



**San José State**  
UNIVERSITY

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**Santa Clara County Recycling Hotline**  
**Third Quarter Report: Jan. 1 – Mar. 31 2009**

- 1) Budget Status  
Expenses were within the average monthly budget line item averages for the year.
- 2) Hotline Call/Web/Email Activity
  - a) The Inquiry Tracking Report for 2009 is attached.
- 3) Projects Completed
  - a) CDR has replaced a paper tracking system of call inquiries. A team of information technology students are working on developing a web-based phone call tracking system. The intent is to create data sets from the type of questions being asked from hotline staff via telephone and email for analysis.
- 4) Projects In-Progress
  - a) Recycling Quiz for RecycleStuff.org.
    - i) A group of students from the Dept of Management Information Systems have been retained, as a course project, to develop an on-line recycling quiz. The intent is to maintain interest in the website and create a survey mechanism. Questions were submitted to the Public Education Committee for review and comment.
  - b) E-Waste collection event. CDR, with the SJSU Environmental Resource Center, will conduct an e-waste drop off event on the SJSU campus on April 10 and 11. Proceeds after costs will be split evenly with the service provider, First Choice Recycling and the ERC. Revenue from the event will be used to support on-going website maintenance.
  - c) Guide to City IWM Programs. A second update to this document during this contracted period is being conducted due to a variety of changes in city programs.
  - d) Guide to Recycling Centers in SCC. Data collection and verification continues. New and updated sources are being entered into the website.
  - e) Guide to Commercial Recycling Services. This guide is compiled from information collected with the Recycling Center update process, above.
  - f) Guide to Construction and Demolition Recycling. This guide is compiled information from the Recycling Center update project, above.
  - g) Electronics Recycling Guide. This guide is compiled information from the Recycling Center update project.
  - h) CDR Publications List (publications from cities). A CDR staff member is contacting cities to collect publications for placement on the RecycleStuff website.
- 5) Quarter Invoice: The SJSU Foundation will process and mail the quarter invoice.



# Number of Inquiries

