



Quarterly Report

January-March 2019

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



April 18, 2019

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 2019, 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 2019 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	164.07	99.30	162.92	623.85	96.97	604.95	106.15	78.00	0.00	0.00	894.1	850.7	95.1	43.4	10	0	2396.0
Feb	131.24	99.30	130.32	504.22	96.97	488.94	197.25	77.53	0.00	0.00	832.7	772.2	92.7	60.5	4	0	2025.0
Mar	140.61	99.30	139.63	516.72	96.97	501.06	136.66	75.83	0.00	0.00	794.0	744.3	93.7	49.7	18	0	1877.9
Q1 total	435.92	99.30	432.87	1644.79	96.97	1594.95	440.06	77.12	0.00	0.00	2520.8	2367.2	93.9	153.6	32.0	0.0	6298.9
Apr		99.30	0.00		96.97	0.00					0.0	0.0	#DIV/0!	0.0			
May		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/0!	0.0			
Jun		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/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			
Aug		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/0!	0.0			
Sep		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/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			
Nov		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/0!	0.0			
Dec		99.30	0.00		96.97	0.00			0.00	0.00	0.0	0.0	#DIV/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	435.92	99.30	432.87	1644.79	96.97	1594.95	440.06	77.12	0.00	#DIV/0!	2520.8	2367.2	#DIV/0!	153.6	32.0	0.0	6298.9

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-19	623.85	604.95	164.07	162.92
Feb-19	504.22	488.94	131.24	130.32
Mar-19	516.72	501.06	140.61	139.63
	1644.79	1594.95	435.92	432.87

During the first quarter, GreenWaste collected **1,644.79** tons of compostable, which 96.97% were recycled and collected **435.92** 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 **0.69** tons.

2. SALES OF RECYCLABLES MATERIALS

GreenWaste Recovery collected **435.92** 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 January-March, GreenWaste collected **435.92** 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 2019, 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 2019.

2019 Outreach Schedule							
Quarterly Bill Inserts/Direct Mailers							
<ul style="list-style-type: none"> 2/25/19 the town clean-up postcard was mailed out to residents. 							
Town Newsletters							
<ul style="list-style-type: none"> The Spring 2019 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							
LOS ALTOS HILLS - TOWN WIDE CLEAN-UP							
Saturday, March 30, 2019							
Ticket No.	Date	Time	Truck/Box No.	Commodity	Tons	RY%	Tons RY
906181	3/30/2019	-	94640	Metal	4.19	0.99	4.15
906190	3/30/2019	-	94640	Metal	3.59	0.99	3.55
906194	3/30/2019	-	94640	Metal	2.77	0.99	2.74
					10.55		10.44
906202	3/30/2019	-	96740	E-Waste	4.59	0.99	4.54
					4.59		4.54
906196	3/30/2019	-	202	Yard Waste	5.48	0.99	5.43
906197	3/30/2019	-	210	Yard Waste	8.67	0.99	8.58
					14.15		14.01
906183	3/30/2019	-	212	MSW	5.35	0.75	4.01
906186	3/30/2019	-	204	MSW	6.11	0.75	4.58
906188	3/30/2019	-	211	MSW	8.71	0.75	6.53
906189	3/30/2019	-	232	MSW	9.17	0.75	6.88
906192	3/30/2019	-	247	MSW	7.42	0.75	5.57
906193	3/30/2019	-	230	MSW	6.60	0.75	4.95
906195	3/30/2019	-	204	MSW	5.02	0.75	3.77
906198	3/30/2019	-	232	MSW	6.34	0.75	4.76
906199	3/30/2019	-	214	MSW	8.69	0.75	6.52
906200	3/30/2019	-	231	MSW	7.76	0.78	6.05
906201	3/30/2019	-	211	MSW	6.98	0.75	5.24
906203	3/30/2019	-	235	MSW	9.57	0.75	7.18
					87.72		66.02
TOTAL TONNAGE COLLECTED:					117.01		95.02

Fire Prevention Clean-ups <ul style="list-style-type: none">• 01/19/19 – collected 9.39 tons with 20 participants.• 02/16/19 – collected 5.66 tons with 12 participants.• 03/16/19 – collected 4.67 tons with 15 participants.
Youth Education Programs
Facility Tours

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

Activities:

GREEN KIDS



WORD SEARCH

Hey Kids, Captain GreenWaste needs your help with the word search! Help find all 18 words hidden inside this puzzle. You will have to look across and down.

Good Luck!

U Y O M V U A F T I O Y W B L U I X W P
 T I N E W S P A P E R S R O N T Z V M O
 O R P T H D X Y Z G O M A G A Z I N E X
 E S A A O A K V W Q C X J L F O E J N D
 D G F L E G U C A R D B O A R D S R V Q
 H K L J T S T O L F X E C S H H B E I I
 Z G R E E N S G U G B P A S E O P O R B
 X C B V N Q R O M N P Y D T A G U F O I
 Z A W Q M P I J I S K Q L G K C V D N F
 C D E S X A Z H N M Q J S P X J C H M R
 V F R T G P M K U N O R T Y N D L N E K
 P H N B D E C O M P O S E A X M O W N C
 L I T T E R A L Z O L O E Z B E A R T H
 A Y U J M K I F G H M K L L Z C V B N M
 S X Q T Z L P J D S S A Q W W E R T Y I
 T E C R T Y U I O P W P O C M P O S T
 I V R A O W E Q A S D F G H R J K L Z X
 C O N S E R V A T I O N C V M B N M J
 T B Y H N M U I L O P K A D S F S G H K

WORD SEARCH LIST

- DECOMPOSE
- CARDBOARD
- ALUMINUM
- GLASS
- PAPER
- STEEL
- METAL
- PLASTIC
- CONSERVATION
- ENVIRONMENT
- LITTER
- EARTH
- TRASH
- MAGAZINE
- NEWSPAPER
- GREEN
- WORMS
- COMPOST

GREEN GROWN-UPS

KEEP IT CLEAN!

We hope you've learned a lot from us about keeping recyclables clean and dry. In case you missed it - GreenWaste Recovery released a Keep It Clean YouTube mini-series that provided tips and tricks for preparing recyclables. Check out the videos on our YouTube channel, then complete the activity to the right!

GREENWASTE RECOVERY YouTube

Match the item with the KEEP IT CLEAN video name



DON'T GET SAUCY WITH ME



MY MAIN SQUEEZE



STICKY SITUATION

<p>PAY ONLINE</p> <p>To access our online payment portal you can go to:</p> <p>www.greenwaste.com</p> <p>or</p> <p>https://portal.greenwaste.com</p> <p>to enter the site directly.</p>	<p>MAIL IT</p> <p>Remit your payment to:</p> <p>GreenWaste Recovery, Inc. P.O. Box 11089 San Jose, CA 95103-1089</p> <p>Please include your payment stub and make sure to write your Customer ID on the check.</p>	<p>CONTACT US</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>DELIVER IT</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>
<p>GreenWaste Recovery, Inc., 1500 Berger Drive, San Jose, CA 95112</p> <p>650.947.4994</p> <p>www.greenwaste.com</p> <p> </p>			



GREENSCENE

COVER STORY:
LEADING IN INNOVATION

UPCOMING CLEAN-UP

SIGN UP FOR E-BILLING

GREEN KIDS WORD SEARCH

SPRING CLEANING: Eliminate Junk!

Is it time to sweep away the cobwebs and pine needles from the winter? Consider these tips to help your spring cleaning breeze by.

☒ Sign Up for E-billing

Improve your seasonal cleaning spree by preventing clutter at the source. Sign up for electronic payments by creating a log-in account at portal.greenwaste.com.

By updating to electronic billing, you will begin receiving these newsletters digitally, from news@greenwaste.com

☒ Donate Reusables

Before tossing an item in the garbage, give your lightly used items a new life by donating them to a non-profit agency such as Goodwill, Hope Services or Freecycle.

☒ Properly Dispose of Household Hazardous Waste

It is unsafe to dispose of batteries, fluorescent bulbs, paints and other household hazardous waste in your regular garbage container. Contact the HHW Program for Santa Clara County at 408.299.7300 or visit www.hhw.org to schedule a free drop-off appointment.

GreenWaste IN THE Community

Trading Cards One of our drivers' favorite things while out on the route is waving hello to our customers. We are excited to announce that our drivers now have trading cards, so that you can get to know your waste collectors a little bit more. Kids and adults alike can collect cards from their own driver to display and trade with family and friends. The cards are color coded by years of service. The rarest color is green for drivers who have been with GreenWaste for over 20 years!



Children's Book In a continued effort to teach our communities about the work we do, we have also written and illustrated a children's book, *Captain GreenWaste and the Waste Avengers*. The story features the recycle super hero and his team stopping a litter evil villain from making a mess in the community. Look for the book soon at your local library!

LEADING IN INNOVATION



Since 1992, GreenWaste has worked diligently to find technology and solutions to conserve natural resources, landfill space and energy. We strive to provide the jurisdictions we serve with opportunities to help them meet their ambitious sustainability goals.

MRF Upgrade: Autonomous Quality Control

Our newly upgraded Municipal Solid Waste (MSW) Materials Recovery Facility (MRF) is one of the most advanced in the world. The overhaul integrated innovative technologies to increase the recovery of recyclable materials and compostable organics placed in the garbage by consumers. It has also more than doubled our system's throughput, product quality and level of automation. Our facility is the second in California to utilize Max-AI technology, an autonomous quality control system utilizing artificial intelligence to identify recyclables and separate them by distinct material types.



Our Fleet: Reducing Emissions

The GreenWaste fleet that services areas of Santa Clara and San Mateo Counties runs on 100% renewable diesel (RD) which is a superior heavy-duty vehicle fuel compared to traditional biodiesel and petroleum-based diesel. RD uses tallow and vegetable oil for feedstock, is processed to burn cleaner and has lower nitrous oxide emissions than biodiesel.



Meanwhile, GreenWaste of Palo Alto has been testing the world's first full-sized all-electric side-loading refuse truck. The vehicle is being used as a prototype to teach our operations staff and the truck manufacturer about fleet electrification possibilities and challenges.

Sustainability is at the core of our business model and our company has a history of offering cutting-edge technologies. We're eager to embark on new innovations and we are lucky to work with communities that are willing to progress with us into the future.

Upcoming Clean-Up



Los Altos Hills* Neighborhood Clean-Up Day

Saturday, March 30th, 2019

9 AM - 3 PM

Foothill College Parking Lot 6

GreenWaste Recovery, in cooperation with the Town of Los Altos Hills, will be conducting a Clean-Up Day at Foothill College.

*Los Altos Hills residents only - proof of residency required.

A clean-up day notice will be mailed to you prior to the event. You must present the clean-up notice to dispose of your items. Please refer to the forthcoming notice for additional information and restrictions.



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:

March 30, 2019

Time:

9 AM - 3 PM

Location:

Foothill College
(Parking Lot 6)

**PREVENT LITTER!
TARP OR SECURE LOADS**



Bring your old bikes! Any bicycles you bring to the 3/30/19 Clean-Up Day will be donated to Good Karma Bikes, a nonprofit bike shop. Your old bike will be repaired or used for parts.

650.947.4994 | 800.944.4388 | www.greenwaste.com | HHW 408.299.7300



1500 Berger Drive
San Jose, CA 95112

650.947.4994
www.greenwaste.com

POSTCARD REQUIRED FOR ENTRY

PRSRT STD
US POSTAGE
PAID
SAN JOSE, CA
PERMIT NO. 498

Los Altos Hills
**NEIGHBORHOOD
CLEAN-UP DAY**
March 30, 2019
9 AM - 3 PM



For Los Altos Hills Residents Only