



GreenWaste Recovery, Inc.
1500 Berger Drive
San Jose, CA 95112
(650) 947-4994

Quarterly Report

January-March 2020

Town of Los Altos Hills
Mixed Compostables, Recyclables and Yard Trimmings Contract



April 15, 2020

Carl Cahill
26379 Fremont Road
Los Altos Hills, CA 94022

Dear Mr. Cahill,

Enclosed is the report for January-March 2020, as required by the Collection of Mixed Compostables, 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. Sale of Recyclable Materials
3. Contaminants
4. Problems Encountered
5. Public Education Activities
6. Telephone Log
7. New Service Recipients
8. Missed Pickups
9. Bulky Goods
10. On-Call Clean ups
11. Town-wide Clean ups

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.

1. QUARTERLY SUMMARY

Los Altos Hills Mixed Compostables, Recyclables and Yard Trimmings Collections Summary

Material Description	Tons Collected	Total Trash Tons	Total Recycled Tons
Curbside Recyclables 1	285.16	57.03	228.13
Curbside Recyclables 2	67.70	27.08	40.62
Office Recyclables 2	8.02	3.21	4.81
Processed Compostables 2	1062.11	318.63	743.48
Yard waste - In	461.31	4.61	456.70
Total:	1884.30	410.56	1473.73

Total Diversion Rate:	78.21%
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GreenWaste collected **1,062.11** tons of mixed compostables, **360.88** tons of recyclables and **461.31** tons of yard trimmings with a diversion rate 78.21%. 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 **1.43** tons.

2. SALE OF RECYCLABLE MATERIALS

GreenWaste is pleased to be able to offer an expanded list of items and material types accepted in the BLUE Recyclable Materials Containers and be able to deliver on our commitment that our diversion rates at our Material Recovery Facility (MRF) continue surpass the industry standard at any given time. GreenWaste's historical successes in achieving high recovery rates, and corresponding low residue rates, is entirely dependent on available markets for the recyclable materials recovered; regardless of how expansive or clean a recyclable material collection program is or the efficiency of effectiveness of a MRF, clean, sorted and baled commodities cannot be recycled if no market exists.

GreenWaste continues to maintain one of the most advanced sorting facilities in the United States; we have invested significant capital and heavily staff the processing lines to maximize our ability recover materials and produce exceptionally clean post-sorted recyclable commodities. This investment has allowed us to secure a competitive edge in selling the recyclable commodities we recover and stay ahead of both regulations and other facilities. Over the past few years, the acceptable levels of contamination in bales of recovered commodities has been steadily decreasing; however, this had not impacted GreenWaste significantly because we had always produced commodities that were well below the acceptable levels of contamination.

Beginning in January 2018, however, China implemented their “National Sword” policy which made the marketing of materials recovered from the recyclable materials waste stream not only difficult, but in some cases, impracticable and even impossible. China has historically purchased the majority of recovered commodities from countries throughout the world. National Sword established new thresholds for the levels of acceptable “contamination” (i.e. materials that are not the targeted material or material blend) and imposed new restrictions on the allowable moisture content of fiber, which makes up 60-70% of the recyclable materials discarded by residents and businesses. The new threshold for allowable contamination was set at less than 0.5% (half of one percent) and established restrictions on moisture content that entirely disallowed fiber with a moisture content of greater than twelve percent (12%).

Since January 2018, GreenWaste has not sold any materials to China, in part because China is purchasing only limited amounts of post-consumer recyclable materials and also because the risk of loads being rejected was too great. While other countries attempted to fill the demand void, the supply was too great and with the surplus, these other countries began voluntarily adopting China’s tightened thresholds for contamination. While GreenWaste has been able to meet these specifications for the materials recovered from the waste stream, the removal of the last fragment of contamination has impacted overall facility recovery rates and has also required GreenWaste invest significant capital and labor performing quality control in order to meet these standards and maximize diversion.

GreenWaste continues to encounter challenges meeting these new tightened specifications and also continues to meet these challenges. In order to achieve the quality control standards required GreenWaste has slowed down our processing lines and installed new equipment. During Q1 of 2020, GreenWaste made the following infrastructure upgrades at the MRF:

1. Installed a new scale system to ease traffic at the facility
2. Installed two (2) new Max-AI® technology, an Autonomous Quality Control (AQC) system utilizing the latest in artificial intelligence (AI), that include three (3) separate sorting units to identify recyclables and separate them by distinct material types. This second Max-AI® was made possible in part through a partnership we have developed with the Carton Council.
 - i. The first Max-AI® unit includes two (2) sorting units that follows our HDPE optical sorter. The first unit removes non-HDPE contamination that made it by the optical sorter and the second unit then selects HDPE – Natural and allows the HDPE-color to continue into a bunker.
 - ii. The second Max-AI® unit with one (1) sorting unit is positioned on our residue line and targets materials according to our specified hierarchy from the residue stream:
 1. Aseptic containers and cartons, then
 2. Aluminum containers, then
 3. PET plastics, then
 4. HDPE

GreenWaste is also pleased to report that during Q1 we were able to located and secure a market for clamshells. We have also been unsuccessful in finding a market for clean film plastics, although we continue to advance our partnership with a local start-up [BioCellection](#) that has developing and is in the process of scaling-up its proven chemical recycling processes.

Making up approximately sixty percent (60%) of the inbound waste stream of recyclable materials delivered for processing, fiber is also a very strong indicator of the state of the recyclables commodities market. Below is the average per ton pricing for the two strongest market indicators, mixed paper and old corrugated cardboard (OCC).

Pulp & Paper Week			
Price Watch: Recovered Paper (Per Ton Averages)			
Destination: Asia Port of Origin: SF/Oakland	January 2020 <i>(Published Feb. 5)</i>	February 2020 <i>(Published Mar. 5)</i>	March 2020 <i>(Published Apr. 5)</i>
Mixed Paper (54) & OCC (11)	+/- \$87.00	+/- \$104.50	+/- \$118.50

Because mixed paper and OCC make us such a significant portion of the inbound waste stream of recyclable materials and new moisture limits have been imposed on fiber, when fiber that is placed in the recyclable materials container becomes wet there is no market for that fiber and it ultimately becomes residue. This becomes a significant challenge in wet months in particular.

Finally, at the end of Q1 the impacts of COVID-19 began to significantly impact our operation. Throughput (tons per hour) has decreased slightly in order to preserve social distancing and still strive to meet material specifications. We have installed plexiglass at the scale-house, reception area, and wash stations where the recommended 6’ distance proved challenging, we have moved around our sorting stations on the processing line to ensure the 6’ social distancing and we have also seen costs increase significantly as a result of purchasing and providing hand sanitizer and single-use Personal Protective Equipment (PPE), and the installation of new hand-washing stations. Perhaps most notably is that we have seen the composition of the material change significantly with the loss of commercial businesses and the increase in waste generated in the residential sector as a result of the Shelter-in-Place polices. We have also seen a huge uptick in contamination in the recyclable materials delivered for processing, presumably because garbage containers quickly reach capacity and all the garbage that doesn’t fit ends up int eh recyclables container. We expect this trend to continue well into and likely beyond Q2.

3. CONTAMINANTS

In January-March, GreenWaste collected **360.88** 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

In January-March 2020, 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.

GreenWaste Outreach Schedule:

Quarterly Bill Inserts/Direct Mailers

The Spring 2020 GreenScene newsletter was mailed to all residents in the February 1, 2020 invoices.

Updates to GreenWaste Website

- **Various times** – Ongoing updates to Los Altos Hills webpage to keep content current with new program rollout.
- **3/13/2020** – GreenWaste posted an update on the COVID-19 pandemic under Important News on our website.
- **3/18/2020** – GreenWaste applied the following COVID-19 message to our daytime phone greeting:

Thank you for calling GreenWaste. We do not anticipate an interruption of services as a result of the coronavirus. GreenWaste is taking precautionary measures to provide for the health and safety of our employees and communities. Please regularly check our website and social media platforms for updates. Your call may be monitored and recorded for quality assurance purposes. Para espanol, oprima numero cinco. Please hold for the next available agent.

Social Media

Content on GreenWaste platforms covered collection vehicles, processing equipment, waste sorting tips, holiday reminders, and COVID-19 awareness.

New Collection Program/Transition

GreenWaste completed the new Service Guide, matching the new service program and Town provided approval. GreenWaste is conducting a final review and will then proceed to make the document available online, as well as have hardcopies available upon request.

Compost Give-away

Fire Prevention Clean-ups

- **1/24/2020** – collected 11.05 tons with 19 participants.
- **2/15/2020** – collected 11.00 tons with 23 participants.
- **3/21/2020** – Due to COVID-19, the event was canceled.

Youth Education Programs

Special Events

On February 7, 2020, GreenWaste performed a single stream recyclables Material Recovery Facility (MRF) tour for 9 Los Altos Hills residents. The MRF tour designed to educate the Los Altos Hills Community members who are interested in learning more about what happens to their waste after it is collected. The attendees of this tour had several questions about whether specific types of materials were acceptable in their recyclables cart. Everyone left well informed about how their waste is processed and left motivated to continue their efforts at home.

On March 6, 2020, GreenWaste performed a single stream recyclables MRF tour for 7 Los Altos Hills residents. The MRF tour designed to educate the Los Altos Hills Community members who are interested in learning more about what happens to their waste after it is collected. The attendees of this tour were amazed at how much high-tech equipment is utilized and the mechanics of the machinery. There were several basic questions about acceptable items in the recyclables cart, but more of the focus was on the processing operation. All attendees left satisfied knowing that their efforts at home truly make a difference.

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

6. TELEPHONE LOG

In the first quarter of 2020, GreenWaste received **963** calls from residents and **8** complaints.

Complaints

CustID	Name	Address	Date	Details on complaint	Resolution on complaint
			1/8/2020	Alice reached out to Emily via email about personal cans of YT she set out w/a yellow voucher, she was told by CSR/office it needs to have a bar, it's not compatible, then the large item/on-call she schd was not done last wk but the WO is cmp, asked LM to ask Benny about it when he gets in, once I have more info, I'll call customer back.	On 1/8/20 Val contacted Alice to confirm personal cans do not need to have a bar, a misunderstanding GWR cleared up internally. Also, confirmed the large item not collected last week was not curbside but we'll remove it on 1/9/20 as well as dumping personal cans of YT not needing a voucher (but she did not set out cans of YT).
			2/4/2020	Customer sent the Town an email upset we do not close the YT lids after we service them.	On 2/4/20, Val shared email with Victor, entered in several future reminders and GWR responded to customers email.
			2/27/2020	Customer emailed Town regarding the RDISTB charge, he recently called our office about the charges and we explained we had to put in a verification (standard protocol) and we'd follow up once complete.	On 2/27/20, Val provided the Town an update on RDISTB customers, confirmed customer is curbside, removed RDISTB and waived all past charges.
			3/18/2020	Customer emailed Carl Cahill about cart lids being left open after we service.	On 3/23/20, Val spoke to Mr. Silver and apologized for the error and GWR will be cautious about cart lids and I entered 4 future work order reminds on lids.

			3/18/2020	Customer sent Carl Cahill a letter about cart lids being left open after service and placement of carts	On 3/23/20, Val left a detailed message apologizing for the cart lid issue, it will no longer occur, I spoke to the Route Supervisor and I created 4 future work order reminders to close lids.
			3/18/2020	Customer emailed Nichol at Town upset about the placement of carts after we service them	On 3/23/20, Val spoke to Mr. Bani and apologized for the cart placement issue, reassured him it will not happen again, reviewed it with the Route Supervisor and created 4 future work order reminders.
			3/18/2020	Customer emailed the town re: the placement of his carts after they're serviced, he's called in several times about this & told we'd take care of it, we do but it starts up, he will initiate legal action against the Town and GWR if this continues.	On 3/23/20, Val spoke to Lester about the YT cart lid being left open, informed him it was reviewed with the Route Supervisor and a couple reminders were entered for driver. On 4/2/20 GWR decided to offer Lester on-premise service at no charge because the location he places carts (landscaping area) is an issue, the carts roll and fall over, he agreed.
			3/23/2020	Customer emailed Val Sat 3/21/20 at 2:10pm asking what she is doing wrong. Her recycling is missed or not all is serviced.	On 3/24/20, Val confirmed with Vic and driver she is overfilling recycle cart and cardboard pieces are too large. Vic did a site check on 3/25/20 and called her twice to discuss the issues but she was unavailable. I reached out to her on 4/2/20, she overfilled the RECY cart again and cardboard pieces were too large, I provided the rate for extra RECY, guidelines on cardboard and offered to exchange her 64gl to a 96gl RECY cart. She thanked me and happy with my follow-up.

9. BULKY GOODS

GreenWaste did not collect any bulky goods during January-March; therefore no customer was charged a bulky goods fee.

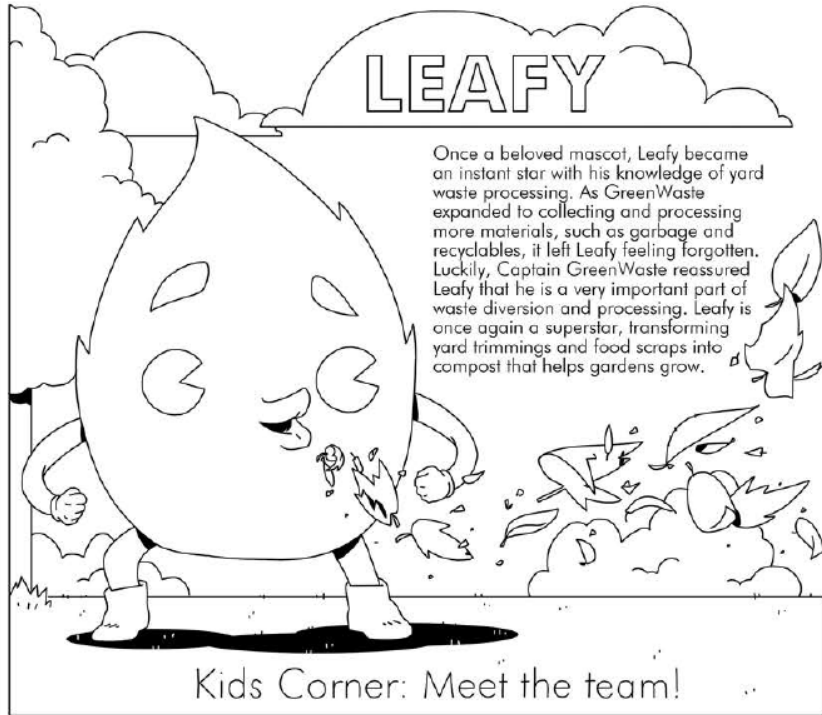
10. ON-CALL CLEAN UPS

GreenWaste performed **67** on-call clean ups during the first quarter, items removed at no charge are listed below:

basketball hoop	mattress
BBQ grill	microwave & chair
bed frame	patio umbrella
bookcase	personal cans
Box spring	ping pong table
cabinet	refrigerator
chair	safe
couch	shed
desk	television
dishwasher	toy cars
dresser	treadmill
dryer	Tubing
exercise machine	washer
fireplace insert	water heater
freezer	wood box
generator	wood pallet
large plant pots	

11. TOWN-WIDE CLEAN UPS

During the first quarter of 2020, GreenWaste did not perform a town-wide clean up. The next town-wide clean up was scheduled for Saturday, April 25, 2020 but due to COVID-19, it has been postponed to Saturday, June 27, 2020.



LEAFY

Once a beloved mascot, Leafy became an instant star with his knowledge of yard waste processing. As GreenWaste expanded to collecting and processing more materials, such as garbage and recyclables, it left Leafy feeling forgotten. Luckily, Captain GreenWaste reassured Leafy that he is a very important part of waste diversion and processing. Leafy is once again a superstar, transforming yard trimmings and food scraps into compost that helps gardens grow.

Kids Corner: Meet the team!

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

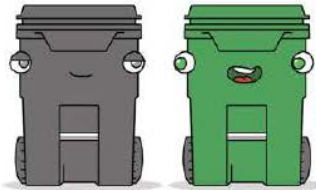
Payments can be made over the phone Monday through Friday from 8am-6pm.
 650.947.4994 phone
 800.944.4388 toll-free



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





IN YOUR COMMUNITY



GreenWaste is proud to continually maintain an active partnership with the Town. We are pleased to be able to participate in Town events and support the Town through neighborhood clean-ups, hosting tabling events and providing containers for processing and collection of commodities. Thank you for your valued contributions in making the 2019 clean-ups successful! We hope that these clean-up events are helpful and convenient. We look forward to seeing you at your next scheduled clean up event on April 25th 2020.

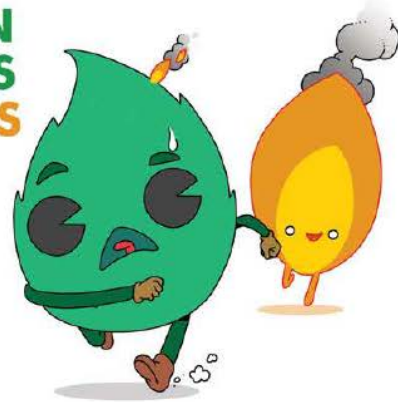
FIRE PREVENTION YARD TRIMMINGS CLEAN-UP EVENTS

Every third Saturday of the month:

- January 18th
- February 15th
- March 21st
- April 18th
- May 16th

All events are held 9 AM - 2 PM

Foothill College Parking Lot 6



Yard trimmings must be less than 6 in. in diameter and less than 4 ft. long to be accepted. Please NO large stumps or tree trunks.

You may access a 2020 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.



What are Mixed Compostables and what happens to it once it is collected?

Mixed Compostables, which includes food waste, garbage, outdoor waste and yard trimmings (if applicable), belong in your **Gray** Cart. This material is taken to the GreenWaste Materials Recovery Facility (MRF). The GreenWaste Municipal Solid Waste (MSW) Facility processes about 90 tons of material per hour! The collected materials are brought to the MRF and processed mechanically and manually to ensure the highest diversion possible. Check out for our new MSW MRF virtual tour video that is now available on our website.



As of January 1, 2020, the "Slow Down to Get Around" Law in California requires motorists to slow down and move over when they see a waste collection vehicle on the side of the road. GreenWaste would like to thank everyone for doing their part in ensuring safety for both our drivers and the community!

- Avoid distractions such as texting or getting directions on your cell phone.
- Slow down when approaching collection vehicles.
- Before attempting to pass, look both ways!



Spring is around the corner! Consider using these tips and tricks to minimize the amount of waste generated and repurpose old items to give them a new use.

- Try cutting old t-shirts to use as cleaning rags to minimize paper towel waste.
- Consider donating! Dishes, books, clothing and toys are items that can be donated to a local thrift store.
- Flex your power! Use a clothesline or a drying rack rather than a dryer to save energy and money!