

County of Santa Clara

Recycling and Waste Reduction Commission of Santa Clara County
Recycling and Waste Reduction Division

1555 Berger Drive, Suite 300
San Jose, CA 95112-2716
(408) 282-3180 FAX (408) 280-6479
www.RedcueWaste.org



TECHNICAL ADVISORY COMMITTEE MEETING AGENDA

DATE: August 13, 2020
TIME: 1:30 p.m. – 3:30 p.m.
LOCATION: **Virtual Zoom Meeting**
<https://sccgov-org.zoom.us/j/97885424259>

(** Denotes item on which action may be taken)

1. Call to Order and Introductions

2. Approval of Draft Minutes Meeting of January 9 and Draft Notes of February 13, 2020 **

3. Public Comments

(This item is reserved for persons desiring to address the committee on any matter not on this agenda.) For members of the public who wish to address the committee on any item not listed on the agenda this would be the appropriate time. The Chair will call individuals in turn. Speakers are limited to three (3) minutes. The committee is not permitted action or extended discussion of any item not on the agenda except under special circumstances. If committee action is requested, the committee may place the matter on a future agenda. All statements that require a response will be referred to staff for reply in writing.

4. Presentations:

A. CDR Presentation** - Bruce Olszewski (10 min) [originally scheduled March 2020]

B. Food Rescue Update** - Robin Martin (10 min) [scheduled May 2020]

C. CalRecycle Beverage Container Recycling Pilot Grant** - Bill Grimes/Teresa Curiel (10 min)
[originally scheduled March 2020]

5. Update on COVID-19 impacts to local recycling, composting and waste programs – Julie Muir (5 min)

6. Update on reusables programs or pilots in the county – Julie Muir (5 min)

7. Recycling and Waste Reduction Commission (RWRC) Update** – RWRD Staff (5 min)

Commissioners: Susan M. Landry, Chair ~ Nancy Smith, Vice-Chair ~ Mary-Lynne Bernald ~ Pam Foley ~ Linda J. LeZotte ~ Anthony Phan ~ Fred Tovar ~ Rod Sinks ~ Mike Wasserman ~ Kathy Watanabe

8. **Division Manager's Report****– RWRD Staff (5 min)
 - A. BayROC update
 - B. Disposal Reporting System – <https://eservices.sccgov.org/disposalreporting>
 - C. Other –
9. **Subcommittee Reports and Updates**** (30 min)
 - A. Special TAC meeting to address potential action items – County staff and Chair
 - B. **Enforcement** – Roel Meregillano
 - C. **Household Hazardous Waste** – Tony Eulo
 - D. **Legislation** – Mark Bowers
 - E. **Operations** – Alex Wykoff
 - F. **Public Education** – Ursula Syrova
 - G. **Source Reduction/Recycling** – Jon Gire
 - H. **South Bay Green Gardens** – Lina Prada-Baez
 - I. **Ad Hoc Foodware** – Lori Topley
 - J. **Ad Hoc Program Prioritization** – Tony Eulo
10. **Program Update**** (5 min)
 - A. **Composting Education** – in packet
 - B. **Green Business** – in packet
 - C. **Recycling Hotline** – in packet
11. **IC Update**** - Karin Hickey (5 min)
12. **Items for Future Agenda/Guest Speakers** (5 min)
13. **Informational Updates and Announcements** (15 min)
14. **Adjournment****

Note: Next Meeting Date is September 10, 2020

(The following is a 'Parking Lot' list of items to be brought back to TAC at a later date)

List of Future Agenda Items to be discussed:

- Large Venue Diversion [pre-TAC] (Tony Eulo)
- Community based social marketing (Karen Gissibl)
- TraX (Julie Muir)
- Evaluate long term disposal and processing capacities and opportunities for regional cooperation (TAC Chair)
- Standardize labels and lists (Julie Muir)
- Regional EPS model ordinance on ice chests, meat trays, pool toys, egg cartons, etc.
- Recycling Markets (Ricky Lopez)
- Rate Tiering (Mark Bowers)
- Recyclist presentation (Linnea Whitney)

Composting Education Program

Bi-quarterly Report: Jan - Jun 2020

Program Contact:

Cole Smith

Coordinator, UCCE

(408) 918-4641

cbrsmith@ucanr.edu

UC
CE



Summary:

This is a report of the activities occurring during the first and second quarter of the Composting Education Program's 2020 program year. The program held a total of 3 workshops before March, after which COVID-19 related safety protocols were imposed. These restrictions resulted in multiple workshop cancellations during the months of March and April. Starting in May, we began hosting workshops via ZOOM conferencing. Activities associated with our community composting site development continued at our Martial Cottle Park location in San Jose, with the installation of a Continuous Flow Through (CFT) vermicomposting unit.

Report Overview:

Workshops

Number of Workshops: 13

Total Workshop Attendance: 403

Number of Preregistered: 634

Number of Walk-ins: 55

Events

Total Events Attended: 0

K-12 Education

Total Schools Visited: 2

Total Students: 168

Special Lectures

Total Special Lectures: 0

Rotline Composting Phone Line

City # of Calls

Reported in Q3 2020



Date Topic	Class Location														Total Class	Registered	Walk-Ins					
	Campbell	Cupertino	Gilroy	Los Altos	Los Altos Hills	Los Gatos	Milpitas	Monte Sereno	Morgan Hill	Mountain View	Palo Alto	San Jose	San Martin	Santa Clara				Saratoga	Sunnyvale	Out of County	Unknown	
2.1.2020 Compost Basics		1	4																	13	20	2
2.8.20 Compost Basics											10									17	25	3
2.8.20 Compost Basics			1							1	1									8	14	0
2.15.20 Worm Workshop							1													17	27	0
2.22.20 Compost Basics							1	8												10	15	1
2.29.20 Compost Basics		1	4																	24	27	4
3.07.20 Compost Basics																				18	28	4
5.09.20 Compost Basics			2								10									12	165	13
5.16.20 Worm Workshop		9						2		2	3									106	127	16
6.07.20 Compost Basics		1	2							1	1									30	88	6
6.13.20 Compost Basics			1					1		4	1									5	29	45
6.20.20 Compost Basics		1	1																	1	12	28
6.27.20 Compost Basics		1	1																	7	25	0
Totals		14	16	0	2	11	7	25	0	0	9	116	62	0	28	28	42	34	41	403	634	55

Date	K-12 Site	City	Class/Topic	Number of Students
3.7.20	Fammatre Elementary	San Jose	Composting	100
3.11.20	Anthony Spangler Elementary	Milpitas	Composting	64
Total				164

Gilroy

Business Name	In Progress	Due for Recert	Date Enrolled	Date Certified	# Enrolled	# Certified	# Re-Certified	# 2nd Re-certification	# 3rd Re-certification
					0	0	0	0	0

Cupertino

					4	2	1	0	0

Morgan Hill

Business Name	In Progress	Due for Recert	Date Enrolled	Date Certified	# Enrolled	# Certified	# Re-Certified	# 2nd Re-Certification	# 3rd Re-Certification
Cree		8/29/2018		1					
					1	0	0	0	0

Mountain View

					12	2	7	2	1

San Jose

					8	3	5	0	0

Santa Clara

Business Name	In Progress	Due for Recert	Date Enrolled	Date Certified	# Enrolled	# Certified	# Re-Certified	# 2nd Re-Certification	# 3rd Re-Certification
First Solar			1/11/2019	10/22/2019	1		1		
Agilent Technologies			4/29/2019	11/21/2019	1			1	
					2	0	1	1	0

**Green Business Program
FY20**

City	Enrolled Prior to FY20	Certified Prior to FY20	Re-certified Prior to FY20	Enrolled in FY20	Certified in FY20	Re-certified in FY20	2nd Re-certification in FY20	3rd Re-certification in FY20	Dropped from Program	Total Recertified	Total Enrolled	Total Certified
Campbell	40	12	6	0	0	0	0	0	12	6	40	12
Cupertino	94	35	9	4	2	1	0	0	10	10	98	37
Gilroy	25	10	8	0	0	0	0	0	2	8	25	10
Los Altos	22	18	11	1	0	1	0	0	4	12	23	18
Los Altos Hills	2	2	0	0	0	0	0	0	2	0	2	2
Los Gatos	71	36	9	1	0	1	0	0	17	10	72	36
Milpitas	24	9	1	0	0	0	0	0	6	1	24	9
Monte Sereno	0	0	0	0	0	0	0	0	0	0	0	0
Morgan Hill	42	20	3	1	0	0	0	0	13	3	43	20
Mountain View	141	81	28	12	2	7	2	1	35	35	153	83
Palo Alto	442	111	24	2	1	0	1	0	75	24	444	112
San Jose	450	233	71	8	3	5	0	0	131	76	458	236
Santa Clara	89	34	9	2	0	1	1	0	13	10	91	34
Saratoga	13	6	2	0	0	0	0	0	4	2	13	6
Sunnyvale	26	51	26	0	0	0	0	0	19	26	26	51
Unincorporated ⁽¹⁾	8	4	0	3	0	1	0	0	1	1	11	4
TOTAL	1489	662	207	34	8	17	4	1	344	224	1523	670

1 - all inquiries are placed under Unincorporated as many of those inquiring do not state the city their business is in.

2 - this is total enrolled since inception of the program and represents both those businesses that have been certified and those still in process



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**Santa Clara County Recycling Hotline and Website
3rd Quarter Report: January 1, 2020 – March 31, 2020**

1) Budget Status

- a) The 3rd quarter ended within average monthly expenditures for the fiscal year.

2) Completed Projects and Activities

- a) Spring semester staffing
 - i) 25 students enrolled in the CDR course that began on January 23. Students completed training and were assigned a project(s) and/or activity.
- b) RecycleStuff.org
 - i) Updated and posted the Frequently Used Numbers Guide
(1) <https://www.recyclestuff.org/Guides/CopyofFrequentlyUsedContactsCDR6AV4.pdf>
- c) CRV Project
 - i) CDR conducted a phone survey of 263 CRV redemption centers listed by CalRecycle serving the residents of Santa Clara County. It was approximately 25.1% accurate. 66 sites were redeeming CRV containers and 197 (74.9%) were not.
- d) Covid-19 Response
 - i) Shelter-in-place orders required CDR to close the office. The voicemail greeting was changed on March 16th and actions were taken to maintain the call center by recovering and responding to voicemail off site about every 2 hours. Staff are also responding to queries received on the RecycleStuff chat line and email. The greeting informs callers that HHW appointment services are temporarily suspended and that we were responding to voice mail.

3) Projects and Activities in Progress

- a) Website improvements/changes
 - i) A portion of CDR's budget is allocated for website maintenance. The CDR webmaster was assigned multiple tasks which included improvements. The CDR Director is monitoring the webmaster's progress on assigned tasks.
- b) RecycleStuff.org
 - i) New Listings.
(1) CDR staff is conducting research to identify potential new recycling/reuse service providers. We are reviewing multiple industry related websites and other sources. Once a potential new source is identified, staff calls to verify services and enters data onto RecycleStuff. Data is then reviewed by a manager before the new listing goes live.
 - ii) Listing Updates.
(1) CDR student staff are continuing to contact each of the approximately 1600 listings in the RecycleStuff database to update. We expect this project to continue throughout the fourth quarter.

- iii) Quality Control
 - (1) Staff is conducting a series of quality control tests of existing listings on RecycleStuff to correct errors.
 - iv) New Materials.
 - (1) Staff is conducting research to identify new materials to add to RecycleStuff.
 - c) Material is being drafted for a potential staff training video.
 - d) Recycling videos
 - i) Staff are researching the availability of publicly available videos of various materials and recycling processes to add to the website.
 - e) San Mateo County.
 - i) CDR continues to operate RecycleStuff.org as the recycling website for San Mateo County (SMC).
 - f) Event Staffing/Preparation
 - i) Until the HHW collection events were temporarily closed, students assembled information packets, staffed special events, and staffed HHW collection events Thursday-Saturday.
 - g) National Directory of Recycling Information.
 - i) This guide lists trade organizations, publications, and government agencies with interests and responsibilities for recycling and waste reduction. Data has been collected and the guide is going through the editing process.
 - h) Strange but True! Unusual Information Requests.
 - i) The hotline receives many unusual information requests. Here are a select few from this quarter: how/where to discard hundreds of cans of food, what to do about a sinkhole appearing in a caller's yard, how/where to discard multiple tons of asbestos laden roof shakes, where/how to discard a human skeleton, and a legally blind resident seeking information on reaching housing services.
- 4) **Inquiry Tracking:** This report tracks calls by city, web visits, chats, and emails. It is attached.
- 5) **Invoice:** The SJSU Research Foundation will process and send an invoice.

2020 Recycling Hotline/Website/Email Inquiry Tracking

2020	Number of Telephone Inquiries																			E-mail		Question Type														
	Campbell	Cupertino	Gilroy	Los Altos	Los Altos Hills	Los Gatos	Milpitas	Monte Sereno	Morgan Hill	Mtn. View	Palo Alto	San Jose	San Martin	Santa Clara	Saratoga	Stanford	Sunnyvale	Unincorporated	Undeclared	Out of County	Web	Chat	RecycleStuff.org *	E-mail / LiveChat	Inquiry Total	1-Recycle Start-up	2-City Programs	3-Recycle / Reuse	4-Referral	5-Publications	6-General Info.	7-Undeclared	8-HHW	9-Special County Program	Total **	
January	21	23	21	22	3	26	27	0	33	22	1	487	9	166	12	1	57	9	0	2	942	136,916	69	137,927	0	10	2	112	1	129	0	686	2	942		
February	30	28	20	15	3	33	32	5	33	23	8	610	6	44	3	1	34	16	0	6	950	121,778	61	122,789	0	16	15	172	1	190	0	555	1	950		
March	25	24	11	21	1	20	15	0	22	20	2	409	6	33	10	1	28	8	0	1	657	84,928	39	85,624	0	13	4	125	0	152	3	360	0	657		
April																					0			0											0	
May																					0			0												0
June																					0			0												0
July																					0			0												0
August																					0			0												0
September																					0			0												0
October																					0			0												0
November																					0			0												0
December																					0			0												0
Total	76	75	52	58	7	79	74	5	88	65	11	1,506	21	243	25	3	119	33	0	9	2,549	343,622	169	346,340	0	39	21	409	2	471	3	1,601	3	2,549		
City Population ***	43,250	59,879	55,928	31,190	8,785	30,988	76,231	3,787	45,742	81,992	69,397	1,043,058	7,027	128,717	31,407	13,809	155,567	88,368	n/a	n/a			1,975,122													
Population as % of County	2.19%	3.03%	2.83%	1.58%	0.44%	1.57%	3.86%	0.19%	2.32%	4.15%	3.51%	52.81%	0.36%	6.52%	1.59%	0.70%	7.88%	4.47%	n/a	n/a																
% of Tele Inquiries-YTD	2.98%	2.94%	2.04%	2.28%	0.27%	3.10%	2.90%	0.20%	3.45%	2.55%	0.43%	59.08%	0.82%	9.53%	0.98%	0.12%	4.67%	1.29%	0.00%	0.35%	100.00%															
% of Inquiry Type -YTD																							0.00%	1.53%	0.82%	16.05%	0.08%	18.48%	0.12%	62.81%	0.12%			100.00%		

* Represents page views. ** Some residents may call with more than one question type. *** City population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2018 and 2019. Sacramento, California, May 2018. San Martin and Stanford values gathered from Suburban Stats, Inc. 2018.



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**Santa Clara County Recycling Hotline and Website
4th Quarter Report: April 1, 2020 – June 30, 2020**

1) Budget Status

- a) The 4th quarter ended with the expenditure of contracted funds for the fiscal year.
- b) A new contract for FY 20-21 begins on July 1.

2) Completed Projects and Activities

- a) Spring semester staffing
 - i) 25 students enrolled in the CDR course that began on January 23. Students completed training and were assigned a project(s) and/or activity. Most completed their requirements by the end of the Spring semester and about 4 will be working over the summer months to complete their commitment.
 - ii) Summer recruitment
 - (1) Environmental Studies students were messaged about available internships at CDR. About 3 will be joining us over the summer. Because the office is closed (SJSU's response to the Covid-19 outbreak), new students will be trained in person in July when we are allowed to train students on campus who will work from home.
- b) RecycleStuff.org
 - i) Enabled images on the home page rotator to be clicked and bring the user to a website.
 - ii) New Listings.
 - (1) CDR staff identified new recycling/reuse service providers. Services were verified by phone conversations and a CDR manager is inputting data.
 - iii) New Materials.
 - (1) Staff conducted research to identify new materials to add to RecycleStuff. CDR managers are reviewing the list and entering data.
 - iv) Quality Control
 - (1) Staff conducted a series of quality control tests of existing listings on RecycleStuff to identify potential oversights. Depending on the availability of staff in the summer and fall, this project will continue.
- c) Covid-19 Response
 - i) Shelter-in-place orders required CDR to close the office and to work remotely. The voicemail greeting was changed on March 16th (since updated) and actions were taken to maintain the call center by recovering and responding to voicemail off site about every 2 hours. Staff are also responding to queries received on the RecycleStuff chat line and email. The phone greeting had informed callers that HHW appointment services was temporarily suspended. It was changed when HHW services resumed. Staff is continuing to recover messages left on voice mail every two hours.

- ii) CDR created new protocols to check, return, and to make records of messages from voicemail. We also obtained a call-back phone number so staff would not use their personal numbers and created a new on-line document to record the names, numbers and material questions from those requesting HHW appointments. We returned calls multiple times/day. When the HHW facility was closed, we made a list of people requesting service and called them back to schedule drop-off appointments when the facility reopened.
- iii) Staff created and posted a series of Covid-19 documents in a new “box” on the RecycleStuff.org home page. We also posted announcements on the home page rotator, including:
 - (1) “COVID-19 Service Update.” The document includes information about discarding personal protective equipment (PPE), availability of city provided recycling and garbage services, availability of landfills accepting self-haul materials, and Executive Orders from the Governor affecting the use of reusable bags and redeeming CRV containers.
 - (2) Called and verified drop-off locations of a few hundred service providers and posted the following reports:
 - (a) Recycling and Garbage Services Update
 - (b) Automotive Fluids (oil/oil filters) drop-off locations
 - (c) CFL and Fluorescent tube drop-off location
 - (d) Meds and Sharps drop-off locations (Med Project)
 - (e) CRV drop-off locations, by city in SCC
 - (f) Availability of debris box, large item pick-up and day hauler services.
 - (g) Availability of landfills and transfer stations
 - (h) Household battery drop-off locations
 - (i) Paint drop-off locations
- d) The CDR Director had numerous meetings with a variety of SJSU personnel (College Dean, Dept. Chair, EH&S, SJSURF, others) to discuss reopening the office. “SJSU” has agreed to allow on-site training of staff who can then work at home as SJSU works to determine reopening protocols of the campus.
- e) Website improvements/changes
 - i) A portion of CDR’s budget is allocated for website maintenance. The CDR webmaster was assigned multiple tasks which included improvements.
 - (1) Enabled images on the home page rotator to be “clickable” and take the user to a website.
 - (2) Made improvements to the “search by image” feature
 - (3) Updated information on the “contact us” page.
 - (4) Corrected an error with the chat service. It would appear 2x on the home page.
 - (5) Made improvements to how staff enters listings (company data input).
 - (6) Organized listings on the links page in alphabetical order.
 - (7) Made improvements to the longitude and latitude distance settings for mapping listings.
 - (8) Began a substantial revision of the listing (company) approval process.

3) Projects and Activities in Progress

- a) Website maintenance
 - i) A new service agreement with the CDR webmaster is being developed for FY 20-21. The agreement will include a specific list of tasks.
- b) RecycleStuff.org
 - i) Listing Updates.
 - (1) CDR student staff are continuing to contact each of the approximately 1600 listings in the RecycleStuff database to update. Most were contacted in the 4th

quarter. We expect this project to continue throughout the summer and likely in the second quarter. Staff resources are focusing on responding to calls, chat, and email.

- c) Material is being drafted for a potential staff training video.
- d) San Mateo County.
 - i) CDR continues to operate RecycleStuff.org as the recycling website for San Mateo County (SMC). A new three-year contract will begin on July 1, 2020.
 - ii) Created, verified and posted on R-Stuff 'SMC Landfills and Transfer Stations.
- e) Event Staffing/Preparation
 - i) Until the HHW collection events were temporarily closed, students staffed special events, assembled outreach packets, and staffed HHW collection events Thursday-Saturday.
- f) National Directory of Recycling Information.
 - i) This guide lists trade organizations, publications, and government agencies with interests and responsibilities for recycling and waste reduction. Data has been collected and the guide is going through the editing process.
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February	30	28	20	15	3	33	32	5	33	23	8	610	6	44	3	1	34	16	0	6	950	121,778	61	122,789	0	16	15	172	1	190	0	555	1	950	
March+	25	24	11	21	1	20	15	0	22	20	2	409	6	33	10	1	28	8	0	1	657	84,928	39	85,624	0	13	4	125	0	152	3	360	0	657	
April+	0	1	3	4	0	0	1	0	0	1	1	41	1	7	2	0	4	0	0	2	68	71,438	103	71,609	0	8	0	9	0	31	1	19	0	68	
May+	1	4	0	2	0	2	3	0	2	3	1	87	0	3	1	0	2	2	0	2	115	105,084	106	105,305	0	5	2	31	0	40	0	37	0	115	
June	4	6	7	14	1	6	8	0	4	5	1	297	4	8	4	1	11	3	0	0	384	117,951	212	118,547	0	12	0	31	0	84	6	251	0	384	
July																					0			0										0	
August																					0			0											0
September																					0			0											0
October																					0			0											0
November																					0			0											0
December																					0			0											0
Total	81	86	62	78	8	87	86	5	94	74	14	1,931	26	261	32	4	136	38	0	13	3,116	638,095	590	641,801	0	64	23	480	2	626	10	1,908	3	3,116	
City Population ***	43,250	59,879	55,928	31,190	8,785	30,988	76,231	3,787	45,742	81,992	69,397	1,043,058	7,027	128,717	31,407	13,809	155,567	88,368	n/a	n/a				1,975,122											
Population as % of County	2.19%	3.03%	2.83%	1.58%	0.44%	1.57%	3.86%	0.19%	2.32%	4.15%	3.51%	52.81%	0.36%	6.52%	1.59%	0.70%	7.88%	4.47%	n/a	n/a															
% of Tele Inquiries-YTD	2.60%	2.76%	1.99%	2.50%	0.26%	2.79%	2.76%	0.16%	3.02%	2.37%	0.45%	61.97%	0.83%	8.38%	1.03%	0.13%	4.36%	1.22%	0.00%	0.42%	100.00%														
% of Inquiry Type -YTD																								0.00%	2.05%	0.74%	15.40%	0.06%	20.09%	0.32%	61.23%	0.10%		100.00%	

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