



GreenWaste Recovery, Inc.
610 E Gish Rd
San Jose, CA 95112
(650) 947-4994

Quarterly Report

January-March 2021

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



April 15, 2021

Carl Cahill
26379 Fremont Road
Los Altos Hills, CA 94022

Dear Mr. Cahill,

Enclosed is the report for January-March 2021, 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 are 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, January-March Collections Summary:

Residential and Commercial Tonnage Summary

Material Description	Tons Collected	Total Trash Tons	Total Recycled Tons
Curbside Recyclables 1	305.27	96.16	209.11
Curbside Recyclables 2	60.37	28.57	31.80
Office Recyclables 2	4.50	2.13	2.37
Metal	2.95	0.03	2.92
Electronics	2.38	0.48	1.90
Processed Compostables 2	1095.33	568.04	527.29
Yard Waste – In	552.16	10.93	541.23
	2,022.96	706.33	1,316.63

Total Diversion Rate:	65.08%
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GreenWaste collected **1,095.33** tons of mixed compostables, **375.47** tons of recyclables and **552.16** tons of yard trimmings with a diversion rate **65.08%**. 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.

Roll-off Tonnage Summary

Material Description	Tons collected	Total Trash tons	Total Recycled Tons
Brush	0.91	0.01	0.90
Brush Mixed	10.01	0.09	9.92
C&D	162.52	30.75	131.77
Concrete 3	28.39	0.18	28.21
Dirt	5.13	0.10	5.03
Miscellaneous Debris	99.97	47.41	52.56
Trash	2.27	2.27	0.00
Wood mix	2.82	0.03	2.79
Yard waste	25.97	0.50	25.47
Total:	337.99	81.33	256.66

Total Diversion Rate:	75.94%
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2. SALE OF RECYCLABLE MATERIALS

The demand for recycled material is on the rise, specifically for plastics. Traditionally plastic value follows the fuel pricing up or down. The higher pricing for virgin products has given a resurgence to recycling innovation and cost-effectiveness for use as feed stock. GWR is in talks to secure a long-term contract with a PET thermoform recycler. In addition to that, our business with Envision plastics has expanded to 8 loads per month. Our focus is to keep our products domestic but run into lack of plastic recycling infrastructure in the states. Movement for plastic grades are readily available and leave our facility daily.

Our fiber pricing has increased but bookings are still a gamble. The inventory has decreased to manageable levels. Contamination continues to plague our processing system because food is absorbed into the fiber. Inspectors conducting audits of material prior to shipment look for flies which are attracted to food. If a bale has an area of fly concentration the inspector rejects the load and cancels the booking. Quality demands continue to increase in our industry, and we strive to keep exceeding expectations.

3. CONTAMINANTS

In January-March, GreenWaste collected **375.47** tons of recyclables. Of the total recyclables collected, 127.37 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 January-March 2021, 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 2021 GreenScene Newsletter was mailed to all residents in the February 1, 2021 invoices. This newsletter highlighted composting information and distribution, plastic bags, how material should be placed in your carts, a Keep It Clean tip, keeping your cart lids completely closed to help keep material clean and dry and upcoming community events.

Updates to GreenWaste Website

The new GreenWaste website makes for a more user-friendly experience for Los Altos Hills customers. The most recent GreenScene Newsletter was posted on the Los Altos Hills webpage. GreenWaste also added a news update related to Treated Wood Waste and new disposal restrictions. Meanwhile, a new resources page dedicated to reuse options in GreenWaste service areas is currently under construction and will be published in conjunction with the mailing of the next newsletter.

Social Media

Content on GreenWaste platforms covered collection vehicles, processing equipment, and waste sorting tips.

Fire Prevention Clean Ups

The Fire Prevention Clean Up Events are being held at Purissima Park in Los Altos Hills as a temporary location. Social distancing and safety protocols are in place. Hand sanitizer and safety signs were placed at the event site.

1/16/21 – collected 6.58 tons with 23 participants

2/20/21 – collected 7.57 tons with 20 participants

3/20/21 – collected 3.63 tons with 19 participants

Youth Education Programs

A Virtual Education Program utilizing the GreenWaste Children's Book is available to share with the Town's younger audience and was publicized with the latest Los Altos Hills Activity Guide. The book teaches kids about friendship, the GreenWaste MRF, anti-litter, compost, and the importance of recycling.

Special Events

MRF Virtual Tour videos are 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. The videos were publicized in the latest Los Altos Hills Activity Guide.

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

6. TELEPHONE LOG

In the first quarter of 2021, GreenWaste received **708** calls from residents and **0** complaints.

Complaints

<i>CustID</i>	<i>Name</i>	<i>Address</i>	<i>Date</i>	<i>Details on complaint</i>	<i>Solution</i>

9. BULKY GOODS

GreenWaste collected **3** bulky items and each resident was charged accordingly on their next invoice.

10. ON-CALL CLEAN UPS

GreenWaste performed **78** on-call clean ups during the first quarter, items removed at no charge are listed below:

barbeque grill	mattress
basketball hoop	microwave
bed frame	office chair
bike	oven
bookcase	paper shredder
box spring	patio chairs
canopy	personal can
cardboard - oversized	printer
compactor	refrigerator
computer monitors	rocking chair
couch	rug
desk	sauna cover
dishwasher	stove top
dog bed	Styrofoam - oversized
dresser	table
dryer	table
exercise equipment	television
freezer	toilet
futon frame	treadmill
ironing board	treadmill
ladder	washer
lamp	water heater

11. TOWN-WIDE CLEAN UPS

One Town Clean-Up Event was held between January-March 2021. 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:	3/27/21
Time:	9am – 3pm
Customer Count:	501
Trash tons collected:	60.05
Metal tons collected:	2.95
E-waste tons collected:	2.38

FIND THE HIDDEN WORDS!

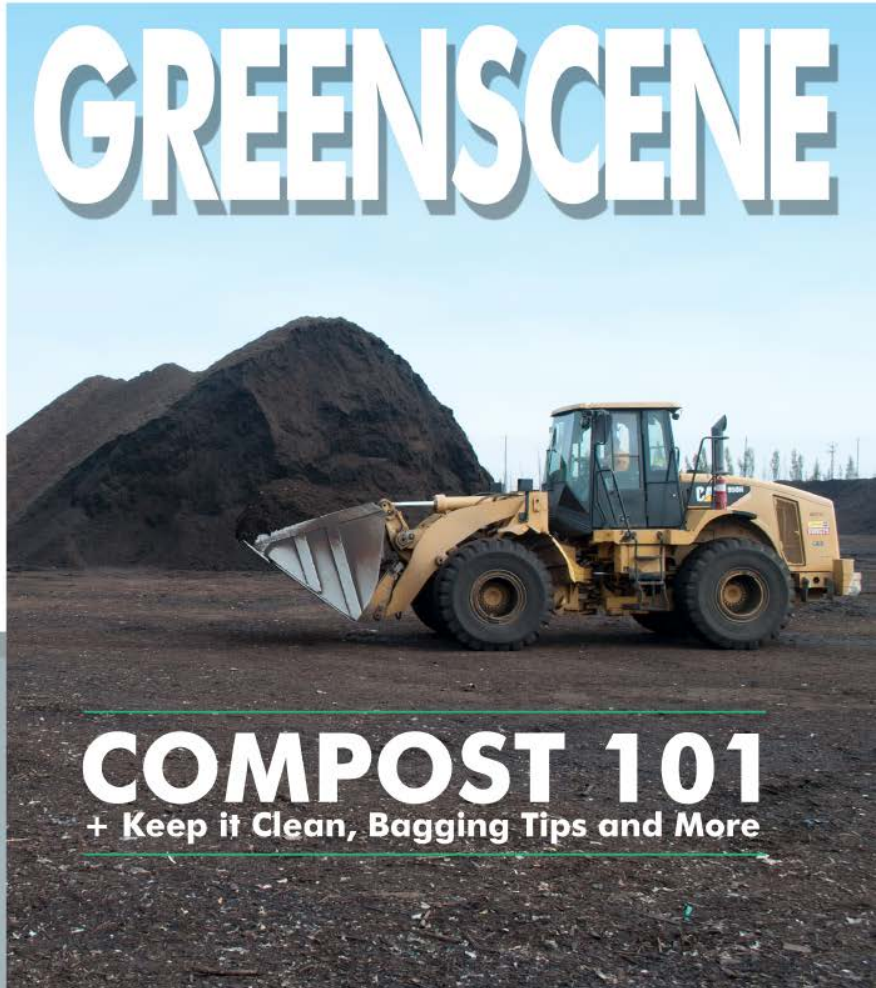
Help Captain GreenWaste find all the words listed below.

To find all 24 words you will have to look up, down and across.



Q C J N S O I L X T W C G E R D T U
 L R H F V I C A N S K V L O S A J T
 Z E Y B I G W T H N B R A N C H E S
 S D Z F A D P E M E R Q S I F Y P O
 M U L C H A C M Z W N H S E L B I P
 B C X T C Q A U S S B E T F O L T M
 D E R E C Y C L E P G G D H W D C O
 Q J W S I I E U T A O J T R E E B C
 P Q L R T O R N S P T G H N R T C M
 G D A Q S D B B A E K V H A Z S H W
 O L N N A M A I W R I U T E H A G E
 Z F D V L J Y G D E K J S N V W A G
 D Y F D P X F M R T F B E L E N F A
 K D I R T M S W A S H P V S O E C B
 C R L T B A L R Y P G R A S S E J R
 H Z L O K R G N G M R F E N B R K A
 L R E U S E I A K U U M L C F G X G
 V Z E L S W O O D D U M P S T E R E

- | | | | | | |
|---------|----------|-----------|-----------|----------|------------|
| MULCH | BRANCHES | METAL | FLOWER | REUSE | LANDFILL |
| RECYCLE | SOIL | COMPOST | REDUCE | WOOD | GARBAGE |
| MRF | CANS | NEWSPAPER | PLASTIC | DUMPSTER | GREENWASTE |
| DIRT | TREE | GLASS | YARDWASTE | GRASS | LEAVES |



GREENSCENE

COMPOST 101 + Keep it Clean, Bagging Tips and More

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-5pm.

650.947.4994 phone
 800.944.4388 toll-free



LOS ALTOS HILLS COMPOST 101



Did you know that GreenWaste and its sister company Zanker create compost from the contents of both Gray and Green Carts? There are differences in the processing and application of the composts – keep reading to learn more!

	Gray Cart	Green Cart (if applicable)
Materials	<ul style="list-style-type: none"> Food waste, soiled paper, garbage + yard trimmings (if no green cart) 	<ul style="list-style-type: none"> Clean yard trimmings
GreenWaste Processing	<ul style="list-style-type: none"> Processed on MSW line to remove any garbage and incidental recyclables 	<ul style="list-style-type: none"> Pre-processed to separate woody debris from the compostable fraction
Z-Best Processing	<ul style="list-style-type: none"> 350-foot long bag PVC pipes used for aeration Turned and cured prior to screening Five-month process 	<ul style="list-style-type: none"> Open windrows Turned 1-2 times per week Watered as needed 14-18 week process
Applications	<ul style="list-style-type: none"> Non-food agricultural markets Landscaping 	<ul style="list-style-type: none"> Farms Gardens Nurseries
Certifications/Quality	<ul style="list-style-type: none"> STA Certified 	<ul style="list-style-type: none"> OMRI Listed for use in organic applications STA Certified

Compost Distribution: GreenWaste provides and delivers thirty cubic yards of loose compost to the corner of Elena and Purissima for a compost giveaway every Friday from 8-10am. This service is limited to residents only.

Fire Prevention Yard Trimmings Clean-Up Events



Every 3rd Saturday of the month:

February 20th, March 20th
All events are held 9 AM - 2 PM

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

Social distancing protocols will be in place. Be prepared to offload materials on your own while maintaining six-foot distance and wearing a face covering.

TO BAG OR NOT TO BAG?

Properly preparing materials for collection and processing is an important part of the material recovery process. GreenWaste prefers that all materials are tossed loose in your cart and not bagged.



RECYCLABLES:

Keep recyclables loose and not bagged. Bags from your recyclables cause jams in the equipment at our Materials Recovery Facility, requiring us to unclog the machinery. Loose recyclables will more efficiently move through our processing line.

MIXED COMPOSTABLES:

All material is processed through the Materials Recovery Facility, and garbage material is removed. Loose materials will efficiently proceed to the composting system, while plastic bags will need to be opened and will eventually go to landfill. If you do not want this material loose in your cart, please use paper or compostable bags.

YARD TRIMMINGS:

Please place yard trimmings loosely in your cart. Bags will just need to be opened at the processing facility. Be sure to never use plastic bags for yard waste, as this is contamination.



Making Pasta? Keep It Clean!

Recyclable materials must be clean and dry in order to actually get recycled. There are many ways to keep recyclables clean and dry.

When cooking spaghetti, when you've emptied your spaghetti sauce into the pot but there is still sauce in the jar, add a bit of water to jar, swirl it around, and then pour it into the pot. This will help clean the jar without wasting water and that last bit of sauce!

We have an entire Keep It Clean! Video Series available to enjoy on our YouTube channel.

Visit [youtube.com/c/GreenWasteRecovery](https://www.youtube.com/c/GreenWasteRecovery) and click on the playlists tab!



Close lids for April Showers



If you've done all the work to keep your recyclables clean and dry, be sure it stays that way until we take those recyclables off your hands! You can do this by making sure you close the lid of your cart to keep water out.



Not only do closed lids help with the quality of the material we collect, but they also prevent litter. A spring breeze could carry material out of your cart and into waterways. Across the board, closing cart lids is good for the environment.





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 | HHW 408.299.7300

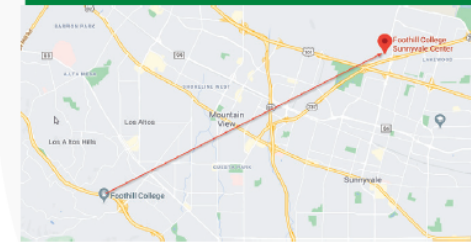
Date:

Saturday, March 27, 2021

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)