

List of programs and their tracking metrics

1. Recyclables Collection – already discussed during the ratemaking process
2. Organics Collection – already discussed during the ratemaking process
3. Trash Collection – already discussed during the ratemaking process
4. Bulky Item Recycling
 - a. # of Appointments
 - b. Appointment scheduling goal of 48 hours or less
5. Public Refuse Receptacle Collection – already discussed during the ratemaking process
6. Abandoned Materials Collection – already discussed during the ratemaking process
7. Disposal of Steet Sweeping and abandoned waste
 - a. Tons
 - b. Vehicle count
8. District clean up – already discussed during the ratemaking process
9. Battery recycling
 - a. Pounds Shipped (quarterly)
10. Christmas Tree
 - a. Tons
 - b. 311 Response time
11. Construction and Demolition
 - a. Diversion
 - b. Tons
12. Public Refuse and Recycling Area (PPR)
 - a. Customer count
 - b. tons
13. Household hazardous waste drop off
 - a. Customer count (monthly)
 - b. Pounds Shipped (monthly)
14. Door to door household hazardous waste collection
 - a. Stops per day
 - b. Gallons
15. Household hazardous Take back
 - a. Stops per day
 - b. Pounds
16. Very small quantity generator program
 - a. Number of appointments
 - b. Pounds
17. E-waste recycling
 - a. Tons (2 trailers/week)
18. Safe needle Program
 - a. Number of stores/customers
 - b. Pounds collected
19. Perfectly-good reuse program
 - a. Weight of Outbound trailers for beneficial reuse
20. Mattress recycling
 - a. Mattress Weight
21. Toilet recycling
 - a. Included in BIR

22. Tire recycling
 - a. tons
23. Styrofoam drop off
 - a. Number of drop offs
 - b. Outbound weights
24. Film Plastic drop off
 - a. Number of drop offs
25. Litter collection from CBDs
 - a. Customers
 - b. Service level
 - c. cost
26. Event recycling
 - a. Number of events
 - b. Volume
27. Artist in residence
 - a. Artists per year
 - b. Visitors per year
 - c. Social Media and Internet Analytics
 - d. Number of applicants
28. Educational tour program
 - a. Number of school tours & presentations
 - b. Number of adult tours and presentations
29. Compost giveaway
 - a. volume
 - b. Number of events