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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, California 95112
(408) 282-3180 FAX (408) 280-6479
www.ReduceWaste.org



TECHNICAL ADVISORY COMMITTEE

MEETING AGENDA

DATE: Thursday, May 14, 2015
TIME: 1:30 p.m. – 3:30 p.m.
LOCATION: 1580 Berger Drive
San Jose, CA 95112

COMMUTE ALTERNATIVES: The Board of Supervisors encourages the use of commute alternatives including bicycles, carpooling, and hybrid vehicles.

Public transit access is available to and from the Berger Drive Facility, Berger Drive, San Jose, California by VTA bus lines 66. For trip planning information, contact the VTA Customer Service Department at 408-321-2300 Monday through Friday between the hours of 6:00 a.m. to 7:00 p.m., and on Saturday from 7:30 a.m. to 4:00 p.m. Schedule information is also available on the web at www.vta.org.

Bicycle parking racks are available in the front of Buildings 1 and 2.

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

1. Call to Order and Introductions

2. Approval of Draft Minutes Meeting of March 12, 2015 **

3. Public Presentations

(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. ReThink Disposables – Samantha Sommer and Miriam Gordon (20 min)

5. Earthquake campaign – Jennie Loft (15 min)

6. School/Student upcycling project – Tina Gonterman and Andrea Case (10 min)

7. Litter related to advertisements left at doorways and driveways – Matthew Krupp (5 min)

8. Public Education Subcommittee Recommendation of Name Change for Home Composting Education Program – Sandra Jensen (15 min)

Commissioners: James R. Griffith, Chair; Michael F. Kotowski, Linda J. LeZotte, Margie Matthews, Teresa O'Neill, Jan Pepper, Greg Scharff, Rod Sinks, Cat Tucker, Mike Wasserman

9. **IC Update**** – Anna Szabo (10 min)
10. **RWRC Update**** – RWRD Staff (10 min)
11. **Division Manager's Report/Updates on Countywide Programs** – RWRD Staff ** (10 min)
 - A. **Disposal Reporting System - Update**
 - B. **Green Business – Report**
 - C. **Home Composting – Report**
 - D. **Other** – Joint TAC with Alameda County topics
12. **Subcommittee Reports and Updates**** (20 min)
 - A. **Eco-Gardener** – Peggy Horning
 - B. **Enforcement** – Stan Chau
 - C. **Household Hazardous Waste** – Alex Wykoff
 - D. **Legislation** – Mark Bowers
 - E. **Operations** – Cynthia Palacio
 - F. **Public Education** – Sandra Jensen
 - G. **Source Reduction/Recycling** – Karen Gissibl
 - H. **Ad Hoc Food Rescue** –Karen Gissibl
 - I. **Ad Hoc Zero Waste** – Heidi Melander
13. **Program Update**** (5 min)
 - A. **Home Composting - Report**
 - B. **Recycling Hotline** – Report
14. **Items for Future Agenda/Guest Speakers** (5 min)
15. **Informational Updates and Announcements** (15 min)
16. **Adjournment****

Note: Next Meeting Date is June 4, 2015

(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)
- CalRecycle 75% diversion (Matthew Krupp)
- Community based social marketing (Karen Gissibl)
- Rethink Disposables [April] (Miriam Gordon-Cheri Donnelly)
- Smoking ban (Matthew Krupp)
- Literati on Instagram (Julie Muir)
- TraX (Julie Muir)
- Evaluate long term disposal and processing capacities and opportunities for regional cooperation (TAC Chair)
- Recycling brokers (Julie Muir)
- Multi-Family outreach material for HHW (Alex Wykoff)

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May 6, 2015

To: Recycling and Waste Reduction Commission's Technical Advisory Committee

From: Sandra Jensen, Public Education Subcommittee Chair

Subject: Recommendation to Re-Brand the Home Composting Education Program

ACTION

Approve the recommended name change of the Home Composting Education Program to Composting Education Program, (with tagline) Community, Home, Classroom, and adopt the new logo.

BACKGROUND

TAC had requested that the PubEd subcommittee review UCCE's request to re-brand the Home Composting Education Program. Cole B. Smith, UCCE representative, proposed changing the program name to "Composting Education Program" and include "Community, Home, Classroom" in the tagline. Smith also proposed adopting a new logo whose shape suggests a recycling symbol composed of a worm and commonly composted food items.

Input from each jurisdiction revealed the word "home" was typically dropped and the term, "composting workshops," was more commonly used in outreach materials. Members agreed the new tagline offered a more comprehensive description of the program's services being available to a broader public: home owners, community organizations and events, and schools. Members expressed that public feedback indicated some confusion as to the availability of workshops to other than home owners.

The majority of PubEd members recommends that TAC adopt the proposed program name, Composting Education Program, (with the tagline) Community, Home, Classroom.

PubEd also discussed the proposed new logo. PubEd's recommendation was that Cole provide a couple versions to TAC members for their consideration on May 14, incorporating suggested changes to improve the worm's appearance and intensify colors that would render well in grayscale.

Commissioners: James R. Griffith, Chair; Michael F. Kotowski, Linda J. LeZotte, Margie Matthews, Teresa O'Neill, Jan Pepper, Greg Scharff, Rod Sinks, Cat Tucker, Mike Wasserman

	Qtr 1 2014				Qtr 2 2014			
	Jan - Mar				April - June			
	Date	Payment	Tonnage	DRS Data	Date	Payment	Tonnage	DRS Data
Landfill	Due 06-15-14				Due 09-15-14			
Guadalupe	05/21/14	\$308,479.44	63,213	05/22/14	07/21/14	\$235,430.72	48,244	07/28/14
Kirby Canyon	05/21/14	\$196,956.80	40,360	05/21/14	07/21/14	\$222,147.36	45,522	08/05/14
Newby Island	06/17/14	\$670,316.80	137,360	07/17/14	10/14/14		0	10/14/14
Pacheco Pass	closed				closed			
Palo Alto	closed				closed			
Zanker Material	06/13/14	\$20,378.88	4,176	06/16/14	09/12/14	\$31,062.00	6,365	09/16/14
Zanker Road	06/13/14	\$102.48	21	06/16/14	09/12/14	\$2,141.00	439	09/16/14
NDF								
EcoBox	7/25/2014	\$3,220.64	578	6/20/2014	10/13/14	\$814.88	126	10/15/14
Green Team	06/09/14	\$1,263.43	259	09/03/14	taken in County			
GreenWaste Recovery	06/06/14	\$64,918.64	13,303	06/06/14	09/12/14	\$76,186.56	15,612	09/12/14
Mission Trails	taken in County				taken in County			
Pacheco Pass	05/05/14	\$7,315.12	1,499	06/16/14	08/01/14	\$8,023.31	1,644	08/05/14
Pacific Coast Recycling	09/22/14	\$4,024.77	776	09/22/14				
Premier	06/23/14	\$20,666.31	4,235	4/18/2014	08/29/14	\$86,849.36	17,797	08/29/14
Rock Tenn	closed				closed			
San Martin	05/23/14	\$87,156.80	17,860	04/14/14	08/15/14	\$86,849.36	17,797	07/15/14
Valley								
Z-Best	06/13/14	\$4,035.76	827	06/13/14	09/12/14	\$1,605.52	329	09/16/14
Zanker Material	06/13/14	\$113,430.72	23,244	06/16/14	09/12/14		0	09/16/14
Zanker Road	06/13/14	\$12,624.56	2,587	06/16/14	09/12/14		0	09/16/14
report and payment mailed	8/5/2014				10/24/14			

	Qtr 3 2014				Qtr 4 2014			
	July - September				October - December			
	Date	Payment	Tonnage	DRS Data	Date	Payment	Tonnage	DRS Data
Landfill	Due 12-15-14				Due 03-15-15			
Guadalupe	11/07/14	\$208,195.44	42,663	11/07/14	02/12/15	\$190,266	38,989	02/11/15
Kirby Canyon	11/07/14	\$265,955.12	54,499	11/07/14	02/10/15	\$232,776	47,700	02/10/15
Newby Island	01/02/15	\$646,682.88	132,476	01/12/15	03/16/15	\$686,216	140,618	03/14/15
Pacheco Pass	closed				closed			
Palo Alto	closed				closed			
Zanker Material	12/15/14	\$2,267.44	465	12/15/14	03/13/15	\$16,812	3,445	03/16/15
Zanker Road	12/15/14	\$15,352.48	3,146	12/15/14	03/13/15	\$78	16	03/16/15
NDF						0		
EcoBox			0			0		
Green Team			0			0		
GreenWaste Recovery	12/10/14	\$91,290.16	18,707	12/10/14	03/13/15	\$63,518	15,116	03/13/15
Mission Trails								
Pacheco Pass	10/30/14	\$12,487.92	2,559	12/09/14	2/2/2015	\$13,393	2,745	03/02/15
Pacific Coast Recycling			0			0		
Premier	12/15/14	\$40,654.21	8,331	12/10/14	03/12/15	\$36,769	7,535	03/09/15
Rock Tenn	closed				closed			
San Martin	11/14/14	\$90,416.64	18,528	11/14/14	01/23/15	\$95,897	19,651	01/15/15
Valley			0			0		
Z-Best	12/15/14	\$6,553.84	1,343	12/15/14	03/13/15	\$9,633	1,974	03/13/15
Zanker Material	12/15/14	\$148,771.68	30,486	12/15/14	03/16/15	\$130,789	26,801	03/16/15
Zanker Road	12/15/14		0	12/15/14	03/16/15	\$6,100	1,250	03/16/15
report and payment mailed	02/23/15				04/20/15			

**Green Business Program
FY15**

City	Enrolled Prior to FY15	Certified Prior to FY15	Re-certified Prior to FY15	Enrolled in FY15	Certified in FY15	Re-certified in FY15	2nd Re-certification in FY15	3rd Re-certification in FY15	Dropped from Program	Total Recertified	Total Enrolled	Total Certified
Campbell	40	12	6	2	0	1	0	0	12	7	42	12
Cupertino	94	35	9	17	4	2	5	0	10	11	111	39
Gilroy	25	10	8	0	0	0	0	0	2	8	25	10
Los Altos	22	18	11	3	0	0	2	0	4	11	25	18
Los Altos Hills	2	2	0	0	0	0	0	0	2	0	2	2
Los Gatos	71	36	9	4	3	1	1	0	17	10	75	39
Milpitas	24	9	1	1	0	0	0	0	6	1	25	9
Monte Sereno	0	0	0	0	0	0	0	0	0	0	0	0
Morgan Hill	42	20	3	1	1	0	1	0	13	3	43	21
Mountain View	141	81	28	14	2	2	1	0	35	30	155	83
Palo Alto	442	111	24	4	0	3	0	0	75	27	446	111
San Jose	450	233	71	35	9	9	4	1	131	80	485	242
Santa Clara	89	34	9	8	3	1	0	0	13	10	97	37
Saratoga	13	6	2	0	0	0	0	0	4	2	13	6
Sunnyvale	26	51	26	9	5	1	2	0	19	27	35	56
Unincorporated ⁽¹⁾	8	4	0	1	0	0	0	0	1	0	9	4
TOTAL	1489	662	207	99	27	20	16	1	344	227	1588	689

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

TAC Legislative Report

May 2015

Page 1

- **AB 45** (Mullin) – (Anti-EPR) Requires each jurisdiction to (1) increase collection & diversion of HHW, sharps and pharma waste X% over a baseline amount established per CalRecycle regulations to be developed, (2) annually report progress to CalRecycle
SWANA LTF – Oppose
Passed Local Government 6-3 on 4/23/15
Passed Environmental Safety & Toxic Materials 4-2 on 4/28/15
Assembly Appropriations
Last amended 4/30/15
- **AB 48** (Stone) – Bans cigarettes with single-use filters
Assembly Governmental Organization
Last Amended 2/13/15
- **AB 144** (Mathis) – Increases penalty for illegal dumping on private property in non-commercial quantities from an infraction to a misdemeanor
Passed Assembly Public Safety 7-0 on April 14, 2015
Assembly Appropriations
Last Amended 4/23/15
- **AB 190** (Harper) – Repeals SB 270 (single-use plastic bag ban)
SWANA LTF – Oppose
Failed passage 7-2 in Assembly Natural Resources on April 13, 2015
Last Amended 3/11/15
- **AB 191** (Harper) – Deletes ten-cent charge for paper/reusable bags if SB 270 takes effect
SWANA LTF – Oppose
Failed passage 6-3 in Assembly Natural Resources on April 13, 2015
Last Amended 3/11/15
- **AB 199** (Eggman) – Excludes from sales tax projects that process or utilize recycled feedstock
SWANA LTF – Support
Passed Assembly Natural Resources 9-0 on March 23, 2015
Assembly Revenue & Taxation
Introduced 1/29/15
- **AB 275** (Committee on E.S. & T.M.) – Revises DTSC statute of limitations and requirements for DTSC to pay “orphaned” amounts of site cleanup costs.
Passed Assembly E.S. & T.M. 4-0 on March 24, 2015
Passed Assembly Appropriations 11-0 on April 15, 2015
Approved by Assembly 63-5 on April 20, 2015
Senate Rules
- **AB 385** (Chu) – Establishes a Newby Island Landfill Community Advisory Committee
Passed Assembly Local Government 9-0 on April 23, 2015
Passed Assembly Natural Resources 9-0 on April 27, 2015
Assembly Appropriations
Last amended 4/29/15
- **AB 577** (Bonilla) – Biomethane: grant program - \$13 million
Passed Assembly Natural Resources 9-0 on April 27, 2015
Assembly Appropriations
Last amended 5/5/15

TAC Legislative Report

May 2015

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- **AB 590** (Dahle) – Maintain support for biomass power generation
SWANA LTF – Support
Passed Assembly Natural Resources 9-0 on March 23, 2015
Passed Assembly Utilities & Commerce 15-0 on April 27, 2015
Assembly Appropriations
Last Amended 5/4/15
- **AB 761** (Levine) - \$50 million for CO2 sequestration via applying organics to “working lands”
Passed Assembly Natural Resources 8-1 on 4/13/15
Passed Assembly Water, Parks & Wildlife 13-2 on 4/28/15
Assembly Appropriations
Last Amended 4/21/15
- **AB 864** (Williams) –Temporary permits for solid waste facilities (**CalRecycle, LEAs**)
Passed Assembly Natural Resources 7-1 on April 13, 2015
Passed Assembly Appropriations 12-5 on April 29, 2015
Assembly
Last Amended 4/30/15
- **AB 876** (McCarthy) – County IWMPs must plan for 15 years of capacity for compostable organics
Passed Assembly Natural Resources 7-2 on April 13, 2015
Assembly Appropriations (Suspense File)
Last Amended 4/6/15
- **AB 888** (Bloom) – Plastic microbeads (**CAW**)
Passed Assembly Natural Resources 7-0 on April 13, 2015
Passed Assembly Environmental Safety & Toxic Materials 6-0 on April 28, 2015
Assembly Appropriations
Last Amended April 22, 2015
- **AB 901** (Gordon) – Tightens DRS requirements, adds reports on composting and recycling (**CalRecycle**)
Passed Assembly Natural Resources 8-1 on April 13, 2015
Assembly Appropriations (Suspense File)
Last Amended April 20, 2015
- **AB 1045** (Irwin) – State policies to divert ~~50% of organic waste by 2020~~ via application to “working lands.” Requires CalRecycle, Air Resources Board and State Water Resources Control Board to jointly develop policy that promotes streamlined permitting and regulation of composting facilities.
SWANA LTF – Concerns
Passed Assembly Natural Resources 6-0 on April 13, 2015
Passed Assembly Appropriations 12-0 on April 29, 2015
Assembly
Last Amended 4/20/15
- **AB 1063** (Williams) – State solid waste disposal fees (**CAW**)
Passed Assembly Natural Resources 7-1 on April 27, 2015
Assembly Appropriations
Last amended 4/20/15
- **AB 1103** (Dodd) – Defines food waste to address issues related to renderers, grocery backhauls (**SWIG**)
Assembly Natural Resources
Introduced 2/27/15
- **AB 1108** (Low) - Beverage Container Redemption
Passed Assembly Natural Resources 9-0 on April 27, 2015
Assembly Appropriations
Last amended 5/5/15

TAC Legislative Report

May 2015

Page 3

- **AB 1136** (Steinorth) – Exempt college students and people 65 years and older from ten-cent bag charge
Assembly Aging & Long-Term Care and Natural Resources
Introduced 2/27/15
- **AB 1159** (Gordon) – EPR pilot for sharps and batteries
SWANA LTF – Support
Passed Assembly Natural Resources 9-0 on April 13, 2015
Passed Assembly Environmental Safety & Toxic Materials 6-0 on April 28, 2015
Assembly Appropriations
Last Amended 4/21/15
- **AB 1239** (Gordon) – Tire recycling, fees (**CAW**)
Passed Assembly Natural Resources 6-3 on April 27, 2015
Assembly
Last amended 4/21/15
- **AB 1447** (Alejo) – Requires 10% minimum recycled content for PET food and beverage packaging (**CAW**)
Passed Assembly Natural Resources 6-3 on April 27, 2015
Assembly Appropriations
Last Amended 5/5/15
- **SB 47** (Hill) – Moratorium on recycled tire play fields, study possible health impacts
CAW – Oppose
SWANA LTF – Concerns
Passed Senate Environmental Quality 5-0 on March 18, 2015
Senate Appropriations (Suspense File)
Last Amended 3/25/15
- **SB 162** (Galgiani) – Extends, to June 1, 2020, expiring rules on disposal of treated wood waste
SWANA LTF – Support
Passed Senate Environmental Quality 7-0 on April 29, 2015
Senate Appropriations
Last Amended 5/5/15
- **SB 489** (Monning) – All solar Photovoltaic Modules managed as U-waste & banned from disposal
SWANA LTF – Support if Amended
Passed Senate Environmental Quality 7-0 on April 15, 2015
Passed Senate Appropriations 7-0 on April 27, 2015
Approved by Senate 35-0 on May 4, 2015
To Assembly
Last Amended 4/6/15
- **SB 732** (Pan) – Prohibits CalRecycle from reducing processing fee requirements for PET beverage manufacturer unless the manufacturer meets or exceeds minimum recycled content standard (**CAW**)
SWANA LTF – Support
Failed passage 1-0 Senate Environmental Quality on April 15, 2013 (Reconsideration granted)
Senate Environmental Quality
Last Amended 4/6/15
- **SB 778** (Allen) – Higher standards for motor oil so as to increase drain intervals (**CAW**)
Senate Environmental Quality
Last Amended 4/20/15

Date Class Topic Location	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	Total
2.14.15 Composting Basics Sunnyvale												1		1		5	7
3.7.15 Composting Basics Cupertino		20				1											21
3.14.15 Composting Basics Sunnyvale												4				6	10
2.14.15 Composting Basics Worm Workshop											2	4					6

Total: 44

Date	School	Topic	# of Students
1.30.15	BrightStar Academy	Composting Basics	20
2.26.15	El Carmelo Elementary	Worm Composting	72
3.1.15	Congregation Sinai	Worm Composting	38
3.11.15	Almond Elementary	Composting Basics	45
			Total Schools: 4
			Total Students: 175

Pre-registered:47
 Cancellations:1
 No Shows:7
 Drop In: 5

Phone Calls: 70
 Website Page Views (3/28-3/31): 50



San José State
UNIVERSITY

College of Social Science • Department of Environmental Studies • Center for Development of Recycling • www.RecycleStuff.org
• 800/533-841, 408/924-5453 • Fax 408/924-5477 • info@recyclestuff.org • One Washington Square • San Jose, California 95192-0204

**Santa Clara County Recycling Hotline and Website
3rd Quarter Report: January 1, 2015 – March 31, 2015**

- 1) Budget Status
 - a) The contract is currently within budget.
- 2) Projects and Activities Completed
 - a) Website Modifications
 - i) The newly revised RecycleStuff.org now lists search results by distance from the visitor.
 - b) Social Media
 - i) Staff has been sharing information with the public via the CDR Facebook page which is available through RecycleStuff.org.
- 3) Projects & Activities In-Progress
 - a) Database Updates/Verification
 - i) CDR continues to focus on updating database listings. All sources are verified by telephone interviews and reviews of websites of listed sources. Student-staff contact sources (companies, non-profits) to verify all general contact information, hours of operation, specific materials and related processing requirements, service type (residential, commercial, recycle, reuse). There are 1500+ companies in the RecycleStuff.org database making this project at minimum, a semester long endeavor.
 - b) Minor modifications effecting management of the site are being made. Considerations are being made to note franchised service providers of debris box and hauling services.
 - c) Home Page, “Recycling Stories”
 - i) This new web site feature provides brief informational data sheets about the recyclability of select materials. Data for each “recycling story” is retrieved from market-affiliated associations, government publications and peer reviewed journals. Staff continues to develop “recycling stories” for materials listed in the database. About 25 are in various stages of development.
 - d) Home Page: “Announcements”
 - i) This feature will replace the existing “bottle cap art” on the home page. It is under development and when complete will enable staff to post messages of new programs, services, and other items of special note.
 - e) Stewardship Certification Database
 - i) The environmental sector has undergone a mass movement towards verifiable metrics of evaluation. Certifications now exist for a variety of environmental services and products such as green building standards and zero waste certification for cities and businesses. CDR staff has developed a preliminary list of recycling/environmental certifications and is developing mechanisms to indicate to website visitor’s certificates held by service-providers.

- f) Material Identification
 - i) Much attention is given to what can be recycled and how to recycle specific materials. It may be useful for some RecycleStuff.org users to identify an item as HHW, reuseable, compostable, recyclable, or waste. The intent of this project is to populate a database of materials to assist user with discard choices. The format of this website feature is in the development stages. Data from each city has been collected.
 - g) Alameda and San Mateo County: Service-provider Data Collection
 - i) CDR's extra staff (service-learning students enrolled for academic credit) has been populating the RecycleStuff.org website with data from Alameda, San Mateo, and San Benito Counties. Alameda County service-providers accepting paint, motor oil and hazardous waste have been added to the current RecycleStuff.org database. San Mateo County paint recycling service providers are now on RecycleStuff.org. Data collection for other materials currently is in progress.
 - h) Frequently Asked Questions (FAQ)
 - i) Many websites contain a page that offers answers to some of the most widespread questions that visitors may inquire about. This project populated a list of answers to some of the most common recycling questions received at the CDR. Examples include: "how do I dispose of CFL light bulbs" and "what does CRV mean?" The project is complete and the FAQ's are awaiting posting to the website when additional funding is obtained.
 - i) Publication CDR-06: City Recycling and Garbage Services in Santa Clara County
 - i) This guide contains information about each city's recycling and garbage services. CDR has contacted each city TAC representatives for the annual update and is processing materials they have submitted. Material is expected to be posted to RecycleStuff in the beginning of the fourth quarter.
 - j) At Home Recycling Guide
 - i) A variety of strategies/layouts exist for managing discards within the home. Staff is developing a PowerPoint which details a variety ways to manage bins to sort discards of each category at home: compostables, recyclables and residuals. The PowerPoint will be located in the "Recycling Academy" page of RecycleStuff.org.
 - k) City Website/Green Business Website Verification
 - i) Staff has begun to identify listed service-providers as being a certified Bay Area Green Business. A category is being developed for RecycleStuff and we will determine how this affiliation will be noted on our site.
- 4) Staffing
- a) For the Spring semester, 22 students are enrolled to work as service-learning staff at CDR. All have been trained to work on the hotline and assigned to projects (see attached).
- 5) Inquiry Tracking: This report will be forwarded in a separate document.
- 6) Invoice: The SJSU Research Foundation will process the invoice.

CDR Student Hours, Phone Calls, Emails, and Projects: Quarterly Report Spring 2015 (January, February, March)

Name:	Phone Calls:	Emails:	Project(s):	Hours:
Allison	0	0	San Mateo County	1.5
Amelin	9	2	Company Updates, M/At Home Recycling, Social Media	59
Bailey	4	2	Alameda County Sharps, Reuse/Goodwills	45.15
Beverly	14	3	San Benito County Companies	36.83
Cesar A.	2	0	Sunnyvale/City Websites	16.5
Cesar L.	9	1	Call/Voicemail Guide, RMA/HHW Updates	38.75
Christian	18	2	Operation Diaper	38.75
Dan	24	3	County Link Check	30.75
Gabriella	17	2	RMA/Fast Fashion	38
Itzel	26	3	Recycled Art/Company Updates/safe&green	65.75
Ivan	12	0	Web Design	24.65
Jisang	19	2	Solar Project/Renewable energy	64.3
James	26	5	Company Updates, O/Comprehensive light bulb RMA/Animal Shelter Verification	91.5
Janice	1	0	Zero Waste	13
Jessica	13	2	Alameda, Motor Oil	23.75
Joshua	27	3	Trash It	42.75
Justin	53	6	Updating/Editing Master List, Project Manager Tasks	200.75
Katrina	9	2	Writing (RMA)	31.65
Lisa	15	1	Company Updates, S/Company Approval	53.56
Nicole	1	2	Company Approval	3.25
Marissa	5	1	Company Updates, T	20.5
Pedro	17	2	New Companies, Sharps/Future of Recycling	70.25

Silas	2	0	San Mateo, Medication	7
Stefanie	2	1	FAQ	7
Steven	48	4	Administrative Tasks, Manager Approvals for Database	216
Tino	26	2	(Company Updates, R), Green Business	61.75
Xiao (shelly)	7	0	Web Design	32.3
Total	406	51		1302.64

2014 Recycling Hotline/Website/Email Inquiry Tracking

2014	Number of Telephone Inquiries																	Web	E-mail	Question Type											
	Campbell	Cupertino	Gilroy	Los Altos	Los Altos Hills	Los Gatos	Millipitas	Monte Sereno	Morgan Hill	Mtn. View	Palo Alto	San Jose	Santa Clara	Saratoga	Sunnyvale	Unincorporated	Undeclared	Out of County	Call Total	RecycleStuff.org *	e-mail	Inquiry Total	1-Recycle Start-up	2-City Programs	3-Recycle / Reuse	4-Inter-org. Referrals	5-Publications	6-General Info.	7-Undeclared	Total **	
January	4	8	0	1	0	2	3	0	2	2	1	86	8	4	0	0	24	4	149	16038	15	16,202	0	22	96	4	1	9	17	149	
February	1	3	1	4	1	1	3	0	1	1	4	84	15	3	2	0	18	5	147	15396	10	15,553	0	26	107	3	0	4	7	147	
March	5	2	1	0	0	2	5	0	1	2	0	90	6	4	1	0	18	0	137	14531	12	14,680	0	16	97	8	0	9	7	137	
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	10	13	2	5	1	5	11	0	4	5	5	260	29	11	3	0	60	9	433	45,965	37	46,435	0	64	300	15	1	22	31	433	
City Population ***	39,882	59,022	50,158	29,460	8,027	29,854	66,966	3,373	39,127	75,275	65,544	971,372	118,813	30,363	142,896	91,832	n/a	n/a				1,821,964									
Population as % of County	2.19%	3.24%	2.75%	1.62%	0.44%	1.64%	3.68%	0.19%	2.15%	4.13%	3.60%	53.31%	6.52%	1.67%	7.84%	5.04%	n/a	n/a													
% of Tele Inquiries-YTD	2.31%	3.00%	0.46%	1.15%	0.23%	1.15%	2.54%	0.00%	0.92%	1.15%	1.15%	60.05%	6.70%	2.54%	0.69%	0.00%	13.86%	2.08%													
% of Inquiry Type -YTD																						0.00%	14.78%	69.28%	3.46%	0.23%	5.08%	7.16%	100.00%		
% of Total Referrals-YTD																															
* Represents page views																															
** Some residents may call with more than one question type.																															
*** California Department of Finance, City/County Population Estimates 01/01/12																															