



San José State
UNIVERSITY

College of Social Science • Department of Environmental Studies • Center for Development of Recycling • www.RecycleStuff.org • 800/533-8414
408/924-5453 • Fax 408/924-5477 • cdrsjsu@email.sjsu.edu. • One Washington Square • San Jose, California 95192-0204

Santa Clara County Recycling Hotline
Second Quarter Report: Oct. 1 – Dec. 31 2008

- 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 2008 is attached. Inquiries (calls, emails, and web visits (exclusive of hits) for 2008 was 83,820, an increase of 12,014 from 2007.
- 3) Projects Completed
 - a) CDR Staff Manual. Our basic operational manual has been revised. The goal was to harmonize processes and procedures with our new web-based system.
 - b) CDR Answer Map. CDR uses a flow chart to assist staff to process questions from the public. This flow chart, The CDR Answer Map, was revised.
 - c) E-Waste collection event. CDR conducted an e-waste drop off event on the SJSU campus. Proceeds after costs were split evenly with the service provider, First Choice Recycling. Revenue from the event will be used to support on-going website maintenance and the addition of new features.
 - d) CDR-14 Public Contact List, completed. This is a guide that lists key contacts for recycling, yardwaste, and other city-contracted service providers.
 - e) 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) Guide to City IWM Programs. We are conducting a second update to this document this calendar due to a variety of changes to city programs. We expect the guide to be available in early Spring 09.
 - b) Guide to Recycling Centers in SCC.
 - i) Data collection and verification continues. New and updated sources are being entered into the website.
 - c) Guide to Commercial Recycling Services. This guide is compiled from information collected with the Recycling Center update process, above.
 - d) Guide to Construction and Demolition Recycling. This guide is compiled information from the Recycling Center update project, above. Data collection has begun.
 - e) Electronics Recycling Guide. This guide is compiled information from the Recycling Center update project.
 - f) CDR Publications List (publications from cities). A CDR staff member is contacting cities to collect publications to be made available at no charge on the RecycleStuff website.
 - g) Technology Makeover/Website Revision.
 - i) There are on-going minor changes to the website. Modifications are for web maintenance activities.
- 5) Quarter Invoice: The SJSU Foundation will process and mail the quarter invoice.

Number of Inquiries

