



Quarterly Report

October-December 2019

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



January 28, 2020

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

Dear Mr. Cahill,

Enclosed is the report for October-December 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 Garbage and Recyclable Collections

Month	Curbside Collection						Miscellaneous Collections				Summary				Miscellaneous		
	Single Stream			Garbage + Yard waste			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	131.62	99.30	130.70	361.11	96.97	350.17	155.19	76.95	95.12	78.63	743.0	675.1	90.9	68.0	32	0	2433.0
Nov	122.98	99.30	122.12	372.21	96.97	360.93	81.11	75.00	0.00	0.00	576.3	543.9	94.4	32.4	38	0	2188.0
Dec	116.92	99.30	116.10	387.88	96.97	376.13	71.36	76.71	0.00	0.00	576.2	547.0	94.9	29.2	12	0	2290.0
Q4 total	371.52	99.30	368.92	1121.20	96.97	1087.23	307.66	76.38	95.12	78.63	1895.5	1765.9	93.2	129.6	82.0	0.0	6911.0
Totals	1591.96	99.30	1580.82	5721.32	96.97	5547.96	2039.15	76.67	297.55	78.67	9650.0	8926.3	92.5	723.7	229.0	0.0	25777.9

1. QUARTERLY SUMMARY

Los Altos Hills Compostable and Recycling Collections Summary

	Compostable (Garbage & Yard Trimmings)		Recycling	
	Tons Collected	Tons Recycled	Tons Collected	Tons Recycled
Oct-19	361.11	350.17	131.62	130.70
Nov-19	372.21	360.93	122.98	122.12
Dec-19	387.88	376.13	116.92	116.10
	1121.20	1087.23	371.52	368.92

During the fourth quarter, GreenWaste collected **1,121.20** tons of compostable, which 96.97% were recycled and collected **371.52** 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 **2.39** tons.

2. SALES OF RECYCLABLES MATERIALS

GreenWaste Recovery collected **371.52** tons of recyclables in the fourth 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 October-December, GreenWaste collected **371.52** 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 October-December 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 Winter 2019 GreenScene newsletter was distributed to all residents and included in the November 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, October 26, 2019							
Ticket No.	Date	Time	Truck/Box No.	Commodity	Tons	REC%	Tons REC
991347	10/26/2019	13:28	97240	Metal	1.90	0.99	1.88
991348	10/26/2019	13:52	94640	Metal	2.13	0.99	2.11
991351	10/26/2019	15:10	94640	Metal	1.14	0.99	1.13
					5.17		5.12
991363	10/26/2019	16:15	94640	E-Waste	3.60	0.99	3.56
					3.60		3.56
991354	10/26/2019	15:31	238	Yard Waste	8.03	0.99	7.95
991353	10/26/2019	15:30	209	Yard Waste	6.91	0.99	6.84
991357	10/26/2019	15:34	203	Yard Waste	6.66	0.99	6.59
					21.60		21.38
991362	10/26/2019	16:10	212	MSW	2.11	0.75	1.58
991361	10/26/2019	15:51	231	MSW	6.53	0.75	4.90
991360	10/26/2019	15:47	208	MSW	7.44	0.75	5.58
991359	10/26/2019	15:39	232	MSW	3.30	0.75	2.48
991358	10/26/2019	15:39	233	MSW	6.39	0.75	4.79
991356	10/26/2019	15:33	230	MSW	8.32	0.75	6.24
991355	10/26/2019	15:32	204	MSW	8.12	0.75	6.09
991352	10/26/2019	15:13	236	MSW	8.49	0.75	6.37
991350	10/26/2019	14:48	239	MSW	7.63	0.75	5.72
991339	10/26/2019	12:25	202	MSW	6.42	0.75	4.82
					64.75		48.56
TOTAL TONNAGE COLLECTED:					95.12		78.63
Total Customer Visits:							
Supervisor on-site:			Victor Torres				
Outreach Coordinator:			Lazaro Brito				
Customer Service Representatives:			Diana Sepulveda				

Fire Prevention Clean-ups

- 10/19/19 – collected 6.67 tons with 27 participants.
- 11/16/19 – collected 14.65 tons with 32 participants.
- 12/23/19 – collected 5.72 tons with 16 participants.

Youth Education Programs

Events (Presentations, Facility tours)

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

6. TELEPHONE LOG

There was a total of **1,264** 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.



What Can I Recycle?

Help Captain GreenWaste by drawing a line to the blue recycle cart for the items that belong inside.

PHONE



COFFEE GROUNDS



GLASS JAR



BOOK



PIZZA



SHIRT



SHAMPOO BOTTLE



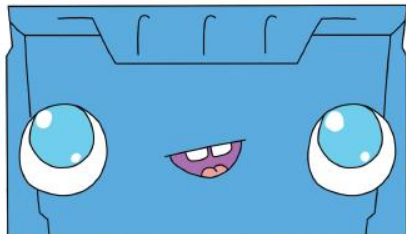
PAPER TOWELS



SODA CAN



FLOWERS



WAYS TO PAY AND CONTACT US



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
877.218.4970 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

GREENSCENE

NEW PROGRAMS UPDATE

+ Holiday Collection and Tree Collection Schedules



HAPPY HOLIDAYS
from
CAPTAIN GREENWASTE
and the
WASTE AVENGERS!

NEW PROGRAMS UPDATE

What has changed with the contract?

- Discontinued use of personal cans
- Requirement that GREEN Carts be placed CURBSIDE for collection
- Migration of food waste from the GREEN Cart to the GRAY Cart
- New or altered charges associated with services beyond those included in Base Services, including additional carts and ON-PREMISE service



GRAY CART SWAP

Acknowledging the challenge that can be associated with bringing GREEN Carts CURBSIDE, a GRAY CART SWAP program is being offered for residents in SMALL TRUCK ONLY AREAS and/or customers paying for ON-PREMISE service. Through this program, residents can swap their two provided GREEN carts for one GRAY cart, affording an opportunity for yard trimmings to be collected in the GRAY CART at locations not accessible to the larger truck. Further, any resident that has participated in the GRAY CART SWAP program and is paying for ON-PREMISE service is also eligible to receive a 25% discount on additional GRAY CARTS.

****Newly-approved Town subsidy**** On September 19, 2019, the Town Council approved a new subsidy, providing temporary rate relief to SMALL TRUCK ONLY AREA GRAY CART SWAP customers. Contact Customer Service to learn more.



REMAINING DISTANCE CHARGE ROLLOUT

Under the new contract, carts placed further than ten feet from the accessible roadway are considered ON-PREMISE. As of January 1, 2020, a new rate will apply for residents placing carts 11 to 100 feet from their accessible roadway.

Further, all Drive-on measurements are actively being remeasured to account for the new SMALL TRUCK ONLY streets, and these updated measurements will also apply as of January 1, 2020.

Have any questions about your services?

Contact Customer Service at 650.947.4994 or losaltoshills@greenwaste.com.

Los Altos Hills Events

Fire Prevention Yard Trimmings Clean-Up Events

Every third Saturday of the month:
November 16th, December 21st, January 18th
All events are held 9 AM - 2 PM
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.



Holiday Collection Schedule:

Collection of Yard Trimmings, Mixed Compostables and Recyclables (Green, Gray and Blue carts) will NOT occur on Thanksgiving Day, Christmas Day or New Year's Day. If your regular collection day falls on or after one of these holidays, your collection would be delayed by one day.

November 2019 THANKSGIVING

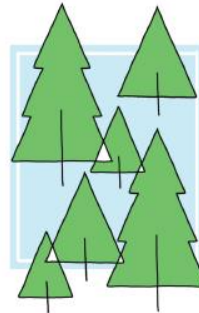
mo	tu	we	th	fr	sa	su
25	26	27	28	29	30	01

December 2019 CHRISTMAS

mo	tu	we	th	fr	sa	su
23	24	25	26	27	28	29

January 2020 NEW YEAR

mo	tu	we	th	fr	sa	su
30	31	01	02	03	04	05



Tree Schedule:

GreenWaste will pick up undecorated Christmas Trees curbside on your regular collection day from December 26th through January 31st. There is no need to call to schedule a pickup! To ensure the tree gets picked up:

- Remove the decorations and stand
- Cut the tree to a recommended 4-foot lengths.
- Place the sections curbside on your regular collection day

After January 31st, all trees must be cut up to fit loosely in your Yard Trimmings (Green)cart and set out on your regular collection day.

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

- Veterans Day: Monday, November 11th
- Martin Luther King Jr. Day: Monday, January 20th



RECYCLABLES and the holiday season

During the holiday season, the GreenWaste Materials Recovery Facility (MRF) has an increase of approximately 200 tons per day of additional recyclables. Once recyclables are collected from your home, they are brought to the MRF and processed mechanically and manually to ensure the highest diversion possible. Materials are sorted by weight, size, shape, and type, then baled and recycled.

Thank you for helping keep recyclables clean and dry!

