



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

# **Quarterly Report**

July-September 2020

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



October 15, 2020

Carl Cahill  
26379 Fremont Road  
Los Altos Hills, CA 94022

Dear Mr. Cahill,

Enclosed is the report for July-September 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	345.75	69.15	276.60
Curbside Recyclables 2	16.22	6.49	9.73
Curbside Recyclables 3	0.67	0.54	0.13
Office Recyclables 2	8.31	3.32	4.99
Processed Compostables 2	1057.82	317.35	740.47
Yard waste - In	582.63	5.83	576.80
<b>Total:</b>	<b>2011.40</b>	<b>402.67</b>	<b>1608.73</b>

<b>Total Diversion Rate:</b>	<b>79.98%</b>
------------------------------	---------------

GreenWaste collected **1,057.82** tons of mixed compostables, **370.95** tons of recyclables and **582.63** tons of yard trimmings with a diversion rate 79.98%. 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 **0.27** 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.

<b>Pulp &amp; Paper Week</b>			
<b>Price Watch: Recovered Paper (Per Ton Averages)</b>			
Destination: Asia Port of Origin: SF/Oakland	Jul 2020 <i>(Published Jul 7)</i>	Aug 2020 <i>(Published Aug 5)</i>	Sep 2020 <i>(Published Sep 4)</i>
Mixed Paper (54) & OCC (11)	+/- \$122.00	+/- \$139.00	+/- \$159.00

China held firm on their commitment to move away from imported recycle products. The doors are now officially closed to all grades. The quotas have been largely met for the year which in turn locks out the remaining months allocations. The promise made good has created ripple effects in the commodity markets. The value of old corrugated cardboard and plastic materials are softening but no one knows how much of a market correction will take place. Infrastructure in other processing countries are close to achieving their goals in innovation of leading pulping technology. Fortunately, the quality of bales generated by GreenWaste Recovery are sought after. Therefore, movement has yet to become a significant factor at our operation. Paper value is on the rise due to the lack of supply given the decrease in volume. Working from home and home schooling is the main contributor to the decline of approximately 30% in volume.

### **3. CONTAMINANTS**

In July-September, GreenWaste collected **370.95** tons of recyclables. Of the total recyclables collected, 79.50 were landfilled. 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 July-September 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 Fall 2020 GreenScene newsletter was mailed to all residents in the August 1, 2020 invoices. This newsletter highlighted Health and Safety Tips, Holiday Schedule, What is New at the GreenWaste MRF and how to get connected with GreenWaste

#### Updates to GreenWaste Website

GreenWaste has been working on a website upgrade which should make for a more user-friendly experience for Los Altos Hills customers. The planned launch date for the new site is October 23, 2020.

#### Social Media

Content on GreenWaste platforms covered collection vehicles, processing equipment, waste sorting tips, and holiday reminders. GreenWaste posted specific notes regarding Los Altos Hills Clean Up Events.

#### Fire Prevention Clean Ups

- 7/18/2020\* – collected 7.45 tons with 19 participants
- 8/15/2020\* – collected 6.06 tons with 17 participants
- 9/19/2020\* – collected 12.55 tons with 37 participants

***\*Event was held at Purissima Park and staff followed social distancing protocol due to COVID-19***

#### Youth Education Programs

A Virtual Education Program utilizing the GreenWaste Children's Book was created to share with the Town's younger audience. The book teaches kids about friendship, the GreenWaste MRF, anti-litter, compost and the importance of recycling.

#### Special Events

MRF Virtual Tour videos were created and available for the community to learn about how GreenWaste processes the material from the Town of Los Altos Hills in the safety of their homes.

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

## 6. TELEPHONE LOG

In the third quarter of 2020, GreenWaste received **1011** calls from residents and **4** complaints.

### Complaints

CustID	Name	Address	Date	Details on complaint	Solution
			7/29/2020	Carl emailed (& left a VM) Mr. Whaley's frustration with our services. He asked I give him a call to review his options. I believe (from reading past notes) he occasionally sets out a second personal REC cart to be serviced & we do not service it. Confirming some info from Operations as well & then I'll follow up with the customer and the Town	Called customer and spoke to wife, Mr. Whaley was outside working in the yard. She took down my name and number and would have Mr. Whaley call me back. The following day he called in and agreed to ordering the second recycle cart, we provided a courtesy on his personal to start with a clean slate.
			7/14/2020	Called in upset the location for the town cleanup is far and impossible, its 30 mins away from her home, we should have found a location closer in town.	Explained this is the location GWR and the Town agreed upon until Foothill College reopens. Unfortunately, our event is large, and we need a space to hold all vehicles and host drop offs. It's the best we could offer during the pandemic. Threatened to call the Town and asked for my name.
			9/3/2020	Mrs. Mehta emailed town regarding a recent phone call she had with our office this week. Her YT cart went missing so her gardener put the material in bags, she reviewed her cameras & found her neighbor took her carts by mistake. We provided options but she didn't want to pay or dump the bags into the cart for us to return the following day. She was transferred to the Route Supervisor. She hasn't rcvd a call back from GWR or the Town.	Called Mrs. Mehta to offer removing the bags as a courtesy today but she said the town took them already, I apologized for her experience and the way she was treated, told her I would look into it further and provided my name to call me anytime in the future (if needed). Followed up with the Town on solution.
			9/30/2020	Customer noticed RDISTB on her bill, called to dispute it. Normal protocol we entered a verification the following collection day and then follow up with options. The same CSR contacted the customer about the verification (she is beyond 11ft on property) and resident became upset. The CSR asked if she could call her back because she wanted to discuss the situation with the supervisor, discuss all options we could offer. The customer requested all mailing regarding the new charge via email and she was calling the Town.	CSR gathered all notifications of new contract and emailed customer. Customer the following day replied we did not have her permission to deduct the amount from her card on file for auto bill pay. Val provided customer options: A.) keep drive-on and we would waive the past 3 quarter charges or B.) cancel the drive-on and we would waive the past 3 quarter charges. Val provided an update to the Town on the situation.

**9. BULY GOODS**

GreenWaste collected 5 bulky items and each resident was charged accordingly on their next invoice.

<i>CustID</i>	<i>Name</i>	<i>Address</i>	<i>Date</i>	<i>Qty</i>	<i>Bulkys collected:</i>
			7/14/2020	1	mattress
			7/28/2020	1	refrigerator
			8/10/2020	3	(2) box springs & (1) bed frame

## 10. ON-CALL CLEAN UPS

GreenWaste performed **110** on-call clean ups during the third quarter, items removed at no charge are listed below:

air conditioner unit	love seat
air purifier	mailbox
BBQ	mattress
bed frame	metal board
bike	oven
bookcase	pallet
box spring	personal can
cardboard - oversized	pressure washer
cargo box carrier	printer
carpet	punching bag
chair	railroad tie
coffee table	refrigerator
computer monitor	safe
crib + mattress	sofa
desk	stool
dish washer	styrofoam - oversized
dog bed	television
door frame	television dish
dresser	television stand
dryer	toaster oven
exercise bike	toilet
filing cabinets	toy
fire pit	umbrella - beach
futon	water heater
golf bag	weed whacker
hutch	wheelbarrow
ladder	wine cooler
lamp	work bench
light fixtures	

## 11. TOWN-WIDE CLEAN UPS

During the third quarter of 2020, GreenWaste held two Town-wide cleanups. Due to the pandemic, GreenWaste was unable to host the event at the usual location Foothill College, 12345 El Monte Rd, Los Altos Hills, CA because of the campus closure but a temporary location, agreed upon between the Town and GreenWaste, was found. The two events were held at Foothill College's Sunnyvale Campus at 1070 Innovation Way, Sunnyvale, CA. from 9:00 am to 3:00 pm.

GreenWaste followed Social Distancing Protocol:

- Residents were to remain in their vehicles with windows rolled up and show their postcard or proof of residency through car window
- Staff held smaller signs attached to clipboards to help aid and communicate with residents
- Staff was required to wear face coverings the entire event
- Staff suggested (with signs) to residents to wipe down any portion of their vehicle staff may have touched, after the event
- Advised residents the process will be slower due to safety precautions

### Event Summary

Date:	07/25/2020
Time:	9am – 3pm
Customer Count:	713
Trash tons collected:	82.89
Metal tons collected:	5.88
E-waste tons collected:	2.97

Date:	08/29/2020
Time:	9am – 3pm
Customer Count:	420
Trash tons collected:	54.56
Metal tons collected:	2.02
E-waste tons collected:	1.62

# RECOVERY



"Earth's Best Friend!" A French Bulldog that is loyal and loves to snuggle. Recovery is Captain GreenWaste's companion and problem-solving sidekick. She can fly and shares the same passion as Captain GreenWaste in doing what is good for the planet. She accompanies Jesse the recycle man during the day and helps him unload his truck when at the tip floor!

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](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



# GREENSCENE

**HEALTH AND SAFETY TIPS**

**PLAN AHEAD FOR HOLIDAY COLLECTION**



**WHAT'S NEW AT GREENWASTE?**



## Single-Stream Recyclables MRF UPGRADES

Our Single-Stream Recyclables Materials Recovery Facility (MRF) has received some recent upgrades!

We've installed two MAX-AI® systems (one featuring two sorting units) at our Single-Stream MRF. MAX AI® units use Artificial Intelligence (AI) and are programmed to identify specific material types and extract anything that does not belong in the stream.




At our MRF, the first unit removes non-HDPE contamination and the second unit selects HDPE-Natural. The second system works in tiers, removing items like cartons, aseptic containers or anything else destined for landfill. This advanced system increases the diversion of designated material types.

**Have you ever seen a MAX AI® in action?** Our Municipal Solid Waste (MSW) MRF features some of its own. Check out our video on YouTube to see how it works!

### Life During-COVID-19: Health and Safety Tips

During difficult times, GreenWaste is extremely grateful for our drivers and sorters who conduct their duties for the health and safety of our community. We would like to remind you of a few tips to keep our drivers and our community clean and safe:

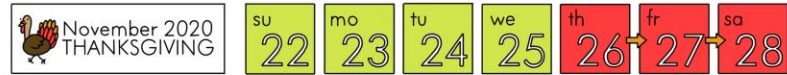


-  Please bag all tissues and paper towels to reduce the likelihood of contact with germs.
-  Containerize materials as much as possible to limit contact for our drivers.
-  When sanitizing high touch areas at your home, remember to wipe down the handles of any gates, enclosures and cart handles that the driver might touch.

On your next collection day, wave hello to your driver to help show appreciation for their hard work!

### Thanksgiving Schedule – Plan Ahead!

Remember that waste collection will NOT occur on Thanksgiving Day. If your regular collection day falls on or after Thanksgiving, your collection will be delayed by one day.



Our [www.greenwaste.com](http://www.greenwaste.com) website is undergoing a redesign! We look forward to sharing with you the improved functionality and updated look. Please continue to use our website to view collection information, receive service updates, and make payments online – and keep an eye out for our refreshed site in September!

### We've Moved!

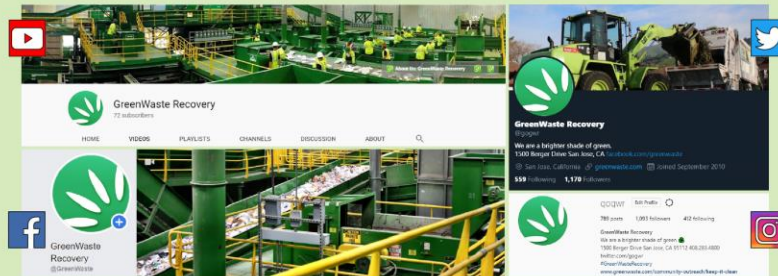
Our Corporate Office is now located at:

610 East Gish Road,  
San Jose, CA 95112



## GET CONNECTED!

**Want to learn more about GreenWaste Recovery, Inc?** Add us on our social media accounts to view original content and service updates! We can be found on YouTube, Instagram, Twitter and Facebook.





## ATTENTION

**Enclosed Trailers and Trailers over 4' X 8' will be turned away**

Town of Los Altos Hills Residents **ONLY**

**This original notice MUST be presented to participate**

No poison oak or ivy

**REMAIN IN YOUR VEHICLE**

# Town of Los Altos Hills NEIGHBORHOOD CLEAN-UP DAY



**TEMPORARY NEW LOCATION:  
Foothill College's Sunnyvale Center  
1070 Innovation Way, Sunnyvale, CA**

**\*\*SOCIAL DISTANCING PROTOCOLS WILL BE IN PLACE. EXPECT SLOWER PROCESS.\*\***

### ✓ 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
- Containerized rock, dirt, asphalt and concrete (NO MORE than 30 gallons per household)
- Containerized 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)

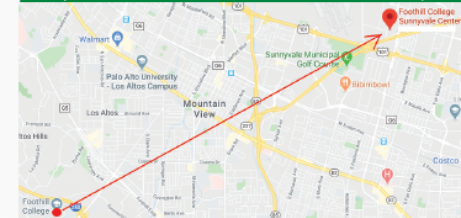
### ✗ ITEMS NOT ACCEPTED:

- 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)

650.947.4994 | 800.944.4388 | [www.greenwaste.com](http://www.greenwaste.com) | HHW 408.299.7300

**Date:  
Saturday, July 25, 2020**

**Time:  
9 AM - 3 PM**  
(items not accepted after 3 PM)



### SOCIAL DISTANCING PROTOCOLS

Do NOT attend the event if you are sick.

Remain in your vehicle at all times – you'll need to show GreenWaste staff this notification postcard through your car window.

Please be advised that the process will be slower due to safety precautions.



Wipe down any portion of your vehicle that may have been touched by event staff.

### OTHER AVAILABLE PROGRAMS:

On-Call Clean Up (call for details and to schedule)  
Vouchers (follow instructions on mailed voucher)

# TOWN OF LOS ALTOS HILLS

## ARE YOU TAKING ADVANTAGE OF ALL GREENWASTE EXTRA MATERIAL PROGRAMS?

	 <b>ON-CALL CLEAN UP</b>	 <b>VOUCHERS</b>
<b>WHAT IS IT?</b>	<b>NO CHARGE:</b> TWO (2) CURBSIDE COLLECTIONS PROVIDED AT YOUR CONVENIENCE ANNUALLY.	<b>NO CHARGE:</b> VOUCHERS ARE PROVIDED ANNUALLY FOR THE COLLECTION OF EXTRA MIXED COMPOSTABLES OR YARD TRIMMINGS, DEPENDING ON YOUR SERVICE SUBSCRIPTION.
	<b>ADDITIONAL CHARGE:</b> ONCE THESE TWO (2) NO-CHARGE COLLECTIONS HAVE BEEN EXHAUSTED, THE SERVICE REMAINS AVAILABLE FOR AN ADDITIONAL CHARGE.	<b>ADDITIONAL CHARGE:</b> ADDITIONAL VOUCHERS MAY BE PURCHASED.
<b>WHAT ARE THE DETAILS?</b>	<p>EACH ON-CALL CLEAN UP ALLOWS FOR THE PICKUP OF EITHER:</p> <ol style="list-style-type: none"> <li>1. UP TO TWO (2) BULKY ITEMS*</li> <li>2. UP TO THREE (3) CANS OR BUNDLES (NOT TO EXCEED 3' X 3' X 3') OF YARD TRIMMINGS*</li> </ol> <p>*NOTE: SIZE AND WEIGHT RESTRICTIONS APPLY.</p>	<p>EACH VOUCHER IS REDEEMABLE FOR UP TO NINETY-SIX (96) GALLONS OF EXTRA MATERIALS.</p> <p>MATERIAL MUST BE PLACED IN A DURABLE AND LIDDED CONTAINER NEXT TO YOUR GRAY CART.</p> <p>DETAILS ARE PRINTED ON EACH VOUCHER.</p> <p>ADDITIONAL VOUCHERS ARE AVAILABLE FOR PURCHASE.</p>
<b>HOW DO I PARTICIPATE?</b>	CALL CUSTOMER SERVICE AT LEAST FORTY-EIGHT HOURS IN ADVANCE TO SCHEDULE A COLLECTION AND RECEIVE DETAILED RESTRICTIONS.	THESE VOUCHERS WILL BE MAILED TO CUSTOMERS ANNUALLY WITH THE FEBRUARY BILL. AFFIX THE VOUCHER TO YOUR CONTAINERIZED MATERIALS FOR COLLECTION.



[WWW.GREENWASTE.COM](http://WWW.GREENWASTE.COM) | [CUSTOMERSERVICE@GREENWASTE.COM](mailto:CUSTOMERSERVICE@GREENWASTE.COM) | 650.947.4994