



GreenWaste Recovery, Inc.

610 E. Gish Rd
San Jose, CA 95112
(650) 568-9900

Annual Report

January -December 2022

TOWN OF LOS ALTOS HILLS

Mixed Compostables, Recyclables and Yard Trimmings Franchise Agreement



January 27, 2023

Peter Pirnejad
26379 Fremont Road
Los Altos Hills, CA 94022

Dear Mr. Pirnejad,

Herein you will find the Annual Report for January- December 2022, as required by the Franchise Agreement Between the Town of Los Altos Hills and GreenWaste Recovery, Inc. for Collection and Processing of Mixed Compostables, Recyclable Materials and Yard Trimmings.

The sections of the report are detailed on the following tabs as follows:

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It has been a pleasure to serve the Town of Los Altos Hills and its residents. We look forward to continuing to service the Town of Los Altos Hills. Please advise if you have any questions regarding this report.

Sincerely,

Ereida Atayde
Customer Service & Outreach Manager
(408) 938-4925
ereida.atayde@greenwaste.com



Annual Summary

Town Diversion & Tonnage Summary 2022

	Q1			Q2			Q3			Q4		
	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled
Curbside RECY 1	312.14	62.43	249.71	319.72	63.94	255.78	327.49	79.09	248.40	261.64	46.47	215.17
Curbside RECY 2	6.46	2.33	4.13	1.92	0.69	1.23	0.00	0.00	0.00	34.83	10.31	24.52
Curbside RECY 3	2.86	1.26	1.60	0.00	0.00	0.00	0.00	0.00	0.00	49.11	20.35	28.76
Curbside RECY 4	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Office RECY 1	0.00	0.00	0.00	0.30	0.06	0.24	0.00	0.00	0.00	0.00	0.00	0.00
Office RECY 2	8.25	2.97	5.28	8.30	2.99	5.31	9.90	3.99	5.92	8.86	2.62	6.24
Office RECY 3	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.80	0.33	0.47
Office RECY 4	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.90	0.48	0.42
Electronics	2.81	0.56	2.25	0.00	0.00	0.00	1.82	0.36	1.46	2.07	0.41	1.66
Metal	2.65	0.03	2.62	0.00	0.00	0.00	2.70	0.03	2.67	3.97	0.04	3.93
Street Sweeping	2.03	2.03	0.00	0.80	0.80	0.00	0.10	0.10	0.00	2.01	2.01	0.00
Processed Compostables 2	780.05	315.06	464.99	751.12	303.38	447.74	735.66	173.03	562.63	810.04	437.50	372.54
Trash/MSW 2	64.15	25.91	38.24	0.00	0.00	0.00	68.16	27.53	40.63	53.07	28.66	24.41
Yard Waste - in	602.16	6.02	596.14	590.22	5.90	584.32	629.13	6.29	622.84	794.01	7.94	786.07
Clean-Up Yard Waste	0.00	0.00	0.00	0.00	0.00	0.00	11.82	0.12	11.70	9.70	0.10	9.60
Quarter Tonnage Total	1783.56	418.60	1364.96	1672.38	377.77	1294.614	1786.78	290.53	1496.25	2031.01	557.23	1473.78
Quarter Diversion Rate		76.53%			77.41%			83.74%			72.56%	

Roll-off Tonnage Summary 2022

	Q1			Q2			Q3			Q4		
	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled
Brush	3.25	0.01	3.24	16.54	0.05	16.49	60.13	0.11	60.02	26.52	0.07	26.45
Brush OS	0.00	0.00	0.00	0.00	0.00	0.00	8.54	0.02	8.52	0.00	0.00	0.00
Brush Mixed	8.39	0.03	8.36	4.03	0.01	4.02	3.80	0.01	3.79	14.01	0.04	13.97
C&D	141.27	25.85	115.42	142.48	25.38	117.10	95.82	16.26	79.56	68.67	11.94	56.73
Concrete	6.79	0.08	6.71	26.77	0.26	26.51	8.32	0.05	8.27	0.00	0.00	0.00
Concrete 2	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Concrete 3	23.92	0.28	23.64	29.61	0.28	29.33	34.53	0.20	34.33	46.75	0.30	46.45
Dirt	0.00	0.00	0.00	6.68	6.68	0.00	74.07	1.48	72.59	41.74	0.83	40.91
Miscellaneous Debris	89.43	39.05	50.38	167.89	75.01	92.88	164.53	74.65	89.88	138.85	60.22	78.63
Mixed Debris	0.00	0.00	0.00	13.91	2.48	11.43	0.00	0.00	0.00	0.00	0.00	0.00
Manure	147.89	0.00	147.89	144.05	0.00	144.05	148.20	0.00	148.20	154.84	0.00	154.84
Trash	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wood	6.68	0.03	6.65	0.00	0.00	0.00	2.52	0.00	2.52	0.00	0.00	0.00
Stucco	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Yard Waste	36.63	0.14	36.49	8.16	0.02	8.14	9.06	0.02	9.04	46.24	0.12	46.12
Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Quarter Tonnage Total	464.25	65.45	398.80	560.12	110.17	449.95	609.52	92.80	516.72	537.62	73.52	464.1
Quarter Diversion Rate		85.90%			80.33%			84.77%			86.32%	



Sale of Recyclable Materials

Town Diversion & Tonnage Summary 2022

Due to a COVID-19 outbreak in Shanghai, the interruptions to the supply chain worsened. The Port of Oakland continued to be an obstacle for our transportation logistics team. Delays were commonplace and it took a diligent staff to move the products. Demand on fiber remained strong but it was difficult to attain products. Our plastics were not fairing the same effect as the fiber grades since we kept them domestic. Our goal was to find viable domestic markets for our fiber grades as well to avoid encountering issues with the ports.

Replacement parts for the MRF were difficult to acquire, therefore, we boosted preventative maintenance to catch anything prior to seizing/malfunctioning. Our fabrication team continued to prove their worth by increasing parts production which kept our system operational. Electrical components could not be made in-house and that was a concern.

The Oakland Port congestion eased, due to the decrease in volume across MRFs in the area. As we produced less material for export, the demand for containers reduced. There continued to be roll overs and delays on vessel arrivals. Demand for paper and OCC remained strong overseas. Fortunately, all other products generated at our facility, moved domestically. Our PP unit was installed and generated enough material for a trial load. Prior to extracting that material from our MSW, it was being landfilled.

With a worldwide economic recession, there was a decrease in demand for products. Therefore, domestic movement of products slowed down in Quarter 3. Domestic markets halted buying plastics in the month of August and September.

Market conditions improved for fiber products in comparison to Q3. Due to the torrential storms in the States, the material generation slowed down. The decrease in fiber production from MRFs left a supply void for mills overseas. We ended the year with favorable developments in China: the COVID lockdown was lifted. The ramifications of this move were advantageous to the United States. The plastic side remained sluggish, but fortunately we secured some contracts to ensure there are outlets for most generation.

	Sale of Recyclables Materials
Quarter 1	321.46
Quarter 2	321.64
Quarter 3	327.49
Quarter 4	345.58
Total:	1316.17



Contaminants

During 2022, GreenWaste collected 1316.17 tons of recyclables. Of the recycling tons collected, 286.88 tons were contaminants. All contaminants were removed, mixed with our garbage, and transported to Newby Island Landfill located at 1601 Dixon Landing Rd, Milpitas, CA 95035.

	Contaminants
Quarter 1	66.02
Quarter 2	64.64
Quarter 3	79.09
Quarter 4	77.13
Total:	286.88



Problems Encountered

To our knowledge, there was no problem encountered or scavenging occurring during the 2022 year to report to the Town of Los Altos Hills.

GreenWaste issued a total of 1498 non-collection notices in 2022 to residents for an incorrect set out, carts blocked, issue with gates or codes, contamination, extras not scheduled, incorrect container used, refilled cart, didn't set out on time or containers overfilled or too heavy.

	Non-Collection Notices
Quarter 1	319
Quarter 2	427
Quarter 3	383
Quarter 4	369
Total:	1498



Public Education Activities

In 2022, GreenWaste Recovery, Inc. focused on improved service and safety 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.

Quarterly Bill Inserts/Direct Mailers

The 2022 Newsletters were mailed out to all residents along with the February, May, August, and November invoices.

The Spring topics included methane reduction through SB 1383, curbside HHW disposal, and annual vouchers information.

Summer topics included carpet drop-off recycling, tips on reducing contamination, and fire season preparedness tips.

The Fall and Winter newsletters highlighted holiday collection reminders. Other topics included curbside electronic waste disposal, holiday waste reduction tips, and proper sorting of confusing packaging items.

Clean-up day postcards were sent out prior to the Clean-ups scheduled for March 26th, July 23rd and October 22nd. It included social distancing protocols, acceptable and unacceptable materials and other available programs.

The Fire Prevention Flyers for 2023 were also sent out and residents received them in early December 2022.

Updates to GreenWaste website

Throughout the year, GreenWaste updated the Town of Los Altos Hills webpage to keep content current with important updates on health and safety information related to COVID-19. The resource page remained updated and included our HHW & sharps disposal, Save the Food resources, California recycled content finder, reuse resources and blog post.

Youth Education Programs

A Virtual Education Program utilizing the GreenWaste Children's Book is available 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.

Social Media

GreenWaste continued to post and share content on all our social media platforms regarding collection vehicles, processing equipment, sorting tips, holiday reminders and COVID-19 awareness.

Special Events

On October 1, 2022 we participated in the Touch a Truck Event. We brought a side loader and demonstrated how the truck empties out the carts. Residents and their kids also had the opportunity to sit in the truck and take pictures. We gave out coloring books, Captian GreenWaste masks, stickers, and pencils.

GreenWaste also tabled at the Earth Day Event and Town Picnic. Waste stations were provided for the Town Picnic.

We were able to hold all our Clean-up events as scheduled and COVID-19 procedures were in place throughout all the events.

COVID-19 has continued to cause an interruption to normal Public Education and Outreach efforts. We have worked hard, with the support of the Town, to find effective alternatives to perform Outreach and educate the community. We are always available over the phone or email to educate, answer questions and address any issues that our community has. We have created various tools and resources and made them available on our website and shared them on social media. From our Virtual Children's Youth Program, a Virtual MRF Tour and keeping our website and social media up to date, we make sure to keep resources updated and readily available. With the support of the Town, we were able to safely coordinate and host neighborhood clean-up events with social distancing and safety protocols in place. In addition to the virtual resources available, Outreach staff has been available via phone call and/or email to assist residents with any questions or concerns they had regarding recycling and proper practices. We do our best to stay engaged with our community even with the interruptions caused by COVID-19.



Telephone Log

In 2022, GreenWaste received 3481 calls and 19 complaints regarding issue with incorrect set out, driver not closing the lids after collection, disputing drive-on or walk-on charges and all were resolved within 24-hours.

	Complaints	No. of Calls
Quarter 1	5	825
Quarter 2	6	850
Quarter 3	3	952
Quarter 4	5	854
Total:	19	3481



New Recipients

In 2022, GreenWaste setup 132 new customer accounts. A breakdown by year and by month is below:

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Jan	10	14	11	12	10	8	8	6	9	6
Feb	5	17	19	19	8	10	10	4	4	12
Mar	12	9	17	25	6	4	5	5	9	16
Apr	8	21	20	22	14	7	12	5	7	14
May	16	40	21	8	9	10	15	15	9	18
Jun	21	23	36	17	14	24	16	14	13	24
Jul	24	27	21	15	13	6	11	13	14	25
Aug	17	27	30	9	8	14	12	7	19	20
Sep	16	10	28	9	16	18	9	7	13	16
Oct	16	6	40	28	14	9	7	7	7	12
Nov	10	8	24	8	2	12	5	6	13	21
Dec	9	11	17	11	5	11	8	4	18	13
Total:	164	213	284	183	119	133	118	93	135	197



Missed Pickups

GreenWaste reported 116 missed collection on mixed compostables, recyclables or yard trimmings in 2022. All missed pickups were collected within 24-hours of being reported and in most cases, due to an incorrect set out. A breakdown by month is below:

	Missed Pick-ups
Jan-22	17
Feb-22	13
Mar-22	10
Apr-22	12
May-22	3
Jun-22	2
Jul-22	11
Aug-22	8
Sep-22	9
Oct-22	12
Nov-22	14
Dec-22	5
Total:	116



Town-Wide Clean-Ups

In 2022, three Town Clean-up events were held. The events ran smoothly without issues. A lot of preparation and coordination was needed to ensure a safe event and we were able to achieve that with the cooperation and support from the Town of Los Altos Hills. 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. The residents who participated in the clean-up events were respectful of the guidelines and were understanding about a slower process.

Event Summary

Date: 3/26/2022
Car Count: 586
Trash tons collected: 64.15
Metal tons collected: 1.51
E-waste tons collected: 2.81

Date: 7/23/2022
Car Count: 612
Trash tons collected: 68.16
Metal tons collected: 2.7
E-waste tons collected: 1.82

Date: 10/22/2022
Car Count: 576
Trash tons collected: 53.07
Metal tons collected: 3.97
E-waste tons collected: 2.07

Location: Foothill College Lot 6, 12345 El Monte Rd. Los Altos Hills, CA
Hours 9am-3pm

GreenWaste followed the 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