



City of San Jose
Department of Environment Services
Commercial Waste & Recycling Rates
Survey Report 2010



Survey & Policy Research Institute
San José State University
One Washington Square
San José, CA 95192-0119
408.924.5293

Dr. Melinda Jackson, Research Director
Melinda.Jackson@sjsu.edu

Bruce Olszewski, Project Director
Cecilia O'Donnell, Project Manager

TABLE OF CONTENTS

Executive summary3

Methodology.....4

Methodological and Technical Challenges.....6

Table 1: Initial telephone contact.....7

Table 2: Agreement to participate.....8

Table 3: Length of time covered on bill.....9

Table 4: Waste compactor.....9

Table 5: Number of garbage bins.....10

Table 6: Garbage bin size.....11

Table 7: Garbage pickup frequency.....12

Table 8: Average monthly commercial garbage service cost.....13

Table 9: Recycling service.....14

Table 10: Recycling compactor.....14

Table 11: Number of recycling bins.....14

Table 12: Recycling bin size.....15

Table 13: Recycling pickup frequency.....16

Table 14: Average monthly commercial recycling service cost.....17

Table 15: Other types of waste.....18

Table 16: Commercial waste vendor.....19

Table 17: Recycling vendor.....20

Table 18: Garbage compactor records.....21

Table 19: Recycling compactor records.....21

Table 20: Open-ended comments from online survey.....22

Appendix A: Pre-survey outreach materials text.....23

Appendix B: Telephone survey script.....24

Appendix C: Online survey script.....34

EXECUTIVE SUMMARY

- Despite a number of challenges in obtaining data on commercial waste and recycling costs from San José businesses, the final sample for this study included a wide range of commercial users (as indicated by bin size and pickup frequency) and vendors. This survey sample can therefore be assumed to be broadly representative of the universe of commercial waste customers in San José.
- The vast majority of businesses surveyed reported a standard monthly billing cycle, and a single garbage bin, varying in size from 32 gallons to 50 cubic yards.
- The most common bin size reported for both commercial waste and recycling was 4 cubic yards, and the majority of bins reported were between 1-4 cubic yards.
- A very small number of businesses surveyed reported having a waste compactor (3.4%) or recycling compactor (4.5%).
- More than half (54%) of San José businesses surveyed reported that they did not have recycling service.
- Thirty-seven percent of San José businesses surveyed reported having recycling service, and 31% of these used the same vendor for both waste and recycling.
- San José businesses reported an extremely wide range of costs for both waste and recycling services. This wide variability in rates was observed even after controlling for differences in bin sizes and pickup frequency, and both within and across vendors.

METHODOLOGY

An initial postcard mailing was sent by the City of San José Department of Environmental Services to all businesses listed in the City's master business tax license database. The postcard announced the purpose of the survey and informed businesses that they would be contacted by SPRI to participate in the coming weeks.

The initial sample for this survey was taken from the City of San Jose's master business tax license database, totaling 10,277 records. Phone numbers outside of the 408 area code (usually franchises listing corporate numbers), and duplicate records were removed, leaving a total of 6863 phone numbers.

A total of 6700 San Jose businesses were telephoned between August 16 and September 16, 2010, and invited to participate in the survey by faxing, emailing, or mailing a copy of their most recent garbage bill to SPRI, or by answering a few questions by phone.

An online version of the survey was also created, and the link to this survey was sent to the 312 businesses who had signed up with the City's Department of Environmental Services to receive email updates on the commercial waste program transition. The online survey link open for a two week period from September 24 to October 8, 2010.

Respondents were offered multiple modes by which to respond to the survey in an effort to increase response rates.

A total of 618 businesses contacted by phone agreed to participate in the survey, with a total of 261 completed responses received: 135 by fax, and 132 by phone. Of the 312 businesses contacted by email, 12 completed the online survey. A total of 279 completed surveys were received via all three methods.

Telephone and online respondents were asked to look up their most recent garbage bill and refer to it in answering the survey questions.

Information was entered directly from the faxed copies of bills received by SPRI.

Survey Script

Given the complexity and variety in commercial waste and recycling invoices from a wide number of different vendors, businesses contacted by phone were encouraged to fax their bills directly to SPRI for data entry. It was expected that some businesses would be located in a larger complex or mall with shared garbage and recycling facilities, and that some businesses would be part of a corporation where bills are sent to a separate office. In these cases, the respondent was asked to provide the name and contact information for the property manager or corporate office. Additionally, because the 408 area code includes cities besides San Jose, the script included a screening question asking whether the business was located in San Jose, and those outside the city of San Jose were excluded.

The script allowed the interviewer to leave a message for a manager or business owner, either with a person or on an answering machine. Each interviewer was also provided with a FAQ sheet with contact information for SPRI and the Environmental Services Department.

An option to answer the survey questions over the phone instead of faxing their bill was provided, and approximately half of the data was collected via this method. Telephone respondents were asked to have a copy of their most recent bill in front of them while answering questions. However, more variability was expected in the telephone data due to the greater potential for reporting error. The telephone survey questions were based on a sample invoice provided by the city as well as information taken from the city website, such as bin sizes and vendor names. To allow for the many variations in types and options of garbage and recycling services, all questions included an option for a fill-in response under "Other." Telephone survey respondents were also allowed to answer "Don't know" for each question, if necessary.

Follow-up Calls

To increase the low initial response rate, a large number of follow-up calls were also made. Midway through the survey, contact information that survey respondents had provided for the corporate offices and property managers was pulled so that interviewers could request bills directly from these offices. At that point, 115 businesses had provided usable phone numbers for their corporate offices, and 117 businesses provided numbers for their property managers. Of corporate offices, 23 agreed to help; of property managers, 29 agreed to participate. Additionally, a second phone call was made to numbers where interviewers had originally left an answering machine message (approximately 2300 numbers). Finally, interviewers conducted 350 follow-up calls with businesses who had originally agreed to fax in their bills to remind them to do so, or thank them for their cooperation if their bill had already been sent.

Methodological and Technical Challenges

Despite the seemingly simple nature of the research question in this study, it proved quite difficult to obtain the desired data on current commercial waste and recycling rates among San José businesses.

The first challenge involved obtaining accurate business contact information. The City of San José business tax license database provided the most comprehensive list available, however it did not always reflect the most current contact information (approximately 12% of calls were listed as disconnected or wrong numbers).

The second challenge was the low response rate. SPRI's requests for information were met with widespread distrust and concerns over privacy and possible scams. SPRI received dozens of requests for official documentation to which we responded by faxing or emailing a description of the survey with a link to the SPRI website (www.sjsu.edu/spri), which contained more detailed information about the study as well as a link to the City of San José Department of Environmental Services commercial waste webpage (<http://www.sjrecycles.org/business/commercial-redesign.asp>). Altogether, SPRI received over 30 phone calls from businesses requesting more information, emailed 35 businesses more information, and faxed several dozen more. There was also no tangible incentive offered for businesses to cooperate, which tends to reduce response rates.

A third challenge involved reconciling the survey results obtained by phone with those entered directly from the faxed bills. The telephone survey did not account for several less common categories such as roll off services, residential, self-haul, or businesses with no garbage service (e.g., recycling or composting only). In addition, despite our request to refer to their most recent bill when answering questions, some respondents answered from memory, generally rounding the bill to the nearest \$50.

Coding and Data Entry Issues

Additional challenges arose when entering the data from faxed garbage bills because different vendors used different formats and naming conventions. Of the four most common vendors, one charged an "AB939 fee" and a "Franchise fee", another charged for a "Fuel/environmental recovery fee" and a "franchise – local fee" (in this case the environmental fee was entered under AB939 and franchise under franchise fee), and the last two charged only for the "AB939 fee" (also titled as "City SRR fee"). Smaller vendors did not separate the fees from the total amount, adding greater variability to the data.

One of the most common vendors also charged different rates for multiple bins of the same size, but charged similar fee rates for those bins. Another common vendor did not list the pick-up frequency on the bill, but used a schedule service code instead. In this case we estimated the pick-up frequency based on the AB939 fee of \$0.89 per cubic yard, and 4.333 weeks per month. Several of the smaller vendors did not have any indication of pick-up frequency or a fee amount, making it impossible to calculate the rate on a standardized scale. All of these discrepancies are indicative of the wide variability in rates and practices among the many different vendors under the current system.

Table 1: Initial Telephone Contact

Response	Number	Percent
Willing to help	618	9.2%
Bills sent to corporate office	272	4.1
Business part of larger complex or mall	706	10.5
Refused	1470	21.9
Answering machine (message left)	1661	24.8
Unable to reach (no answer/busy signal)	957	14.3
Bad numbers (disconnected/wrong number/fax)	889	13.3
Language barrier	127	1.9
Total	6700	100.0

Successful contact rate: $4854/6700 = 72.4\%$

(includes those reached by phone or answering machine)

Table 2: Agreement to Participate

Preferred Response Method	Number Agreed to Participate	Percent	Number Received	Percent Received
Fax	417	65%	135	48%
Email	36	6%	0	0
Postal Mail	3	<1%	0	0
Phone	146	23%	132	47%
Online (email invitation)	44	7%	12	4%
Total	646	100%	279	100%

Telephone Response rate: $281/4854 = 5.8\%$

(by fax or phone, of all those successfully contacted by phone or answering machine)

Online Response Rate: $12/312 = 3.8\%$

In the tables below, data is presented separately for the faxed bills received by SPRI, and the telephone and online surveys. Because the telephone and online surveys relied on respondents' self-report, there is more variability expected in this data.

Table 3: Length of time covered on bill

	Faxed Bills	Phone/Online Surveys	Total*
One month	95%	95%	95%
Two months	--	0.7%	< 1%
Three months (quarterly)	--	2%	1%
One week	--	1%	<1%
Call for pickup	2%	0.7%	1%
Other	3%	--	1.5%
Don't Know		1%	<1%
N	121	144	265

*Percentages may not total exactly 100%, due to rounding errors (for all tables)

Table 4: Waste compactor

	Faxed Bills	Phone/Online Surveys	Total
Yes	--	6%	3.4%
No	100%	87%	92.8%
Don't know	--	7%	3.8%
N	121	144	265

Table 5: Number of garbage bins

	Faxed Bills	Phone/Online Surveys	Total
One	81%	81%	80.9%
Two	5%	8%	6.9%
Three	2%	1%	1.5%
Four	--	0.7%	0.4%
Dumpster	--	0.7%	0.4%
Gallon toters	2%	0%	0.8%
Zero	8%	0.7%	4.2%
Don't know	2%	8%	5.0%
N	118	144	262

Table 6: Garbage bin size

	Faxed Bills	Phone/Online Surveys	Total
1 cubic yard	9%	15%	12.2%
1.5 yards	2.5%	1%	1.5%
2 yards	19%	16%	17.2%
3 yards	13.5%	15%	14.5%
4 yards	32%	10%	20.2%
6 yards	11%	6%	8.2%
8 yards	9%	1%	5.0%
11 yards	--	1%	0.4%
20 yards	--	1%	0.8%
30 yards	--	1%	0.4%
40 yards	--	2%	1.1%
50 yards	--	1%	0.8%
32 gallons	<1%	1%	1.1%
96 gallons	<1%	1%	0.8%
Don't know	2%	28%	16.0%
N	118	144	262

Table 7: Garbage pickup frequency

	Faxed Bills	Phone/Online Surveys	Total
1x per week	71%	67%	68.8%
2x per week	11%	6%	8.6%
3 x per week	3.5%	1%	2.3%
4 x per week	3%	2%	2.3%
5 x per week	1%	<1%	0.8%
6 x per week	1%	--	0.4%
2x per day	--	<1%	0.4%
2x per month	--	2%	1.2%
1x per month	--	1%	0.8%
Every 3 months	--	<1%	0.4%
Other	5%	--	3.1%
Don't know	4%	16%	10.5%
N	114	142	256

Table 8: Average monthly COMMERCIAL GARBAGE SERVICE cost

	Phone and Online (1x1)	Phone and Online (Other Cases)	Faxed Bills (1x1)	Faxed Bills (Other Cases)	Total
1 yard	\$121.79 (\$25.00 - \$303.64) N=14	\$34.98 N=1	\$89.70 (\$63.00 - \$108.57) N=9	--	\$106.14 (\$25.00 - \$303.64) N=24
1.5 yards	\$59.33 N=1	--	\$100.10 (\$76.66 - \$119.37) N=3	--	\$89.91 (\$59.33 - \$119.37) N=4
2 yards	\$160.38 (\$42.00 - \$350.99) N=17	\$150.00 N=1	\$125.23 (\$86.99 - \$184.84) N=17	\$100.42 (\$76.31 - \$124.53) N=2	\$140.71 (\$42.00 - \$350.00) N=37
3 yards	\$201.65 (\$100.00 - \$550.06) N=16	\$100.51 (\$75.00 - \$136.53) N=3	\$150.98 (\$102.29 - \$194.55) N=11	\$122.95 (\$17.16 - \$219.26) N=4	\$167.07 (\$17.16 - \$550.06) N=34
4 yards	\$175.52 (\$50.00 - \$400.00) N=8	\$199.21 (\$70.14 - \$315.48) N=5	\$252.50 (\$122.94 - \$615.02) N=20	\$183.44 (\$58.92 - \$428.70) N=11	\$215.18 (\$50.00 - \$615.020) N=44
6 yards	\$295.86 (\$185.89 - \$447.00) N=5	\$279.65 (\$266.95 - \$292.36) N=2	\$296.69 (\$162.05 - \$513.36) N=7	\$205.89 (\$134.00 - \$282.88) N=4	\$274.39 (\$134.00 - \$513.36) N=18
8 yards	\$231.00 N=1	\$375.00 N=1	\$310.49 (\$149.00 - \$847.91) N=7	\$322.83 (\$291.50 - \$354.17) N=2	\$311.37 (\$149.00 - \$847.91) N=11
20 yards	--	\$100.00 N=1	--	--	\$100.00 N=1
30 yards	--	\$81.00 N=1	--	--	\$81.00 N=1
N	62	15	74	23	174

Notes:

- (1x1) denotes records with one bin on a once a week pickup schedule
- (Other Cases) denotes records with more than one bin or more than one pickup per week, standardized to the same scale (one bin, one pickup per week) for comparison purposes
- Odd cases, including non-monthly bills, and compactors are excluded (see Table 18)
- Cases with missing data on any of the key variables (bin size, frequency of pickup, cost) are excluded from Table 8
- Cells list: Cost
 - Range
 - Number of responses

Table 9: Recycling Service

	Faxed Bills	Phone/Online Surveys	Total
Yes	45%	30%	36.5%
No	55%	53%	54.1%
Don't know	--	16%	9.4%
N	103	141	244

Table 10: Recycling Compactor

	Faxed Bills	Phone/Online Surveys	Total
Yes	2%	7%	4.5%
No	98%	93%	95.5%
N	46	43	89

Table 11: Number of recycling bins

	Faxed Bills	Phone/Online Surveys	Total
One	91%	83%	87.6%
Two	2%	11%	6.7%
Three	--	2%	1.1%
Four	2%	--	1.1%
Don't know	4%	4%	3.4%
N	46	43	89

Table 12: Recycling bin size

	Faxed Bills	Phone/Online Surveys	Total
64 gallon cart	2%	2%	2.2%
96 gallon cart	4%	7%	5.6%
1 cubic yard	11%	12%	11.1%
1.5 cubic yards	2%	--	1.1%
2 cubic yards	15%	19%	16.7%
3 cubic yards	15%	19%	16.7%
4 cubic yards	32%	16%	24.4%
5 cubic yards	--	2%	1.1%
6 cubic yards	9%	2%	5.6%
8 cubic yards	4%	--	2.2%
10 cubic yards	--	2%	1.1%
30 cubic yards	2%	--	2.0%
Other	1%	7%	4.4%
Don't know	2%	12%	7.8%
N	47	43	90

Table 13: Recycling pickup frequency

	Faxed Bills	Phone/Online Surveys	Total
1x per week	59%	81%	69.7%
2x per week	22%	--	11.2%
3 x per week	2%	5%	3.4%
4 x per week	4%	7%	5.6%
5x per week	--	2%	1.1%
Other		2%	1.1%
Don't know	13%	2%	7.9%
N	46	43	89

**Table 14: Average monthly COMMERCIAL RECYCLING SERVICE cost
1x per week pickup frequency**

	Faxed Bills	Phone/Online Surveys	Total
96 gallon cart	\$63.34 N=1	\$75.00 N=1	\$69.17 (\$63.34 - \$75.00) N=2
1 yard	\$49.15 (\$30.93 - \$61.62) N=5	\$144.78 (\$50.00 - \$262.43) N=3	\$80.89 (\$30.93 - \$262.43) N=8
2 yards	\$44.29 (\$0 - \$86.05) N=6	\$62.37 (\$50.00 - \$84.86) N=5	\$51.52 (\$0 - \$86.05) N=11
3 yards	\$94.02 (\$55.37 - \$178.00) N=4	\$61.30 (\$0 - \$100.00) N=5	\$85.33 (\$0 - \$178.00) N=9
4 yards	\$73.57 (\$56.00 - \$100.57) N=7	\$81.50 (\$34.00 - \$160.00) N=4	\$76.45 (\$56.00 - \$160.00) N=11
6 yards	\$77.71 N=1	--	\$77.71 N=1
8 yards	\$252.11 (\$60.00 - \$444.22) N=2	--	\$252.11 (\$60.00 - \$444.22) N=2
N	26	18	42

Notes:

- Odd cases, including non-monthly bills, and compactors are excluded (see Table 19)
- Cases with missing data on any of the key variables (bin size, frequency of pickup, cost) are excluded from Table 14
- Cells list: Cost
Range
Number of responses

**Table 15: Other types of waste
(from faxed bills only)**

	Faxes (Number)
Organic	4
Grease trap	1
Cardboard	7
Recycling roll off	1
Trash	2
Debris box construction and demolition	1
Trash rolloff	3
Medical	1
Residential	12
Self-haul	3

Note: These cases were excluded from the summary tables above

Table 16: Commercial Waste Vendor

	Faxed Bills	Phone/Online Surveys	Total
Allied Waste	36%	17%	26%
Green Waste Recovery	17%	22%	19%
GT Waste	10%	2%	6%
Recology Silicon Valley	34.5%	34.5%	34%
American Recycling	--	1%	<1%
California Waste Consultants	1%	--	<1%
City of San Jose	--	1%	<1%
CIWA	--	3%	2%
Greenways	1%		<1%
Eagle Recycling	--	1%	<1%
Haul-Away Today	--	1%	<1%
Stericycle	1%	--	<1%
Stevens Creek Disposal	--	3%	1%
Trap Recyclers	1%	--	<1%
Valley Recycling	--	1%	1%
Waste Management	--	1%	<1%
West Valley Collection	2%	2%	2%
Don't know	--	11%	6%

**Table 17: Recycling Vendor (if different from Waste Vendor)
 Asked only on phone and online surveys**

Phone/Online Surveys	
Allied Waste	5%
Green Waste Recovery	5%
Recology Silicon Valley	6%
GT Waste	--
Paper's Money	3%
Premier Recycle	1%
Valley Recycling	2%
CIWA	1%
San José Conservation Corps	1%
Same vendor for both garbage and recycling	31%
Don't know	46%

Table 18: Garbage Compactor Records

Record #	Bin size	Pickup Frequency	Cost
1	2 cubic yards	1xweek	\$97.50/month
2	20 cubic yards	Call for pickup	\$1,198 for 12 tons
3	1 cubic yard	2xweek	\$78.00/month

Table 19: Recycling Compactor Records

Record #	Bin size	Pickup Frequency	Cost
1	96 gallon cart	1xweek	\$59.58/month
2	6 cubic yards	1xweek	\$130.60
3	20 cubic yards	Call for pickup	\$366/pickup
	34 cubic yards	Call for pickup	\$540/pickup

Table 20: Open-ended comments from online survey

“Conservation Corp used to occasionally pick up our cardboard for free, but discontinued since the price of paper was too low.”

“We are paying too much for garbage and recycling services. Is [there] any way we can lower the bill?”

“We have recycle bins in our office however it appears that trash & recycle are not kept separate by cleaning crew. Cleaning crew is a vendor of Property Management for our building. It would be nice to know that [they] are in fact having cleaning crew recycle. Also, there are no recycle bins in the outside common areas of our building.”

“You still have not addressed the garbage and recycling needs of home-based businesses who must go to the dump and recycling centers weekly to deal with their commercial waste.”

APPENDIX A

Pre-Survey outreach materials text:

In an effort to improve garbage and recycling collection services for San José businesses, the City is working with the Survey and Policy Research Institute (SPRI), a non-profit organization of San Jose State University, to conduct a study on current garbage and recycle services, rates, and frequency of collection. During the month of August, SPRI will randomly contact businesses to conduct the study. The information collected by SPRI will be kept confidential and only a compilation summary of the results will be provided to the City for use to improve garbage and recycling collection services for San José businesses.

Visit www.sjrecycles.org/business/zerowaste/default.asp, for more information about the study, to see the timeline for development of the new commercial garbage and recycling collection system, read answers to frequently asked questions, or to subscribe to an email list for future updates. For questions, email zerowaste@sanjoseca.gov, or call (408) 535-8550. For more information about the City's Green Vision, go to www.sanjoseca.gov.

APPENDIX B: Telephone Survey Script

6:

INTRO

2010/08/05 15:34

If this is a callback, see contact name here:<CBF_O>

Is this <NAME>?

My name is \$I and I'm calling from the Survey & Policy Research Institute at San Jose State University. May I speak with the business owner or manager?

(To the business owner/manager): The Survey & Policy Research Institute at San José State is working with the City of San José to conduct a study on current garbage and recycling services, rates, and frequency of collection for businesses in San Jose.

To help us get an accurate picture of what businesses are currently paying for garbage and recycling services, we would like to ask you to send us a copy of your most recent garbage bill - either by fax, email, or postal mail. You may black out your business name and address first if you wish, to keep it anonymous. The Survey & Policy Research Institute will keep the collected information confidential and will provide only a summary of the results to the City, with no business names or other identifying information attached. Would you be willing to send us this information today, to help with this important survey?

(If needed): As you may know, to move closer to the City's Green Vision Zero Waste Goal, the City of San José is planning to transition all businesses in San José to a new system for garbage and recycling collection services by 2012.

Willing to mail in.....	01	=> PROCE
Refused (Unwilling to mail in).....	03	=> FOLLO
Call back later.....	02	=> CB
No answer.....	09	=> END
Answering machine.....	10	=> ANSW
Busy signal.....	11	=> END
Disconnected number or wrong number.....	12	=> END
Hang up.....	13	=> END
Fax.....	14	=> END
Language barrier.....	15	=> END
Never call.....	16	=> DONT

«INTRO »

7:

CITY

2010/08/06 14:03

Is your business located in the city of San Jose?

Yes.....	1	=> PROCE
No.....	2	=> TANK2

«CITY »

8: **TANK2**

2010/08/06 14:03

Thank you for your time, but your business does not qualify for our survey.

End..... 1 => END

«TANK2 »

9: **PROCE**

2010/08/06 14:08

Would you prefer to send us the copy of your most recent garbage bill by fax, email, or postal mail?

If fax: 408-924-5426

If email: info@recyclestuff.org

If mail: Survey and Policy Research Institute One Washington Square San Jose, CA 95192-0119
(If hesitation):

Or would you prefer to answer just a few short questions about your garbage and recycling rates now, over the phone?

(IF YES): Is this a good time, or would you prefer us to call you back at a more convenient time?

Fax 1 => TANK
Email 2 => TANK
Postal mail 3 => TANK
Phone 4 => SURV1
Call back 5 => CB
Refused 6 => END

«PROCE »

10: **SURV1**

2010/08/05 15:28

(Give a few minutes to retrieve bill or schedule callback)

Great, this should only take a few minutes of your time. Would you look up your most recent garbage bill to help us get the most accurate information?

Proceed 1
Schedule callback 2 => CB

«SURV1 »

11: **SUR1C**

2010/08/06 14:09

Read answers.

OK, looking at your most recent garbage bill, what length of time does your bill cover?

- One month 1
- Quarterly 2
- Other (specify) 4 O

«SUR1C »

«O_SUR1C »

12: **SUR1D**

2010/08/06 14:13

Do you have a waste compactor?

- Yes 1
- No 2
- Don't know 3
- Other 4 O

«SUR1D »

«O_SUR1D »

13: **SUR1B**

2010/08/05 15:48

How many garbage containers do you have?

- One 1
- Two 2
- Three 3
- Four 4
- Five 5
- Other (specify) 6 O

«SUR1B »

«O_SUR1B »

14:

SUR1A

2010/08/05 15:44

Please select all that apply

What size garbage containers are listed on your bill?

- 1 yard 1
- 1.5 yards 2
- 2 yards 3
- 3 yards 4
- 4 yards 5
- 6 yards 6
- 8 yards 7
- 15 yards 8
- 30 yards 9
- 40 yards 10
- Other (specify) 11
- Don't know 88

15:

SURV2

2010/08/05 15:28

If it is not listed, ask "Do you know how often the garbage gets picked up?"

What is the pickup frequency listed on your bill?

- Once per week 1
- Twice per week 2
- Three times per week 3
- Four times per week 4
- Five times per week 5
- Six times per week 6
- Other 7
- Don't know 8

«SURV2 »

«O_SURV2 »

16:

SURV3

2010/08/06 14:09

Please follow the following currency format: \$123.45

What is the total cost listed on your bill for garbage only?

Enter here 1

«SURV3 »

«O_SURV3 »

17: **SURV4**

2010/08/06 14:10

Do you also have recycling service listed on your bill?

- Yes..... 1
- No 2 => SURV8
- Other 3 O
- Don't know 4

«SURV4 »

«O_SURV4 »

18: **SUR4A**

2010/08/06 14:13

Do you have a recycling compactor?

- Yes..... 1
- No 2
- Don't know 3
- Other (specify)..... 4 O

«SUR4A »

«O_SUR4A »

19: **SURV5**

2010/08/05 15:28

What size recycling container is listed on your bill?

- 1-yard bin..... 1
- 1.5-yard bin..... 2
- 2-yard bin..... 3
- 3-yard bin..... 4
- 4-yard bin..... 5
- 5-yard bin..... 6
- 6-yard bin..... 7
- 8-yard bin..... 8
- 15-yard bin..... 9
- 30-yard bin..... 10
- 40-yard bin..... 11
- 32-gallon cart..... 12
- 64-gallon cart..... 13
- 96-gallon cart..... 14
- Other (specify)..... 15 O
- Don't know 88

«SURV5 »

«O_SURV5 »

20:

SURV6

2010/08/05 15:28

If it is not listed, ask "Do you know how often the recycling gets picked up?"

What is the pickup frequency for recycling listed on your bill?

- Once per week 1
- Twice per week..... 2
- Three times per week..... 3
- Four times per week 4
- Five times per week..... 5
- Six times per week..... 6
- Other 7 O
- Don't know 8

«SURV6 »

«O_SURV6 »

21:

SURV7

2010/08/05 15:28

Please follow the following currency format: \$123.45

What is the cost for recycling listed on your bill?

Enter here..... 0 O

«SURV7 »

«O_SURV7 »

22:

SURV8

2010/08/05 15:28

What is the name of your commercial waste service vendor?

\$99 Debris Box Service	01
A & A Recycling	02
All Points Roll Off, Inc.....	03
Allied Waste of Santa Clara County.....	04
Eagle Recycling.....	05
Eco Box Recycling	06
Ferma Corporation.....	07
Green Waste Recovery, Inc	08
GT Waste.....	09
Haul-Away Today	10
J.H.M. Services Inc.....	11
Lam Hauling	12
Pacific Coast Recycling.....	13
Panther Industries	14
Premier Recycle.....	15
Qualified Trucking	16
Recology Silicon Valley	17
Recycle West.....	18
Recycling & Waste Services, Inc.	19
San José Conservation Corps & Charter School.....	20
The Flea Market, Inc.	21
Valley Recycling	22
Other (specify).....	23
Don't know	88
Refused.....	99

«SURV8 »

«O_SURV8 »

23:

SURV9

2010/08/05 15:28

If you have a different vendor for recycling services, what is the name of that vendor?

\$99 Debris Box Service	1
A & A Recycling	2
Allied Waste	3
Bay Shred	04
Eagle Recycling.....	05
Eco Box Recycling	06
Enterprise Recycling.....	07
Ferma Corporation.....	08
Green Waste Recovery, Inc	09
GT Waste.....	10
Haul-Away Today	11
InHouse Commercial Recyclers	12
J.H.M. Services Inc.....	13
Lam Hauling.....	14
Pacific Coast Recycling.....	15
Panther Industries	16
Paper's Money	17
Premier Recycle.....	18
Recology Silicon Valley	19
Recycle West (Mission Trail).....	20
Recycled Fibers of California.....	21
Recycling & Waste Services, Inc.	22
Recycling Specialists, Inc.	23
San José Conservation Corps.....	24
Secondary Fiber.....	25
Smurfit Recycling.....	26
The Flea Market, Inc.	27
Valley Recycling	28
Weyerhaeuser Paper Co.....	29
Other (specify).....	30 O
Don't know	88
Same vendor for both recycling and garbage	32
Refused.....	99

«SURV9 »

«O_SURV9 »

24:

TANK

2010/08/06 14:06

That's it - thank you very much for your participation in this important survey! If you have any questions about the City's Green Vision Zero Waste Goal, or the plans for the transition to a new system for business garbage and recycling collection services by 2012, you can find more information on the following website: www.sjrecycles.org/business

End..... 1

«TANK »

25: **NOTES**
2010/08/06 14:05
Interview notes
None 1
Enter here..... 2 O
«NOTES »
«O_NOTES »

26: **ANSW**
2010/08/05 16:01
Leave this as a message.
The Survey & Policy Research Institute at San José State is working with the City of San José to conduct a study on current garbage and recycling services, rates, and frequency of collection for businesses in San Jose. To help us get an accurate picture of what businesses are currently paying for garbage and recycling services, we would like to ask you to send us a copy of your most recent garbage bill - either by fax, email, or postal mail. You may black out your business name and address first if you wish, to keep it anonymous. If you prefer to fax your bill, please send it to 408-924-5426. If you would rather send it to us by email, please send it to info@recyclestuff.org.
End..... 1 => END
«ANSW »

27: **INT**
2010/08/05 15:50
Call back later..... 02 => CB
End call..... 13 => END
Never call..... DT => DONT
(INTRO) Willing to mail in..... 01 N
(INTRO) Refused (Unwilling to mail in) 03 N
(INTRO) No answer 09 N
(INTRO) Answering machine 10 N
(INTRO) Busy signal..... 11 N
(INTRO) Disconnected number or wrong number 12 N
(INTRO) Fax 14 N
(INTRO) Language barrier 15 N
(INTRO) Never call..... 16 N
«INT »

28: **DONT**
2010/08/05 15:28
ONLY SELECT IF PARTICIPANT ASKS TO BE TAKEN OFF LIST OR NEVER CALLED AGAIN
Never call..... 1
«DONT »

29:

CB

2010/08/05 15:28

Click on the Calendar Icon below to schedule a callback.

When would be a good day and time to call back? Who should I ask for?

Schedule a time..... 1

«CB »

30:

CBF

2010/08/05 15:28

Name of contact

Enter name here..... 1 O

«CBF »

«O_CBF »

APPENDIX C: Online Survey Script

Page 1:

The Survey & Policy Research Institute at San José State is working with the City of San José to conduct a study on current garbage and recycling services for businesses in San Jose.

To help us get an accurate picture of what businesses are currently paying for these services, please send us a copy of your most recent garbage bill - either by fax, email, or postal mail.

You may black out your business name and address first if you wish to keep it anonymous. The Survey & Policy Research Institute will keep the collected information confidential and will provide only a summary of the results to the City, with no business names or other identifying information attached.

Or, if you prefer, you may answer the questions now by continuing to the online survey.

PLEASE NOTE: You are welcome to preview the survey questions online, but you may only complete the survey one time. After you reach the final page and click "End survey" you will be unable to reenter the survey through the online link. If you want to return and complete the survey at another time, simply close the survey without clicking through to the final page.

- I'm willing to send in a copy of my bill now
- I would like to answer the survey questions online
- I send the bill to a corporate office
- My business is part of a larger mall or business complex
- I do not use garbage or recycling services
- My business is not located in the City of San José

Page 2:

Can you provide the name and contact information for your corporate office or whoever handles your bill?

- Yes (please enter that information below)
- I don't have that information

Page 3:

Can you provide the name and contact information for your property manager or whoever handles your bill?

- Yes (please enter that information below)
- I don't have that information

Page 4:

How would you like to send in your copy of your most recent garbage bill?

Fax: 408-924-5426

Email: info@recyclestuff.org

Postal mail: Survey and Policy Research Institute, One Washington Square, San Jose, CA 95192-0119

Or you can answer several questions right now. To complete this survey you will need a copy of your most recent garbage bill.

- I will fax in my bill
- I will email my bill
- I will send my bill by postal mail
- I will answer a few questions now

Page 5:

Great! In order to complete this survey, you will need a copy of your most recent garbage bill.

- Proceed

Page 6:

What length of time does your bill cover?

- One month
- Three months
- Other [fill in]

Page 7:

Do you have a waste compactor?

- Yes
- No
- Unsure

Page8:

How many garbage bins do you have?

- One
- Two
- Three
- Don't know
- Other [fill in]

Page 9:

What size garbage bins are listed on your bill? (Please select the appropriate choice from the drop-down menu below)

If you selected "Other" size of bin, please enter your answer here.

Page 10:

How frequently is garbage picked up?

- Once per week
- Twice per week
- Three times per week
- Other [fill in]
- I don't know

Page 11:

What is the total cost listed on your bill for garbage only? (excluding AB939 Fee, Franchise Fee, or other fees that may be listed separately)

Page 12:

What is the amount of the AB939 Fee, if listed on your bill?

- Not listed
- AB939 Fee Amount [fill in]

Page 13:

What is the amount of the Franchise Fee, if listed on your bill?

- Not listed
- Franchise Fee Amount [fill in]

Page 14:

Do you also have recycling service listed on your bill?

- Yes
- No
- I don't know
- Other [fill in]

Page 15:

Do you have a recycling compactor?

- Yes
- No
- I don't know
- Other [fill in]

Page 16:

How many recycling bins do you have?

- One
- Two
- Three
- Don't know
- Other [fill in]

Page 17:

What size are your recycling bins? [drop down menu]

If you selected "Other" size of bin, please enter your answer here.

Page 18:

How frequently is your recycling picked up?

- Once per week
- Twice per week
- Three times per week
- Other [fill in]
- I don't know

Page 19:

What is the cost for recycling listed on your bill? [fill in]

What is the name of your commercial waste service vendor? (Please select the appropriate choice from the drop-down menu below)

If you selected "Other" under vendor name, please write in the name below.

Page 20:

If you have a different vendor for recycling services, what is the name of that vendor?

If you selected "Other" under vendor name, please write in the name below.

Page 21:

That's it - thank you very much for your participation in this important survey! If you have any questions about the City's Green Vision Zero Waste Goal, or the plans for the transition to a new system for business garbage and recycling collection services by 2012, you can find more information on the following website: www.sjrecycles.org/business

PLEASE NOTE: Once you click on "End survey" you will be unable to reenter the survey link. If you have not completed the entire survey and wish to return later, simply close the survey without clicking on "End survey". You can then return using the initial link to complete the survey at your earliest convenience.

- End survey
- I have additional comments I'd like to make

Page 22:

If you have any additional comments, please write them here.