



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. 30, 2009

- 1) Budget Status
CDR is within the average monthly expenses to operate the hotline for the budget year.
- 2) Hotline Call/Web/Email Activity
 - a) Demand for hotline and web services increased by 18.3% in 2009. Inquiries were up by 15,340 in 2009. Demand came from web and email services. Web site inquiries were up by 14,995, emails by 360 while phone calls held statistically steady with 15 fewer phone calls. The Inquiry Tracking Report for 2009 is included with this report. Also attached is the report from the website host.
- 3) Projects/Activities Completed
 - a) Guide to Recycling Information Resources.
 - b) Guide to Construction and Demolition Recycling. We are considering a reworking of this guide in Summer 2010.
 - c) Guide to Recycling Equipment Dealers
 - d) Electronics Recycling Guide.
 - e) Web Site Revisions. City and County recycling links were verified and uploaded to the website
- 4) Projects In-Progress.
 - a) We are preparing to update information on reuse companies and will be seeking new companies.
 - b) Considering a revision of the web materials search function in the spring semester. We are currently reviewing and evaluating other websites.
 - c) Created a list of sub-projects to be completed in the spring semester.
- 5) Quarter Invoice: The SJSU Foundation processed and mailed the quarter invoice.



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
Third Quarter Report: Jan.-1 – Mar. 31, 2010**

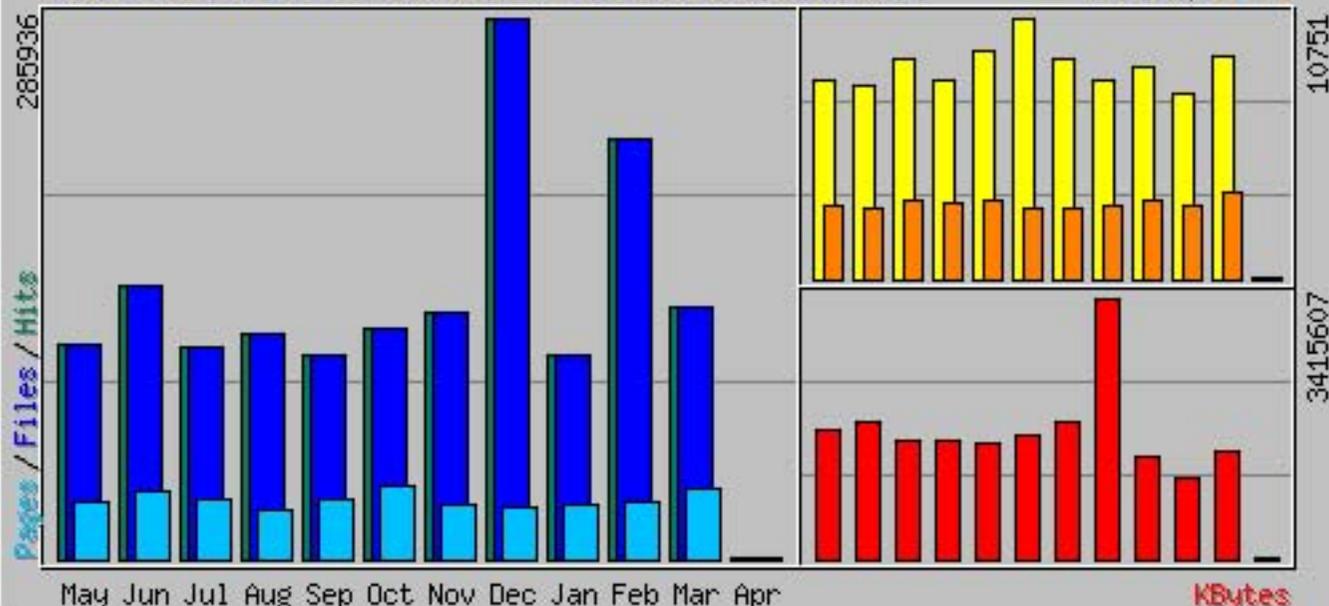
- 1) Budget Status
CDR is within the average monthly expenses to operate the hotline for the budget year.
- 2) Hotline Call/Web/Email Activity
 - a) Demand for hotline and web services increased by 18.3% in 2009. There was a total increase of 15,340 inquiries in 2009. Demand is up for technological-driven services. Web site inquiries were up by 14,995, emails by 360, and phone calls holding statistically steady with 15 fewer phone calls. The Inquiry Tracking Report for 2009 is included with this report. Also attached is the report from the website host.
- 3) Projects/Activities Completed
 - a) Guide to Recycling Centers in SCC.
 - b) Guide to Commercial Recycling Services. This guide was compiled from information collected with the Recycling Center update process, above.
 - c) Guide to Appliance Recycling and Reuse
 - d) Guide to Recycling in the Construction and Demolition Industry
 - e) Guide to Electronics Recycling and Reuse
- 4) Projects In-Progress.
 - a) Update of Reuse Guide during the spring semester (third quarter).
 - b) Revision of the RecycleStuff.org materials search function page, results page, company data page, and company data collection page (this last page is for staff only). A beta site has been established to test revisions. The Public Education Committee has been invited to comment on revisions.
 - c) Staff restructuring. Funding for web revisions require that one manager position be temporarily suspended, likely for remainder of this fiscal year. A graduating staff member was not replaced. This is not expected to affect work performance as additional projects were completed in the previous quarter. This enables funding to be available to compensate our web engineer.
 - d) Data collection and management process revision. Data management and accuracy is at the heart of CDR operations. We are reviewing and revising our process of collecting and updating recycling and reuse information. This is a very detailed procedure that documents procedures and policy. The intent is to improve staff efficiency and data accuracy.
 - e) Time and project management. We are working with a student team to create a database to track time spent on projects. The intent is to improve efficiencies, staff self management, and communication between all levels of staff.
 - f) CRV data sheet. A draft document has been created to answer questions we regularly receive at the hotline and via email.
- 5) Quarter Invoice: The SJSU Foundation processed and mailed the quarter invoice.

2010 Recycling Hotline/Website/Email Inquiry Tracking

2010	Number of Telephone Inquiries														Web		E-mail		Question Type							Referred By:																
	Campbell	Cupertino	Gilroy	Los Altos	Los Altos Hills	Los Gatos	Milpitas	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 **	Newspaper	411	Yellow Pages	Government Pages	Radio / TV	City / County / Hauler	Recycle/Reuse Centers	Hotline User / Personal	web	Other	Undeclared	Total Referrals
January	6	10	2	4	2	6	2	2	1	6	3	15	12	4	4	1	7	1	227	8673	60	8,960	1	4	177	0	0	35	10	227	0	8	7	0	0	97	10	11	47	11	36	227
February	8	6	2	1	1	4	3	2	2	4	2	110	3	3	2	1	12	6	172	7653	75	7,900	2	5	150	1	0	13	1	172	2	3	2	0	8	39	7	6	29	15	61	172
March	4	4	6	6	2	8	12	6	5	7	6	125	15	2	3	1	15	7	234	9198	88	9,520	1	7	189	2	1	23	11	234	3	11	10	1	0	89	12	15	45	18	30	234
April																		0				0							0												0	
May																		0				0							0													0
June																		0				0							0													0
July																		0				0							0													0
August																		0				0							0													0
September																		0				0							0													0
October																		0				0							0													0
November																		0				0							0													0
December																		0				0							0													0
Total	18	20	10	11	5	18	17	10	8	17	11	389	30	9	9	3	34	14	633	25,524	223	26,380	4	16	516	3	1	71	22	633	5	22	19	1	8	225	29	32	121	44	127	633
City Population ***	40,420	55,840	51,508	28,458	8,889	30,497	70,817	3,619	39,814	74,762	64,484	1,006,892	117,242	31,679	138,826	93,874	n/a	n/a				1,857,621																				
Population as % of County	2.18%	3.01%	2.77%	1.53%	0.48%	1.64%	3.81%	0.19%	2.14%	4.02%	3.47%	54.20%	6.31%	1.71%	7.47%	5.05%	n/a	n/a																								
% of Tele Inquiries-YTD	2.84%	3.16%	1.58%	1.74%	0.79%	2.84%	2.69%	1.58%	1.26%	2.69%	1.74%	61.45%	4.74%	1.42%	1.42%	0.47%	5.37%	2.21%																								
% of Inquiry Type -YTD																						0.63%	2.53%	81.52%	0.47%	0.16%	11.22%	3.48%	100.00%													
% of Total Referrals-YTD																														0.79%	3.48%	3.00%	0.16%	1.26%	35.55%	4.58%	5.06%	19.12%	6.95%	20.06%		
* Each number represents a new visit to the web site.																																										
** Some residents may call with more than one question type.																																										
*** California Department of Finance, City/County Population Estimates 9/30/09																																										

Usage summary for recyclestuff.readyhosting.com

Visits / Sites



Summary by Month

Month	Daily Avg				Monthly Totals					
	Hits	Files	Pages	Visits	Sites	KBytes	Visits	Pages	Files	Hits
Apr 2010	260	260	127	36	45	2359	36	127	260	260
Mar 2010	4301	4298	1220	296	3550	1396250	9198	37846	133259	133346
Feb 2010	7901	7899	1064	273	3006	1077745	7653	29794	221182	221240
Jan 2010	3474	3470	933	279	3279	1354552	8673	28939	107590	107720
Dec 2009	9223	9222	877	264	3014	3415607	8188	27210	285901	285936
Nov 2009	4330	4327	971	301	2886	1785104	9047	29153	129833	129924
Oct 2009	3944	3943	1263	346	2894	1625112	10751	39157	122249	122278
Sep 2009	3592	3591	1073	312	3188	1524040	9371	32202	107754	107777
Aug 2009	3835	3833	854	263	3179	1568228	8156	26501	118847	118895
Jul 2009	3617	3614	1044	293	3236	1546979	9085	32384	112052	112128
Jun 2009	4800	4797	1203	265	2918	1810404	7965	36116	143939	144018
May 2009	3652	3651	976	265	2973	1689293	8221	30275	113182	113226