

Bulky Item Recycling (BIR)	Rate Year 2013	Rate Year 2014	Rate Year 2015	Rate Year 2016	Rate Year 2017 (Estimate)
BIR Customer Appointments	36,626	42,065	51,706	59,262	67,382
Increase (%)	-	15%	23%	15%	14%
Tonnage	4,345	4,732	5,714	6,793	8,142
Increase (%)	-	9%	21%	19%	17%
Tons Diverted	2,912	2,893	3,621	4,146	4,885
Diversion %	67%	61%	63%	61%	61%
FTE	6.8	7.5	9.3	10.2	13.2