



GreenWaste Recovery, Inc.

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

2025 Annual Report

January 2025 to December 2025

TOWN OF LOS ALTOS HILLS

Mixed Compostables, Recyclables, and Yard Trimmings Franchise Agreement



January 29, 2026

Cody Einfalt
26379 Fremont Road
Los Altos Hills, CA 94022

Dear Mr. Einfalt,

Herein you will find the 2025 Annual Report for the period of January 2025 to December 2025, 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,

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



Annual Summary

Tonnage & Diversion Summary 2025

Material	RES / COM	Q1 2025			Q2 2025			Q3 2025			Q4 2025		
		Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled
CURBSIDE RECYCLABLES 1	RES	278.55	70.91	207.64	300.44	86.26	214.18	298.00	84.41	213.59	276.41	71.98	204.43
CURBSIDE RECYCLABLES 2	RES	28.22	11.97	16.25	1.03	0.49	0.54	1.71	0.81	0.90	56.61	24.57	32.04
CURBSIDE RECYCLABLES 3	RES							2.55	1.69	0.86			
CURBSIDE RECYCLABLES 4	RES												
ELECTRONICS-IN	RES	3.56	1.21	2.35				3.99	1.53	2.46	3.71	1.26	2.45
METAL - INBOUND	RES	3.19	0.11	3.08				7.88	0.30	7.58	3.23	0.11	3.12
YARDWASTE -IN	RES	971.34	9.71	961.63	904.50	9.04	895.46	917.75	9.18	908.57	1,079.56	10.80	1,068.76
PROCESSED COMPOSTABLES 2	RES	792.33	338.30	454.03	739.27	360.00	379.27	828.62	417.71	410.91	854.13	401.38	452.75
BULKY ITEMS	RES	1.31	1.11	0.20	3.72	3.16	0.56	5.73	4.86	0.87	0.65	0.55	0.10
STREET SWEEPING	RES	5.83	5.83	-	2.63	2.63	-	0.56	0.56	-	3.63	3.63	-
RES Quarter Tonnage Total		2,084.33	439.16	1,645.17	1,951.59	461.59	1,490.00	2,066.79	521.04	1,545.75	2,277.93	514.28	1,763.65
RES Quarter Diversion Rate			78.93%			76.35%			74.79%			77.42%	

OFFICE RECYCLABLES 1	COM												
OFFICE RECYCLABLES 2	COM	19.10	8.10	11.00	19.37	9.27	10.10	18.93	8.94	9.99	21.88	9.50	12.38
OFFICE RECYCLABLES 3	COM				0.41	0.27	0.14						
OFFICE RECYCLABLES 4	COM										1.61	1.26	0.35
PROCESSED COMPOSTABLES 2	COM	78.97	33.72	45.25	91.87	44.74	47.13	79.93	40.29	39.64	59.01	27.73	31.28
COM Quarter Tonnage Total		98.07	41.82	56.25	111.65	54.28	57.37	98.86	49.23	49.63	82.50	38.48	44.02
COM Quarter Diversion Rate			57.35%			51.38%			50.20%			53.35%	

RES + COM Quarter Tonnage Total	2,182.40	480.99	1,701.41	2,063.24	515.87	1,547.37	2,165.65	570.27	1,595.38	2,360.43	552.76	1,807.67
RES + COM Quarter Diversion Rate		77.96%			75.00%			73.67%			76.58%	

Notes

RES: Residential

COM: Commercial

RES Annual Tonnage Total	8,380.64	1,936.07	6,444.57
RES Annual Diversion Rate		76.90%	
COM Annual Tonnage Total	391.08	183.82	207.26
COM Annual Diversion Rate		53.00%	
RES + COM Annual Tonnage Total	8,771.72	2,119.89	6,651.83
RES + COM Annual Diversion Rate		75.83%	



Annual Summary

Tonnage & Diversion Summary 2025

Material	Q1 2025			Q2 2025			Q3 2025			Q4 2025		
	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled	Collected	Trash	Recycled
AG PLASTIC				7.80	0.30	7.50	2.31	0.09	2.22			
BRUSH							14.41	0.04	14.37	21.18	0.04	21.14
BRUSH MIX							4.37	0.01	4.36	1.78	0.00	1.78
CONCRETE				10.11	0.10	10.01						
CONCRETE3	15.76	0.16	15.60		-	-						
DIRT+C					-	-				5.87	0.45	5.42
MANURE	142.29	-	142.29	130.12	-	130.12	132.37	-	132.37	146.42	-	146.42
MISC.DB	17.48	9.15	8.33	4.08	1.94	2.14	6.63	2.87	3.76	15.08	6.93	8.15
MIXCOMP										1.84	0.35	1.49
MIXED	150.90	31.07	119.83	145.91	28.44	117.47	141.05	26.67	114.38	131.05	25.02	106.03
MIXREC										4.86	0.93	3.93
TRASH	1.35	1.35	-									
YARDWASTE	60.01	0.10	59.91	38.98	0.09	38.89	39.93	0.11	39.82	28.26	0.06	28.20
Quarter Tonnage Total	387.79	41.83	345.96	337.00	30.87	306.13	341.07	29.79	311.28	356.34	33.78	322.56
Quarter Diversion Rate		89.21%			90.84%			91.27%			90.52%	

RES Annual Tonnage Total	1,422.20	136.26	1,285.94
RES Annual Diversion Rate		90.42%	



Sale of Recyclable Materials

Town Diversion & Tonnage Summary 2025

In Q1 2025, the fiber market experienced a noticeable upward trend, driven largely by reduced collection volumes and lower mill inventories. Old Corrugated Containers (OCC) in particular saw price increases as supply tightened. While the plastics market remained relatively steady during this period, growing concerns emerged regarding upcoming overseas tariffs and their potential impact on the recyclables market. Additionally, rising ocean freight rates, compounded by reduced shipping line service placed further pressure drive prices upwards.

In Q2 2025, the fiber markets fluctuated, but began showing signs of stabilization. Paper grades demonstrated greater price resilience compared to OCC, reflecting shifts in manufacturing activity and packaging demand. Conversely, the plastics market entered a sharp downturn, affecting both domestic and imported materials. Key contributing factors included weak demand in the agricultural sector and Malaysia's impending ban on plastic imports. This redirected significant volumes of plastic material to alternative mills, many of which became overwhelmed, leading to rising inventories and declining prices.

In Q3 2025, market performance varied across commodities. Recycled plastics stabilized overall, though bottle-grade recycled PET softened after the summer, with prices slipping due to lower feedstock costs and stagnant demand. The shutdown of a major West Coast processor placed additional pressure on PET markets, driving both demand and pricing downward. Other plastic grades held steady, but faced competitive pressure from low cost virgin materials imported from China. In the fiber sector, several domestic OCC mills slowed production or temporarily shut down due to a weak market and tariff related cost pressures. Mixed paper, however, remained stable with consistent demand and pricing. While the worst of the demand decline appears to be over, tariff implication, and trade policies could still disrupt supply chains, and shift costs.

Commodity markets experienced notable instability in Q4 2025 due to several factors. Old Corrugated Containers (OCC): prices dropped sharply after China paused shipments from processors in Southeast Asia, creating market panic. Prices began rebounding slightly in December 2025, and continue to climb slowly. Paper mills in Southeast Asia reduced production and imports, pushing U.S. export pricing down. Overseas markets are showing modest recovery, while domestic mill pricing has also declined alongside reduced production. Plastics: prices continued to slide through October 2025, but saw slight increases in December 2025. Key drivers included abundant, inexpensive virgin materials combined with weak retail sales. High Density Polyethylene (HDPE) remained the most stable polymer which experienced the least impact. Domestic Polyethylene Terephthalate (PET) demand remains sluggish, though exports picked up towards the end of the year. Analysts expect similar trends to persist into Q1 2026.

Overall, 2025 was a year marked by volatility, shifting demand patterns, and evolving global trade pressures across both fiber and plastics markets. While certain sectors showed signs of stabilization toward year end, ongoing challenges, including tariff uncertainty, fluctuating production levels, and continued competition from low cost virgin materials will remain influential as the industry moves into 2026. Despite these road bumps, gradual recovery in select export channels, and improved end market alignment offer careful optimism for more balanced market conditions in the upcoming year.

Quarter	Sale of Recyclables Materials
Q1 2025	240.31
Q2 2025	224.96
Q3 2025	235.40
Q4 2025	254.78
Total:	955.44



Contaminants

During 2025, GreenWaste collected **1,324.82 tons** of recyclables. Of the recycling tons collected, **390.43 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 2025	90.99
Q2 2025	96.29
Q3 2025	95.84
Q4 2025	107.30
Total:	390.43



Problems Encountered

To our knowledge, there was no problem encountered or scavenging occurring during the 2025 year to report to the Town of Los Altos Hills.

GreenWaste issued a total of **998** non-collection notices in 2025 to residents. The top categories were: Carts blocked, Gate issue (closed, locked, or code invalid), Contaminated - recycle, Extras not scheduled, and Skipped.

Quarter	Non-Collection Notices
Q1 2025	277
Q2 2025	251
Q3 2025	299
Q4 2025	171
Total:	998



Public Education Activities

Quarterly Bill Inserts/Direct Mailers

Beginning in 2024, the Town switched from a quarterly to an annual newsletter. The final version of the 2025 annual newsletter was approved by the Town, and mailed out to residents during the week of February 3, 2025.

The 2025 Annual Newsletter featured various content which included: types of GreenWaste services available to residents, cart set-out guidelines, and collection information, the holiday tree collection schedule, Town clean-up day schedules, mini sorting guide for proper disposal of items in mixed compostables, recycling, or yard trimmings carts, contact information for questions about household hazardous waste materials, and more.

Clean-up day postcards were sent to residents before the scheduled clean-up days on March 22, 2025, July 26, 2025, and October 25, 2025. They included information on acceptable, and unacceptable materials, a contact number for the safe disposal of Household Hazardous Waste (HHW), and details about other available programs.

The 2025 Fire Prevention Flyers were mailed out as direct mailers to residents before the start of the year in early December 2024.

Updates to GreenWaste website

Throughout the year, GreenWaste updated the Town of Los Altos Hills webpage to keep content current with important updates. GreenWaste also included, and updated the Town's respective GreenWaste webpage with the Town's newsletters, and clean-up day post cards. The GreenWaste Los Altos Hills webpage is updated throughout the year, and includes residential services, printable What Goes Where Guides, and links to the GreenWaste Material Processing and Recovery Virtual Tours.

GreenWaste mobile app

App is now available in the Apple and Google Play Store!

We are excited to announce the launch of our new GreenWaste mobile app during 2025! The app is designed to make sustainable waste management easier, more efficient, and more accessible for you. Download the app for your Apple or Android device today!

Youth Education Programs

GreenWaste is in the process of creating new youth education materials. These new education materials will incorporate the GreenWaste Material Recovery Facility (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, and holiday reminders.

Special Events

June 1, 2025:

GreenWaste participated in the Town's Annual Picnic, providing extra mixed compostables, and recycling carts. Our Outreach team answered questions about recycling, and customer service, and gave away miniature garbage carts, rulers, color-changing pencils, and fridge magnets. We also hosted a recycling spin-the-wheel game to engage the community, and educate residents on proper waste sorting.

September 27, 2025:

GreenWaste participated in the Town's annual Touch a Truck event, showcasing an Isuzu collection truck. Children were thrilled to see the collection truck in person and were able to explore it by sitting in the driver's seat to gain insight into how a driver views their route. This activity was supervised by two of our Route Supervisors. Attendees also had the chance to meet our Route Supervisors, who shared insights and stories from their daily work in the field. Our Outreach team provided recycling and waste management guidance and handed out updated sorting posters featuring a QR code for easy waste sorting help. Visitors enjoyed giveaways including recyclable frisbees and cups, along with stickers highlighting GreenWaste's new company mascot, the Quokka, and promoting recycling. The event was a fun, educational day filled with community connection and excitement.

We successfully held all the Town clean-up day events as scheduled on March 22, 2025, July 26, 2025, and October 25, 2025.

In Closing

With the Town's support, our Public Education and Outreach team is committed to continuing to build a strong rapport with the community. We are available via phone, and email to educate, answer questions, and address any concerns. We've created various tools, and resources are available on our website, and social media. We remain engaged, and ready to assist with any questions, or concerns that customers may have regarding their GreenWaste services.



Telephone Log

In 2025, GreenWaste received **4,145** calls and **1** complaint regarding not receiving vouchers. Issue was resolved within 24-hours.

Quarter	Complaints	Number of Calls
Q1 2025	0	951
Q2 2025	1	1,204
Q3 2025	0	1,105
Q4 2025	0	885
Total:	1	4,145



New Recipients

In 2025, GreenWaste setup **173** 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	2024	2025
Jan	10	14	11	12	10	8	8	6	9	6	8	6	9	9
Feb	5	17	19	19	8	10	10	4	4	12	10	11	7	16
Mar	12	9	17	25	6	4	5	5	9	16	3	6	15	9
Apr	8	21	20	22	14	7	12	5	7	14	11	9	6	17
May	16	40	21	8	9	10	15	15	9	18	13	14	9	11
Jun	21	23	36	17	14	24	16	14	13	24	12	13	15	19
Jul	24	27	21	15	13	6	11	13	14	25	17	13	16	18
Aug	17	27	30	9	8	14	12	7	19	20	20	16	12	20
Sep	16	10	28	9	16	18	9	7	13	16	3	7	8	13
Oct	16	6	40	28	14	9	7	7	7	12	15	10	11	15
Nov	10	8	24	8	2	12	5	6	13	21	14	14	12	17
Dec	9	11	17	11	5	11	8	4	18	13	6	10	11	9
Total:	164	213	284	183	119	133	118	93	135	197	132	129	131	173



Missed Pickups

In 2025, GreenWaste reported **86** 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:

Month	Missed Pick-ups
Jan 2025	8
Feb 2025	4
Mar 2025	4
Apr 2025	12
May 2025	11
Jun 2025	9
Jul 2025	12
Aug 2025	8
Sep 2025	2
Oct 2025	8
Nov 2025	5
Dec 2025	3
Total:	86



Town-Wide Clean-Ups

In 2025, 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. With cooperation, and support from the Town of Los Altos Hills, the events ran smoothly without any issues.

Summary of Events

Date:	3/22/2025
Car Count:	643
Trash tons collected:	65.11
Metal tons collected:	3.19
E-waste tons collected:	3.56

Date:	7/26/2025
Car Count:	803
Trash tons collected:	82.24
Metal tons collected:	7.88
E-waste tons collected:	3.99

Date:	10/25/2025
Car Count:	614
Trash tons collected:	54.36
Metal tons collected:	3.23
E-waste tons collected:	3.71

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

Hours: 9:00AM to 3:00 PM