



GreenWaste Recovery, Inc.

610 E. Gish Rd
San Jose, CA 95112
(650) 568-9900

Annual Report

January -December 2021

TOWN OF LOS ALTOS HILLS

Mixed Compostables, Recyclables and Yard Trimmings Franchise Agreement



January 28, 2022

Peter Pirnejad
26379 Fremont Road
Los Altos Hills, CA 94022

Dear Mr. Pirnejad,
Herein you will find the Annual Report for January- December 2021, as required by the Franchise Agreement Between the Town of Los Altos Hills and GreenWaste Recovery, Inc. for Collection and Processing of Mixed Compostables, Recyclable Materials and Yard Trimmings.

The sections of the report are detailed on the following tabs as follows:

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It has been a pleasure to serve the Town of Los Altos Hills and its residents. We look forward to continuing to service the Town of Los Altos Hills. Please advise if you have any questions regarding this report.

Sincerely,

Ereida Atayde
Customer Service & Outreach Manager
(408) 938-4925
eatayde@greenwaste.com



Annual Summary

Town Diversion & Tonnage Summary 2021

	Q1			Q2			Q3			Q4		
	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled
Curbside RECY 1	305.27	96.16	209.11	309.8	97.59	212.21	327.42	65.48	261.94	289.68	57.94	231.74
Curbside RECY 2	60.37	28.57	31.8	41.68	19.72	21.96	3.46	1.25	2.21	66.18	23.84	42.34
Curbside RECY 3	0	0	0	7.18	4.39	2.79	1.34	0.59	0.75	1.21	0.53	0.68
Curbside RECY 4	0	0	0	0	0	0	0	0	0	0	0	0
Office RECY 1	0	0	0	0.66	0.21	0.45	0	0	0	0	0	0
Office RECY 2	4.5	2.13	2.37	6.28	2.97	3.31	6.65	2.4	4.25	7.98	2.87	5.11
Electronics	2.38	0.48	1.9	0	0	0	4.1	0.82	3.28	2.9	0.58	2.32
Metal	2.95	0.03	2.92	0	0	0	4.33	0.04	4.29	3.05	0.03	3.02
Processed Compostables 2	1095.33	568.04	527.29	931.24	482.94	448.3	820.72	331.49	489.23	912.88	368.71	544.17
Trash/MSW	0	0	0	0	0	0	77.69	31.38	46.31	64.73	26.14	38.59
Yard waste - in	552.16	10.93	541.23	612.58	12.13	600.45	552.57	5.53	547.04	743.1	7.43	735.67
Quarter Tonnage Total	2022.96	706.34	1316.62	1909.42	619.95	1289.47	1798.28	438.98	1359.3	2091.71	488.07	1603.64
Quarter Diversion Rate		65.08%			67.53%			75.59%			76.67%	



Sale of Recyclable Materials

Town Diversion & Tonnage Summary 2021

CalRecycle was authorized by lawmakers this fall to provide up to \$10 million in Quality Incentive Payments (QIPs) to recycling facilities producing ultra-clean PET bales this year. Previously, statutes limited regulators to providing QIPs to recycling companies cleaning up and color-sorting post-consumer glass bottles. CalRecycle can provide payments for PET loads that contain up to 2% PET thermoforms and other contaminants. The authorization to spend the money from the California Beverage Container Recycling Fund covers the 2021-22 fiscal year (July 1, 2021 through June 30, 2022). While GreenWaste has been producing these ultra-clean bales for years, this program will likely change the recycling percentages for many processors.

GreenWaste was awarded a grant, the Recycling Partnership, to reclaim PP from our MSW line since that grade was no longer marketable.

COVID-19 cases continue to interrupt to the supply chain, which impacts processing facilities. Replacement parts for the MRF have been difficult to acquire. For example, baler wire is scarce, therefore straps need to be used sparingly.

Commodity pricing continues to drop while demand is soars, and overbookings and cancellations at the Port of Oakland are causing delays in the shipment of commodities. The recent rain has brought on moisture content problems, predominantly in fiber, resulting in a greater share of fiber being directed to landfill rather than directed to processors for recycling.

	Sale of Recyclables Materials
Quarter 1	375.47
Quarter 2	358.66
Quarter 3	332.22
Quarter 4	357.07
Total:	1423.42



Contaminants

During 2021, GreenWaste collected **1151.79** tons of recyclables. Of the recycling tons collected, **398.7** tons were contaminants. All contaminants were removed, mixed with our garbage, and transported to Newby Island Landfill located at 1601 Dixon Landing Rd, Milpitas, CA 95035.

	Contaminants
Quarter 1	127.37
Quarter 2	121.7
Quarter 3	67.32
Quarter 4	82.31
Total:	398.7



Problems Encountered

To our knowledge, there was no problem encountered or scavenging occurring during the 2021 year to report to the Town of Los Altos Hills.

GreenWaste issued a total of **1528** non-collection notices in 2021 to residents for an incorrect set out, carts blocked, issue with gates or codes, contamination, extras not scheduled, incorrect container used, refilled cart, didn't set out on time or containers overfilled or too heavy.

	Non-Collection Notices
Quarter 1	443
Quarter 2	288
Quarter 3	303
Quarter 4	494
Total:	1528



Public Education Activities

In 2021, GreenWaste Recovery, Inc. focused on improved service and safety to the residents of the Town of Los Altos Hills. We will continue to implement innovative programs to keep residents informed of the services offered by GreenWaste Recovery, Inc.

Quarterly Bill Inserts/Direct Mailers

The 2021 GreenScene Newsletters were mailed out to all residents along with the February, May, August, and November invoices.

The Spring topics included composting information and education, plastic bags, how material should be placed in your carts, a Keep It Clean tip, and keeping your cart lids completely closed to help keep material clean and dry.

Summer topics included keeping cool while saving energy in the summer, and spring cleaning tips.

The Fall and Winter newsletters highlighted SB 1383 information with a focus on GreenWaste processing and food waste reduction. The holiday collection schedule and extra services available were also included.

Clean-up day postcards were sent out prior to the Clean-ups scheduled for March 27th, July 24th and October 23rd. It included social distancing protocols, acceptable and unacceptable materials and other available programs.

The Fire Prevention Flyers for 2022 were also sent out and residents received them in early December 2021.

Updates to GreenWaste website

Throughout the year, GreenWaste updated the Town of Los Altos Hills's webpage to keep content current with important updates on health and safety information related to COVID-19. Monthly blog posts were added to our website. The blog posts included driver features, upcoming laws and regulations, and holiday shopping and sorting tips. Other blog posts included information regarding food waste reduction and carpet recycling. A resource webpage was launched. The resource page included our webinar archive, HHW & sharps disposal, Save the Food resources, California recycled content finder, reuse resources and blog post. An updated Sustainability Report was added with information on greenhouse gas emission, facility upgrades, community involvement and accomplishments for our family of companies.

Youth Education Programs

A Virtual Education Program utilizing the GreenWaste Children's Book is available to share with the Town's younger audience. The book teaches kids about friendship, the GreenWaste MRF, anti-litter, compost, and the importance of recycling.

Social Media

GreenWaste continued to post and share content on all our social media platforms regarding collection vehicles, processing equipment, sorting tips, holiday reminders and COVID-19 awareness. Waste and Recycling Workers Week, and the new Reuse webpage were promoted. GreenWaste social media featured posts on food waste reduction, webinar announcement, carpet recycling facts, what goes where relevant to holidays, and recycling best practices.

Special Events

Our first sorting webinar happened on August 20, 2021, where GreenWaste presented sorting best practices and recovery that takes place for each waste stream. A recording is available on our website.

On October 12, 2021 we participated in the Touch a Truck Event. We brought a side loader and demonstrated how the truck empties out the carts. Residents and their kids also had the opportunity to sit in the truck and take pictures. We gave out coloring books, beach balls, stickers and pencils.

We were able to hold all our Clean-up events as scheduled and COVID-19 procedures were in place throughout all the events.

COVID-19 has continued to cause an interruption to normal Public Education and Outreach efforts. We have worked hard, with the support of the Town, to find effective alternatives to perform Outreach and educate the community. We are always available over the phone or email to educate, answer questions and address any issues that our community has. We have created various tools and resources and made them available on our website and shared them on social media. From our Virtual Children's Youth Program, a Virtual MRF Tour and keeping our website and social media up to date, we make sure to keep resources updated and readily available. With the support of the Town, we were able to safely coordinate and host neighborhood clean-up events with social distancing and safety protocols in place. In addition to the virtual resources available, Outreach staff has been available via phone call and/or email to assist residents with any questions or concerns they had regarding recycling and proper practices. We do our best to stay engaged with our community even with the interruptions caused by COVID-19.



Telephone Log

In 2021, GreenWaste received **3420** calls and **32** complaints regarding issue with incorrect set out, driver not closing the lids after collection, disputing drive-on or walk-on charges and all were resolved within 24-hours.

	Complaints	No. of Calls
Quarter 1	0	708
Quarter 2	17	843
Quarter 3	11	946
Quarter 4	4	923
Total:	32	3420



New Recipients

In 2021, GreenWaste setup **197** new customer accounts. A breakdown by year and by month is below:

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Jan	10	14	11	12	10	8	8	6	9	6
Feb	5	17	19	19	8	10	10	4	4	12
Mar	12	9	17	25	6	4	5	5	9	16
Apr	8	21	20	22	14	7	12	5	7	14
May	16	40	21	8	9	10	15	15	9	18
Jun	21	23	36	17	14	24	16	14	13	24
Jul	24	27	21	15	13	6	11	13	14	25
Aug	17	27	30	9	8	14	12	7	19	20
Sep	16	10	28	9	16	18	9	7	13	16
Oct	16	6	40	28	14	9	7	7	7	12
Nov	10	8	24	8	2	12	5	6	13	21
Dec	9	11	17	11	5	11	8	4	18	13
Total:	164	213	284	183	119	133	118	93	135	197



Missed Pickups

GreenWaste reported **183** missed collection on mixed compostables, recyclables or yard trimmings in 2021. All missed pickups were collected within 24-hours of being reported and in most cases, due to an incorrect set out. A breakdown by month is below:

	Missed Pick-ups
21-Jan	19
21-Feb	4
21-Mar	15
21-Apr	11
21-May	26
21-Jun	19
21-Jul	23
21-Aug	13
21-Sep	8
21-Oct	20
21-Nov	14
21-Dec	11
Total:	183



Town-Wide Clean-Ups

In 2021, three Town Clean-up events were held. The events ran smoothly without issues. A lot of preparation and coordination was needed to ensure a safe event and we were able to achieve that with the cooperation and support from the Town of Los Altos Hills. Social distancing and safety protocols were in place and GreenWaste provided additional signage throughout the event site to help keep staff and the community safe. The residents who participated in the clean-up events were respectful of the guidelines and were understanding about a slower process.

Event Summary

Date: 3/27/2021
Car Count: 501
Trash tons collected: 60.05
Metal tons collected: 2.95
E-waste tons collected: 2.38

Date: 7/24/2021
Car Count: 745
Trash tons collected: 77.69
Metal tons collected: 4.33
E-waste tons collected: 4.1

Date: 10/23/2021
Car Count: 737
Trash tons collected: 57.05
Metal tons collected: 3.05
E-waste tons collected: 2.9

Location: Foothill College Lot 6, 12345 El Monte Rd. Los Altos Hills, CA
Hours: 9am-3pm

GreenWaste followed the Social Distancing Protocol:

- Residents were to remain in their vehicles with windows rolled up and show their postcard or proof of residency through car window
- Staff held smaller signs attached to clipboards to help aid and communicate with residents
- Staff was required to wear face coverings the entire event

- Staff suggested (with signs) to residents to wipe down any portion of their vehicle staff may have touched, after the event
- Advised residents the process will be slower due to safety precautions