



Quarterly Report

April-June 2018

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



July 26, 2018

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

Dear Mr. Cahill,

Enclosed is the report for April-June 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	145.56	99.30	144.54	509.20	96.97	493.77	179.81	76.12	111.12	89.84	945.7	875.0	92.5	70.7	22	0	2109.0
May	150.00	99.30	148.95	534.35	96.97	518.16	277.91	76.52	0.00	0.00	962.3	879.8	91.4	82.5	39	0	2356.0
Jun	135.40	99.30	134.45	474.92	96.97	460.53	194.41	77.00	0.00	0.00	804.7	744.7	92.5	60.1	29	0	2238.0
Q2 total	430.96	99.30	427.94	1518.47	96.97	1472.46	652.13	76.55	111.12	87.00	2712.7	2499.5	92.1	213.2	90.0	0.0	6703.0
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	875.93	99.30	869.80	2998.39	96.97	2907.54	1177.55	76.52	111.12	89.84	5163.0	4778.3	#DIV/0!	384.7	146.0	0.0	13321.0

1. QUARTERLY SUMMARY

Los Altos Hills Compostable and Recycling Collections Summary

	Compostable (Garbage & Yard Trimmings)		Recycling	
	Tons Collected	Tons Recycled	Tons Collected	Tons Recycled
Apr-18	509.20	493.77	145.56	144.54
May-18	534.35	518.16	150.00	148.95
Jun-18	474.92	460.53	135.40	134.45
	1,518.47	1,472.46	430.96	427.94

During the second quarter, GreenWaste collected **1,518.47** tons of compostable, which 96.97% were recycled and collected **430.96** recyclables which 99.30% were recycled. All materials were transported to the GreenWaste Recovery, Inc. MRF located at 625 Charles St. in San Jose.

GWR performed street sweeping to the Town of Los Altos Hills and the amount of residual collected was **0.74** tons.

2. SALES OF RECYCLABLES MATERIALS

GreenWaste Recovery collected **430.96** tons of recyclables in the second 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 April-June, GreenWaste collected **430.96** 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 April-June 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 Summer 2018 GreenScene newsletter was distributed to all residents and included in the May 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">4/21/18 – collected 8.60 tons with 21 participants.5/19/18 – collected 6.38 tons with 17 participants.6/16/18 – collected 5.40 tons with 15 participants.
Youth Education Programs
Facility Tours

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

CIRCLE THE THINGS THAT GREENWASTE CAN RECYCLE!

Hidden on this page are 6 things that can be recycled. Henry is taking a sip from his soda can before raking leaves, gathering flowers, picking up tree branches and cardboard. He needs your help!

Circle the 6 things that Henry can put into his GreenWaste carts.



Recycling: soda can, cardboard box, yard trimmings, tree branch, leaves, flowers, water bottle

GREENSCENE

**WHY SORT?
TAKE A
LOOK
INSIDE**

KEEP IT CLEAN!

**PROPER
SET OUT**

**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 8am-6pm.

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 8am-5pm.

1500 Berger Drive
San Jose, CA 95112

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

650.947.4994

www.greenwaste.com





WHY SORT ?

Have you ever watched your garbage and recycling carts get dumped into the same truck? Did you ask yourself, "why sort?" You are not alone. Every month each of our call centers receive calls from residents asking that same question.

It may appear that GreenWaste trucks comingle materials they collect, wasting the time it took you to sort them. However, drivers make sure to separate trash and recycling using a diverter plate on top of the truck, which is invisible from the street. The diverter plate sorts your materials properly by directing trash to one side of the split-body vehicle, and recycling to the other.

The truck compartments are cleaned out when the loads are dumped so the next load of a different material is not contaminated. In many neighborhoods, a single truck picks up garbage and compostables on the same early run and then returns later to pick up recycling. However, operational requirements in some areas may determine different routing arrangements and a different combination of materials.

Residents' efforts to separate material into the garbage, recycling, and compostables containers make our recycling program a great success.



**Town of Los Altos Hills
Neighborhood Clean-up***
Saturday, July 28th 9am-3pm
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**
May, 19th, Jun, 16th, Jul, 21st
All events are from 9am – 2pm
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 2016 Fire Prevention Clean-up schedule online by visiting www.greenwaste.com or call Customer Service at 650.947.4994 to request one be mailed to you.

KEEP IT CLEAN!

Food and beverage residue does not mix with recyclables! This material - food residue, liquid, and other non-recyclables - is referred to as contamination when found in the recycle container. Contamination is one of the biggest problems the recycling industry is currently facing. But you can do your part by keeping it clean! Remember to only place recyclable materials in the recycle container, and remove all liquid and food residue from cans, bottle and jars.



Do You Know Proper Cart Set-Out?



Cart Set-Out Time:

Please set carts out by 8am on your service day

Cart Set-Out and Weight Restrictions:

Cart cannot exceed the weight limit listed below.

GreenWaste Container:

95-gallon, maximum capacity 332.5 lbs.

65-gallon, maximum capacity 227.5 lbs.

32-gallon, maximum capacity 122 lbs.



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

UPCOMING HOLIDAYS

GreenWaste **WILL** be providing regular collection service on the following holidays



Memorial Day - Monday, May 28th



Independence Day - Wednesday, July 4th

Please remember to set out your containers on your regular collection day for service