

Respondent ID# _____
Time Started _____
Time Ended _____
Interview Length _____

Date _____

GENDER

MALE 49%
.....
FEMALE..... 51

Hello, I'm _____ from G-S-V Research, a national public opinion research firm. We are not trying to sell you anything. We've been asked by the city of San José [ho-SAY] to conduct a survey of local residents about their satisfaction with city services, and your telephone number was selected at random. All of your responses will be kept strictly confidential.

According to the research procedure, may I speak to the adult in the house age 18 or older who celebrated a birthday most recently? **[REPEAT INTRODUCTION IF RESPONDENT IS NOT PERSON WHO FIRST ANSWERED PHONE.]**

A. This particular survey is for people who live in certain types of housing. Do you live in an apartment building, a condo, a townhouse, or a single family home?

Apartment building-----22%
Condo ----- 3
Townhouse ----- 5
Single family home-----69
(DON'T READ) Mobile home ----- 2
(DON'T READ) Other ----- 1
(DON'T READ) DK/NA ----- 0

IF PUNCH 1 OR 2 ON Q.A ASK:

B. About how many units are there in your (apartment building/condo)? _____ (RECORD 9999 IF NOT SURE OR REFUSED)

LISTED SAMPLE: CONTINUE ONLY IF PUNCH 1 OR 2 ON Q.A

1. Now, do you live in the city of San José [ho-SAY], do you live in another city near San José, or do you live in unincorporated county land that is not officially part of the city of San José?

In San José ----- 100%
City near San José----- TERMINATE
County land ----- TERMINATE
(DON'T READ) DK/NA ----- TERMINATE

2. Now, for collection of garbage and recycling from your home, which of the following most closely describes your situation: (READ BOTH BEFORE RECORDING)

a. You have an individual, wheeled garbage cart and a gray, individual wheeled recycling cart at your home -----78%

OR

b. You share a garbage dumpster and recycling bins or carts with others -----22
Not Sure----- TERMINATE
Refused----- TERMINATE

IF LISTED SAMPLE, TERMINATE IF PUNCH 1 IN Q.2

3. Generally speaking, do you have a very favorable, somewhat favorable, somewhat unfavorable, or very unfavorable opinion of Recycle Plus, San Jose's residential garbage, recycling, and yard trimmings collection program? If you aren't familiar with the Recycle Plus program, just say so.

Very favorable	50%
Somewhat favorable	36
Somewhat unfavorable	6
Very unfavorable	2
Not familiar	4
(DON'T READ) DK/NA	2

4. Next, please tell me how satisfied you were with each of the following in San Jose. Use a five point scale, where one means you are very dissatisfied, and 5 means you are very satisfied. **(ROTATE)**

		VERY DIS			VERY SAT.		DK	MEAN
		1	2	3	4	5	9	
<input type="checkbox"/>	a. The collection of garbage	4%	3%	12%	28%	53%	0%	4.23
<input type="checkbox"/>	b. The collection of recyclable materials such as glass, paper, plastic, and metals	5	3	13	25	53	1	4.20
<input type="checkbox"/>	c. The collection of yard trimmings	5	6	13	25	42	10	4.02
<input type="checkbox"/>	d. Street sweeping services	10	8	23	22	30	7	3.57
<input type="checkbox"/>	e. The range and type of materials that can be recycled	3	4	18	29	43	3	4.08

5. Using a five point scale, where one means you completely disagree, and five means that you completely agree, how much do you agree with the following statements about the Recycle Plus garbage and recycling program?

		COMP. DIS.			COMP. AGR.		DK	MEAN
		1	2	3	4	5	9	
<input type="checkbox"/>	a. The city does a good job of keeping me informed about Recycle Plus programs and services	10%	10%	20%	25%	32%	3%	3.59
<input type="checkbox"/>	b. The city does a good job explaining to people what happens to the material they recycle	19	18	22	15	18	7	2.95
<input type="checkbox"/>	c. The city does a good job of explaining how to recycle	8	5	21	25	39	2	3.84
<input type="checkbox"/>	d. The collection trucks keep garbage and recycling separate	3	3	12	19	41	22	4.18

ASK 5e ONLY IF PUNCH 1 ON Q.2 (N = 306)

<input type="checkbox"/>	e. What I pay for garbage and recycling collection is a good value	8	8	25	25	29	3	3.62
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ASK Q.6-9 ONLY IF PUNCH 1 ON Q.2

6. On average, how full is your household's garbage cart when you set it out for collection: less than half full, about half full, about three-quarters full, full, or overflowing? **(N = 306)**

Less than half	8%
Half	14
Three-quarters	32
Full	41
Overflowing	5
(DON'T READ) OTHER	0
(DON'T READ) DK/NA	0

IF FULL OR OVERFLOWING ON Q.6 (PUNCH 4 OR 5 ASK) Q.7 OR Q.8

SPLIT SAMPLE A

7. You say that on average, your household garbage cart is full or overflowing. What is the highest additional charge you would pay to have a larger garbage cart? Is it ten dollars a month, fifteen dollars a month, or twenty dollars a month, or would you not pay an additional charge to have a larger garbage cart? (N = 68)

\$10-----	18%
\$15-----	1
\$20-----	0
None, would not pay extra-----	68
(DON'T READ) Other-----	3
(DON'T READ) DK/NA-----	10

SPLIT SAMPLE B

8. You say that on average, your household garbage cart is full or overflowing. What is the highest additional charge you would pay to have a larger garbage cart? Is it twenty dollars a month, fifteen dollars a month, or ten dollars a month, or would you not pay an additional charge to have a larger garbage cart? (N = 72)

\$20-----	4%
\$15-----	1
\$10-----	16
None, would not pay extra-----	61
(DON'T READ) Other-----	3
(DON'T READ) DK/NA-----	15

CONTINUE WITH EVERYONE WHO IS PUNCH 1 ON Q.2

9. On average, how full is your recycling cart when you set it out for collection: less than half full, about half full, about three-quarters full, full, or overflowing? (N = 306)

Less than half-----	10%
Half-----	23
Three-quarters-----	34
Full-----	29
Overflowing-----	3
(DON'T READ) OTHER-----	1
(DON'T READ) DK/NA-----	1

ASK Q.10 AND Q.11 ONLY IF PUNCH 2 ON Q.2

10. You mentioned earlier that you share a garbage dumpster with others. How often is the dumpster that you share overflowing when you take out your garbage? Please give your response on a five point scale where one means never and five means always. (N = 301)

	NEVER		ALWAYS	DK	MEAN		
Overflowing-----	31%	- 19%	24%	12%	11%	3%	2.50

11. And thinking specifically of the recycling containers that you share with others at your complex, how often are they overflowing when you take out your recyclables? Again, please give your response on a five point scale, where one means never and five means always. (IF RESPONDENT VOLUNTEERS NO RECYCLING AT THEIR COMPLEX, RECORD AS A 7) (N = 301)

	NEVER		ALWAYS	NO REC	DK	Mean		
Overflowing-----	35%	10%	23%	11%	13%	6%	3%	2.79

ASK EVERYONE

12. Remembering that these results are kept completely confidential, what percentage of what you can recycle do you think you actually are recycling in your home? Use any number from zero to one hundred percent: (RECORD EXACT NUMBER BELOW, THEN CODE)

(DON'T READ)	
100 percent -----	18%
90-99 percent -----	24
75-89 percent -----	28
50-74 percent -----	19
25-49 percent -----	4
1-24 percent -----	4
0 percent -----	1
(DON'T READ) Not sure -----	2
(DON'T READ) Refused -----	1
Mean -----	76%
Median -----	80%

13. Using a five point scale, where one means you completely disagree, and five means that you completely agree, how much do you agree with each of the following statements. **(ROTATE)**

	COMP. DIS.		3		4		COMP. AGR.		DK	MEAN
	1	2	3	4	5	6	7	8	9	
<input type="checkbox"/> a. I am sometimes not sure about what can and cannot be recycled -----	37%	13%	24%	16%	10%				0%	2.52
<input type="checkbox"/> b. With everything else going on in my life, recycling is just not that high a priority at this time for me -----	57	8	15	11	9				0	2.07
<input type="checkbox"/> c. My household doesn't have a good system for sorting out recyclable materials from regular garbage -----	54	11	12	8	14				1	2.17
ASK D IF PUNCH 2 ON Q.2 (N = 301)										
<input type="checkbox"/> d. The building where I live does not make it convenient to recycle -----	44	10	14	11	19				3	2.50

ASK Q14-16 IF PUNCH 1 ON Q.2 ONLY

14. In 2006, please tell me if any of the following situations ever happened to you, or not. **(ROTATE) (N = 306)**

	HAPPENED	NOT HAPPENED	DK/NA
<input type="checkbox"/> a. A neighbor or stranger put trash in your recycling bin --	29%	60%	11%
<input type="checkbox"/> b. You ran out of room in your garbage bin and ended up putting some trash in your recycling bin -----	12	88	1
<input type="checkbox"/> c. It was too much of a hassle to separate every last piece of garbage from the recycling, so some trash ended up in the recycling bin -----	21	79	1
<input type="checkbox"/> d. Your kids put some trash in the recycling bin -----	20	74	6

15. Were you aware that you can purchase extra garbage stickers at the public library or at many grocery stores, that let you set out more garbage for collection than will fit in your garbage cart? **(N = 306)**

Yes -----	59%
No -----	40
(DON'T READ) DK/NA -----	1

16. Were you aware that the city will collect certain large or bulky items at curbside for a small fee? (N = 306)

Yes -----74%
No -----25
(DON'T READ) DK/NA ----- 1

ASK EVERYONE

17. Now I'd like to ask you about household hazardous waste – for example, paint, cleaners, automotive fluids, and garden chemicals,. To the best of your knowledge, does Santa Clara County have a program for collecting and properly disposing of household hazardous waste?

Yes -----64%
No -----16
(DON'T READ) DK/NA -----20

18. Now, please tell me whether it is your understanding that each of the following should be disposed of in your garbage container, in your recycling container, if it must be left out separately as part of a large item collection, or if it must be taken to a household hazardous waste site for disposal. (ROTATE)

	<u>GARBAGE</u>	<u>RECYCLING</u>	<u>LARGE</u>	<u>HHW</u>	<u>DEPS.</u>	<u>DK/NA</u>
<input type="checkbox"/> a. Fluorescent bulbs-----	16%	12%	2%	47%	5%	19%
<input type="checkbox"/> b. Televisions and computer monitors--	4	12	32	33	9	10
<input type="checkbox"/> c. Household batteries-----	15	14	3	54	6	9
<input type="checkbox"/> d. Hypodermic needles-----	8	5	1	61	3	22

ASK Q.19 ONLY IF PUNCH 1 ON Q.2

19. Which of the following would you say is the best way for the city to share information with you about how to recycle? (READ ALL BEFORE RECORDING) (N = 306)

- A. Through special inserts in your garbage bill -----36%
- B. By posting information on the city's website ----- 6
- C. By mailing posters and brochures directly to you-----47
- D. By publishing information in local newspapers----- 8
- (DON'T READ) None ----- 0
- (DON'T READ) Other ----- 2
- (DON'T READ) DK/NA ----- 1

ASK Q.20 ONLY IF PUNCH 2 ON Q.2

20. Which of the following would you say is the best way for the city to share information with you about how to recycle? (READ ALL BEFORE RECORDING) (N = 301)

- B. By posting information on the city's website ----- 9%
- C. By mailing posters and brochures directly to you-----54
- D. By publishing information in local newspapers----- 8
- E. By sending information to your building's leasing office or property manager -----23
- (DON'T READ) None ----- 1
- (DON'T READ) Other ----- 4
- (DON'T READ) DK/NA ----- 1

ASK EVERYONE

21. The city of San Jose distributes a free Recycling Guide with a fold-out poster showing examples of recyclable items. Do you have a copy of the Recycling Guide in your household?

Yes-----57%
No -----40
(DON'T READ) DK/NA----- 3

22. How useful was the information contained in the Recycling Guide? Please use a one to five scale where one means you thought the guide was not useful at all in helping you to recycle, and a 5 means you thought the guide was very useful in helping you to recycle. Feel free to use any number from 1 to 5 to express your opinion If you are not familiar with the Recycling Guide, just say so. (CODE AS 9 IF NOT FAMILIAR)

	NOT AT ALL				VERY USE.	DK	MEAN					
Useful -----	4%	---	3%	----	9%	----	15%	-----	41%	-----	28%	4.21

ASK Q.23-27 ONLY IF PUNCH 1 ON Q.2

23. OK, are you aware of a newsletter from the city called the Curbside Courier? It comes twice a year with your garbage bill and offers information about Recycle Plus programs and services. (N = 306)

Yes----- %
No -----
(DON'T READ) DK/NA-----

IF YES ON Q.23 ASK:

24. Have you read any of the Curbside Courier newsletters? (N = 98)

Yes-----79%
No -----20
(DON'T READ) DK/NA----- 2

IF YES ON Q.24 ASK:

25. How would you rate the information contained in the Curbside Courier? Please use a one to five scale where one means you think the Courier is not useful at all, and a 5 means you think the Courier is very useful. (N = 77)

	NOT AT ALL				VERY USE.	DK	MEAN					
Useful -----	3%	---	2%	----	17%	----	31%	-----	46%	-----	1%	4.17

26. Each year the city mails a packet containing Recycle Plus service information, and a magnet with your garbage collection and street sweeping schedule. Do you recall ever receiving this packet?

Yes-----73%
No -----23
(DON'T READ) DK/NA----- 4

IF YES ON Q.26 ASK:

27. How would you rate the information contained in this packet? Please use a one to five scale where one means you think the packet is not useful at all, and a 5 means you think the packet is very useful. (N = 224)

	NOT AT ALL				VERY USE.	DK	MEAN					
Useful -----	2%	---	3%	----	13%	----	24%	-----	55%	-----	4%	4.32

ASK EVERYONE

28. During the past six months, have you telephoned the Recycle Plus customer contact center regarding garbage, recycling, yard trimmings, or street sweeping services?

Yes-----16%
No-----83
(DON'T READ) DK/NA----- 1

IF YES ON Q.28 ASK:

29. Thinking about your most recent phone call to the Recycle Plus customer contact center, how satisfied were you with that call? Please rate your satisfaction using a one to five scale, where 1 means you were not satisfied at all, and five means you were extremely satisfied. (N = 99)

	NOT AT ALL				EXT. SAT	DK	MEAN
Satisfied -----	14%	16%	11%	18%	35%	6%	3.47

ASK EVERYONE

30. The city of San Jose maintains a website for the Recycle Plus program with information about garbage, recycling, yard trimmings, and street sweeping services. As best you can recall, have you ever visited this web site?

Yes-----18%
No-----81
(DON'T READ) DK/NA----- 1

IF YES ON Q.30 ASK:

31. Did you find what you were looking for when you visited the web site? (N = 111)

Yes-----81%
No-----16
(DON'T READ) DK/NA----- 3

ASK EVERYONE

32. If you could, how likely would you be to do each of the following on line? Use a scale of 1 to 5, where 1 means you would NOT be likely to do that item on-line, and 5 means you would be VERY likely to do it on-line, or any number in between. **(ROTATE)**

	NOT LIK				VERY LIK	DK	MEAN
[] a. Pay your city garbage and recycling collection fee on-line-----	45%	6%	10%	7%	26%	7%	2.58
[] b. Ask a question about your collection service on-line-----	35	11	15	10	25	5	2.78
[] c. Get information about what is and is not recyclable on-line-----	29	8	11	14	32	5	3.12

NOW FOR A FEW BACKGROUND QUESTIONS.

33. Next, do you own or rent your residence?

Own-----67%
Rent-----31
(DON'T READ) Other----- 1
(DON'T READ) Refused----- 1

34. How many people live in your household other than you? (RECORD EXACTLY AND CIRCLE APPROPRIATE CATEGORY BELOW)

0	7%
1	26
2-3	43
4-6	21
7-10	1
11+	0
(DON'T READ) REFUSED	1
Mean	2.5
Median	2.0

35. How many years have you lived in the city of San Jose? (RECORD EXACTLY AND CIRCLE APPROPRIATE CATEGORY BELOW)

1	5%
2-5	17
6-10	16
11 -19	14
20+	48
(DON'T READ) REFUSED	1
Mean	20.3
Median	18.0

36. Do you consider yourself to be Hispanic or Latino?

Yes	24%
No	75
(DON'T READ) DK/NA	1

37. Is your race White, Black or African-American, Asian, Native American, or something else?

White	46%
Black	3
Asian	24
Native American	2
Other race	13
(DON'T READ) Mixed/combined	3
(DON'T READ) REFUSED/DK	8

38. What was the last level of school you completed?

LESS THAN GRADE 12	4%
GRADE 12	20
LESS THAN 4YRS OF COLLEGE	23
COLLEGE GRADUATE (4)	35
POST GRADUATE WORK/ PROFESSIONAL SCHOOL	15
REFUSED	2

39. Finally, what is your age, please? (**RECORD IT EXACTLY AND CIRCLE APPROPRIATE CATEGORY BELOW.**)

AGE: _____

(IF RESPONDENT DECLINES TO STATE AGE, WRITE "999" IN BLANKS ABOVE AND THEN ASK:)

Which of the following categories includes your age? (**READ LIST.**)

- 18-24 ----- 10%
- 25-34 ----- 20
- 35-44 ----- 22
- 45-54 ----- 17
- 55-64 ----- 13
- 65-74 ----- 8
- 75 or older----- 5
- (**DON'T READ**) REFUSED ----- 5



My supervisor may be calling you to confirm that this interview took place. May I have your first name and telephone number so she can call and ask for you?

Name

Telephone #

That's all the questions I have. Thank you very much for participating in the survey.

CALCULATE AND RECORD INTERVIEW LENGTH. RECORD GENDER ON THE FIRST PAGE.

I AFFIRM THAT THE ABOVE INFORMATION IS ACCURATELY RECORDED FROM THE RESPONDENT'S STATEMENTS.