



**GreenWaste Recovery, Inc.**

610 E. Gish Rd

San Jose, CA 95112

(650) 568-9900

# **Annual Report**

## **January 2023 to December 2023**

**TOWN OF LOS ALTOS HILLS**

Mixed Compostables, Recyclables, and Yard Trimmings Franchise Agreement



January 29, 2024

Peter Pirnejad  
26379 Fremont Road  
Los Altos Hills, CA 94022

Dear Mr. Pirnejad,

Herein you will find the Annual Report for January 2023 to December 2023, 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:

- 1 Annual 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 Town-wide Clean Ups

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,

Gar-Ying Chan  
Financial Planning and Analysis Manager  
(408) 288-4342  
garying.chan@greenwaste.com



# Annual Summary

Town Diversion & Tonnage Summary 2023												
	Q1 2023			Q2 2023			Q3 2023			Q4 2023		
	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled
Curbside RECY 1	207.74	40.28	167.46	349.14	84.67	264.47	361.85	94.27	267.58	329.64	81.92	247.72
Curbside RECY 2	69.85	22.58	47.27	6.75	2.73	4.02	0.65	0.28	0.37	9.57	3.96	5.61
Curbside RECY 3	104.05	47.08	56.97									
Curbside RECY 4	2.18	1.27	0.91									
Office RECY 1												
Office RECY 2	5.90	1.91	3.99	11.56	4.67	6.89	14.27	6.20	8.07	20.21	8.37	11.84
Office RECY 3	1.60	0.72	0.88									
Office RECY 4	2.40	1.40	1.00									
HDPE Inbound	2.59	0.07	2.52	0.74	0.02	0.72						
Electronics	2.88	0.74	2.14				1.75	0.59	1.16	2.45	0.88	1.57
Metal	3.96	0.10	3.86				3.97	0.13	3.84	4.35	0.14	4.21
Street Sweeping	1.32	1.32	-	1.48	1.48	-	1.05	1.05	-	3.13	3.13	-
Processed Compostables 2 Trash/MSW 2	910.11	434.76	475.35	789.58	303.44	486.14	855.09	366.66	488.43	922.82	391.29	531.53
Bulky Items	1.91	1.91	-	8.66	5.20	3.46	11.45	6.87	4.58	19.52	11.71	7.81
Yard Waste - in Clean-Up Yard Waste	1,037.17	10.37	1,026.80	969.32	9.69	959.63	856.78	8.57	848.21	982.24	9.82	972.42
<b>Quarter Tonnage Total</b>	<b>2,353.66</b>	<b>564.51</b>	<b>1,789.15</b>	<b>2,137.23</b>	<b>411.90</b>	<b>1,725.33</b>	<b>2,106.86</b>	<b>484.62</b>	<b>1,622.24</b>	<b>2,293.93</b>	<b>511.22</b>	<b>1,782.71</b>
<b>Quarter Diversion Rate</b>		<b>76.02%</b>			<b>80.73%</b>			<b>77.00%</b>			<b>77.71%</b>	

### Roll-off Tonnage Summary 2023

	Q1 2023			Q2 2023			Q3 2023			Q4 2023		
	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled
Brush	143.14	0.31	142.83	70.71	0.34	70.37	23.01	0.13	22.88	21.24	0.14	21.10
Brush OS				11.53	0.06	11.47	5.99	0.03	5.96			
Brush Mixed	10.68	0.02	10.66	17.49	0.08	17.41	1.66	0.01	1.65			
C&D	68.70	11.78	56.92	144.53	23.46	121.07	168.66	28.66	140.00	49.40	9.06	40.34
Concrete				22.50	0.18	22.32				12.78	0.11	12.67
Concrete 2										10.32	0.09	10.23
Concrete 3	8.21	0.04	8.17	12.02	0.09	11.93	59.99	0.56	59.43	45.96	0.39	45.57
Dirt				21.18	0.42	20.76	7.62	0.15	7.47	10.66	0.21	10.45
Miscellaneous Debris	128.16	53.24	74.92	127.50	52.50	75.00	15.95	6.75	9.20	22.01	9.59	12.42
Mixed Debris	14.87	2.55	12.32	8.04	1.30	6.74	108.10	18.37	89.73	200.50	36.79	163.71
Manure	158.25	-	158.25	137.61	-	137.61	161.44	-	161.44	132.18	-	132.18
Trash												
Wood										2.86	0.02	2.84
Stucco							6.97	0.06	6.91	8.43	0.07	8.36
Yard Trim	25.31	0.06	25.25	10.04	0.05	9.99	8.55	0.05	8.50	1.52	0.01	1.51
Yard Waste	15.22	0.03	15.19	5.75	0.03	5.72	28.81	0.16	28.65	43.91	0.29	43.62
Organics												
<b>Quarter Tonnage Total</b>	<b>572.54</b>	<b>68.04</b>	<b>504.50</b>	<b>588.90</b>	<b>78.52</b>	<b>510.38</b>	<b>596.75</b>	<b>54.92</b>	<b>541.83</b>	<b>561.77</b>	<b>56.78</b>	<b>504.99</b>
<b>Quarter Diversion Rate</b>		<b>88.12%</b>			<b>86.67%</b>			<b>90.80%</b>			<b>89.89%</b>	



## Sale of Recyclable Materials

### Town Diversion & Tonnage Summary 2023

In the beginning of 2023, during quarter one, GreenWaste secured a long-term domestic contract for a percentage of polyethylene terephthalate (PET), film, polypropylene (PP), and MRP. Prices for OCC declined slightly due to the mills in Asia facing serious financial difficulties, however plastics remained stable. In quarter two, the market continued to soften for recovered materials due to the negative financial forecasts overseas. Numerous grades of materials were moving for zero dollars per ton. Despite this, on the positive side, all materials continued to move steadily with minor delays at the port of Oakland, CA.

Moving into quarter three, the market did not fluctuate enough to note a significant difference from quarter two. The movement have been consistent amongst all commodities and our team did not have any issues with the port or our haulers. Towards the end of the year in quarter four, the movement of commodities continued to flow without interruptions, however, the east coast and Europe are enduring major interruptions due to the Suez Canal pirating. Lastly, regarding our material recovery facilities located in San Jose, CA an upgrade is under way to improve diversion significantly. Particularly, the residue will be looped into an optical system in an attempt to divert material from the landfill.

Quarter	Sale of Recyclables Materials
Q1 2023	287.00
Q2 2023	276.10
Q3 2023	281.02
Q4 2023	270.95
<b>Total:</b>	<b>1,115.07</b>



## Contaminants

During 2023, GreenWaste collected **1,520.05** tons of recyclables. Of the recycling tons collected, **404.98** tons were contaminants. All contaminants were removed, mixed with our garbage, and transported to Newby Island Landfill located at 1601 Dixon Landing Road, Milpitas, CA 95035.

Quarter	Contaminants
Q1 2023	116.15
Q2 2023	92.09
Q3 2023	101.47
Q4 2023	95.27
<b>Total:</b>	<b>404.98</b>



## Problems Encountered

To our knowledge, there was no problem encountered or scavenging occurring during the 2023 year to report to the Town of Los Altos Hills.

GreenWaste issued a total of **1,591** non-collection notices in 2023 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.

Quarter	Non-Collection Notices
Q1 2023	488
Q2 2023	417
Q3 2023	343
Q4 2023	343
<b>Total:</b>	<b>1,591</b>



## Public Education Activities

In 2023, 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 2023 Newsletters were mailed out to all residents along with the February, May, August, and November invoices.

The Spring 2023 topics included reducing organic waste, proper sharps waste disposal, spring cleaning (GreenWaste offering extra services), and the 2023 clean-up schedule for the town.

Summer 2023 topics included "green summer bbq" tips, a dedicated section to what plastic #1 (PET) is, "Keep it Clean" section to help promote the importance of keeping recyclables free of liquids as much as possible, and a reminder of the scheduled rate increase for residents effective for the July 1st billing date.

The Fall 2023 newsletter highlighted GreenWaste's brand refresh, back to school tips on the three R's: Reduce, Reuse and Recycle., informing residents of the SB1383 Lid Flip Audit that will be occurring during the 2024 calendar year for the town and a "planning ahead" section of the upcoming Thanksgiving collection schedule, including the town's last clean-up day of the year on 10-28-2023.

Winter 2023 newsletter did a feature about the proper sorting of only clean yard waste belonging inside the green cart and reminding residents of the holiday collection reminders. Other topics included holiday waste reduction tips, and the holiday tree pick up reminders and schedule.

Clean-up day postcards were sent out prior to the clean-up day scheduled for March 25th, July 22nd and October 28th. It included acceptable, unacceptable materials, household hazardous waste (hhw) contact information 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. GreenWaste also included and updated the town's respective GreenWaste webpage with the town's newsletters and clean-up post card. 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 June 4, 2023, GreenWaste participated in the Town Picnic by providing the town with extra waste stations such as the gray mixed compostable and blue recycle carts for the event. GreenWaste also tabled at the town picnic and was happy to interact with the residents and community members who had questions about their residential services such as their mixed compostables, recyclable and yard trimmings carts.

On September 30, 2023, GreenWaste participated in the Town's Touch a Truck Event by tabling the event. For the event, we brought a IZUSU semi-loader truck and demonstrated how the truck empties out the carts on collection day. Residents and their children had the opportunity to sit inside the truck and take pictures. As outreach giveaways, we distributed coloring books about garbage/recycling, stickers and pencils.

On May 18, 2023, GreenWaste hosted some of the town's council members for our San Jose's Materials Recovery Facility tour (MRF). Due to the Brown Act, the tour was split up into two tour times. The first was held at 10am and the second one was held at 1pm. By GreenWaste conducting the MRF tour, it allowed the council members to see how we process, sort and gain a deeper understanding on the town's material from their three-stream system of mixed compostables (gray cart), recyclables (blue cart), and clean yard trimmings (green cart).

For the Town Picnic held on June 4, 2023, GreenWaste provided additional waste stations such as mixed compostable and recyclable carts for the town picnic.

We were able to hold all our Clean-up events as scheduled on March 25, 2023, July 22, 2023 and October 28, 2023.

With the support of the Town, our efforts towards Public Education and Outreach team have and continue to build a collaborative rapport with our 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 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 and will continue to be available to our community to help with any questions or concerns.



## Telephone Log

In 2023, GreenWaste received **3,768** calls and **21** 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.

Quarter	Complaints	Number of Calls
Q1 2023	8	888
Q2 2023	3	953
Q3 2023	2	943
Q4 2023	8	984
<b>Total:</b>	<b>21</b>	<b>3,768</b>



## New Recipients

In 2023, GreenWaste setup **129** new customer accounts. A breakdown by year and by month is below:

Month	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Jan	10	14	11	12	10	8	8	6	9	6	8	6
Feb	5	17	19	19	8	10	10	4	4	12	10	11
Mar	12	9	17	25	6	4	5	5	9	16	3	6
Apr	8	21	20	22	14	7	12	5	7	14	11	9
May	16	40	21	8	9	10	15	15	9	18	13	14
Jun	21	23	36	17	14	24	16	14	13	24	12	13
Jul	24	27	21	15	13	6	11	13	14	25	17	13
Aug	17	27	30	9	8	14	12	7	19	20	20	16
Sep	16	10	28	9	16	18	9	7	13	16	3	7
Oct	16	6	40	28	14	9	7	7	7	12	15	10
Nov	10	8	24	8	2	12	5	6	13	21	14	14
Dec	9	11	17	11	5	11	8	4	18	13	6	10
<b>Total:</b>	<b>164</b>	<b>213</b>	<b>284</b>	<b>183</b>	<b>119</b>	<b>133</b>	<b>118</b>	<b>93</b>	<b>135</b>	<b>197</b>	<b>132</b>	<b>129</b>



## Missed Pickups

In 2023, GreenWaste reported **88** missed collection on mixed compostables, recyclables or yard trimmings. 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:

Quarter	Missed Pick-ups
Jan 2023	13
Feb 2023	6
Mar 2023	12
Apr 2023	2
May 2023	7
Jun 2023	4
Jul 2023	6
Aug 2023	9
Sep 2023	9
Oct 2023	6
Nov 2023	3
Dec 2023	11
<b>Total:</b>	<b>88</b>



## Town-Wide Clean-Ups

In 2023, three Town Clean-up events were held. In preparation for the town clean-up events, clean-up post cards were mailed out to the residents prior to the event. In cooperation and support from the Town of Los Altos Hills, the events ran smoothly without any issues.

### Summary of Events

<b>Date:</b>	<b>3/25/2023</b>
Car Count:	628
Trash tons collected:	60.50
Metal tons collected:	3.96
E-waste tons collected:	2.88

<b>Date:</b>	<b>7/22/2023</b>
Car Count:	667
Trash tons collected:	73.83
Metal tons collected:	3.97
E-waste tons collected:	1.75

<b>Date:</b>	<b>10/28/2023</b>
Car Count:	670
Trash tons collected:	73.51
Metal tons collected:	4.35
E-waste tons collected:	2.45

Location: Foothill College Lot 6, 12345 El Monte Rd. Los Altos Hills, CA 94022

Hours: 9:00AM to 3:00PM