



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

# **Quarterly Report**

October-December 2020

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



January 15, 2020

Carl Cahill  
26379 Fremont Road  
Los Altos Hills, CA 94022

Dear Mr. Cahill,

Enclosed is the report for October-December 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,

*V. Chavez*  
Valerie Chavez

GreenWaste Recovery, Inc.

## 1. QUARTERLY SUMMARY

Los Altos Hills Mixed Compostables, Recyclables and Yard Trimmings, October-December Collections Summary:

### Residential and Commercial Tonnage Summary

Material Description	Tons Collected	Total Trash Tons	Total Recycled Tons
Curbside Recyclables 1	361.80	72.36	289.44
Curbside Recyclables 2	16.48	6.59	9.89
Curbside Recyclables 3	1.24	0.99	0.25
Office Recyclables 2	8.77	3.51	5.26
Processed Compostables 2	1,105.23	331.57	773.66
Los Altos Hills Street Sweeping	1.01	1.01	0.00
Yard waste - In	651.10	6.51	644.59
<b>Total:</b>	<b>2,145.63</b>	<b>422.54</b>	<b>1,723.09</b>

<b>Total Diversion Rate:</b>	<b>80.31%</b>
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GreenWaste collected **1,105.23** tons of mixed compostables, **388.29** tons of recyclables and **651.10** tons of yard trimmings with a diversion rate **80.31%**. 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 **1.01** tons.

### Roll-off Tonnage Summary

Material Description	Tons collected	Total Trash tons	Total Recycled Tons
Brush	4.03	0.04	3.99
Brush Mixed	25.96	0.26	25.70
C&D	131.97	29.92	102.05
Concrete	25.78	0.16	25.62
Concrete 3	22.60	0.14	22.46
Miscellaneous Debris	80.01	18.14	61.87
Sheetrock	4.40	0.14	4.26
Yard waste	21.80	0.22	21.58
<b>Total:</b>	<b>316.55</b>	<b>49.02</b>	<b>267.54</b>

<b>Total Diversion Rate:</b>	<b>84.52%</b>
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## 2. SALE OF RECYCLABLE MATERIALS

The COVID 19 pandemic continues to have implications on the recyclables market:

- Trucking logistics have been impacted. There are fewer available drivers, and the movement of commodities has been correspondingly affected.
- GreenWaste proactively reduced staffing levels at the MRF to reduce the opportunity for transmission of the virus.

GreenWaste's finished products continue to be of high quality, but the volume decreased when staffing levels at the MRF decreased (*staffing reduction took place on the paper line*).

Correspondingly, this staffing reduction delayed GreenWaste's effort to generate a high-grade paper commodity. Following are details on the MRF staffing reduction:

- December 2: The first day the fiber team was sent home
- December 15: Brought one line of the fiber team back to the Facility
- December 20: Brought the second line of the fiber team back to the Facility
- January 2: Brought the final line of the fiber team back to the Facility
- Currently we are running fully staffed

Outside of COVID 19, international markets continue to be challenging. Shipping lines are canceling entire bookings because "waste" generated products cannot be used in China, and China is no longer allowing transloading. Essentially, if a container has been emptied of its contents in another country, those same containers cannot be used in China.

As the market struggles, GreenWaste has opted to use FOB instead of FAS purchase orders in order to move materials.

Furthermore, the MRF is also receiving contaminated loads of recyclables, which further complicates the ability to salvage fiber. We attribute the contaminated loads to both rain, and residents (*who are home more often and producing more garbage*) tossing extra material into their Recyclables carts.

### **3. CONTAMINANTS**

In October-December, GreenWaste collected **388.28** tons of recyclables. Of the total recyclables collected, 83.45 tons 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 October-December 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 Winter 2020 GreenScene Newsletter was mailed to all residents in the November 1, 2020 invoices. This newsletter highlighted the upcoming Holiday schedule, collection trends, information on our Material Recovery Facility Virtual Tour, and the different ways to connect with us on social media.

#### Updates to GreenWaste Website

The new GreenWaste website launched on October 23, 2020. The website upgrade made for a more user-friendly experience for Los Altos Hills customers. Important updates on health and safety information related to COVID-19 is also updated on the website.

#### Social Media

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

#### Fire Prevention Clean Ups

Additional communication went out regarding safety and location change of the Fire Prevention Clean-Up Event (new location Purissima Park). Important information was distributed over the phone and across the GreenWaste website to help residents understand the updated location. Hand sanitizer and safety signs were placed at the event site.

**10/17/2020** – collected 7.83 tons with 27 participants

**11/21/2020** – collected 7.08 tons with 21 participants

**12/19/2020** – collected 7.22 tons with 19 participants

#### 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 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 fourth quarter of 2020, GreenWaste received **826** calls from residents and **2** complaints.

### Complaints

<i>CustID</i>	<i>Name</i>	<i>Address</i>	<i>Date</i>	<i>Details on complaint</i>	<i>Solution</i>
			11/12/2020	Mr. Bernstein emailed Carl about receiving an NCN on the REC cart due to the size of the cardboard (driver wrote 2x2ft)	Victor performed a site check & found the driver mistakenly wrote 2x2, he's aware cardboard should be 3x3. The issue with the cardboard, it was not bundled, tied, taped inside the cart. Victor serviced the cart.
			11/4/2020	Mr. Aurelio emailed the Town re: a vacation hold we will not provide at the end of this year. Val informed him because service is mandatory, we no longer offer vacation holds, he called the town asking for their help, I replied to Nichol explaining I kindly offered an extension vacation hold they had in place prior to contract change and while they were stuck in Wyoming, we cannot offer vacation hold any longer.	The Town confirmed Mr. Aurelio does not live in the home when he is in Wyoming. I approved we may continue the vacation hold, and contact Val when he leaves and returns to town.

## 9. BULKY GOODS

GreenWaste collected **3** 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>
			10/15/2020	1	Bulky Item: (1) Oversize Cardboard Box
			11/25/2020	1	Bulky Removal- Remove Shredder at curb
			12/7/2020	1	Bulky pick Up- Remove Table at curbside please

## 10. ON-CALL CLEAN UPS

GreenWaste performed **144** on-call clean ups during the third quarter, items removed at no charge are listed below:

air conditioner	microwave
air purifier	ottoman
barbeque grill	outdoor heater
basketball hoop	patio chair
basketball rim & backboard	patio umbrella
bed frame	personal cans
bicycle	pool cover
box - oversized	pool filter
box spring	pressure washer
bunkbed ladder	recliner
cabinet - pieces	refrigerator
cable dish	rug
canopy	scooter
car seat	screen door
cardboard - oversized	shelf
cart	shop vacuum
chair	shredder
chicken coop	sink
Christmas tree - faux	skis
coffee table	sleeping bag
computer	storage bin
computer monitor	stove
cook top	stroller
couch	Styrofoam - oversized
curtain rod	suitcase
desk	table
dish washer	television
door	television sound bar
dresser	toaster oven
fan	toilet
fireplace cover	tool
flowerpot	toy
freezer	walker
hammock	washer
hot tub cover	water heater
lamp	water hose
mailbox	water pump
massage chair	wood pallet
mattress	

## 11. TOWN-WIDE CLEAN UPS

One Town Clean-Up Event was held between October-December 2020. Social distancing and safety protocols were in place and GreenWaste provided additional signage throughout the event site to help keep staff and the community safe. Both events ran smoothly without issue. Use of Foothill College's Sunnyvale Center in lieu of Foothill College Main Campus.

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:	11/14/2020
Time:	9am – 3pm
Customer Count:	493
Trash tons collected:	58.57
Metal tons collected:	1.83
E-waste tons collected:	1.24

## Captain GreenWaste and the Waste Avengers

GreenWaste Recovery, Inc. has released its new children's book titled *Captain GreenWaste and the Waste Avengers*. The recyclables loving super duo (Captain GreenWaste and his dog Recovery) encounter Baron von Sludge, a man who loves to wreak havoc in the world by causing messes and not sorting properly. With the help of the Waste Avengers, Captain GreenWaste and Recovery must find a way to stop Baron von Sludge.



**Interested in reading more?** Our children's book and accompanying activity sheets can be accessed on our updated website: [www.greenwaste.com/captain-gw](http://www.greenwaste.com/captain-gw).

### 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.

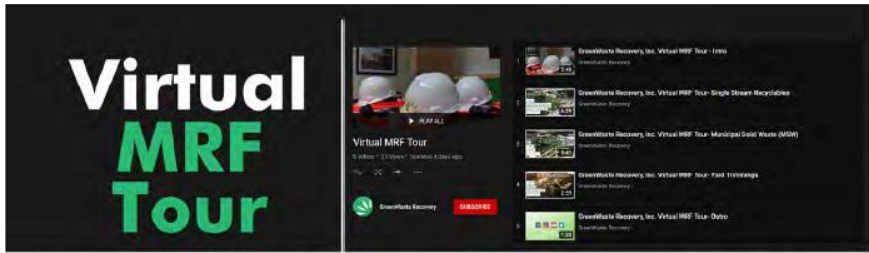


#### CONTACT US

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

650.947.4994 phone  
800.944.4388 toll-free





The GreenWaste Materials Recovery Facility (MRF) is a state-of-the-art facility where all of your waste is taken for processing. Artificial Intelligence, infrared lasers and high-tech mechanical separation combined with manual hand-sorting allow us to divert a high percentage of material from landfill. Though we have a very technologically advanced facility, we cannot achieve this high level of diversion without you! With your help properly sorting and keeping your recyclables clean & dry at home, we can help each other achieve high levels of diversion!

GreenWaste staff has worked hard to bring you a tour of our MRF without you having to leave home. The tour guides you would ordinarily meet during a visit to the MRF will now take you virtually through our three separate processing buildings to help you learn what happens to your waste after it is collected by your driver. Yard Trimmings, Mixed Compostables and Recyclable Materials all go through their own unique processing system. So grab your virtual hard hat, safety vest and protective eyewear and get ready to experience the GreenWaste MRF! [greenwaste.com/hills-virtual-tour](http://greenwaste.com/hills-virtual-tour)

## Fire Prevention Yard Trimmings Clean-Up Events

### Every third Saturday of the month:

November 21st, December 19th  
All events are held 9 AM - 2 PM

### Location TBD:

Purissima Park or Foothill College. Please check GreenWaste and Town websites for updates

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 2020 Fire Prevention Clean-Up schedule and view relevant information online at [greenwaste.com/service\\_area/los-altos-hills](http://greenwaste.com/service_area/los-altos-hills) or call Customer Service at **650.947.4994** to request one be mailed to you.



## Holiday Collection Schedule

Waste collection 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 will be delayed by one day.

November 2020 THANKSGIVING	su 22	mo 23	tu 24	we 25	th 26	fr 27	sa 28
December 2020 CHRISTMAS	su 20	mo 21	tu 22	we 23	th 24	fr 25	sa 26
January 2020 NEW YEARS	su 27	mo 28	tu 29	we 30	th 31	fr 1	sa 2

## Holiday Trees

On service day, place unornamented trees (cut no longer than five (5) foot lengths) *Curbside*, next to your service carts for *Yard Trimmings* collection. Trees are collected for no additional charge in the first twenty-eight (28) calendar days following December 26th.



## Collection Trends

In the past several months, we've seen an increase in the amount of materials collected and delivered to our Materials Recovery Facility. Here's a refresher on how to manage some of that extra waste!

- Please place cardboard loosely in your Blue Recyclable Materials cart. If placing cardboard beside your cart, set out in bundles no larger than 3'x3'x3'. If cardboard is wedged or packed too tightly in the cart, it will remain stuck when the driver attempts to collect the material.
- If you have extra cardboard, place it next to your Blue cart in secured bundles no larger than 3 ft. by 3 ft. (charges apply)
- Other extra Recyclable Material can be placed in a clear or translucent 32-gallon bag and set next to your Blue cart (charges apply).
- When disposing of masks, gloves, wipes and related PPE, please place in your Mixed Compostables cart. These items are not recyclable.
- For more information on our services, visit [www.greenwaste.com](http://www.greenwaste.com) and look up Town of Los Altos Hills specific information by using the service area search tool on the front page.
- If you have hazardous waste, contact Santa Clara County about their Household Hazardous Waste Program at **408.299.7300** or visit [hhw.org](http://hhw.org)



## 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

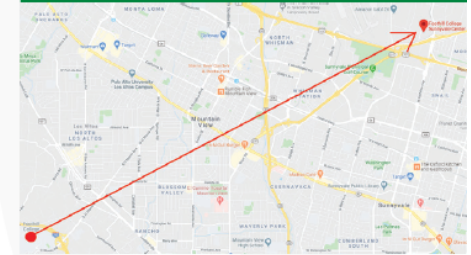
### Date:

**Saturday, Nov. 14, 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



GreenWaste has been providing service to Los Altos Hills since 2008. Los Altos Hills customers receive Mixed Compostables, Recyclable Materials and Yard Trimmings (if applicable) and Street Sweeping service, and all materials are processed at the GreenWaste MRF.

### Customer Service

Phone:  
650.947.4994

Email:  
[customerservice@greenwaste.com](mailto:customerservice@greenwaste.com)

[Live Chat Support](#)

### Upcoming Events

**Fire Prevention Clean-up:**  
*\*At Purissima Park until further notice\**  
3rd Saturday of every month

### Holiday Schedule

Collection does NOT occur on New Year's Day (Jan. 1), Thanksgiving Day (4th Thursday in Nov.) or Christmas Day (December 25). If an observed holiday falls on a regular collection day, collection for the remainder of the week will be delayed by one day.

[Residential](#)

[Business](#)

[Street Sweeping](#)

Single-family residents in Los Altos Hills receive weekly collection service of Mixed Compostables, Recyclable Materials and Yard Trimmings (if applicable). All materials must be ready for collection no later than 8:00AM on your normal collection day.