



Quarterly Report

July-September 2019

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



October 29, 2019

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 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
Q1 total	435.92	99.30	432.87	1644.79	96.97	1594.95	440.06	77.12	87.72	66.02	2608.5	2425.1	93.0	183.4	32.0	0.0	6298.9
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
Q2 total	395.12	99.30	392.35	1471.12	96.97	1426.55	759.97	76.66	0.00	87.00	2626.2	2401.5	91.5	224.8	42.0	0.0	5733.0
Jul	135.35	99.30	134.40	531.33	96.97	515.23	215.93	76.20	114.71	88.38	997.3	915.6	91.8	81.8	4	0	2453.0
Aug	125.63	99.30	124.75	484.42	96.97	469.74	195.50	76.67	0.00	0.00	805.6	744.4	92.4	61.2	39	0	2101.0
Sep	128.42	99.30	127.52	468.46	96.97	454.27	120.03	76.71	0.00	0.00	716.9	673.9	94.0	43.0	30	0	2281.0
Q3 total	389.40	99.30	386.67	1484.21	96.97	1439.24	531.46	76.49	114.71	88.38	2519.8	2333.8	92.6	186.0	73.0	0.0	6835.0
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	1220.44	99.30	1211.90	4600.12	96.97	4460.74	1731.49	76.72	202.43	78.69	7754.5	7160.3	#DIV/0!	594.1	147.0	0.0	18866.9

1. QUARTERLY SUMMARY

Los Altos Hills Compostable and Recycling Collections Summary

	Compostable (Garbage & Yard Trimmings)		Recycling	
	Tons Collected	Tons Recycled	Tons Collected	Tons Recycled
Jul-19	531.33	515.23	135.35	134.40
Aug-19	484.42	469.74	125.63	124.75
Sep-19	468.46	454.27	128.42	127.52
	1,484.21	1,439.24	389.40	386.67

During the third quarter, GreenWaste collected **1,484.21** tons of compostable, which 96.97% were recycled and collected **389.40** 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 **389.40** 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 **389.40** 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 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							
Town Newsletters							
<ul style="list-style-type: none"> The Fall 2019 GreenScene newsletter was distributed to all residents and included in the August 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, July 27, 2019							
Ticket No.	Date	Time	Truck/Box No.	Commodity	Tons	RY%	Tons RY
954337	7/27/2019	16:22	96340	Metal	3.46	0.99	3.43
954318	7/27/2019	13:22	94140	Metal	1.54	0.99	1.52
					5.00		4.95
954322	7/27/2019	14:41	96340	E-Waste	4.10	0.99	4.06
					4.10		4.06
954333	7/27/2019	16:01	239	MSW	2.79	0.75	2.09
954332	7/27/2019	15:56	233	MSW	7.01	0.75	5.26
954331	7/27/2019	15:55	231	MSW	8.66	0.75	6.50
954330	7/27/2019	15:53	208	MSW	7.70	0.75	5.78
954334	7/27/2019	16:03	211	MSW	7.67	0.75	5.75
954335	7/27/2019	16:13	214	MSW	4.87	0.75	3.65
954336	7/27/2019	16:21	230	MSW	8.01	0.75	6.01
954323	7/27/2019	14:55	232	MSW	5.95	0.75	4.46
954325	7/27/2019	15:46	202	MSW	8.11	0.75	6.08
954326	7/27/2019	15:47	205	MSW	7.28	0.75	5.46
954327	7/27/2019	15:50	209	MSW	8.72	0.75	6.54
954328	7/27/2019	15:51	212	MSW	7.31	0.75	5.48
954329	7/27/2019	15:52	236	MSW	5.56	0.78	4.34
954316	7/27/2019	13:07	239	MSW	9.16	0.75	6.87
954310	7/27/2019	12:21	234	MSW	6.81	0.75	5.11
			235		105.61		79.37
TOTAL TONNAGE COLLECTED:					114.71		88.38
Total Customer Visits:	871						
Supervisor on-site:	Omar Lopez, Jimmy Pula						
Outreach Coordinator:	Zoraya Atayde, Kevin Martinez, Rebecca Sale						
Customer Service Representatives:	Maria Diaz, Pauline Koonce						

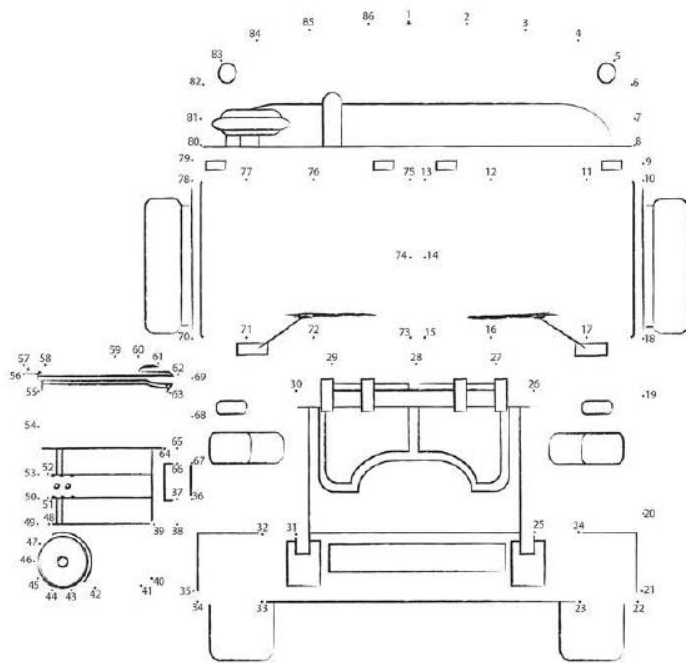
Fire Prevention Clean-ups <ul style="list-style-type: none">• 07/20/19 – collected 10.60 tons with 27 participants.• 08/17/19 – collected 4.59 tons with 21 participants.• 09/21/19 – collected 6.11 tons with 31 participants.
Events (Presentations, Booths, Tours) <ul style="list-style-type: none">• 7/10/19 – Office hours at Town Hall to review the new program changes.• 7/14/19 – Office hours at Town Hall to review the new program changes.• 7/27/19 – Hosted a booth at the town clean-up to review the new program changes.

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

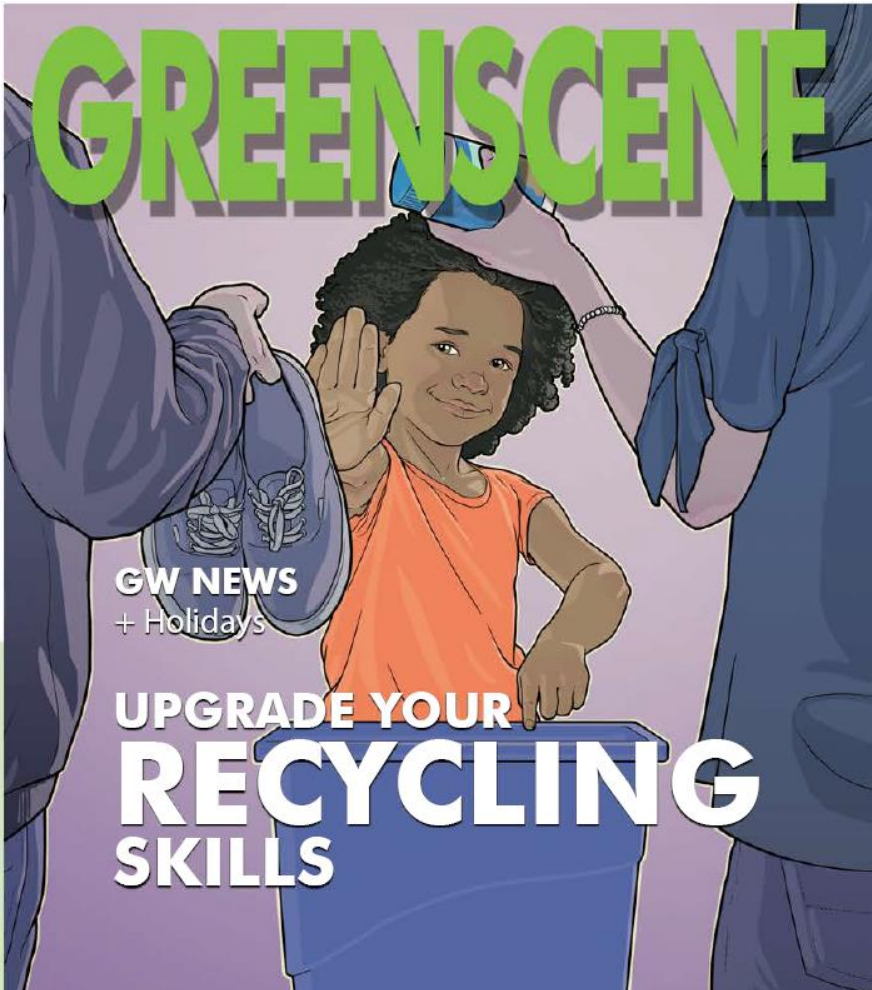
6. TELEPHONE LOG

There was a total of **2,647** calls from residents and **0** complaint calls.

Because of the size of the file, the telephone log is not attached to this report. If needed, the telephone log will be submitted separately.



Connect the dots to reveal what piece of machinery GreenWaste uses to collect your Gray and Blue carts from your home.



GW NEWS
+ Holidays

UPGRADE YOUR
RECYCLING
SKILLS

PAY ONLINE

To access our 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



GRAY Cart does NOT mean landfill



GreenWaste has been collecting and processing 100% of the materials collected in the Town since 2008 and will continue to process 100% of the material we collect from the Town.

Under the prior collection program, residents could put food waste into their green compostables container. GreenWaste collected all the garbage and compostables from residents and ALL these materials were processed. However, once food waste is mixed with yard trimmings, processing costs nearly double and the markets for the resulting compost are generally limited to landscape applications rather than a higher-grade compost that can be used in agriculture.

In order to maximize the marketability of compost products, comply with State regulations, and keep rates as low as possible, residents must now place food waste exclusively into **GRAY** carts. Rest assured, GreenWaste processes 100% of the materials Los Altos Hills residents place in **BLUE**, **GRAY** and **GREEN** carts!

THE PROCESSING ALL OCCURS AT OUR MATERIALS RECOVERY FACILITY

BLUE carts are processed on the Recyclables line.

GRAY carts are processed on the Municipal Solid Waste (MSW) line and the compostable fraction is transported to the Z-Best Composting Facility.

GREEN carts are processed on the Yard Waste line and then the material is sent to Z-Best Composting Facility, where an OMRI Listed compost is produced, suitable for agricultural applications.



MSW line



Z-Best Composting Facility

YARD TRIMMINGS VOUCHERS

Enclosed are this year's yard trimmings vouchers!

You will receive four (4) vouchers annually for **GREEN** materials for no additional cost, and additional vouchers can be purchased. The extra 96 gallons of material you set out with these vouchers will be processed in the same manner as the contents of your **GREEN** cart.



Remember to set out your containers on your regular collection service day.

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

- Labor Day: Monday, September 2nd
- Columbus Day: Monday, October 14th
- Veterans Day: Monday, November 11th



Fire Prevention Yard Trimmings Clean-Up Events

Every third Saturday of the month:

Aug. 17th, Sept. 21st, Oct. 19th
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 2019 Fire Prevention Clean-Up schedule online at www.greenwaste.com/outreach or call Customer Service at 650.947.4994 to request one be mailed to you.

Los Altos Hills Clean-Up Day*



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

*Los Altos Hills residents only – proof of residency is required.

A Clean-Up Day notice will be mailed to you prior to the event. You must present the Clean-Up Day notice in order to dispose of items. Please refer to the forthcoming Clean-Up Day notice for additional information, including a complete listing of acceptable and unacceptable items.

Oct. 26th, 2019
9am - 3pm
Foothill College
Parking Lot 6