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Assessment of Republic Services Clean Community & Enhanced Recycling Program

&

Schedule Preference Survey

Summary of Results

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Overview

A study was conducted by the Cannon Survey Center (CSC) to assess participant satisfaction with Republic Services Clean Community & Enhanced Recycling Program. In addition, surveys were completed with respondents who are not currently participating in the program to assess their preferences on trash/recycling pick-up and their support or opposition to a proposed once a week trash pick-up and once a week recycling pick-up schedule. This study consisted of two samples, one of the pilot program participants (n=303), and one of the general public (n=313).

Pilot Program Participants

Three, hundred and three (303) survey respondents are currently participating in the Republic Services Clean Community & Enhanced Recycling Program. They were asked to quantify their current recycling habits. It appears that participation in the program enhances the frequency of recycling. A large percent (66.7%) indicated that they currently recycle more. Thirty-one percent (31%) have not changed the frequency in which they recycle and 1.7% reported that currently they are recycling less than they used to recycle.

Pilot Participants Satisfaction

Most (80.9%)respondents who are currently participating in the Republic Services pilot recycling program are satisfied with their pick-up schedule. Of the satisfied respondents 41.3% reported that they are “very satisfied” and 39.6% are “satisfied. Approximately 15% (14.8%) are not satisfied with their pick-up schedules. Of those who are dissatisfied, 12.4% are “dissatisfied and 2.3% are “very dissatisfied”. Four percent (4.3%) were neither satisfied nor dissatisfied with the program.

In addition the survey showed that a large percentage of pilot program participants are satisfied with the ease of using the carts (92.4%), capacity of the trash carts (92.1%), and the capacity of the recycling carts (96.1%).

Odor

While a large percentage (71.9%) reported that they have not noticed odor problems with the trash and recycling carts 27.4% did notice odor problems. Those reporting odor problems were more likely to disagree that they have enough capacity for trash with the new cart; 10.8%(odor) v 6.4% (no odor). Those who reported odor problems were more than twice as likely (49.4%) than those with no odor problems (23.3%) to prefer the twice a week trash and once a week recycling schedule. Conversely, those with no odor problem (63.3%) are more than twice as likely as those with odor problems (32.5%) to prefer once a week trash pick-up and once a week recycling pick-up.

General Population Respondents

This subsample consists of 313 residents of Clark County who live in single family residences.

Forty-six percent (46%) of the respondents in the general population sample indicated that they "always" participate in recycling. This was the highest response. About a third (32.4%), however, reported that they never participated in recycling. When looking at the responses of those who participate in recycling but did not indicate that they always recycle, 10.9% reported that they "sometimes" participate in recycling and 9.9% participate in recycling "most of the time.

Satisfaction with Current Recycling Program

Respondents that reported that they do participate in recycling were asked for their level of satisfaction with the current program. Most (76.8%) of the respondents indicated that they were satisfied with the current recycling program. Of these 24.7% are "very satisfied" and 52.1% are "satisfied". About 12% (12.4%) were neutral. Among the respondents who are not satisfied with the current recycling schedule 7.7% reported they are "dissatisfied" and .04% (n = 1) respondent is "very dissatisfied" with the current recycling schedule.

Support Level for Proposed Schedule

Those currently not participating in the pilot program strongly supported a scenario where there are provided with 96 gallon wheeled carts for trash and recyclables. Of the 89.6% who support this scenario 45.6% strongly support the scenario and 44% support the scenario. Only 10.4% of respondents did not support the scenario of these 6.4% opposed and 4% strongly opposed it.

Pick-up Scenarios

All survey respondents were read the following pick-up scenarios and asked to respond to the schedule that they prefer.

- Once a week trash pick-up and once a week recycling pickup
- Twice a week trash pick-up and once every other week recycling pickup
- Twice a week trash pick-up and once a week recycling pickup

The item with the highest selection percentage is "once a week trash pick-up and once a week recycling pick-up", selected by 54.3% of respondents currently participating in Republic Services Clean Community & Enhanced Recycling Program. This was the least selected pick-up scenario of the non-pilot participants (26.1%), they preferred the twice a week trash pick-up and once a week recycling pick-up option (38.9%); 30.7% of those in the pilot program like this option also. The data suggests that customers prefer

the once a week trash and once a week recycling pick-up schedule once they have had an opportunity to experience it.

The existing schedule, which is twice a week trash pick-up and once every other week recycling pick-up, was the first choice for 34.9% of the survey participants who are not currently participating in the pilot program. This is more than double the percent of those in the pilot program (15.0%) who selected the twice a week trash once every other week recycling schedule.

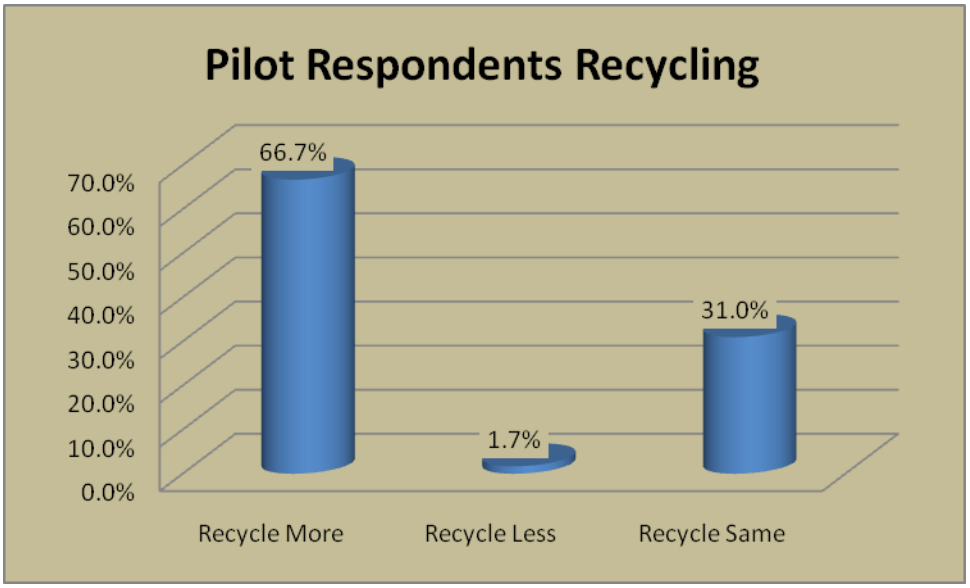
Respondents who selected “twice a week trashy pick-up and once a week recycling pickup” were asked whether they would be willing to pay an additional $3 per month for this pick-up option. There was no disparity in the responses based on whether the respondent was in the pilot sample or non-pilot sample. Half (50%) from the non-pilot strata and 51.2% from the pilot strata indicated their willingness to pay an additional $3 for this option.

Survey Results

Pilot Program Recycling Habits

Three, hundred and three (303) survey respondents are currently participating in the Republic Services Clean Community & Enhanced Recycling Program. They were asked to quantify their current recycling habits. Figure 1 below shows the results which indicate heavily that the program has a positive effect on recycling frequency.

Fig. 1: Pilot program Recycling[1]



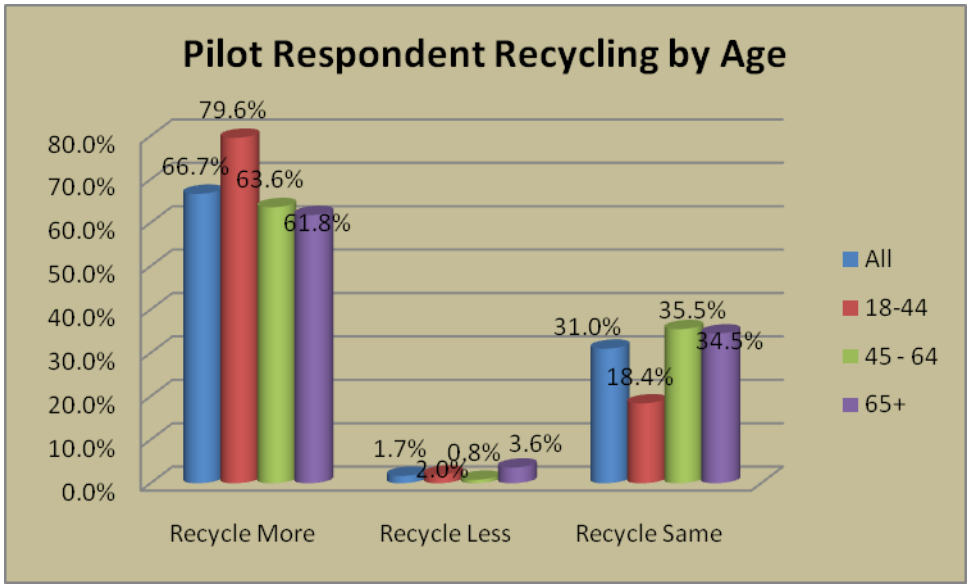
A large percent (66.7%) indicated that they currently recycle more. Thirty-one percent (31%) have not changed the frequency in which they recycle and 1.7% reported that currently they are recycling less than they used to recycle.

Recycling b y Age

Although recycling is up 66.7% among all respondents, there were some significant relationships[2] established between recycling habits and the age group of the respondent. The data shows that those in the youngest age cohort (18 – 44) were the most likely to report recycling more than they used to (79.6%), while those in the oldest age cohort (65+) were the least likely to report recycling more (61.8%). Figure 2 below shows the percentages for all respondents and the age groups.

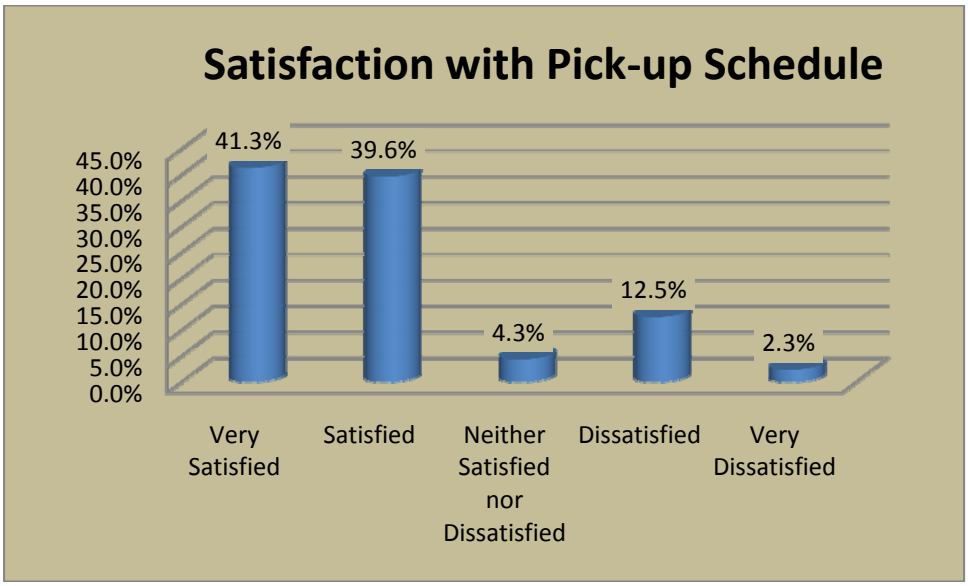
[1] .07% (n = 2) who responded "don't know" not depicted in the graph.
[2] Pearson Chi Square significant at .036.

Fig. 2: Recycling by age



Satisfaction with Pick-Up Schedule

Fig. 3: Satisfaction with pick-up schedule



Most (80.9%) respondents who are currently participating in the Republic Services pilot recycling program are satisfied with their pick-up schedule. Of the satisfied respondents 41.3% reported that they are “very satisfied” and 39.6% are “satisfied. Approximately 15% (14.8%) are not satisfied with their pick-up schedules. Of those who are dissatisfied, 12.4% are “dissatisfied and 2.3% are “very dissatisfied”. Four percent (4.3%) were neither satisfied nor dissatisfied with the program.

Cart Usage

Respondents were asked to agree or disagree with three statements regarding the ease of using the trash and recycling carts and whether the capacity of the carts was sufficient.

Table 1: Cart usage

Item	% Agree	% Disagree
Trash/recycling carts are easy to use	**97.4**	**2.6**
Trash carts have enough capacity	**92.1**	**7.9**
Recycling carts have enough capacity	**96.1**	**3.9**

As is indicated in Table 1 above, those currently participating in the Republic Services Clean Community & Enhanced Recycling Program agree that the "carts are easy to use" (97.4%) and both the trash carts (92.1%) and the recycling carts (96.1%) have sufficient capacity.

One significant relationship was found between the respondents age and ease of using the carts.[3] Older respondents (65+) were the least likely to agree that the trash/recycling carts are easy to use; 87.5% from this age group reported that the carts were easy to use as compared to 96.9% from the 18 – 44 age group and 99.2% from the 45 -64 age group.

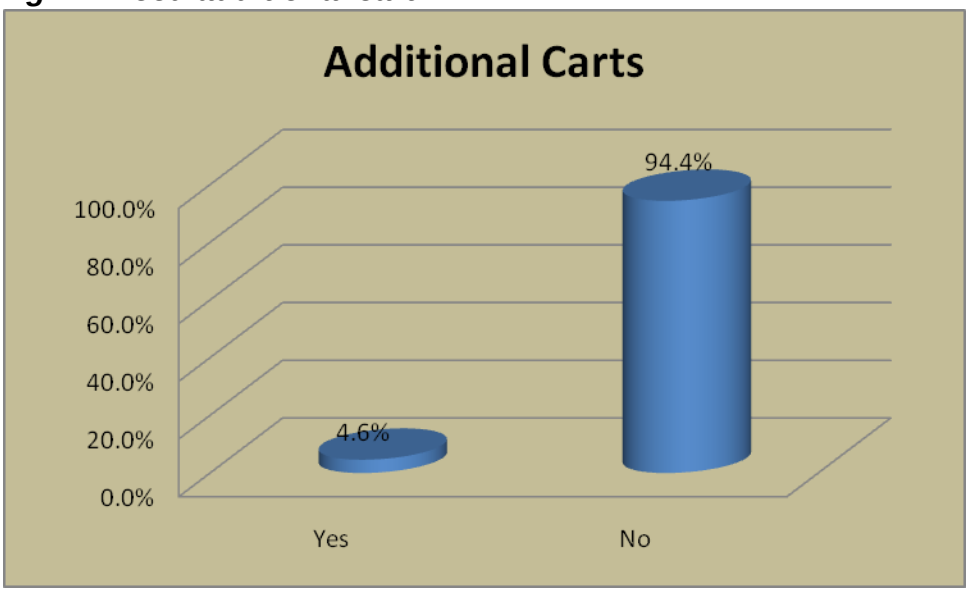
Gender and ease of using carts

There was also a significant relationship[4] between gender and the ease of using the trash/recycling carts. The difference was in the percentages who disagree that the carts are easy to use; 3.7% of males disagreed that the carts are easy to use as compared to only 1.2% of the women. The differences in gender for both of these items may be a function of more males than females who typically take out the garbage, although this supposition cannon be determined from the survey data.

[3] Likelihood ratio significant at .002.
[4] Likelihood ratio significant at .014.

Need for Additional Cart

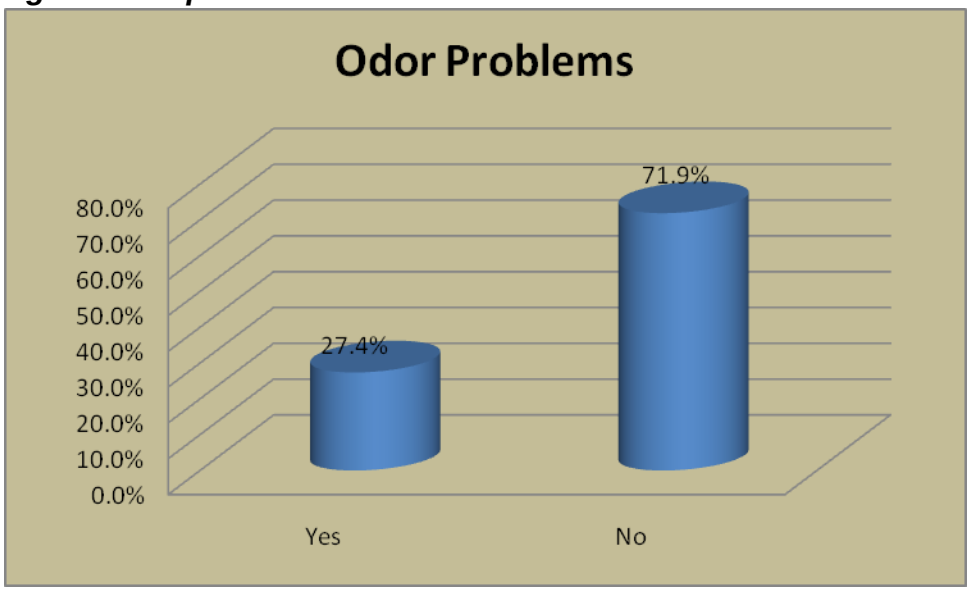
Fig. 4: Need additional cart



As is indicated in Figure 4 above, by a preponderance most of those participating in the pilot program (94.4%) did not call for an additional cart.

Odor Problems

Fig. 5: Odor problems



While a large percentage (71.9%) reported that they have not noticed odor problems with the trash and recycling carts 27.4% did notice odor problems.

Characteristics of those who reported odor

In order to understand the relationship between those reporting odor as a problem and the other survey variables, cross tabulations were run between "odor" and ease of using trash carts, capacity of trash cart, capacity of the recycling cart, the need for additional carts and preference in schedule and for those who selected two weekly trash pick- up days and once weekly recycling pick- up their willingness to pay an additional $3 monthly. The data shows that there is a statistically significant relationship between capacity of the trash receptacle[5] and the preference of the pick-up schedule.[6] Those reporting odor problems were more likely to disagree that they have enough capacity for trash with the new cart; 10.8 %(odor) v 6.4% (no odor). Capacity of the recycling carts and odor did not produce statistically significant results.

Table 2 shows the respondent pick-up preferences by whether odor was reported as a problem or not.

Table 2: Pick up schedule preferences

Schedule	Odor Problem	No Odor Problem
Once a week trash pick-up and once a week recycling pick-up	**32.5**	**63.3**
Twice a week trash pick-up and once every other week recycling pick-up	**18.1**	**13.5**
Twice a week trashy pick-up and once week recycling pick-up	**49.4**	**23.3**

Those who reported odor problems were more than twice as likely (49.4%) than those with no odor problems (23.3%) to prefer the twice a week trash and once a week recycling schedule. Conversely, those with no odor problem (63.3%) are more than twice as likely as those with odor problems (32.5%) to prefer once a week trash pick-up and once a week recycling pick-up.

General Population Recycling Habits

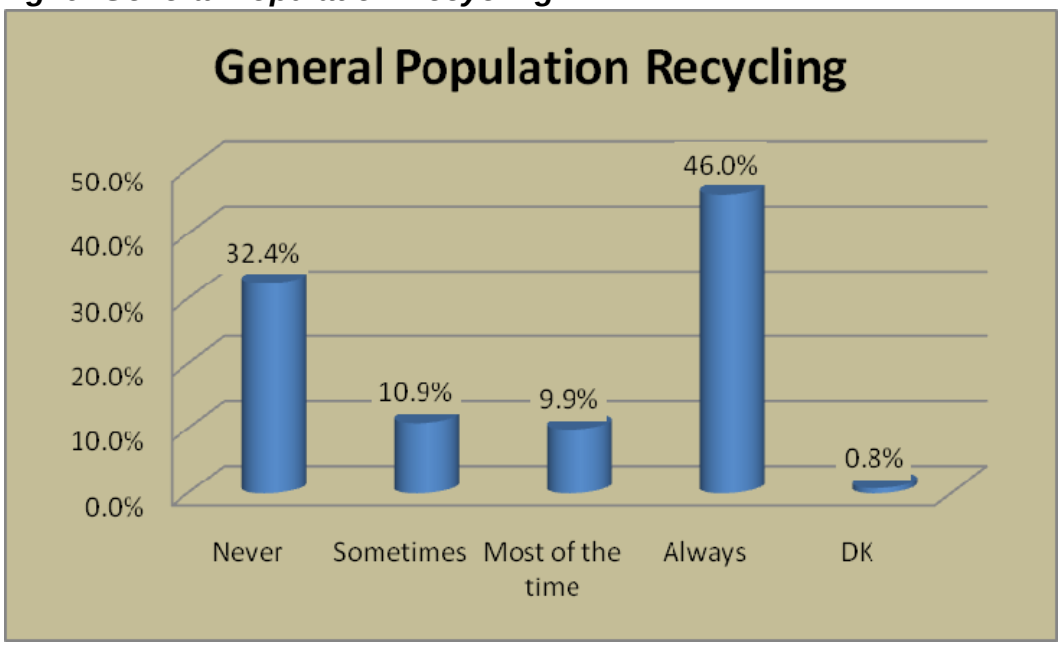
This subsample consists of 313 residents of Clark County who live in single family residences.

Respondents were read the following statement and asked how often they currently participate in the Republic Services recycling program. *"Recyclables are items such as*

[5] Pearson's Chi Square significant at .005.
[6] Pearson's Chi Square significant at .000.

newspaper, glass, or plastic that you place in the red, white or blue bins provided by Republic Services to be picked up on your scheduled recycling pickup day".

Fig. 6: General Population Recycling

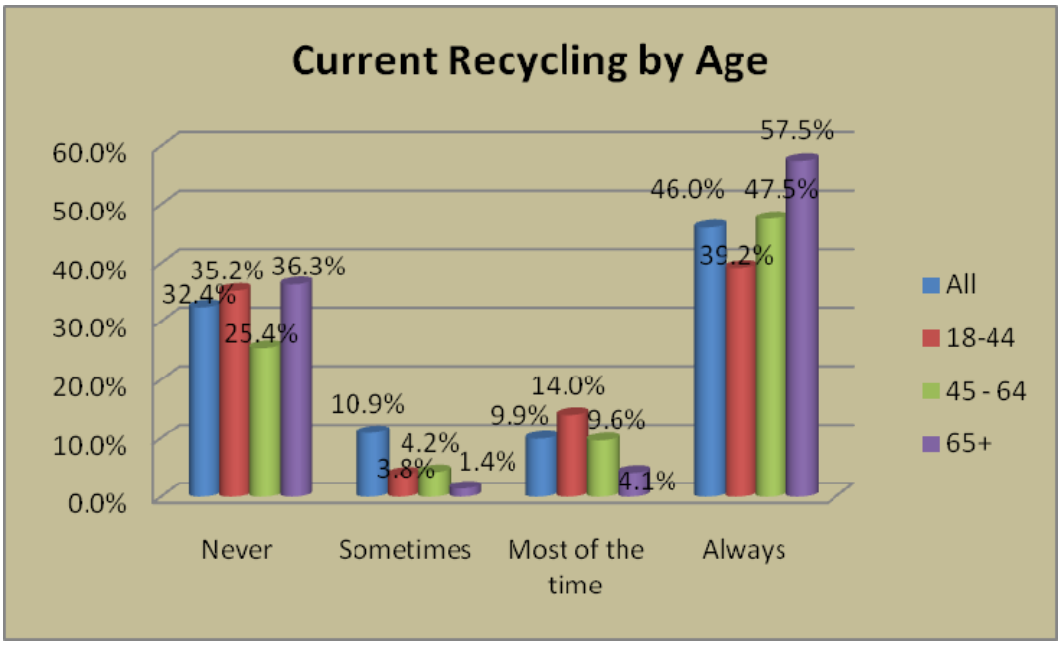


Forty-six percent (46%) of the respondents in the general population sample indicated that they "always" participate in recycling. This was the highest response. About a third (32.4%), however, reported that they never participated in recycling. When looking at the responses of those who participate in recycling but did not indicate that they always recycle, 10.9% reported that they "sometimes" participate in recycling and 9.9% participate in recycling "most of the time.

Current Recycling by Age

This data produced a statistically significant[7] relationship between age recycling habits. The data is shown in Figure 7 below.

Fig. 7: Current recycling by age



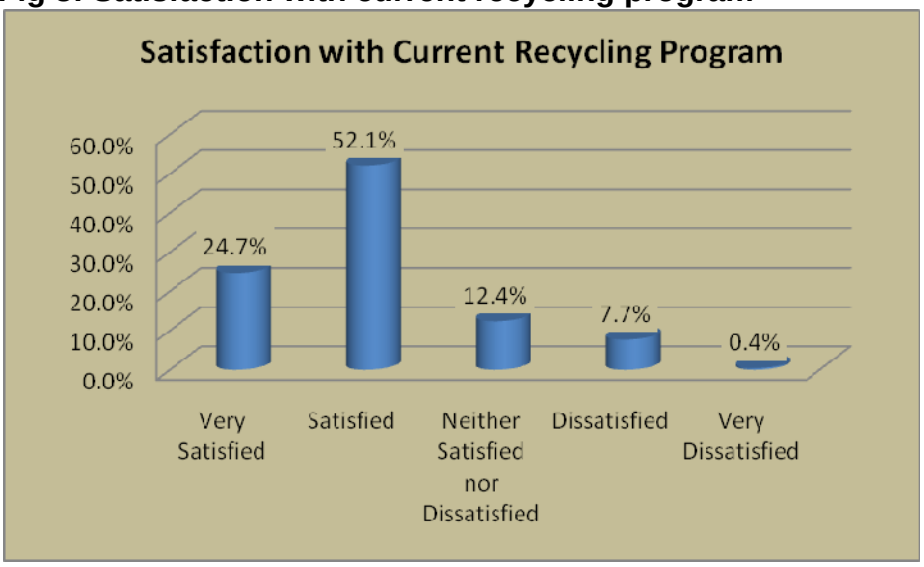
Respondents in the oldest age group (65+) are the most likely to report that they "always" recycle (57.5%). Among the 45 -64 year old age group 47.5% "always" recycle and among the 18 -44 year olds only 39.2% "always" recycle. However, the 18 -44 year olds were the most likely to report that they recycle more when provided a cart for recycling and a cart for trash.

Satisfaction with Current Recycling Program

Respondents that reported that they do participate in recycling were asked for their level of satisfaction with the current program. Figure 8 below shows the responses of the 212 respondents who make up this subset.

[7] Pearson's Chi Square significant at .006

Fig 8: Satisfaction with current recycling program[8]



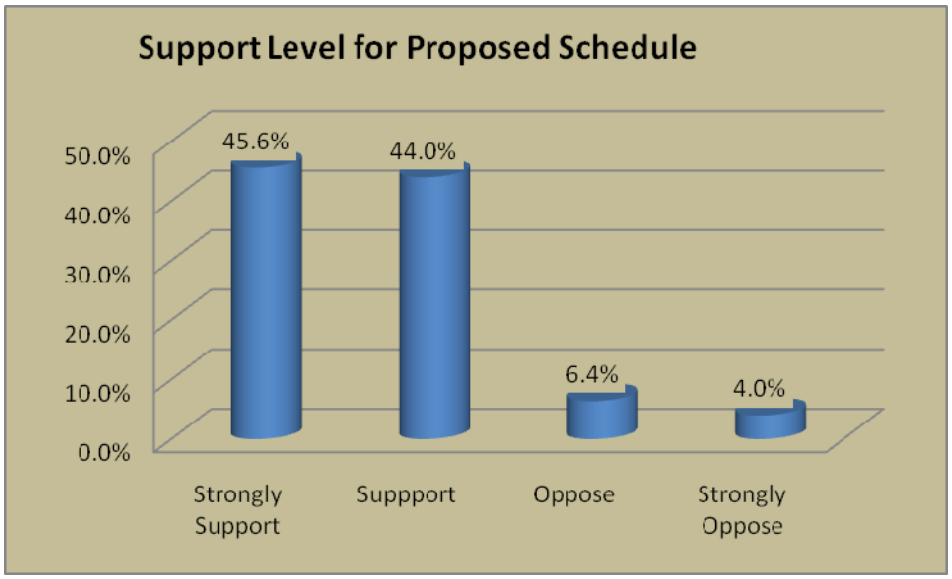
Most (76.8%) of the respondents indicated that they were satisfied with the current recycling program. Of these 24.7% are "very satisfied" and 52.1% are "satisfied". About 12% (12.4%) were neutral. Among the respondents who are not satisfied with the current recycling schedule 7.7% reported they are "dissatisfied" and .04% (n = 1) respondent is "very dissatisfied" with the current recycling schedule.

All respondents in the non-pilot group were read the following scenario*: "suppose that you would be provided with a 96-gallion wheeled cart for trash and a 96-gallion wheeled cart for recyclables at no charge. You would not have to separate your recyclables using the red, white and blue bins; instead you would use one cart for ALL of your recyclables and one cart for your trash."*

[8] 2.7% responded don't know" and are not represented on the graph.

Support for Proposed Schedule

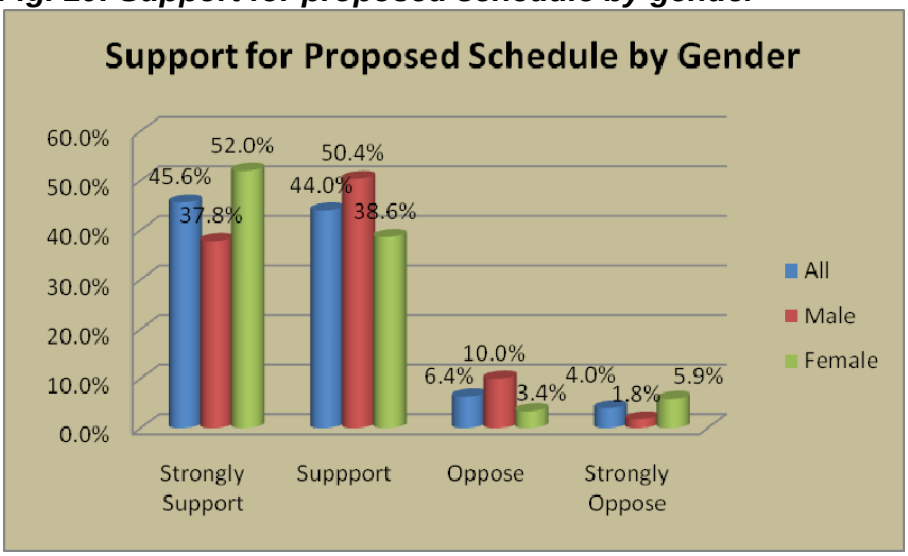
Fig. 9: Support level for proposed schedule



As is indicated in Figure 9, those currently not participating in the pilot program strongly supported a scenario where there are provided with 96 gallon wheeled carts for trash and recyclables. Of the 89.6% who support this scenario 45.6% strongly support the scenario and 44% support the scenario. Only 10.4% of respondents did not support the scenario of these 6.4% opposed and 4% strongly opposed it.

Support for Proposed schedule by Gender

Fig. 10: Support for proposed schedule by gender



There were some significant relationships between support for the proposed schedule and the gender of the respondent.[9] The differences in gender are apparent by the degree of support or opposition of the proposed pick-up schedule. If you look at the percentage who "strongly oppose" the proposed pick-up schedule5.9% are female while only 1.8% of males "strongly opposed the schedule. On the other end more than half 52.0% of the females "strongly supported" the schedule while only 37.8% of males "strongly supported" the schedule. In the aggregate 88.2% of males and 90.7% of females support the proposed pick-up schedule.

Support for Proposed Schedule by Age

Table 3: support for proposed schedule by age

Level	All	18-44	45-64	656%
Strongly Support	**45.6**	51.6	**53.2**	34.4
Support	**44.0**	45.3	38.8	**46.7**
Oppose	**6.4**	1.7	2.5	**3.3**
Strongly Oppose	**4.0**	.08	1.6	**7.9**

There is also a significant relationship between support for the proposed schedule and the age of the respondent.[10] Those in the oldest age group (65+) are the most least likely to "strongly support" the proposed schedule (34.4%) as compared to 51.6% of the 18 – 44 year olds and 53.2% of the 45 – 64 year olds who "strongly support" the change. Conversely, 7.9% of those in 65+ age group "strongly oppose" the proposed schedule change as compared to only 1.6% in the 45 -64 age group and .8% of those in the 18-44 age group.

Support for Proposed schedule by Household Size

Table 4: support for proposed schedule by household size

Level	1	2	3	4+
Strongly Support	46.9	40.8	**59.0**	43.4
Support	31.8	46.6	25.6	**52.8**
Oppose	6.3	**9.1**	5.4	2.8
Strongly Oppose	**15.0**	3.5		11.6

[9] Pearson Chi Square significant at .002.
[10] Pearson Chi Square significant at .009.

Support for the proposed produced a statistically significant relationship between the size of the respondent's household and support for the proposed schedule.[11] Those most likely to strongly support the once a week trash pick-up once a week recycling pick-up live in three person households. Those most likely to oppose the schedule live in single person households.

Pick-up Scenarios

All survey respondents were read the following pick-up scenarios and asked to respond to the schedule that they prefer.

- Once a week trash pick-up and once a week recycling pickup
- Twice a week trash pick-up and once every other week recycling pickup
- Twice a week trash pick-up and once a week recycling pickup

Table 5: pick up schedule preferences

Schedule	Pilot	Non-Pilot
Once a week trash pickup and once a week recycling pick-up	**54.3**	**26.1**
Twice a week trash pickup and once every other week recycling pick-up	**15.0**	**34.9**
Twice a week trashy pick-up and once week recycling pickup	**30.7**	**38.9**

The item with the highest selection percentage is "once a week trash pick-up and once a week recycling pick-up", selected by 54.3% of respondents currently participating in Republic Services Clean Community & Enhanced Recycling Program. This was the least selected pick-up scenario of the non-pilot participants (26.1%), they preferred the twice a week trash pick-up and once a week recycling pick-up option (38.9%); 30.7% of those in the pilot program like this option also. The data suggests that customers prefer the once a week trash and once a week recycling pick-up schedule once they have had an opportunity to experience it.

The existing schedule, which is twice a week trash pick-up and once every other week recycling pick-up, was the first choice for 34.9% of the survey participants who are not currently participating in the pilot program. This is more than double the percent of those in the pilot program (15.0%) who selected the twice a week trash once every other week recycling schedule.

[11] Pearson Chi Square significant at .002.

Respondents who selected “twice a week trashy pick-up and once a week recycling pickup” were asked whether they would be willing to pay an additional $3 per month for this pick-up option. There was no disparity in the responses based on whether the respondent was in the pilot sample or non-pilot sample. Half (50%) from the non-pilot strata and 51.2% from the pilot strata indicated their willingness to pay an additional $3 for this option.

Pick-up Preferences by Age

Table 6: pick up schedule preferences by age

Schedule	18 - 44	45 - 64	65+
Once a week trash pickup and once a week recycling pick-up	**24.8**	**26.5**	**27.4**
Twice a week trash pickup and once every other week recycling pick-up	**20.1**	**43.2**	**42.0**
Twice a week trash pick-up and once a week recycling pickup	**55.1**	**30.3**	**30.6**

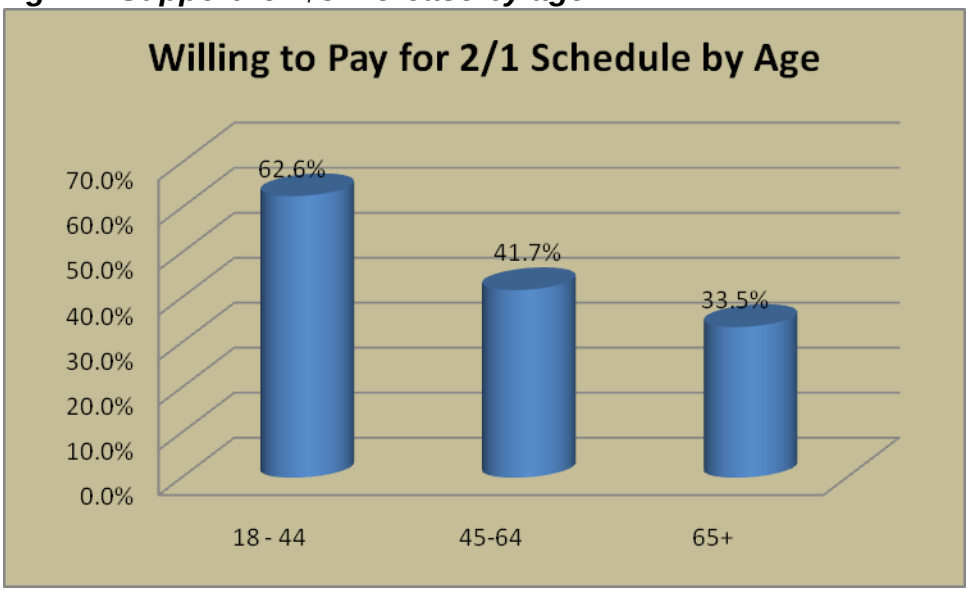
Table 4 shows the respondent’s pick-up preference by age. Younger respondents (18 – 44) prefer the twice weekly trash pick-up and once a week recycling pick-up more than those in the other age groups. The data shows that 55.1% in the youngest age group prefer this schedule compared to about 30% in the other age groups. This may be a function of having larger household sizes. This data is statistically significant.[12]

The follow-up question asked of those who selected twice a week trash-pick-up and once a week recycling pick-up produced nearly significant results with significance measured at Pearson’s Chi Square .055.[13] The data shows that the older the respondent’s age group the least likely they are to be willing to pay an additional $3 monthly for this pick-up scenario.

[12] Pearson’s Chi Square significant at .001.
[13] The measurement for significance is .050 and below.

Willingness to Pay $3 More for Twice Weekly Trash and Once Weekly Recycle by Age

Fig. 11: Support for $3 Increase by age



As is indicated in Figure 11, older respondents (65+) are the least likely (35.5%) to be willing to pay the $3 increase and younger respondents (18-44) are the most likely (62.6%). In addition 41.7% of those in the 45-64 age group are also willing to pay the additional $3 monthly for the twice a week trash pick-up and once a week recycling pick-up schedule.

Demographics

Table 7: Gender

Gender of	% All	% Pilot	% Non-Pilot
Male	45.9	44.2	45.9
Female	54.1	55.8	54.1

Household Size

Table 8: Household Size

Household Size	% All	% Pilot	% Non-Pilot
1	13.1	10.1	13.1
2	39.0	42.9	39.0
3	16.6	19.2	19.2
4+	30.4	38.7	28.7

Mean Household Size = 2.80
Median Household Size = 2
Mode = 2

Table 9: Household Size by age group

Household Size	% All	% 18-44	% 45-64	% 65+
1	13.1	3.1	15.1	26.7
2	39.0	13.1	46.7	58.7
3	16.6	25.4	18.3	9.3
4+	30.4	58.4	20.0	5.2

Age

Table 10: Age in Categories

Household Size	% All
18-44	36.9
45-64	35.9
65+	27.3

Mean age = 52.7

Median age = 55

Mode = 65

Methodology

A study was conducted by the Cannon Survey Center (CSC) to assess participant satisfaction with Republic Services Clean Community & Enhanced Recycling Program. In addition, surveys were completed with respondents who are not currently participating in the program to assess their preferences on trash/recycling pick-up and their support or opposition to a proposed once a week trash pick-up and once a week recycling pick-up schedule. Computer Assisted Telephone Interviewing (CATI) methodology was used for this survey. The telephone survey was conducted during the period between May 4 and May 10, 2010, the calls were made on various days of the week, including weekend calling hours between the hours of 10:00 a.m. (weekends only) and 9:00 p.m. (Monday – Thursday). Each individual interview lasted approximately 5 minutes.

Sample Design and Survey Administration

This study consisted of two samples, one of the pilot program participants (n=303), and one of the general public (n=313). The second sample was further divided into wireless and landline frames, n= 73 and n=240, respectively. All respondents were screened to assure they lived in a single family home, and all pilot participants confirmed their participation. There was a small chance that pilot participants could be called as part of the general population sample, but in practice these were screened out by the interviewers. One case, a person who had moved from a pilot neighborhood to a neighborhood not in the pilot, was excluded after data collection.

For the pilot group, respondents were drawn from a list provided by Republic Services (N=3882). This list was randomized and 1582 were attempted as part of the study. The response rate for pilot participants was 24.6% using AAPOR RR4 with the simple CASRO/AAPOR estimate for e. The control group included two samples drawn by Survey Sampling International, one of land line telephones using the 'Random B' methodology and the other of wireless telephones using the sole methodology available for those lines. The response rate for the land lines was 27.8 percent and for wireless it was 21.5 percent. Both figures were calculated using AAPOR RR4 with the simple CASRO/AAPOR estimate for e. The rates were combined using national wireless substitution figures from the 2009 NHIS. Each sample was weighted to the figures for land line only and wireless only, and the remaining proportion of mixed cases was assigned proportionally to each frame, 23.5 percent to the cell phone frame and 76.5 percent to the landline frame. The final combined response rate for the control group was 25.5 using this method.

For analysis, each case was assigned a weight equal to the inverse of the sampling fraction (N/n) for each strata. The pilot population was 3882, and for the other groups we used figures from SSI"s Click USA 2009 for Clark County assigned proportionally to each frame as above. All analysis was conducted in SPSS Complex Samples 17.0. No post stratification weighting was used, as there were few significant relationships between the demographic variables and outcome variables. In addition, good

benchmarks for the target population (single family homes) would have been time and cost prohibitive to obtain.

The interviewers made up to nine (9) attempts on each number. These attempts were made at different times of the day and different days of the week. In addition, all respondents were given the opportunity to complete the survey at another time by scheduling at a time convenient for the respondent.

The Cannon Survey Center has 23 interviewing stations. The interviewing staff, which is comprised of a demographically diverse group of 29 interviewers, received training in interviewing techniques and survey methodology prior to making any calls. The CSC utilizes Sawtooth Technology software for its CATI system. Prior to the work on the survey, the Cannon staff attended a survey specific training session. Training included a refresher session that covered the following topics: a) interviewer roles and responsibilities; b) importance of maintaining strict confidentiality and general principles of survey administration; c) interviewing procedures, including how to probe survey questions and specific guidelines for probing for numbers, precoded questions and any open-ended questions; d) how to maximize respondent cooperation; e) operation of CATI software and f) general administration procedures. Survey interviewers also received detailed training regarding the specifics of this study which included a project overview, study-specific interviewing procedures, and a detailed discussion of the questionnaire contents.

The interviewing process was monitored by phone room supervisors. One field supervisor or senior interviewer was present at all times during the data collection period to assure the quality and integrity of the data collection process. The phone room supervisor was able to instantaneously address any problems that might arise in the field. An auditory and visual monitoring system is in place and the supervisors, the survey manager/data collection manager, and director can access any of the call stations at any time.

Auditory monitoring is facilitated with voice-over IP software and telephone splitters. This configuration was established so that separate manual telephone dialing could continue, thus giving the CSC the legal capacity to contact cell phones. The CATI software has visual monitoring capabilities built in, thus supervisors can see what is on the interviewers screen as data is being entered as well as hearing both sides of the interview. Both the auditory and visual monitoring systems allow for unobtrusive monitoring. The monitoring process may occur in addition to the actual interview during callbacks, survey introductions, or initial refusals.

At the conclusion of the interviewing phase, data were cleaned and then analyzed using SPSS 17.0 software. The software is a comprehensive statistical software system that aids the data analysis process at many levels, with procedures ranging from data listings, tabulations, and descriptive to complex statistical analyses. Graphics for screening data, understanding and interpreting analyses, and communicating results are integrated with the statistical procedures.

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Appendix 1

Zip table

Table 11: Zip codes by area

Number	Zip	Area
3	**89030**	Northeast
7	**89032**	Northeast
1	**89085**	Northeast
2	**89101**	Northeast
4	**89106**	Northeast
13	**89110**	Northeast
5	**89115**	Northeast
6	**89156**	Northeast
8	**89031**	Northwest
3	**89081**	Northwest
2	**89084**	Northwest
2	**89107**	Northwest
12	**89108**	Northwest
9	**89128**	Northwest
12	**89129**	Northwest
13	**89130**	Northwest
10	**89131**	Northwest
13	**89134**	Northwest
6	**89138**	Northwest
2	**89143**	Northwest
6	**89144**	Northwest
2	**89145**	Northwest
2	**89149**	Northwest
3	**89166**	Northwest
2	**89005**	Outlying
1	**89011**	Outlying
11	**89002**	Southeast
14	**89012**	Southeast
5	**89014**	Southeast
5	**89015**	Southeast
5	**89044**	Southeast
14	**89052**	Southeast
13	**89074**	Southeast
3	**89104**	Southeast
3	**89119**	Southeast
3	**89120**	Southeast
15	**89121**	Southeast
2	**89122**	Southeast
10	**89123**	Southeast
26	**89141**	Southeast
4	**89142**	Southeast
4	**89183**	Southeast
4	**89103**	Southwest
3	**89113**	Southwest
10	**89117**	Southwest
2	**89118**	Southwest
108	**89135**	Southwest
2	**89139**	Southwest

1	**89146**	Southwest
6	**89147**	Southwest
131	**89148**	Southwest
42	**89178**	Southwest

Appendix 2

Open –ended responses from those in pilot program

Table 12: Pilot Program Comments

We have more garbage than we can put in the bin. We would like a second trash bin. However, we were told we would be charged for that and we do not want to pay an extra fee. We are not happy with this program at all.
All the recycling goes into one bin. I do not see the point in this. I think that the recyclables should be in separate bins.
Before they changed the last pick up, we had trash pickup twice a week. Now they have changed it to only once a week but we are paying the same amount. That is why I will not pay 3 dollars additional for the new pick up service.
Better directions on what you are allowed to recycle. I have heard that if you have a pizza box with crumbs in it you should not recycle, but I have also heard that you should recycle it. How clean do the items have to be in order to be recycled? I nee
Collectors don't pick up broken cabinets or wood pieces left beside the recyclable bins; they leave it until the next week's pickup.
Don't like that you can't put other items out for pickup like bulk items that don't fit in the cart...rug, bagged, cartons etc
Extremely pleased with the Company
For some areas where people have gardening that have a yard that has trimmings, it would be good to have a recycle bin for that, too. (like California) The leaves, dirt, grass, etc can be broken down and made to garden soil to be sold.
Go back to two days a week pickup
Go green! They to institute a program for shredded personal documents at least once or twice a month.
Good idea to provide large bins.
Good thing, killing the planet with all our garbage
Great program
Her family always recycled more than putting things in the trash and with this new program they've been able to recycle even more because the cart is so large. Great change
His community has been on the pilot program for about a year and held their own community survey. 90% said that it is extremely positive and he agrees. He said that they're extremely easy to maneuver just great. It's a great program to really encourage people to recycle.
I am dissatisfied with the fact we used to have trash pub 2 x's wk & 1x wk recyclable the charges are still the same for reduction in services & you asked to charge $3.00 more for what?????
I am happy with the recycling. I wish they would do it in every community.
I am very pleased; the only problem is that I can't recycle glass. If there was some way to recycle the glass. I have to find a way to get rid of the glass and it's a hassle when it should be done with the program. This would be idea.
I do not have the new cart. I only have the red, white, and blue bins.
I had a chair and it was put by the container, but it was not picked up. It would be nice if we were

told what to do in this type of situation.
I highly recommend it. The previous bins were too small, and the items would blow out. The new receptacles are easier to fill. It is much easier to recycle now because there is more room. Now that we have enough room for recyclables, we are recycling 10
I like but I wish they would pick up more frequently.
I like having the one receptacle for all my recycling. The previous red white and blue bins were ridiculous. There was not enough room for all my soda cans. I like this much better.
I like it better than I thought I would.
I like the recycling program. I liked it much better when they picked up the trash twice a week. In our community we do not have anywhere designated for our trash, so we are supposed to leave it in our garage. This is a problem, especially in the summer
I like this better than the smaller bins because you can put a lot of things in it. However, my only issue is that the trash is only picked up once a week. However, I do not want to pay extra to have the trash picked up twice. I am paying the same amount
I love it, I absolutely love it!!
I love it, it's the greatest thing they've ever done.
I love it! It is easier and more convenient to recycle with these bins. Before, the wind would blow my recyclables into my neighbor's yard and I would have to go and pick it up. Now, I can cover them with a lid.
I love it. God bless whoever started it.
I love it. It keeps our community cleaner; we do not have white trash bags floating around. It is all positive! When people drive in our neighborhood they comment how much cleaner it all is. I would however, like to order another recycle can.
I love it. It is wonderful.
I love it/didn't recycle before and now I do
I love it/easy to use
I really enjoy it. I was concerned that there would be a smell from these bins but that hasn't been a problem.
I really like it & hope it carries thru out the valley. It is very organized is user friendly.
I really like it.
I really like the new bins.
I really like this program because you do not have to separate anything.
I really think it is a great program. I like that I can put everything in one recycle bin. It is a great improvement. Not sure how it is going to work out when it will be summer, because the cans are in the garage because of our HOA.
I think it is a great prgm. We need twice a week pick up and with the summer coming it is going to be a real problem with the smell. We have to freeze used meat so that it doesn't stink, and then we put it out on the day the garbage is to be collected. It
I think it is awesome, and I think the whole country should do it. It is amazing.
I think it is really good. The little baskets are a pain. This is much much easier.
I think it is wonderful.
I think it's great and people should be more diligent in recycling. I've always been for recycling. I'd like to suggest a compost cart in areas where it is needed.
I think that putting us on the pilot program helped our family recycle more often and it's been an easy effort. The color coding helps with what bin to put it back. Also, the carts have our address on them which makes it easier to put back if the wind blows.
I think the large recycling bin is awesome. It is much easier to recycle with this. We recycle a lot more than we used to. However, it is a bit difficult to have the trash picked up once a week. Ideally, twice a week trash pickup would be awesome.
I think they could pick up larger items and big boxes when they pick up the rest of the trash and recycling. I have to call and arrange for them to come and pick up the larger items and boxes that do not fit in the bins.
I think this is the best thing they could do having 1 receptacle for all recyclables.

I think this trial run is very great & the best thing that has ever happened & I would be very dissatisfies if they changed back to the old way.
I think we need twice a week trash pickup without an additional fee. Also, this city could have a monthly pick up for yard trash. I would like to have one or the other provided to me. They have this monthly service for yard trash pickup in northern ca
I want them to pick up the trash more than once a week.
I was upset that they took one day away. I want them to pick up trash twice a week, not just once.
I wish more people would recycle.
I would just like to say that I recycle more now that I have one bin for all recyclables. I used to just throw my recyclables away, but now I have enough room in one bin for all my recycling items.
I would like to ask if we go on vacation can we just put trash out in plastic garbage bags???
I would like to know the results of the pilot program.
I would prefer a twice a week trash pickup option in case there are times when I have more trash than usual. Also, I was not aware that there was an option to order a second trash bin which I might do.
I would prefer to have the trash picked up twice a week.
I've found that republic services have been very responsive to me when I have called to get my cart wheel repaired. Now that they have a large item pick up day for items that will not fit in the trash and recycle bins, I am very pleased.
If cardboard boxes are stacked neatly beside the receptacle they should pick them up.
If lid is not closed they should still pick up garbage/ recycle/sometimes big recyclable items that don't fit in bin should still be picked up/they need to get out of the truck sometimes
If the materials don't fit in the cart they won't pick it up. The driver isn't willing to pick up after themselves even if there is trash in the street. There should be more efficiency with pick of large materials.
In California they provide a third bin for yard waste. I think this would be a good idea to have here.
In general, has been extremely happy with the Republic Services since he moved here. They're really great to get along with. The only thing is that he would greatly appreciate if his schedule could change to twice a week trash pickup and every other week
Institute a better way to pick up large boxes for recycling instead of current the procedure.
It appears adequate.
It has been great.
It is an excellent program. But the trash needs to be picked up at least 2 times a week. There will be a problem with smell in the summer. We have to keep our containers in the garage because of the rules of our HOA.
It is a lot easier than it was before with the red, white, and blues.
It is easier to take the one container for the recyclables and I really don't like to get the trash once a week. I can't recycle glass. They use to have separated container for glass. A week is too long to keep and we have to keep it in the garage because of
It is good.
It is great except for the once a week garbage pickup.
It is mostly the smell, and when it is hotter. I have tried to put air fresheners in the cart. They are too big to put in the yard it makes it really hard to get them out to the street. We have to keep it in our garage and it really smells bad. We can't keep
It is very easy to use!
It would be nice to know what time of day that they come. Sometimes I miss pickup time. People have their garbage sitting out in front of their houses for a day and a half sometimes. We need at least two times a week.
It's a really, really good program. At first she didn't think she was going to like it because the schedule changed to once a week for both, but now she really does like it. It keeps everything really clean and it's just overall very good.
It's much better because when it's windy the bins don't blow over and there isn't trash all over the

yards.
It's too much
Keep pick-up service closer together/homeowners assoc. Doesn't like bins sitting there long periods of time
Love this program
Male stated that he would prefer to have two trash carts of the same size because he has one large and one small at the moment. The recycle program is fine
Meets our households needs.
More frequent trash pickup and the trash does start smelling. I have a young son and I feel this could be a health hazard.
More variety for recycle bin; wheels broke several times
My recycling bin fills up faster than my trash; I'd like the recycling pick up more frequent.
Need more education to know how to recycle
Once a week is just not enough for the trash. I have too much trash and it gets to stinky. We have to keep it in our garage and the odor gets really bad and we have kids. We have to keep it in there because of the homeowners association.
Our side space between our houses is too small and I can barely fit the bins in that space. However, if the bins were smaller, they would be too light and would blow over.
Pick up should be more often than every other week in my area.
Pickups are too far apart/would like them closer together/one is in morning and the other comes in the afternoon
Please convert all households to this program as soon as possible.
Recycle truck hit mailbox . Says it's a great program, he actually recycles more now than throws things away in the trash.
She stated that if they wanted the plastic separated from the paper that then they would need to provide an additional cart.
She stated that the trash and recycle carts are too large for her because she lives alone. She's requested to have the smaller ones but even those are too large. She would like to see the carts come in a smaller size.
She stated that this program makes it easy to recycle and to want to recycle. It is extremely convenient with the one cart for all recyclable goods.
She used to never recycle prior to this program being established and since she joined the program she has not missed one recycling pick up time. She loves the program and makes her feel very good about not throwing away things that do not belong in landfill
Sometimes the trash truck drops the containers when they are at least 3 feet above the ground, and I have lost two wheels because of that, although they did replace them. When they are in communities like Rhodes ranch, we requested to be taken off of week
Sometimes we have batteries, do not know what to do with them. Also do not know what to do with needles that have been used.
Sometimes when there isn't enough room in the recyclable cart she uses an extra bag and puts the extra recyclable goods in there. However, the people that come by and collect it do not pick it up and it strongly irritates her.
Stated that it's the easiest and the best program she's ever been involved with.
The bill is already too high I could get money for turning my own recycling. It's too high.
The carts are awesome.
The containers are too large
The drivers could be a little more trained than they are, they leave trash, and sometimes we have to go back to clean up.
The main issue is that you can only put out bulk items every other week and I would like to have them collected at least once a week. Sometimes I forget to put them out and have to wait two more weeks.
The once a week trash pickup is not sanitary. Here in Vegas the HOA requires that you put carts in garage and it smells really really bad with once a week pick up. The garbage really cooks in the

garage in 100 plus degree temperature.
The recycle cart that was given to me is cracked.
The recycle is fine but the trash is only being picked up on Tuesday. They make us put the cans in our garage and the trash is stinking up the garage. We had to put it outside and we got in trouble because of the homeowners assoc. Six days is just too long to be
The recycling bins are great, the problem, is that they are at least 6 feet tall, and I am five foot five and when it is empty and I put glass in them and sometimes the glass breaks and you are not suppose to put broken glass into them. It's hard when your my
The three bins are hard. But, with large bins, it is much better. I love the pilot program.
The trash can is not big enough for my garbage. I would like the trash and recycling once a week.
There are times when everything does not fit. We have put out the extra trash next to trash bin, but it was not picked up. The big recycle can is great. Makes it great to be able to just dump everything. I like the recycle part, but not the trash part.
There is concern expressed from the customers in the red rock area that there used to be pick up twice a week, and now the pickup has been reduced to once a week at the same price.
They don't always put the trash bins back where they are supposed to be.
They just throw both containers into the same truck, so why recycle?
They need more schedule pickups on large objects
They say they don't want plastic wrapper, but they will take plastic bottles. They should take all recyclables it doesn't make sense. Aluminum foil you can't but cans you can this is supposed to be for the environment and I am wondering if it really is. They
Think it is a good program
Think it's very good program but the containers are so large they won't fit in garage and have to keep them outside
Thinks it's a great program, needs to be offered to more people. Actually makes you recycle even more
Thinks that the program should become universal because everyone needs to recycle.
This is very simple -you put out two bins once a week and that's it. I really like this.
This program has worked surprisingly well for us.
Trash and recycle should be on same day
Trash bin is beginning to smell already because of the heat.
Trash cans do smell, pick up schedule needs to back to Tuesdays and Fridays, collector made rude comments to customer,
Very convenient
Very easy to use program should be implemented throughout the whole city because it will make everyone recycle. Then this program should be implemented throughout the country.
Very satisfied with the people that do the pick up, they do an excellent job.
We are very happy with the prgm. and I am on a HOA board here and plan to continue.
We are very satisfied with the program. No other.
We feel like our bill should be reduced because now that we are participating in this program, our trash is only picked up once a week as opposed to twice a week like it was previously.
We have to keep our trash in the garage because of homeowners' association rules. However, the trash pickup is only once a week. In this heat, the trash stinks and it has to remain in our garage until pick up day. I would like to suggest trash pick up
We like this. It is a much cleaner way to store trash and recycling because the bins we used previously were exposed, and I like having the lid over recyclables. Also, it does not smell.
We never recycled before we got the blue container. We think it's a good idea.
We really like the program.
We want it twice a week! We liked it better when it was twice a week.
We would like for the trash and recycling pick up service to come by at the time it is scheduled to. We have only had problem with this once, but the trash and recycling was picked up very late. It only happened once though.
When they pick up my cans, they are usually left in the street, or strewn about my curb.

When you went to the bigger trash bins it made it a lot easier, and it made me want to participate.
Why will we be paying the same amount of money, when they are now picking up only once a week instead of two times a week?
Wish trees and leaves could be recycled

Appendix 3

Open –ended responses from those in pilot program

Table 13: Non Pilot Program Comments

A pilot program for a larger bin that needs to happen.
All cans must be stored in the garage. The extra large size doesn't fit.
Bad scheduling.
Be more careful with the trash cans!
Bigger bins. Plastic is no good.
bring this program to my neighborhood
Collectors needed to help the elderly or anyone they see struggling with a heavy trash can, instead of not helping them and leaving the trash for another week.
Covered bins
Don't have enough recyclables to support program
Don't like the idea of those huge trash bins
Don't want big trash bins/no room in garage and not allowed to have bins outside per homeowner's assoc.
Don't like having to travel to Cheyenne to recycle!
Educate the community better about recycling.
Every other week for recycling doesn't work we want to see it every week. The red white and blue containers are too small. Having bigger containers would be better.
Find a way to add more items to recycle.
Grateful for recycling program
Great program.
He's never recycled before and would be willing to participate in this new recycling program.
How do we control people going into our trash and recycles once the cans are pickupt out?
I am very happy with the service.
I am very satisfied with the guys who pick up our trash they are really great people. They are above average.
I do strongly support recycle.
I don't we need trash picked up twice a week.
I feel having the two large separate containers is best idea. I feel that the people that pick up the trash are good. But, the ones that pick up recycle are not. I feel that they do not care, and throw the basket and do not care where it lands. I really hope
I feel the 96 gal. carts are too big for me as I am by myself & don't have that much trash.
I have no idea how to get bins. Did not know they did a program for recycle. We thought you had to pay to recycle.
I like it the way it is now!
I like it the way that it is.
I like to understand what they will and will not pick.
I think that this is a really good idea, instead of having separate bins for recyclable items. Good idea.
I think they are doing a great job

I think they do a terrific job!
I think they should treat the recyclables equal to regular trash.They should both be equally important.
I think they should weigh your trash and weigh your recyclables. They should charge you for your trash, but you should get a credit for your recyclables. I also believe that recycling should be mandatory!
I think this is a great proposal & everyone on my street but me (I am the oldest) have all gotten the new big carts, I have not, BRING THEM ON!
I used to recycle. The reason why I stopped was because the red, white, and blue bins did not stack. The old ones used to stack.
I want the same trash pickup schedule we have now. If one or both of these carts become missing or stolen who pays for this???
I was wondering if you were putting in new carpeting & pulled up the old would you use the recyclable bin or the regular trash bin.
I wish they would increase the recycling pick-up to every week.
I would like to have a trash can provided. Now I use plastic bags. If something was provided like a larger bin, I would use that instead.
If they could get down to one day a week pick-up for the trash and concentrate on paying for a good recycling program it'd be great!
If they could take computers for recycling. They do not recycle the new light bulbs. The brand contains mercury.
In a prior experience she had ongoing occurrences where they would pick out her plastic if it wasn't clear. She did not like that so she got out of the program. However, she recently joined again.
In Sun City people would not be able to push such a big container to the curb & back & where to store such big containers as our garages are too small to store.
Issues with the way the state taxes and makes money off of the efforts to take care of our state for wealthy and out of state people.
It seems that when I used the 3 bins I separated everything like I was suppose to but the people who pickup the trash they always dumped everything in the truck @ the same time I don't really understand Republic Services logic for changing now.
It should be mandatory that all residents recycle.
It's just right for my household size.
Just doesn't agree in the increasing costs of their services.
Let new residents know what they can do for recycling; they have never been contacted, never given recyclable bins.
Look forward to new process, find some way for apartments and condos to recycle
Make people recycle.
Many citizens in Boulder city believe the disposal company does not really recycle!
Missing garden waste... Biological stuff that can be turned into compounds.
More people would participate in recycling if they could put all the recyclable items in one bin instead of having to separate it. I get the newspaper delivered every day, and sometimes I run out of room in the paper bin and I end up having to put the new
My neighbor saw them throw my recyclables in with my trash. I was very disappointed to hear about that, because I spend a lot of time separating out my recyclables.
Need more people to recycle.
Need to be more focused on pickup trash & not leave big mess or bags of garbage behind.
Need to QUIT leaving the trash cans in the middle if the street!
Needs to be more efficient/getting charged for vacant properties where there is no trash pickup
No. I heard that people were separating the trash, and then they were just throwing it all in the same trash fill. If this is not the case, I would be interested.
No. It would be nice if they give you the trash cans at no cost!
No. That would be wonderful if they provided the 96 gallon containers.
No. Larger is a good idea. Problem is bin to small right now.

One problem... Goes online to get recycling schedule and it doesn't pop up.
Our biggest complaint is of the 3 current bin sizes not being big enough to actually hold your recyclables.
People keep stealing her trash bins, trash collectors have been throwing all the recyclable in together, instead of separating them, she takes the time to separate everything and put them in their own individual bags.
Pickup earlier in morning
Please clean-up after emptying the trash.
Please find a way for us to secure the recyclable bin.
Really make something happen for the environment.
Reasonably happy, doesn't agree with all the changes, one thing that doesn't like is that he has a property which he rents-sometimes its rented, sometimes it isn't but still has to pay the trash bill every month. However, the rates are pretty fair.
Recycle all parts, compost etc.
Recycling would be Strongly Supported and would love to see it happen in the neighborhood!
regarding the regular trash pickup the men don't the [resent trash container all the way & once even dumped a can of grease all over my front yard & killed the grass it was in closed container in the can.
Republic trash collectors should not leave any trash in the street; they should also pick up trash that's spilled out of open bags.
She rents a recycle bin and wonders if Republic Services can do something where they can clean the bins out she's elderly and it's hard to do herself!
Sometimes the collectors spill the trash and we have to clean it up but I understand they have a lot of work to do but maybe they could be more careful.
Sometimes they leave the trash containers in the street and not on the sidewalk. It is not good for safety reasons.
Suggest a pick program for picking up tree limbs and personal papers to taken away and shredded.
The 96 gal. Cart is too big & takes up too much space in my garage & I don't like anything sitting in front of my house for any length of time.
The carts are too big to accommodate our small amount of trash.
The guy who pu our trash is a supper nice guy!
The hours for recycling pick up should be the same.
The only comment she has is that she'd like new recycling bins because they're broken down.
The people at Republic are terrific and do a remarkable job. Please quote me on this.
The program sounds great. I don't recycle that much because the red white and blue bins are a hassle. This sounds a lot easier and having something that rolls on wheels would help me because I have a bad back.
There are no recycling for yard waste and clippings.
There are other things that can be recycled that are not currently being done here. There are some plastics that are not being recycled here. I have peanut oil that can be recycled. There are lots of vegetable oils that can be recycled as well.
These 96 gallon bins would be a good theft deterrent. Also, there should be a way to recycle light bulbs. Also, there should be recycling bins placed in public areas.
They do a good job.
They don't pick up tree trimming. They leave tree droppings.
They need to educate more people, people don't know, possible TV, schools, Make a contest? Prizes, etc to people who recycle, create a slogan, maybe a mascot, like Ronald McDonald. In both Spanish and English
They recycle more in California.
They should make it more convenient. I have a freezer that I need picked up.
They should train their recyclable people to pick up trash when they are supposed to. Also, train customer service people to be polite and not rude on the phone. The regular trash people are doing a great job.

This is something that we could really use the red, white and blue bins aren't that big for us to recycle what we have. Great idea.
This proposed program makes a lot of sense.
Three times a week trash pickup and for recyclables because some neighborhoods get really gross, she stated.
Very good, reliable,
Very pleased with Republic Services, has been with them since 1992
Very satisfied
Wants a for sure schedule for recycle pick.
We get twice a week trash pickup, and they are telling us that we are going to once a week. Being seniors we really don't use that much to have to be picked up twice a week. We are on fixed incomes and we would hope if it went to once a week the price would go down.
We have been having problem with picking up our garbage and recyclable's they missed our garbage one day and recyclables on another and they got everyone else's in the neighborhood.
When there are heavy winds the large cans have a tendency to blow down the street.
Wish everyone had a wonderful trash person like I have.
Works fine now
Would be willing to pay an additional fee to pick more recycles. & would like if republic services made a day where they come and pick up hazard household items such as (paint).
Would greatly appreciate the one cart recycled bin, just thinks it would be easier and more people would participate in recycling; is easier.
Would like more frequent recycle pick up.
Would like to know if the hotels will participate in recycle.
Would like to see recycle up to class 7 in plastics even if they were transferred to another facility for recycling.
Would love it if recycling was once a week, times that's she's forgotten-overload.
Wouldn't know what to do with bins that large

Appendix 4

Survey Instrument

Q: Intro
Hello - I am calling from UNLV to ask your opinion about the Republic Services Clean Community & Enhanced Recycling Program. We are calling you because you are currently participating in the program. We aren't selling anything we just need a few minutes of your time to answer a very short survey about your experience with the program. The survey will take less than five minutes.

May I please speak with a person in the household who is familiar with your trash and recyclable pickup service?

[IF RESPONDENT ASKS, THE SURVEY WILL TAKE APPROXIMATELY FIVE TO SEVEN MINUTES DEPENDING ON HIS OR HER RESPONSES.]

Hello, this is [INTERVIEWER NAME] calling from UNLV's Cannon Survey Center. We called a few days ago and I'm calling to finish the survey that we started.

"Hello - I am calling from UNLV to ask your opinion about recycling. We aren't selling anything we just need a few minutes of your time to answer a very short survey about recycling. The survey consists of 11 questions and takes 5-7 minutes to complete.

Are you currently a participant in the Republic Services Clean Communities & Enhanced Recycling Program? This is the program where you have been provided two receptacles, one with a black lid for trash and one with a BLUE lid for recyclables.

Yes
No

I'm sorry we must have made a mistake. Have a nice day!

Is this a single family residence?

Yes
No
I'm sorry we are only interviewing residents who live in single-family homes.
"Thank you and have a nice day!"

Q: Recycle
Which of the following best reflects how often you currently recycle?

I recycle more than I used to
I recycle less than I used to
I recycle about the same as I did before
Don't Know
Refuse

Q: Pickupsat
How satisfied or dissatisfied are you with your pick-up schedule?

Very satisfied
Satisfied
Neither satisfied nor dissatisfied
Dissatisfied
Very dissatisfied
Refuse

Q: NewCarts

Next, I am going to read some statements, for each one please tell me if you agree or disagree with each.

The trash/recycling carts are easy to use.
I have enough capacity for my trash with the new cart.
I have enough capacity for my recyclables with the new cart.

Agree
Somewhat Agree
Somewhat Disagree
Disagree
Don't know
Refuse

Q: SecondCart
Did you need to order a second trash cart?

Yes
No
Don't know
Refuse

Q: Odor
Have you noticed any odor problems with your trash or recycling carts?

Yes
No
Don't Know
Refuse

Q: NURecycle
Recyclables are items such as newspaper, glass, or plastic that you place in the red, white or blue bins provided by Republic Services to be picked up on your scheduled recycling pickup day. Do you currently participate in this recycling program?

No, never
Sometimes
Most of the time
Always
Don't Know
Refuse

Q: NUSatisfaction
How satisfied or dissatisfied are you with the current recycling program?

Very satisfied
Satisfied
Neither satisfied nor dissatisfied
Dissatisfied
Very dissatisfied
Don't know
Refuse

Q: NUScenario
I am going to read to you a scenario: suppose that you would be provided with a 96-gallion wheeled cart for trash and a 96-gallion wheeled cart for recyclables at no charge.
You would not have to separate your recyclables using the red, white and blue bins; instead you would use one cart for ALL of your recyclables and one cart for your trash.
Would you strongly support, support, oppose or strongly oppose such a plan?

Strongly support
Support
Oppose
Strongly oppose
Don't know
Refuse
Q: Schedule
I am going to read to you three possible scenarios for the pick-up of trash and recyclables.
Which schedule do you prefer?

Once a week trash pickup and once a week recycling pickup
Twice a week trash pickup and once every other week recycling pickup
Twice a week trash pick-up and once a week recycling pickup
Don't Know
Refuse

Q: Pay
Would you be willing to pay an additional $3 per month for this pickup option?

Yes
No
Not sure
Refuse

The following questions are for statistical purposes only.

Q: Zip Code
In what zip code do you currently reside?

Q: Gender

What is your gender? (Interviewer: READ question)

Male
Female

Q: HHSIZE
How many people live in your household? (99 for refuse)

Q: Age
In what year were you born?

Type 999 for refuse.

Q: Share
Is there anything else that you would like to share about the recycling program?

Q: NUSHARE
Do you have any additional comments or suggestions for Republic Services' recyclable and trash pickup program?

Thank you very much for your time today. That is all the questions I have.