



Annual Report

January - December 2017

Town of Los Altos Hills Refuse, Recyclables, Yard Trimmings and Street Sweeping Contract

Created on February 6, 2018



February 6, 2018

Carl Cahill
Town of Los Altos Hills
26379 Fremont Road
Los Altos Hills, CA 94022

Dear Mr. Cahill,

Enclosed is the GreenWaste Annual 2017 report as required by the Collection of Garbage, Recyclables and Yard Trimmings Agreement between the Town of Los Altos Hills and GreenWaste Recovery, Inc.

The following are highlights of this report:

1. Annual Summary
2. Sales of Recyclables Materials
3. Contaminants
4. Problems Encountered
5. Public Education Activities
6. Telephone Log & Missed Pickups
7. New Service Recipients
8. Public Awareness

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,

A handwritten signature in cursive script that reads "v. chavez".

Valerie Chavez
GreenWaste Recovery, Inc.
Direct: (408) 938-4925
Email: vale@greenwaste.com

1. ANNUAL SUMMARY

Los Altos Hills Compostable and Recycling Collections 2017 Summary

	Compostables (Garbage & Yard Trimmings)		Recycling	
	Tons Collected	Tons Recycled	Tons Collected	Tons Recycled
Jan	583.08	565.41	172.37	171.16
Feb	479.66	465.13	144.88	143.87
Mar	569.67	552.41	165.70	164.54
Apr	607.43	589.02	147.11	146.08
May	566.68	549.51	157.37	156.27
Jun	514.14	498.56	152.92	151.85
Jul	449.31	435.70	131.73	130.81
Aug	529.23	513.19	161.18	160.05
Sep	487.14	472.38	142.57	141.57
Oct	384.78	373.12	156.81	155.71
Nov	398.65	386.57	171.30	170.10
Dec	385.71	374.02	160.31	159.19
Total:	5,955.48	5,775.03	1,864.25	1,851.20

During 2017, GreenWaste collected **5,955.48** tons of compostables and **1,864.25** recyclables. All materials were transported to the GreenWaste Recovery, Inc MRF located at 625 Charles St. in San Jose.

GreenWaste experienced a **99.30%** recycling rate and **96.97%** compostable rate for the entire 2017 year.

During 2017, GWR provided street sweeping service to the Town of Los Altos Hills and the amount of residual collected was **12.32** tons.

	<u>Street Sweeping Residue Tons Collected</u>
Jan	1.16
Feb	1.77
Mar	1.51
Apr	0.53
May	0.77
Jun	0.86
Jul	0.39
Aug	0.00
Sep	0.00
Oct	2.81
Nov	1.80
Dec	0.72
Total:	12.32

2. SALES OF RECYCLABLES MATERIALS

GreenWaste Recovery collected **1,864.25** tons of recyclables in 2017. All recyclables were sorted by categories: film plastic, HDPE Mix 2-7, steel can, mixed paper, OCC, rigid plastic, HDPE natural, HDPE color, aluminum cans, scrap aluminum foil and PET. Collected recyclables were processed and sold.

	<u>Sale of Recyclables Collected</u>
Jan	172.37
Feb	144.88
Mar	165.70
Apr	147.11
May	157.37
Jun	152.92
Jul	131.73
Aug	161.18
Sep	142.57
Oct	156.81
Nov	171.30
Dec	160.31
Total:	1,864.25

3. CONTAMINANTS

During 2017, GreenWaste collected **1,864.25** tons of recyclables. Of the **1,851.20** collected, GreenWaste experienced less than **5%** or 92.51 tons of contaminants. All contaminants were removed, mixed with our garbage and transported to Newby Island Landfill located at 1601 Dixon Landing Rd, Milpitas, CA 95035.

4. PROBLEMS ENCOUNTERED

To our knowledge, there was no problem encountered or scavenging occurring during the 2017 year to report to the Town of Los Altos Hills.

GreenWaste issued a total of **1,969** non-collection notices in 2017 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	475
Quarter 2	470
Quarter 3	463
Quarter 4	561
Total:	1,969

5. EDUCATION AND OUTREACH

In 2017, 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.

To continue to increase recycling rates, GreenWaste followed the outreach plan for 2017.

2017 Outreach Schedule
Quarterly Bill Inserts
Town Newsletters
Recycling Guides mailed to new accounts
Update to GreenWaste Website
Compost Giveaways
Town Wide Clean-ups
Fire Prevention Clean-ups
Youth Education Programs

Town-Wide Clean-Up Summary:

Date	Town-Wide Clean-up Tons Collected
4/22/2017	88.78
7/22/2017	76.03
10/28/17	72.92
Total:	237.73

Fire Prevention Services Summary:

Date	Fire Prevention Clean-up Yard Trimmings Collected
1/21/2017	11.04
2/18/2017	8.03
3/18/2017	12.62
4/15/2017	12.06
5/20/2017	15.74
6/17/2017	9.76
7/15/2017	5.29
8/19/2017	9.57
9/16/2017	7.31
10/21/2017	6.50
11/18/2017	10.32
12/16/2017	17.15
Total:	125.39

6. TELEPHONE LOG & MISSED PICKUPS

In 2017, GreenWaste received **2,884** calls and there were **168** reports of missed pick-ups. Many of these reported missed pick-ups were results of the resident not setting out the material on time and or drivers not aware of the setout location of carts on the property.

All missed material was picked up on the day reported or within a 24-hour period from the time it was called in and resolved immediately.

	Call Log	Missed Collections
Quarter 1	491	38
Quarter 2	682	51
Quarter 3	862	45
Quarter 4	849	34
Total:	2,884	168

7. NEW SERVICE RECIPIENTS

In 2017, GreenWaste setup **133** new customer accounts. A breakdown by year and month is below:

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan		12	12	9	10	14	11	12	10	8
Feb		7	12	10	5	17	19	19	8	10
Mar		8	11	10	12	9	17	25	6	4
Apr		11	9	16	8	21	20	22	14	7
May		13	11	14	16	40	21	8	9	10
Jun		12	16	16	21	23	36	17	14	24
Jul		17	18	24	24	27	21	15	13	6
Aug		14	16	24	17	27	30	9	8	14
Sep		17	17	17	16	10	28	9	16	18
Oct	27	14	18	11	16	6	40	28	14	9
Nov	16	15	19	7	10	8	24	8	2	12
Dec	14	18	16	13	9	11	17	11	5	11
Total:	57	158	175	171	164	213	284	183	119	133

8. PUBLIC AWARENESS

Newsletters/Bill Inserts

During 2017, GreenWaste distributed the informational town newsletters along with the quarterly invoices on February 1, May 1, August 1 and November 1. Each newsletter focused on important recycling topics occurring during that season, special announcements, holiday collection schedule and promoting any town clean-ups and fire prevention events.

Compost Delivery

GreenWaste throughout the year, delivered 40 yards of compost every Friday to an area off the side of the road at the intersection of Elena Rd and Purissima Rd.

Earth Day Celebration: April 23, 2017

GreenWaste hosted a booth at the Los Altos Hills Earth Day Celebration located at the Westwind Barn.

Annual Town Picnic: June 26, 2017

GreenWaste hosted a booth at the event. Provided handouts such as coloring books, recycle guides, pencils, rulers and flower bookmarks. GreenWaste also provided trash and recycling services for the event at no charge.

Los Altos Hills Pathways Run/Walk Marathon: May 13, 2017

GreenWaste hosted a booth for this event. Provided handouts such as coloring books, recycling guides, pencils and bananas.

Little League Opening Day: March 17, 2017

GreenWaste provided trash and recycling services for this event. Carts delivered on Friday, and removed on the following Monday.

School Presentation

During 2017 GreenWaste did not attend or perform any school presentations.

Material Recovery Facilities (MRF) Tours

- 2/11/17 - Provided a Material Recovery Facility (MRF) tour for 9 Los Altos Hills residents.
- 2/13/17 - Annual visit with 3 CalRecycle representatives at GreenWaste.
- 3/31/17 - Provided a virtual tour for a resident and her grandson. Provided coloring book, pencil and stickers.
- 4/1/17 – Provided a virtual tour for 5 children whom are residents in the Town of Los Altos Hills.
- 8/11/17 from 9 AM to 10 AM GreenWaste provided a Material Recovery Facility tour to Los Altos Hills residents.
- 9/8/17 from 9AM to 10 AM GreenWaste provided a Material Recovery Facility tour to Los Altos Hills residents.

- 12/15/17 from 9 AM to 10 AM GreenWaste provided a Material Recovery Facility tour to a total of (4) Los Altos Hills residents and town staff.

Town of Los Altos Hills 2017 GreenWaste Refuge and Recyclable Collections

Month	Curbside Collection						Miscellaneous Collections				Summary				Miscellaneous		
	Single Stream			Garbage + Yardwaste			Debris Box		Clean Up Day Collections		Total Generated	Total Recycled	Total Recycled	Total Landfill	Motor Oil	GHG Reduct'n	Bio Diesel
	Total (Tons)	Recycled (%)	Recycled (tons)	Total (Tons)	Recycled (%)	Recycled (tons)	Total (Tons)	Recycled (%)	Total (Tons)	Recycled (Tons)	(Tons)	(Tons)	(%)	(Tons)	(Gal)	CO2 (Tons)	(Gal)
Jan	172.37	99.30	171.16	583.08	96.97	565.41	121.50	77.18	0.00	0.00	877.0	830.3	94.7	46.6	11	0	2157.5
Feb	144.88	99.30	143.87	479.66	96.97	465.13	205.67	77.08	0.00	0.00	830.2	767.5	92.4	62.7	15	0	1991.6
Mar	165.70	99.30	164.54	569.67	96.97	552.41	558.81	75.62	0.00	0.00	1294.2	1139.5	88.0	154.7	12	0	2231.8
Q1 total	482.95	99.30	479.57	1632.41	96.97	1582.95	885.98	76.17	0.00	0.00	3001.3	2737.4	91.3	263.9	38.0	0.0	6380.9
Apr	147.11	99.30	146.08	607.43	96.97	589.02	189.23	78.13	107.67	85.29	1051.4	974.8	92.7	76.7	15	0	2136.1
May	157.37	99.30	156.27	566.68	96.97	549.51	159.36	78.29	0.00	0.00	883.4	830.5	94.0	52.9	16	0	2358.9
Jun	152.92	99.30	151.85	514.14	96.97	498.56	222.84	77.71	0.00	0.00	889.9	823.6	92.5	66.3	27	0	2210.3
Q2 total	457.40	99.30	454.20	1688.25	96.97	1637.10	571.43	78.01	107.67	87.00	2824.8	2628.9	93.1	195.8	58.0	0.0	6705.3
Jul	131.73	99.30	130.81	449.31	96.97	435.70	185.74	76.38	86.44	68.07	853.2	767.2	89.9	86.0	20	0	2196.9
Aug	161.18	99.30	160.05	529.23	96.97	513.19	155.15	75.52	0.00	0.00	845.6	790.4	93.5	55.1	15	0	2604.4
Sep	142.57	99.30	141.57	487.14	96.97	472.38	356.44	75.96	0.00	0.00	986.2	884.7	89.7	101.4	7	0	2177.2
Q3 total	435.48	99.30	432.43	1465.68	96.97	1421.27	697.33	75.97	86.44	68.07	2684.9	2442.3	91.0	242.6	42.0	0.0	6978.5
Oct	156.81	99.30	155.71	384.78	96.97	373.12	352.80	75.62	92.18	73.76	986.6	863.6	87.5	123.0	9	0	2337.0
Nov	171.30	99.30	170.10	398.65	96.97	386.57	196.82	78.00	0.00	0.00	766.8	710.2	92.6	56.6	44	0	2450.7
Dec	160.31	99.30	159.19	385.71	96.97	374.02	200.37	76.64	0.00	0.00	746.4	686.8	92.0	59.6	13	0	2242.0
Q4 total	488.42	99.30	485.00	1169.14	96.97	1133.72	749.99	76.52	92.18	73.76	2499.7	2260.6	90.5	239.2	66.0	0.0	7029.7
Totals	1864.25	99.30	1851.20	5955.48	96.97	5775.03	2904.73	76.58	286.29	76.38	11010.7	10069.2	91.5	941.5	204.0	0.0	27094.4