



Quarterly Report

January-March 2018

Town of Los Altos Hills Refuse, Recyclables and Yard Trimmings Contract



April 24, 2018

Carl Cahill
Town of Los Altos Hills
26379 Fremont Road
Los Altos Hills, CA 94022

Dear Mr. Cahill,

Enclosed is the report for January-March 2018, as required by the Collection of Garbage, Recyclables and Yard Trimmings Agreement between the Town of Los Altos Hills and GreenWaste Recovery, Inc.

The following are highlights of this report:

1. Quarterly Summary
2. Sales of Recyclables Materials
3. Contaminants
4. Problems Encountered
5. Public Education Activities
6. Telephone Log
7. New Service Recipients
8. Missed Pickups

It has been a pleasure servicing the Town of Los Altos Hills and its residents. We're pleased with the positive response we have had from the residents and look forward to continuing to service the Town of Los Altos Hills.

Sincerely,

Valerie Chavez
GreenWaste Recovery, Inc.
Direct: (408) 938-4925
Email: vale@greenwaste.com

Town of Los Altos Hills 2018 GreenWaste Refuge and Recyclable Collections

Month	Curbside Collection						Miscellaneous Collections				Summary				Miscellaneous		
	Single Stream			Garbage + Yardwaste			Debris Box		Clean Up Day Collections		Total Generated	Total Recycled	Total Recycled	Total Landfill	Motor Oil	GHG Reduct'n	Bio Diesel
	Total (Tons)	Recycled (%)	Recycled (tons)	Total (Tons)	Recycled (%)	Recycled (tons)	Total (Tons)	Recycled (%)	Total (Tons)	Recycled (Tons)	(Tons)	(Tons)	(%)	(Tons)	(Gal)	CO2 (Tons)	(Gal)
Jan	163.37	99.30	162.23	558.13	96.97	541.22	178.31	77.61	0.00	0.00	899.8	841.8	93.6	58.0	24	0	2340.0
Feb	130.26	99.30	129.35	426.55	96.97	413.63	171.00	76.85	0.00	0.00	727.8	674.4	92.7	53.4	9	0	2101.0
Mar	151.34	99.30	150.28	495.24	96.97	480.23	176.11	75.00	0.00	0.00	822.7	762.6	92.7	60.1	23	0	2177.0
Q1 total	444.97	99.30	441.86	1479.92	96.97	1435.08	525.42	76.49	0.00	0.00	2450.3	2278.8	93.0	171.5	56.0	0.0	6618.0
Apr		99.30	0.00		96.97	0.00					0.0	0.0	#DIV/0!	0.0		0	
May		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/0!	0.0		0	
Jun		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/0!	0.0		0	
Q2 total	0.00	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	0.00	87.00	0.0	0.0	#DIV/0!	0.0	0.0	0.0	0.0
Jul		99.30	0.00		96.97	0.00					0.0	0.0	#DIV/0!	0.0		0	
Aug		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/0!	0.0		0	
Sep		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/0!	0.0		0	
Q3 total	0.00	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	0.00	#DIV/0!	0.0	0.0	#DIV/0!	0.0	0.0	0.0	0.0
Oct		99.30	0.00		96.97	0.00					0.0	0.0	#DIV/0!	0.0		0	
Nov		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/0!	0.0		0	
Dec		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/0!	0.0		0	
Q4 total	0.00	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	0.00	#DIV/0!	0.0	0.0	#DIV/0!	0.0	0.0	0.0	0.0
Totals	444.97	99.30	441.86	1479.92	96.97	1435.08	525.42	76.49	0.00	#DIV/0!	2450.3	2278.8	#DIV/0!	171.5	56.0	0.0	6618.0

1. QUARTERLY SUMMARY

Los Altos Hills Compostable and Recycling Collections Summary

	Compostable (Garbage & Yard Trimmings)		Recycling	
	Tons Collected	Tons Recycled	Tons Collected	Tons Recycled
Jan-18	558.13	541.22	163.37	162.23
Feb-18	426.55	413.63	130.26	129.35
Mar-18	495.24	480.23	151.34	150.28
	1479.92	1435.08	444.97	441.86

During the first quarter, GreenWaste collected **1,479.92** tons of compostable, which 96.97% were recycled and collected **444.97** recyclables which 99.30% were recycled. All materials were transported to the GreenWaste Recovery, Inc. MRF located at 625 Charles St. in San Jose.

During the first quarter of 2018, GWR performed street sweeping to the Town of Los Altos Hills and the amount of residual collected was **4.92** tons.

2. SALES OF RECYCLABLES MATERIALS

GreenWaste Recovery collected **444.97** tons of recyclables in the first quarter. All recyclables were sorted by categories: film plastic, HDPE Mix 2-7, steel can, mixed paper, OCC, rigid plastic, HDPE natural, HDPE color, aluminum cans, scrap aluminum foil and PET. Collected recyclables were processed and sold.

3. CONTAMINANTS

During October-December, GreenWaste collected **444.97** tons of recyclables. Of the recyclables collected, GreenWaste experienced about **5% or less** in contaminants. All contaminants were removed, mixed with our garbage and transported to Newby Island Landfill located at 1601 Dixon Landing Rd, Milpitas, CA 95035.

5. PUBLIC EDUCATION ACTIVITIES AND OUTREACH

During January-March 2018, GreenWaste Recovery focused on improved service 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.

To continue to increase recycling rates, GreenWaste intends the following outreach plan for 2018.

2018 Outreach Schedule
Quarterly Bill Inserts/Direct Mailers
Town Newsletters <ul style="list-style-type: none">The Spring 2018 GreenScene newsletter was distributed to all residents and included in the February 1 invoices.
Recycling Guides mailed to new accounts
Updates to GreenWaste Website
Compost Giveaways
Town Wide Clean-ups
Fire Prevention Clean-ups <ul style="list-style-type: none">1/20/18 – collected 11.96 tons with 23 participants.2/17/18 – collected 7.70 tons with 20 participants.3/17/18 – collected 5.97 tons with 15 participants.
Youth Education Programs
Facility Tours <ul style="list-style-type: none">2/26/18 – CalRecycle Annual Site Visit (including Town Staff), 10AM to 2PM, total of 3 attendees.3/9/18 – Spring MRF tour for 5 Los Altos Hills residents between 9AM-10AM.

All outreach pieces for this quarter are attached to the end of the report.



What can I compost?

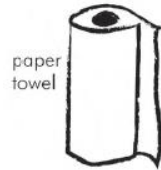
Help Captain GreenWaste by coloring the items below that can be made into compost.



glass jar



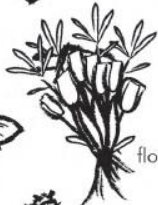
pizza box



paper towel



fish



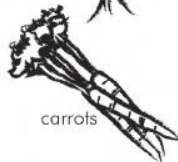
flowers



coffee filter and grounds



banana peel



carrots



soda can



compost: banana peel, fish, pizza box, paper towel, coffee filter and grounds, carrots, flowers

GREENSCENE

SPOTLIGHT ON YOUR COMPOSTABLES CART

SPRING CLEANING TIPS + SERVICES

UPCOMING EVENTS

CAPTAIN GREENWASTE AND THE KIDS



PAY ONLINE

To access our new online payment portal you can go to:

www.greenwaste.com

or

<https://portal.greenwaste.com>

to enter the site directly.



MAIL IT

Remit your payment to:

GreenWaste Recovery, Inc.
P.O. Box 11089
San Jose, CA 95103-1089

Please include your payment stub and make sure to write your Customer ID on the check.



CONTACT US

Payments can be made over the phone Monday through Friday from 8 AM - 6 PM

650.947.4994 | phone
800.944.4388 | toll-free



DELIVER IT

Bring your payment to our Berger Drive office. We accept payments Monday through Friday from 8 AM - 5 PM.

1500 Berger Drive
San Jose, CA 95112

GreenWaste Recovery, Inc., 1500 Berger Drive, San Jose, CA 95112

650.947.4994

www.greenwaste.com



SPOTLIGHT ON: YOUR COMPOSTABLES CART

Did you know that 20 to 30 percent of what is thrown away can be recycled in your curbside compostables cart? Today we are shining the spotlight on your green compostables cart and sharing a few of the many benefits of using your compostables cart.

1 MAKES COMPOST.

Compostables placed in the compostables cart are made into high-quality soil amendment which is used to enrich soil in parks, farms, and homes.

2 LESS GARBAGE IN LANDFILLS.

By keeping compostables out of the garbage, you are keeping them out of the landfill. This is not only safer for the environment but can also help save valuable space in our landfills.



3 LESS POLLUTANTS.

When compostables are sent to a landfill, they break down and produce greenhouse gases, such as methane. By using your curbside compostables cart you are avoiding the generation of greenhouse gases and protecting the environment.

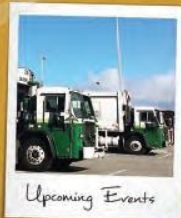
4 LOWER YOUR GARBAGE BILL.

By increasing your compostables, you may be able to down-size your garbage cart and your utility bill.

A QUICK COMPOSTABLES REFERENCE GUIDE



FOOD WASTE | FOOD SOILED PAPER | YARD WASTE | COMPOSTABLE PLASTIC



**Town of Los Altos Hills
Neighborhood Clean-up***
Saturday, April 28th 9 AM – 3 PM
Foothill College Parking Lot 6
*Limited to Town of Los Altos Hills Residents

You will also receive a separate clean-up notice by mail. Proof of residency is required. The clean-up notice mailed to you or a copy of your most recent GreenWaste invoice must be presented in order to use the bins. Please refer to the clean-up notice for a complete listing of acceptable and unacceptable items.

**Fire Prevention
Yard Trimming Clean-Up Events**
Saturday, February 17th, March 17th, April 21st
All events are held between 9 AM – 2 PM
Foothill College Parking Lot 6

Yard trimmings must be less than 6 inches in diameter and less than 4 feet long to be accepted. Please, NO large stumps or tree trunks.

You may access a 2018 Fire Prevention Clean-up schedule online by visiting www.greenwaste.com/outreach or call Customer Service at 650.947.4994 to request one be mailed to you.

Spring Cleaning Tips

Spring is on the way! It's a great time to think about cleaning out your closets, garage, and attic. Consider the best option for recycling or safely disposing of items that you no longer want. Please donate items that may be reused.



Annual Curbside Clean-ups

Residents may request (2) on-call curbside cleanups per calendar year at no additional charge. This annual service allows residents the ability to set-out either (8) 32-gallon bags or cans not exceeding 50 lbs. each or (1) bulky item such as a sofa, mattress, or desk. To schedule this service, please call Customer Service 72 hours in advance of your regular service day.



Extra Garbage Collection

Extra garbage may be placed curbside in a 32-gallon bag or can for a small fee. To schedule this service, please call Customer Service 72 hours in advance of your regular service day.



Extra Cardboard Collection

Extra cardboard may be bundled and placed curbside next to your recycle cart. Bundles must be securely tied, weigh no more than 50 lbs. and be no larger than 2 feet x 2 feet.



Holiday Tree Disposal

After January 31st, all trees must be cut up to fit loosely in your Compostables cart and set out curbside by 8 AM on your collection day.



Household Hazardous Waste

Always consider the best option for safe disposal of Household Hazardous Waste. It is unsafe to dispose of batteries, fluorescent bulbs, mercury-containing products, old paints, oils, motor oil, pesticides, varnishes and other hazardous waste with your regular trash. These items are harmful to our environment and should be properly disposed. Call the **County of Santa Clara Household Hazardous Waste Program** at 408.299.7300 or go online at www.hhw.org to schedule a free drop-off appointment.



Recycle Household Batteries

Household batteries can be collected curbside with your weekly recycling at no additional charge. Please place batteries in a clear sealed bag and set them on top of your blue recycling container (not inside).



Debris Box Rentals

For large clean-ups and remodeling projects contact GW Debris Services at 888.533.9269 to order a debris box.

Contact Customer Service for more information or scheduling at 650.947.4994 or customerservice@greenwaste.com.

How have you bin?



Rubbish



To learn more about how to properly dispose of items, check out our Recycle Guide at www.greenwaste.com/outreach