



# **Quarterly Report**

April-June 2019

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



July 26, 2019

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 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	87.72	66.02	881.7	802.2	91.0	79.5	18	0	1877.9
<b>Q1 total</b>	<b>435.92</b>	<b>99.30</b>	<b>432.87</b>	<b>1644.79</b>	<b>96.97</b>	<b>1594.95</b>	<b>440.06</b>	<b>77.12</b>	<b>87.72</b>	<b>66.02</b>	<b>2608.5</b>	<b>2425.1</b>	<b>93.0</b>	<b>183.4</b>	<b>32.0</b>	<b>0.0</b>	<b>6298.9</b>
Apr	141.22	99.30	140.23	539.21	96.97	522.87	182.41	76.53	0.00	0.00	862.8	802.7	93.0	60.1	8	0	2076.0
May	144.50	99.30	143.49	543.15	96.97	526.69	287.18	76.68	0.00	0.00	974.8	890.4	91.3	84.4	10	0	2022.0
Jun	109.40	99.30	108.63	388.76	96.97	376.98	290.38	76.71	0.00	0.00	788.5	708.4	89.8	80.2	24	0	1635.0
<b>Q2 total</b>	<b>395.12</b>	<b>99.30</b>	<b>392.35</b>	<b>1471.12</b>	<b>96.97</b>	<b>1426.55</b>	<b>759.97</b>	<b>76.66</b>	<b>0.00</b>	<b>87.00</b>	<b>2626.2</b>	<b>2401.5</b>	<b>91.5</b>	<b>224.8</b>	<b>42.0</b>	<b>0.0</b>	<b>5733.0</b>
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			
<b>Q3 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>
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			
<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>831.04</b>	<b>99.30</b>	<b>825.22</b>	<b>3115.91</b>	<b>96.97</b>	<b>3021.50</b>	<b>1200.03</b>	<b>76.82</b>	<b>87.72</b>	<b>66.02</b>	<b>5234.7</b>	<b>4826.5</b>	<b>#DIV/0!</b>	<b>408.2</b>	<b>74.0</b>	<b>0.0</b>	<b>12031.9</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
Apr-19	539.21	522.87	141.22	140.23
May-19	543.15	526.69	144.50	143.49
Jun-19	388.76	376.98	109.40	108.63
	<b>1471.12</b>	<b>1426.55</b>	<b>395.12</b>	<b>392.35</b>

During the second quarter, GreenWaste collected **1,471.12** tons of compostable, which 96.97% were recycled and collected **395.12** 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 **0.50** tons.

## 2. SALES OF RECYCLABLES MATERIALS

GreenWaste Recovery collected **395.12** 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 **395.12** 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 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.

<b>2019 Outreach Schedule</b>
Quarterly Bill Inserts/Direct Mailers
Town Newsletters <ul style="list-style-type: none"><li>The Summer 2019 GreenScene newsletter was distributed to all residents and included in the May 1 invoices.</li></ul>
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"><li>04/20/19 – collected 6.89 tons with 24 participants.</li><li>05/18/19 – collected 5.04 tons with 21 participants.</li><li>06/15/19 – collected 7.93 tons with 19 participants.</li></ul>
Youth Education Programs
Facility Tours

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

Take this sheet to lunch and keep track of how much you eat and how the food is packaged. Is the container reusable, recyclable, compostable or will it have to go in the landfill? Think of ways you can reduce food and packaging waste associated with lunch.



For lunch today, I had:

1. A \_\_\_\_\_ in a \_\_\_\_\_  
 a. I ate ( all / half / none ) of this.      b. The container is \_\_\_\_\_.
2. A \_\_\_\_\_ in a \_\_\_\_\_  
 a. I ate ( all / half / none ) of this.      b. The container is \_\_\_\_\_.
3. A \_\_\_\_\_ in a \_\_\_\_\_  
 a. I ate ( all / half / none ) of this.      b. The container is \_\_\_\_\_.
4. And to drink, a \_\_\_\_\_ in a \_\_\_\_\_  
 a. I drank ( all / half / none ) of this.      b. The container is \_\_\_\_\_.

To make my lunch ZERO WASTE, next time I will:

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**PAY ONLINE**

To access our online payment portal you can go to:

[www.greenwaste.com](http://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-3pm.

1500 Berger Drive  
 San Jose, CA 95112

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

650.947.4994

[www.greenwaste.com](http://www.greenwaste.com)



# TINY PLASTIC BIG PROBLEM

Tiny plastics are causing big environmental problems, both at Materials Recovery Facilities (MRFs) and in our oceans. These tiny items are very difficult to capture and sort out at our MRF. Even with our most recent facility upgrade, items smaller than 2"x2" can fall through the machinery and may end up on their way to the landfill. Some examples of tiny plastics include: bottle caps, plastic utensils and straws, single-use coffee pods, zip ties, pens and markers.

Tiny plastics are also a pollution problem in our bays and oceans. Plastic is very durable and slow to degrade. When these tiny plastics are littered, they harm our environment, flow through our waterways, and harm our marine life.



**What you can do to help:**  
**•Cap it:** Keep lids on plastic bottles

**•Refuse it:** Say no to plastic straws, utensils and consider bringing your own.

**•Clean it:** Volunteer with litter pick up organizations such as FlowsToBay.org and the Ocean Conservancy.

## Fire Prevention Yard Trimmings Clean-Up Events

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 2019 Fire Prevention Clean-Up schedule online at [www.greenwaste.com/outreach](http://www.greenwaste.com/outreach) or call Customer Service at 650.947.4994 to request one be mailed to you.

**Saturday May 18th  
 10am -12pm  
 Los Altos Hills  
 Town Hall**

### Touch-a-Truck

Kids love trucks! This event gives them the opportunity to meet a GreenWaste garbage truck driver and to learn how our garbage trucks grab, dump and squish material.

**May 18th + June 15th, 2019  
 9am - 2pm  
 Foothill College  
 Parking Lot 6**



GreenWaste understands that youth represents a window to our future. Children have natural curiosity and eagerly soak up information which makes them highly receptive to the recycling message. With that in mind, we have developed community youth classes to carry our key messages to kids.

Recycling Basics — Learning the 3 Rs  
 Thursday, May 15th  
 3:45-4:15 PM  
 Parks and Recreation Building, Los Altos Hills

RSVP to  
[cknopf@losaltoshills.ca.gov](mailto:cknopf@losaltoshills.ca.gov)



GreenWaste is committed to safety and are very excited that California recently passed the "Slow Down to Get Around" law. This law will become effective on January 1, 2020 and will require motorists to slow down and move over when they see a waste collection vehicle on the side of the road. Thank you for doing your part to keep you and our drivers safe!

- ◆ Slow down when approaching garbage trucks
- ◆ Look before attempting to pass - If you can't see them, they can't see you
- ◆ Avoid distractions like texting or programming a GPS

**Holidays** - GreenWaste will be providing regular collection service on the following holidays. Please remember to set out your containers on your regular collection day for service.

- Monday, May 27: Memorial Day
- Thursday, July 4: Independence Day

## GW NEWS

GreenWaste's very own Materials Recovery Facility (MRF) manager, Ricky Lopez, was selected as one of Waste360's 2019 40 Under 40! This award honors the next generation of leaders who are shaping the future of the waste and recycling industry. Ricky has been with GreenWaste for over 22 years. He has maintained GreenWaste's relationships with existing end market users and established new ones even in the current recycling crisis.



In January 2019, our MRF's upgrades were recognized and we were awarded MRF of the month by Resource Recycling.