



# **Quarterly Report**

July-September 2018

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



November 2, 2018

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

Dear Mr. Cahill,

Enclosed is the report for July-September 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
<b>Q1 total</b>	<b>444.97</b>	<b>99.30</b>	<b>441.86</b>	<b>1479.92</b>	<b>96.97</b>	<b>1435.08</b>	<b>525.42</b>	<b>76.49</b>	<b>0.00</b>	<b>0.00</b>	<b>2450.3</b>	<b>2278.8</b>	<b>93.0</b>	<b>171.5</b>	<b>56.0</b>	<b>0.0</b>	<b>6618.0</b>
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
<b>Q2 total</b>	<b>430.96</b>	<b>99.30</b>	<b>427.94</b>	<b>1518.47</b>	<b>96.97</b>	<b>1472.46</b>	<b>652.13</b>	<b>76.55</b>	<b>111.12</b>	<b>87.00</b>	<b>2712.7</b>	<b>2499.5</b>	<b>92.1</b>	<b>213.2</b>	<b>90.0</b>	<b>0.0</b>	<b>6703.0</b>
Jul	127.10	99.30	126.21	472.69	96.97	458.37	84.78	78.60	92.76	74.02	777.3	719.9	92.6	57.5	14	0	2345.7
Aug	146.60	99.30	145.57	546.58	96.97	530.02	152.53	77.88	0.00	0.00	845.7	794.4	93.9	51.3	52	0	2454.0
Sep	118.59	99.30	117.76	470.02	96.97	455.78	173.88	77.77	0.00	0.00	762.5	708.8	93.0	53.7	14	0	2070.0
<b>Q3 total</b>	<b>392.29</b>	<b>99.30</b>	<b>389.54</b>	<b>1489.29</b>	<b>96.97</b>	<b>1444.16</b>	<b>411.19</b>	<b>77.98</b>	<b>92.76</b>	<b>74.02</b>	<b>2385.5</b>	<b>2223.0</b>	<b>93.2</b>	<b>162.5</b>	<b>80.0</b>	<b>0.0</b>	<b>6869.7</b>
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	
<b>Q4 total</b>	<b>0.00</b>	<b>#DIV/0!</b>	<b>0.00</b>	<b>0.00</b>	<b>#DIV/0!</b>	<b>0.00</b>	<b>0.00</b>	<b>#DIV/0!</b>	<b>0.00</b>	<b>#DIV/0!</b>	<b>0.0</b>	<b>0.0</b>	<b>#DIV/0!</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Totals</b>	<b>1268.22</b>	<b>99.30</b>	<b>1259.34</b>	<b>4487.68</b>	<b>96.97</b>	<b>4351.70</b>	<b>1588.74</b>	<b>76.90</b>	<b>203.88</b>	<b>82.64</b>	<b>7548.5</b>	<b>7001.3</b>	<b>#DIV/0!</b>	<b>547.2</b>	<b>226.0</b>	<b>0.0</b>	<b>20190.7</b>

## 1. QUARTERLY SUMMARY

### Los Altos Hills Compostable and Recycling Collections Summary

	Compostable (Garbage & Yard Trimmings)		Recycling	
	Tons Collected	Tons Recycled	Tons Collected	Tons Recycled
Jul-18	472.69	458.37	127.10	126.21
Aug-18	546.58	530.02	146.60	145.57
Sep-18	470.02	455.78	118.59	117.76
	<b>1489.29</b>	<b>1,444.16</b>	<b>392.29</b>	<b>389.54</b>

During the third quarter, GreenWaste collected **1,489.29** tons of compostable, which 96.97% were recycled and collected **392.29** 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 **0.00** tons.

## 2. SALES OF RECYCLABLES MATERIALS

GreenWaste Recovery collected **392.29** tons of recyclables in the third 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 July-September, GreenWaste collected **392.29** 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 July-September 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"> <li>The Fall 2018 GreenScene newsletter was distributed to all residents and included in the August 1 invoices.</li> </ul>							
Recycling Guides mailed to new accounts							
Updates to GreenWaste Website							
Compost Giveaways							
Town Wide Clean-ups							
<b>LOS ALTOS HILLS - TOWN WIDE CLEAN-UP</b>							
<b>Saturday, July 28, 2018</b>							
Ticket No.	Date	Time	Truck/Box No.	Commodity	Tons	RY%	Tons RY
810257	7/28/2018	11:30	94640	Metal	2.77	0.99	2.74
810268	7/28/2018	15:00	94640	Metal	2.61	0.99	2.58
					<b>5.38</b>		<b>5.33</b>
810277	7/28/2018	16:02	94640	E-Waste	3.58	0.99	3.54
					<b>3.58</b>		<b>3.54</b>
810271	7/28/2018	15:45	204	Yard Waste	5.57	0.99	5.51
810274	7/28/2018	15:50	233	Yard Waste	4.01	0.99	3.97
					<b>9.58</b>		<b>9.48</b>
810261	7/28/2018	12:09	205	MSW	4.56	0.75	3.42
810270	7/28/2018	15:43	205	MSW	5.94	0.75	4.46
810272	7/28/2018	15:39	234	MSW	8.41	0.75	6.31
810275	7/28/2018	15:52	211	MSW	8.16	0.75	6.12
810276	7/28/2018	15:58	206	MSW	7.88	0.75	5.91
810278	7/28/2018	16:05	235	MSW	7.18	0.75	5.39
810279	7/28/2018	16:05	247	MSW	7.72	0.75	5.79
810273	7/28/2018	15:48	208	MSW	5.37	0.75	4.03
810262	7/28/2018	12:16	208	MSW	5.78	0.75	4.34
810267	7/28/2018	14:20	232	MSW	7.41	0.75	5.56
810260	7/28/2018	11:58	231	MSW	5.81	0.75	4.36
					<b>74.22</b>		<b>55.67</b>
<b>TOTAL TONNAGE COLLECTED:</b>					<b>92.76</b>		<b>74.02</b>
Fire Prevention Clean-ups							
<ul style="list-style-type: none"> <li>7/21/18 – collected 6.19 tons with 23 participants.</li> <li>8/18/18 – collected 2.92 tons with 13 participants.</li> </ul>							

- 9/15/18 – collected 3.36 tons with 15 participants.

Youth Education Programs

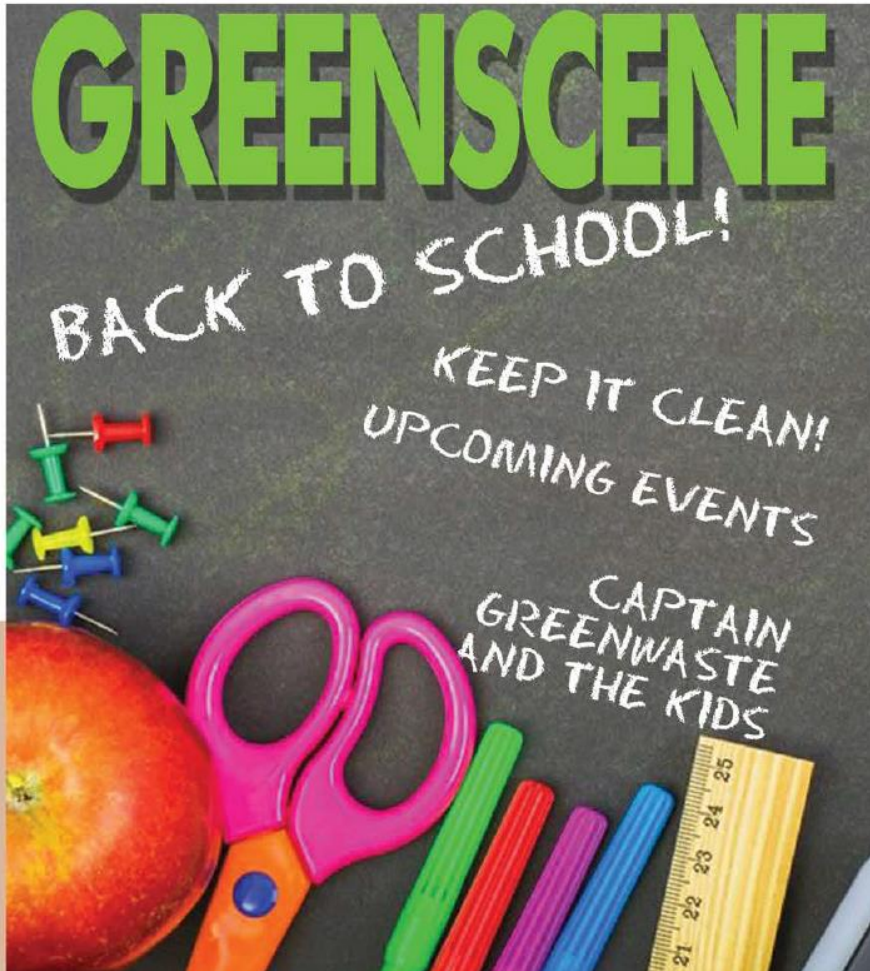
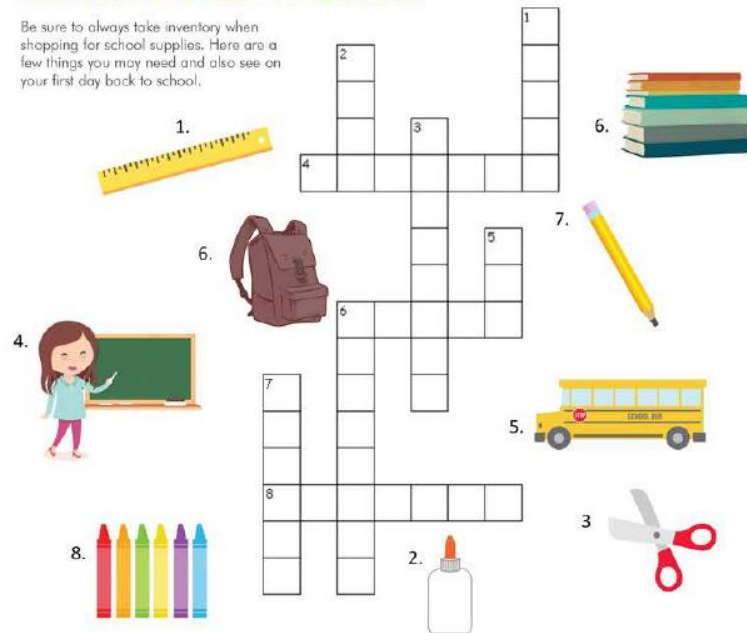
Facility Tours

- 7/27/18, 9:00am – 10:00am: Los Altos Hills Resident and Town Staff summer tour.
- 8/22/18, 11:30am – 1:00pm: Site visit with Congregation Beth-AM on proper recycling processes, assessed serviced levels and suggested appropriate changes.
- 9/24/18, 11:00am – 12:30pm: Site visit with St. Nicholas School on proper recycling processes, assessed serviced levels and suggested appropriate changes.

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

## Welcome Back to School

Be sure to always take inventory when shopping for school supplies. Here are a few things you may need and also see on your first day back to school.



 <p><b>PAY ONLINE</b></p> <p>To access our new online payment portal you can go to:</p> <p><a href="http://www.greenwaste.com">www.greenwaste.com</a></p> <p>or</p> <p><a href="https://portal.greenwaste.com">https://portal.greenwaste.com</a></p> <p>to enter the site directly.</p>	 <p><b>MAIL IT</b></p> <p>Remit your payment to:</p> <p><b>GreenWaste Recovery, Inc.</b> P.O. Box 11089 San Jose, CA 95103-1089</p> <p>Please include your payment # &amp; our trade name to ease your Customer ID on the check.</p>	 <p><b>CONTACT US</b></p> <p>Payments can be made over the phone Monday through Friday from 8am-5pm.</p> <p>650.947.4994   phone 800.944.4388   toll-free</p>	 <p><b>DELIVER IT</b></p> <p>Bring your payment to our Berger Drive office. We accept payments Monday through Friday from 8am-5pm.</p> <p>1500 Berger Drive San Jose, CA 95112</p>
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GreenWaste Recovery, Inc., 1500 Berger Drive, San Jose, CA 95112. 650.947.4994. [www.greenwaste.com](http://www.greenwaste.com)



## BACK-TO-SCHOOL ALREADY!

THE SUMMER SEASON IS COMING TO AN END, WHICH CAN ONLY MEAN ONE THING...BACK-TO-SCHOOL SHOPPING! ALTHOUGH IT CAN BE DIFFICULT TO ADJUST TO THE END OF SUMMER FUN, BACK-TO-SCHOOL SHOPPING CAN BE EXCITING AND MAKE THE TRANSITION A LITTLE EASIER.

IT IS EASY TO KEEP THE ENVIRONMENT IN MIND WHILE PREPARING TO GO BACK TO SCHOOL WITH A WIDE VARIETY OF ECO-FRIENDLY PRODUCTS NOW AVAILABLE. TAKE A LOOK AT SOME HELPFUL TIPS TO START THE YEAR OFF GREENER.



**TAKE INVENTORY** before going back-to-school shopping. Take note of what you already have and create a shopping list of the items that you really need.



**BUY GREEN** and take your child shopping for recycled and renewable school supplies. Many major retailers carry items such as recycled notebooks and folders as well as biodegradable pencils.



**TRAVEL SUSTAINABLY** and make an eco-friendly transportation plan with your child. Start a carpool with your neighbors or encourage older kids to ride their bike or walk to school if they live nearby and the route is safe.



**CHOOSE REUSABLE** if your child needs new lunchtime gear and consider purchasing reusable containers rather than plastic bags. Leave the brown paper bag at home and purchase a reusable lunch box to carry your food.



**DONATE** unused items or setup a neighborhood swap. Replace items that you need with eco-friendly styles. Look for retailers that sell organic and recycled items.

## upcoming EVENTS

**Town of Los Altos Hills Clean-Up**  
Saturday, October 27th, 2018  
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 access the event. Please refer to the clean-up notice for a complete listing of acceptable and unacceptable items.

**Fire Prevention Yard Trimming Clean-Up Events**  
August 18th, September 15th, October 20th  
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 Fire Prevention Clean-up schedule online by visiting [www.greenwaste.com](http://www.greenwaste.com) or call Customer Service at 650.947.4994 to request one be mailed to you.

## KEEP IT CLEAN!

Did you know that the material you put in your garbage cart gets processed at the GreenWaste Materials Recovery Facility (MRF) in San Jose? At the MRF, co-collected garbage and compost enter the newly upgraded "dirty" processing line and a combination of machinery and human hands separate compostable material from non-compostable material. Our innovative technologies, man power, and advanced waste sorting system increase the recovery of material and diversion from landfill. Compostable material is sent to the Z-Best Composting Facility in Gilroy where it's processed into nutrient rich soil amendment. Only non-compostable and non-recyclable material is sent to the landfill.

Residents' efforts to separate recyclables from their garbage is an integral component to a successful program. To help ensure valuable items don't go into a landfill, please remember to recycle right and keep your recyclables clean and dry. Remove liquid from bottles and cans and scrape our food residue from food jars. If you're unsure about where to properly place an unwanted item, find out! Refer to your community's Recycle Guide at [www.greenwaste.com/outreach](http://www.greenwaste.com/outreach).



## IN YOUR COMMUNITY

GreenWaste continues to maintain our active partnership with the Town, and is pleased to have participated and contributed to this year's Earth Day Celebration, Touch-a-Truck, and the annual Pathways Run/Walk. GreenWaste supports the Town with compost distributions, hosting tabling events and by providing containers for the collection and processing of commodities.

### Regular Collection Service on Upcoming Holidays

GreenWaste will be providing regular collection service on the following holidays:

Labor Day  
**Monday, Sept. 3rd**  
Columbus Day  
**Monday, Oct. 8th**

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

**New Rates for Los Altos Hills**  
On July 1st a nominal rate increase of 2.94% was applied to your garbage rate. Rates are adjusted annually based on the change in the Consumer Price Index during the previous 12-month period.





## ATTENTION

**Los Altos Hills  
Residents ONLY**

**Proof of  
Residency  
Required**

**This Original  
Notice MUST be  
Presented**

**No Poison  
Oak or Ivy**

# Los Altos Hills NEIGHBORHOOD CLEAN-UP DAY



GreenWaste Recovery, Inc., in cooperation with the Town of Los Altos Hills, will be conducting a Neighborhood Clean-Up Day, exclusively for residents in the Town of Los Altos Hills.

### ✓ ITEMS ACCEPTED:

- House and lawn furniture (e.g. sofas, mattresses, box springs, patio chairs)
- Appliances (e.g. washers, dryers, ranges and water heaters, air conditioners, refrigerators, freezers)
- Plastic toys
- Radios and stereos
- Bicycles and exercise equipment
- Pots and pans
- Small metal appliances
- Scrap metal less than 40 pounds and less than 2 feet in length
- Wood waste
- Rock, dirt, asphalt and concrete (NO MORE than 30 gallons per household)
- Construction or demolition debris (NO MORE than 30 gallons per household)
- Tree trimmings less than 6 inches in diameter and less than 6 feet in length
- E-waste (e.g. televisions, computers, laptops)

### ✗ ITEMS NOT ACCEPTED:

- Tires
- Fuel cans or engine parts containing oil, grease, gasoline (e.g. lawn mowers)
- Large amounts of rock, dirt, asphalt and concrete
- Large pieces of plate glass
- Wet garbage
- Poison oak or ivy
- Household Hazardous Waste (e.g. compact fluorescent lights and tubes, oil, paints, liquids, chemicals/pesticides, sharps – needles, propane tanks, car or household batteries, fire extinguishers)

**Date:  
July 28, 2018**

**Time:  
9 AM - 3 PM**

**Location:  
Foothill College  
(Parking Lot 6)**

**PREVENT LITTER!  
TARP OR SECURE LOADS**

650.947.4994 | 800.944.4388 | [www.greenwaste.com](http://www.greenwaste.com) | HHW 408.299.7300