongoing efforts, the research team is collecting current data on the volume of CRTs disposed and management practices and identifying past and

recent trends in Florida. This information will help provide a snapshot of the current conditions in Florida and will form the basis for predicting future trends (Task 2).

During previous quarters, we have completed an extensive literature review of current management practices, regulations, and policies for discarded CRTs used in other states and countries. The practices used in other states and countries, and the results of their implementation, will provide potential alternative management approaches for Florida. Through the surveys (see below) we continue to investigate existing CRT demanufacturing (in which the CRT may be separated from the rest of the monitor), recycling, and disposal practices existing in Florida or are used by municipalities and facilities in Florida. Information on the number, locations, capacities, and other limitations of facilities that handle CRTs have been collected. We also have obtained information on the costs and fees related to each of these disposal options. This data and information currently is being collected using electronic surveys and telephone and personal interviews

During Quarters 2-3, we worked closely with Jack Price and Raoul Clarke at the Florida Department of Environmental Protection (FDEP) to developing the surveys and interview questions so that a standard format may be used. See Appendix A for the three surveys circulated to 1) household hazardous waste (HHW) managers, 2) electronics recycling facilities, and 3) donation centers. The initial invitations to participate in the surveys were sent via email in February 2009 and again in March 2009. Mr. Price and Mr. Clarke at FDEP assisted with the distribution of the surveys to county HHW managers and electronics recycling facilities through listservs that they maintain.

Through spring 2009 round of surveys, we received responses from 13 HHW managers, 4 electronics recycling facility, and 1 donation center. Responses from 13 counties and 4 recycling centers and 1 donation center: Seminole (Jane Marshall), Hendry (Juan Guare), Pinellas (Joseph Fernandez), Sarasota (Lois Rose), Alachua (Kurt Seaburg), Broward (Karen Smith), Citrus (Owen Carney), Charlotte (Tim McMullen), Putnam (Nancy Jones), Escambia (Jim Howes), Leon (Cyndy Brantley), Orange (Odette Padron), Lee (Emory); Southeastern Data (Allan Jackson), Global EH&S (Steve Craig), Unicor Recycling (Kevin O'Hearn), A1 Assets (David Leavitt); Goodwill Big Bend (Randy Jones). We anticipated that one barrier to the data collection in this project is obtaining responses to the surveys. However, other tasks in this project use the survey data but do not rely solely on this data.

The spring 2009 survey data provides a snapshot of recent and current trends on the volume, and disposal rate of CRTs in Florida, as well as current management options. A detailed summary of the responses is provided in Appendix B. The results of the surveys provide a snapshot of recent and current trends on the volume, and disposal rate of CRTs in Florida, as well as current management options.

Of the 13 counties that responded to the survey, 4 have small populations (39,000-150,000 residents), 6 have mid-size populations (225,000-450,000 residents), and 3 have large populations (920,000-2 million residents). The most common method used by the counties for collecting discarded CRTs was drop-off locations at the main solid waste facilities and at satellite locations. Some counties held collection events, with a frequency ranging from once to 14 times a year. Only two counties have specific

curbside pick-up collection, one for the entire county and another for one city within the county. As expected, the majority of the CRTs received are from households (65-100%) while some counties accept items from businesses. Counties do not charge residents for the disposal of CRTs, although a few counties impose a limit on the number of items, while most counties charge a disposal fee for businesses that may vary depending on the type of item. Table 2 summarizes the quantity and distribution of CRTs received by the counties, recycling facilities, and donation centers; note that not all counties that responded provided data and that some counties reported quantities in number of items while others reported total pounds of CRTs received. The change in quantities received varied from county to county, with some reporting no or slight increases and a few reporting 50% or more increases in the recent months preceding the survey.

For the counties responding, all store and prepare the CRTs for shipment to a recycling facility, with most using in-state recyclers, and no counties demanufacture the CRTs themselves. The costs for CRT recycling varies for each county, ranging from $1-10 per unit, with the costs typically higher for TVs compared to computer monitors. A few counties have established agreements with the recyclers to not pay for disposal, with one receiving $0.01/lb for monitors sent to the recycler, since computer monitors often have a higher recycling value compared to TVs. Counties in general do not have capacity constraints for the storage and processing of CRTs for recycling.

Electronics recyclers receive their CRTs from municipalities, government offices, and businesses. Most also hold collection events in coordination with individual counties. The quantity of CRTs received by the recycling facilities responding to the survey varied significantly (Table 2) due to the size of the facilities. Because business contracts account for a large portion of the recyclers' businesses, they receive a larger amount of computer monitors compared to TVs. Recent trends varied among the responses, from no recent changes in the number of CRTs received to a 15-25% estimated increase; one recycler observed a "noticeable" decrease in the number of monitors received. Some recyclers charge $3-7 per monitor or TV received, while others charged by weight, $0.15-0.50/lb. The two recyclers who do not demanufacture on-site the CRTs charge more to receive TVs compared to computer monitors. The recyclers who demanufacture CRTs send components to various parts and materials recyclers in the eastern and Midwestern U.S. and Canada. With the exception of one facility, the recyclers who responded did not have capacity constraints for the processing of CRTs.

Table 2. Quantities of CRTs Received – 2009 Survey Results

Group	2007 CRTs Received	2008 CRTs Received	Distribution
Counties	3,500 - 25,000 units 117,000 - 750,000 lbs	6,000 - 25,000 units 155,000 - 660,000 lbs	20-70% monitors, 30-80% TVs
Electronics recyclers	6,500 - 365,000 units	7,500 - 174,000 units	60-99% monitors, 1-40% TVs
Donation centers	1.25 million lbs	1.75 million lbs	35% monitors, 65% TVs

In January 2010, we initiated a follow-up survey to HHWs and recycling centers. While this second survey was not part of our initial project plan, we felt that a follow-up after the June 2009 digital television signal conversion would provide additional useful information. The survey questions are similar to those asked during the spring 2009 surveys, with a focus on recent changes. The spring 2010 survey questions are detailed in Appendix C. We again worked with FDEP in the distribution of the survey. The deadline for responses to the survey is February 3, 2010, and responses will be compiled after this date to identify any changes in disposed CRT quantities and management practices during 2009.

Task 2: Estimate future volumes of discarded CRTs and required infrastructure.

The results of this task helps provide answers to the questions: "What are the trends in the volume of CRTs discarded in Florida expected in the near future; and will existing disposal and recycling facilities for CRT components be able to handle projected future volumes?"

A spreadsheet-based model using materials balance and flow modeling and analysis currently has been developed to track the life cycle of CRTs. The methodology in this task is based primarily on US EPA (2007) (Figure 1), while the approaches used in US EPA (2008) and Kang and Schoenung (2006) also were considered (Figures 2-3). The methodology used in the model developed in this research to track CRTs from when a consumer purchases a monitor or television (inflow) to when the consumer decides the item is no longer of use (outflow). Then the CRT may go into storage, to a second user (from donations or resellers), demanufacturing and recycling, and/or final disposal. This flow of CRTs is modeled over a period of 35 years in order to make projections on the volumes of discarded CRTs and the infrastructure required to handle the waste stream. The resulting projections form the base case for additional scenario analyses that are being conducted in Task 3b.

The modeling development completed in this task provides the framework for the analysis tool that may be used to identify critical infrastructure and areas that require enhanced public education in order for the state of Florida and municipalities to handle the CRT waste stream. Based on these CRT flow projections, an analysis of whether the existing handling, recycling, and disposal facilities would be able to handle the projected future volumes will be completed. Data collected in Task 1 is used in this analysis for comparison.

US EPA (2007, 2008) estimated disposal rates of electronics in the U.S. using data from two sources, market research data for sales and government statistics for sales, and found that resulting estimates are similar. We have estimated the duration the product is used; this also is known as the time for the product to reach end-of-life (EOL). The EOL estimates are based on data from the literature (including the EPA reports) and previous surveys. Efforts have be made to obtain data from both household and industry sectors.

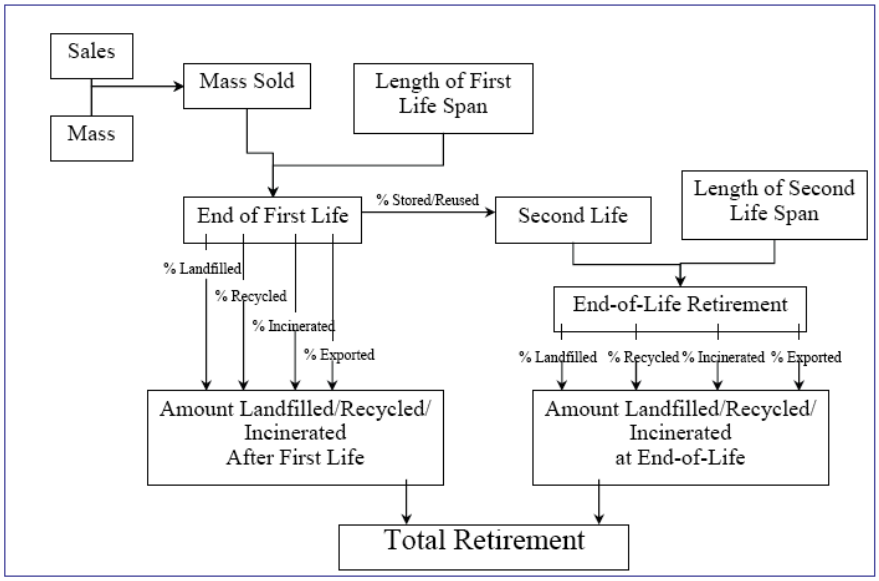

Figure 1. Electronic waste flow model framework (U.S. EPA, 2007)

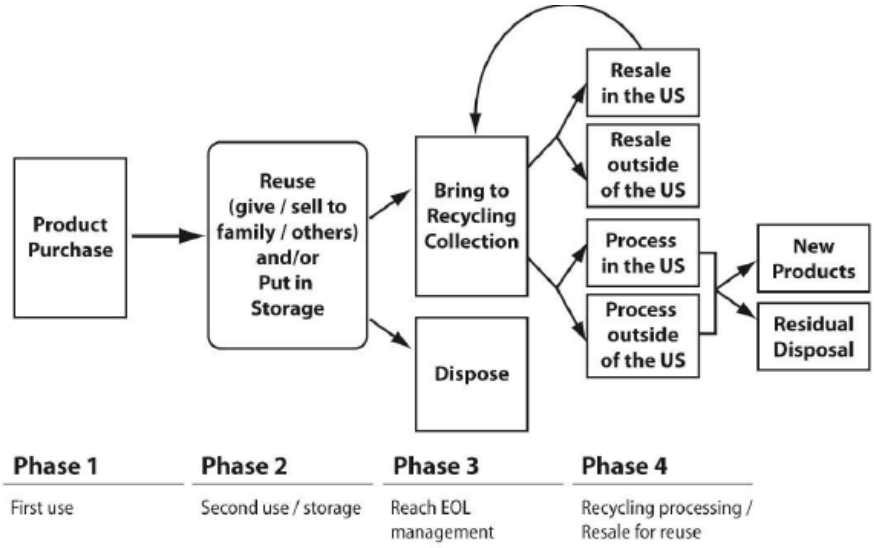

Figure 2. Framework for modeling product life cycle (US EPA, 2008)

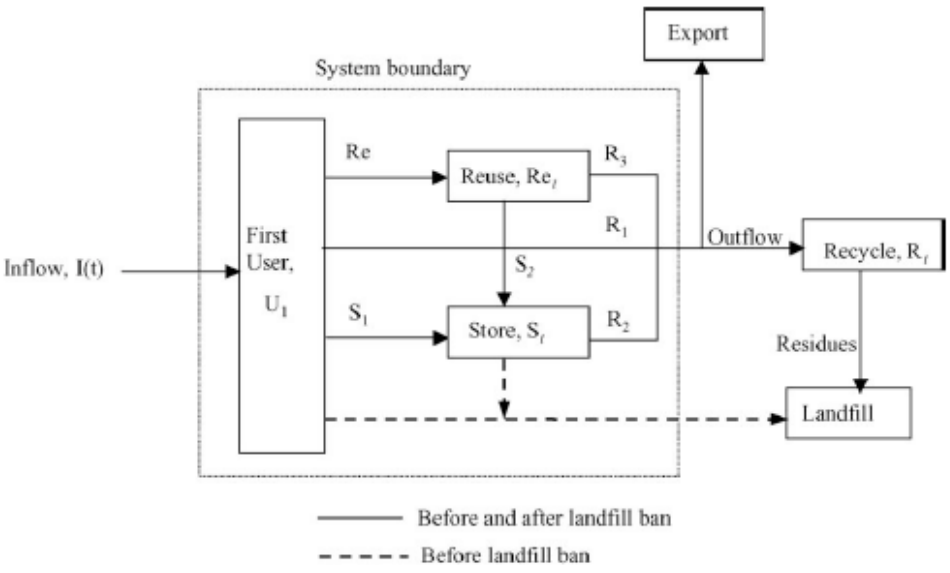

Figure 3. Time series electronic waste flow model (Kang and Schoenung, 2006)

Task 3: Develop analysis tool; analyze management options.

The development of the CRT disposal and reuse management tool involves several extensive steps. The first is the development of the framework and the underlying equations (Task 2). The framework for the analysis tools has been developed and the spreadsheet modeling and analysis tool has been completed.

Methodology

The overall approach is to track CRTs throughout their life cycle, from production to usage to recycling and disposal. A spreadsheet-based model using materials balance and flow modeling and analysis was developed to track the life cycle of CRTs. CRTs modeled include both CRT televisions as well as CRT computer monitors. The methodology was based primarily on the approach used in US EPA (2007). The model tracks CRTs from when a consumer purchases a monitor or television to when the consumer decides the item is no longer of use. Then the CRT may go into storage, to a second user (from donations or resellers), recycling, incinerator, or landfill, or may be exported. Of the quantity that is reused or stored, the CRT can later be recycled, landfilled, incinerated, or exported; these are second life quantities. This flow of CRTs was modeled over a 35-year period, from 1985-2020.

Estimates on the existing number of CRT television sets and computer monitors was made based on recent data from the U.S. census and Florida-specific sources. US EPA (2007, 2008) estimated disposal rates of electronics in the U.S. using data from two sources, market research data for sales and government statistics for sales, and found that resulting estimates are similar. Government sales data was used as the default input information for this model. The duration the product is used, which also is known as the time for the product to reach end-of-life (EOL), was estimated based on published information from the literature. A range of EOL durations was used in this model so that a CRT. The model provides suggested default values for the above described input data

but also allows for the user to change any or all of the information.

The model can be used to predict the overall future quantities of CRTs disposed as well as the distribution of future waste streams (for example to recycling, reuse, export). The tool also allows the user to analyze the effects of potential policies, such as banning landfill disposal of CRTs or mandating a specific of recycling rate.

Results

The results for an example case are presented here for demonstration purposes. The values and trends shown are not intended to be formal predictions of the quantities of CRTs disposed in Florida, and some of the assumed values used for this example problem may not be representative of the actual conditions.

The example case uses the default input data provided in the model, which are based on information reported in the literature. Sales data for CRT computer monitors and TVs (for both units <19" and >19") was from U.S. government statistics for 1985-2007. For the years 2008-2020, it was assumed that sales would be same as for 2007 to provide a conservative, worst-case scenario. The average weight of computer monitors, TVs < 19", and TVs >19" was assumed to be 50.5, 41, and 73 pounds, respectively; this is based on US EPA (2008). Florida's share of the total U.S. CRT sales was based on published data on the state's share of the US economy for 2004-2008; for 1985-2003 a value of 4.5-5.1% was assumed, and an average based on the previous 5 years' data was used for 2009-2020. For this example, the first EOL time for CRT computer monitors was assumed to 3 years for the entire modeled period and 6-12 years for CRT TVs; this is based on US EPA (2007). At the first EOL, it was assumed that of the total CRT computer monitors that are disposed during a given year, 25.9% will go to landfills, 8.7% are recycled, 0.7% are incinerated, 0% are exported, and 64.7% are stored or reused. For CRT TVs at the first life EOL, it was assumed that 29.4% go to landfills, 4.7% are recycled, 0.8% are incinerated, 0% are exported, and 65.10% are stored or reused. The values for second life (after reuse or storage) are different from those for fist life. The second EOL duration was assumed to be 1-22 years for monitors and 1-19 years for TVs. At the second EOL, 73.4% of monitors are assumed to be sent to landfills, 24.5% are recycled, and 2.1% are incinerated; for TVs, it was assumed that 84.2% are landfilled, 13.4% are recycled, and 2.4% are incinerated. In this example, it is assumed that the EOL durations and disposal distributions are the same for all years of the model. However, the model has the capability to use different input values for each year included in the model.

Figure 4 summarizes the total weights (in thousands of tons) of CRT computer monitors and TVs that would be disposed during 2005-2020 for this example case. Because the amount of CRT computer monitors sold has decreased in recent years, it is expected that less will be seen in the waste stream. Figures 5 shows the weights of monitors and TVs that would be recycled based on the assumed values described above. For this example, based on the assumed values used, the trend for the recycling for monitors is similar to the total amounts (Figures 4-5), while the weight of TVs recycled would be a smaller proportion compared to monitors (Figure 5).

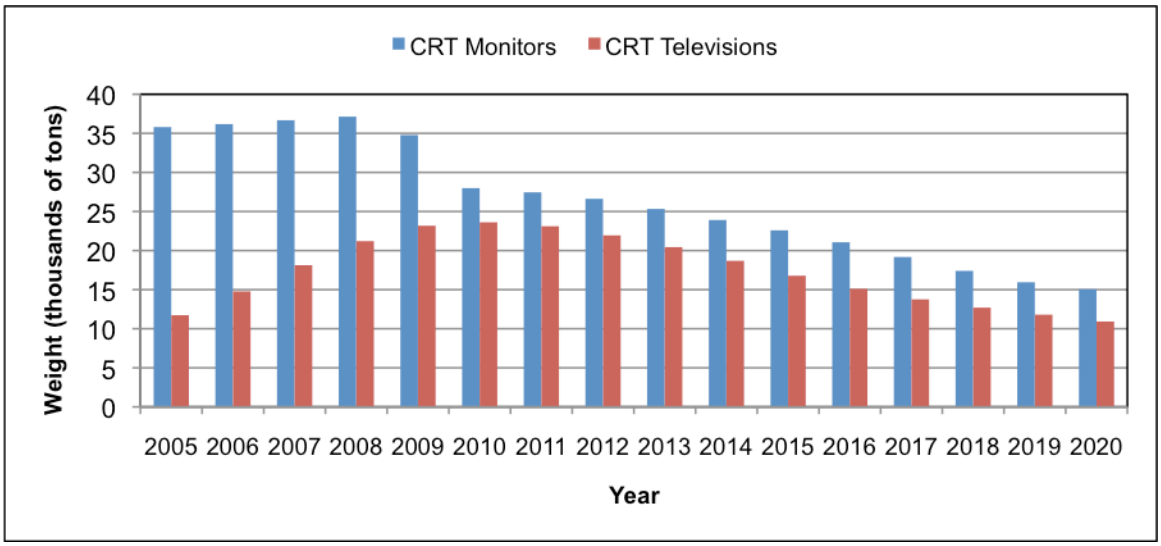

Figure 4. Example results for total weight of CRTs disposed to all waste streams

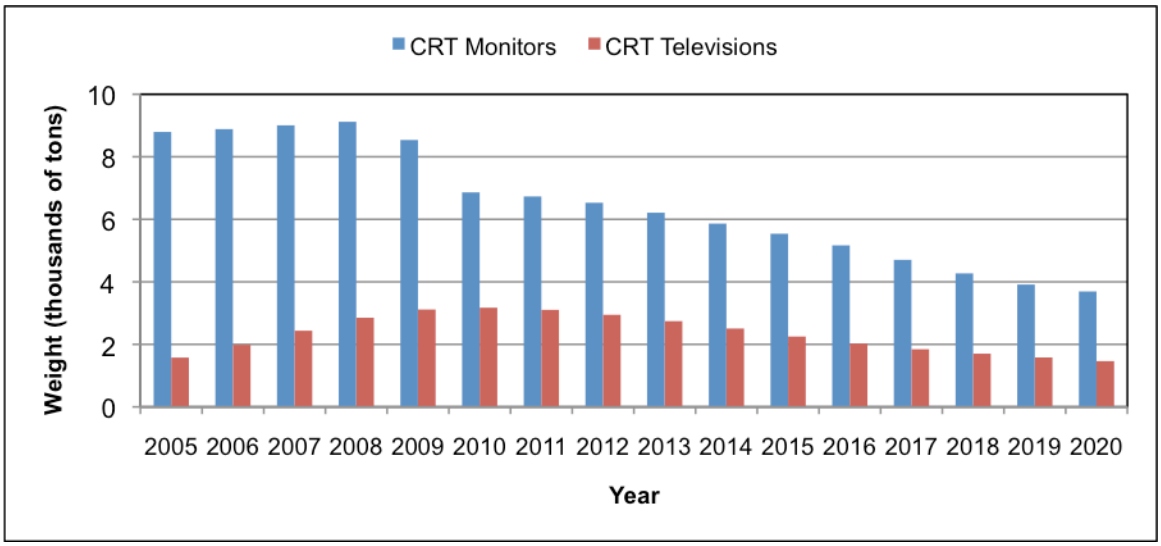

Figure 5. Example results of the weight of CRTs recycled

We currently are analyzing different scenarios, based on the above base case, to identify the effects of input data, consumer practices, and disposal management practices and policies on the CRT quantities and flow. For example, we have modeled scenarios that vary the distribution to the different disposal options and/or the EOL durations. The results of these scenarios will be presented in detail in the final draft report and summarized in the second TAG meeting, which will be scheduled in February 2010. The data collected in Task 1 will be compared to the estimates on the future CRT waste stream from the model. These results will form the basis for recommendations to CRT disposal management options.

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Appendix A – Surveys on CRT Recycling (Spring 2009)

The following surveys were sent to county household hazardous waste managers, recycling center managers, and donation centers during spring 2009.

Survey to County Household Hazardous Waste Managers on CRT Recycling

Note: If you do not have actual data or percentages, please provide your best estimates and note this in your responses.

1) Method of CRT collection:
   a) How are CRTs collected: Curbside pick-up? Drop-off centers? Collection events? Other (please explain)?
   b) How many (or weight or percentage) from each collection source? What is the frequency of each collection source?
   c) Do you collect from private citizens only or can small businesses participate?
   d) What are the fees or incentives, if any, for participants?

2) Volume of CRTs received:
   a) How many (quantity or weight) CRTs have you received annually during the last 2 years? If you have monthly data or data going back to previous years, please include.
   b) How many (or %) are televisions vs. computer monitors?
   c) How many (or %) are from households? From small businesses? From donation centers? Other sources?

3) Has there been any significant change in the amount of CRTs received in the recent months?
   a) If yes, have you seen an increase or decrease? By how much?
   b) In your opinion, what do you think the reasons are for this change? Analog to digital TV signal conversion on February 17, 2009? Seasonal/events such as Christmas and Super Bowl? Other? Do you expect this trend to continue?

4) Processing CRTs:
   a) Please describe how the CRTs are processed (stored, sorted, recycled).
   b) Are any CRTs disposed rather than recycled? If so, why and how many (or %)?
   c) Where are they sent for recycling? What is the frequency of shipments (weekly, monthly, quarterly, upon request)? What volume (quantity or weight) is sent?
   d) What is the cost of processing (handling, transportation, recycling fees, etc.)?

5) What is your collection capacity (i.e., limits on the number of CRTs that may be received and/or processed per week or month due to storage, handling, etc.)?

6) Although not directly related to CRT management, we are interested in other electronics that you may receive. How many (quantity or weight) computers have you received annually during the last 2 years? Please specify for desktop vs. laptops.

Survey to Electronics Recycling Centers on CRT Recycling

Note: If you do not have actual data or percentages, please provide your best estimates and note this in your responses.

1) How are CRTs collected - Personal drop-off? Collection events? Municipal agreements/contracts? Commercial business accounts?

2) Volume of CRTs received:
   a) How many (quantity or weight) CRTs have you received annually during the last 2 years? If you have monthly data or data going back to previous years, please include.
   b) How many (or %) are televisions vs. computer monitors?
   c) How many (or %) are from households? Commercial? Donation centers? Other sources?

3) Has there been any significant change in the amount of CRTs received in the recent months?
   a) If yes, have you seen an increase or decrease? By how much?
   b) In your opinion, what do you think the reasons are for this change? Analog to digital TV signal conversion on February 17, 2009? Seasonal/events such as Christmas and Super Bowl? Other? Do you expect this trend to continue?

4) Requirements for incoming CRTs:
   a) Must they be disassembled? Or do you demanufacture at your facility?
   b) Are there minimum/maximum quantity requirements? If so, please describe.

5) What are your fees for receiving CRTs?

6) Process for recycling or demanufacturing CRTs at your facility:
   a) Please describe how the CRTs are recycled or demanufactured. What components or materials are separated?
   b) Are any items sent to landfills? If so, which items and how many?

7) Where are the following parts or materials sent? Please specify and to which state or country they are sent and to the type of facility (such as lead smelter; glass, metals, or plastics recycler; or electronics manufacturer).
   a) Leaded glass
   b) Cones
   c) Electron guns
   d) Circuit boards
   e) Cables
   f) Metals (steel, etc.)
   g) Plastics

8) Capacity:
   a) What is your collection capacity (i.e., limits on the number of CRTs that may be received per day, week, etc. due to storage availability)?
   b) What is your processing capacity per day or week? Please specify the constraints.

9) Although not directly related to CRT management, we are interested in other electronics that you may receive. How many (quantity or weight) computers have you received annually during the last 2 years? Please specify for desktop vs. laptops.

Survey to Donation Centers on CRT Management

Note: If you do not have actual data or percentages, please provide your best estimates and note this in your responses.

1) How are CRTs collected?

2) Volume of CRTs received:
   a) How many (quantity or weight) CRTs have you received annually during the last 2 years? If you have monthly data or data going back to previous years, please include.
   b) How many (or %) are televisions vs. computer monitors?
   a) Distribution (quantity or %) of CRTs collected - Residential? Commercial? Municipal?

3) Has there been any significant change in the amount of CRTs received in the recent months?
   a) If yes, have you seen an increase or decrease? By how much?
   b) In your opinion, what do you think are the reasons for this change? Analog to digital TV signal conversion on February 17, 2009? Seasonal/events such as Christmas and Super Bowl? Other? Do you expect this trend to continue?

4) Processing CRTs:
   a) Please describe how the CRTs are processed (stored, sorted, recycled).
   b) Are any CRTs disposed rather than recycled? If so, why and how many (or %)?
   c) Where are they sent? What volume (quantity or weight) is sent?
   d) What is the cost of processing (handling, transportation, recycling fees, etc.)?

5) What is your collection capacity (i.e., limits on the number of CRTs that may be received and/or processed per week or month due to storage, handling, etc.)?

6) Although not directly related to CRT management, we are interested in other electronics that you may receive. How many (quantity or weight) computers have you received annually during the last 2 years? Please specify for desktop

Appendix B – Detailed Summary of Spring 2009 Survey Responses

The following summarizes the responses to the initial surveys provided by hazardous waste managers, recycling facility managers, and donation centers.

Appendix C – Follow-up Surveys on CRT Recycling (Spring 2010)

The following surveys were sent to county household hazardous waste managers and recycling center managers during spring 2010.

Follow-up Survey on CRT Recycling to County Household Hazardous Waste Managers

Note: If you do not have actual data or percentages, please provide your best estimates and note this in your responses.

1) Method of CRT collection:
   If you had answered this survey during spring 2009, please let us know how any of the following have changed in the past year. If this is the first time you have responded to our surveys, please provide information for items (a)-(d) below.
   a) How are CRTs collected: Curbside pick-up? Drop-off centers? Collection events? Other (please explain)?
   b) How many (or weight or percentage) from each collection source? What is the frequency of each collection source?
   c) Do you collect from private citizens only or can small businesses participate?
   d) What are the fees or incentives, if any, for participants?

2) Volume of CRTs received:
   If you had answered this survey during spring 2009, please let us know how any of the following have changed in the past year. If this is the first time you have responded to our surveys, please provide information for items (a)-(c) below.
   a) How many (quantity or weight) CRTs have you received annually during the last 2 years (2009, 2008)? If you have monthly data or data going back to previous years, please include.
   b) How many (or %) are televisions vs. computer monitors?
   c) How many (or %) are from households? From small businesses? From donation centers? Other sources?

3) Has there been any significant change in the amount of CRTs received in the past six (6) months?
   a) If yes, have you seen an increase or decrease? By how much?
   b) In your opinion, what do you think the reasons are for this change? Analog to digital TV signal conversion on June 12, 2009? Seasonal/events such as Christmas and Super Bowl? Other? Do you expect this trend to continue?

4) Processing CRTs:
   If you had answered this survey during spring 2009, please let us know how any of the following have changed in the past year. If this is the first time you have responded to our surveys, please provide information for items (a)-(d) below.
   a) Please describe how the CRTs are processed (stored, sorted, recycled).
   b) Are any CRTs disposed rather than recycled? If so, why and how many (or %)?

c) Where are they sent for recycling? What is the frequency of shipments (weekly, monthly, quarterly, upon request)? What volume (quantity or weight) is sent?
d) What is the cost of processing (handling, transportation, recycling fees, etc.)?

5) What is your collection capacity (i.e., limits on the number of CRTs that may be received and/or processed per week or month due to storage, handling, etc.)? Has this changed in the past year?

6) Although not directly related to CRT management, we are interested in other electronics that you may receive. How many (quantity or weight) computers have you received annually during the last 2 years (2009, 2008)? Please specify for desktop vs. laptops.

Follow-up Survey on CRT Recycling to Electronics Recycling Centers
Note: If you do not have actual data or percentages, please provide your best estimates and note this in your responses.

1) How are CRTs collected - Personal drop-off? Collection events? Municipal agreements/contracts? Commercial business accounts?

2) Volume of CRTs received:
   a) How many (quantity or weight) CRTs have you received annually during the last 2 years (2009, 2008)? If you have monthly data or data going back to previous years, please include.
   b) How many (or %) are televisions vs. computer monitors?
   c) How many (or %) are from households? Commercial? Donation centers? Other sources?

3) Has there been any significant change in the amount of CRTs received in the past six (6) months?
   a) If yes, have you seen an increase or decrease? By how much?
   b) In your opinion, what do you think the reasons are for this change? Analog to digital TV signal conversion on June 12, 2009? Seasonal/events such as Christmas and Super Bowl? Other? Do you expect this trend to continue?

4) Requirements for incoming CRTs:
   If you had answered this survey during spring 2009, please let us know how any of the following have changed in the past year. If this is the first time you have responded to our surveys, please provide information for items (a)-(b) below
   a) Must they be disassembled? Or do you demanufacture at your facility?
   b) Are there minimum/maximum quantity requirements? If so, please describe.

5) What are your fees for receiving CRTs?

6) Process for recycling or demanufacturing CRTs at your facility:
   If you had answered this survey during spring 2009, please let us know how any of the following have changed in the past year. If this is the first time you have responded to our surveys, please provide information for items (a)-(b) below.
   a) Please describe how the CRTs are recycled or demanufactured. What components or materials are separated?
   b) Are any items sent to landfills? If so, which items and how many?

7) Where are the following parts or materials sent? Please specify and to which state or country they are sent and to the type of facility (such as lead smelter; glass, metals, or plastics recycler; or electronics manufacturer).
   If you had answered this survey during spring 2009, please let us know how any of the following have changed in the past year. If this is the first time you have responded to our surveys, please provide information for items (a)-(g) below.
   a) Leaded glass

b) Cones
c) Electron guns
d) Circuit boards
e) Cables
f) Metals (steel, etc.)
g) Plastics

8) Capacity:
   a) What is your collection capacity (i.e., limits on the number of CRTs that may be received per day, week, etc. due to storage availability)?
   b) What is your processing capacity per day or week? Please specify the constraints.
   c) Has any of this changed in the past year?

9) Although not directly related to CRT management, we are interested in other electronics that you may receive. How many (quantity or weight) computers have you received annually during the last 2 years (2009, 2008)? Please specify for desktop vs. laptops.