



**Assessment of Republic Services Clean  
Community & Enhanced Recycling Program**

**For**

**City of North Las Vegas, Nevada**

**Summary of Results**

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**Prepared by:  
Pamela S. Gallion, M. Ed.  
Director, Cannon Survey Center**

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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. Surveys were completed with 603 residents of North Las Vegas, Nevada who are currently participating in the recycling program. A sample size of 603 is generalizable at +/- 4% at the 95% confidence interval. All of the respondents were screened to determine their participation in the Clean Community & Enhancement Recycling Program and that they reside in a single family residence.

### **Recycling Habits & Clean Community & Enhanced Recycling Program**

Nearly all (96.8%) of the respondents indicated that recycling is important. A large percent (68%) indicated that they currently recycle more. Twenty-nine percent (29.2%) have not changed the frequency in which they recycle and 2.7% reported that currently they are recycling less than they used to recycle.

Although recycling is up 68% among all respondents, there were some significant relationships<sup>1</sup> 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 (73.4%), while those in the oldest age cohort (65+) were the least likely to report recycling more (46.2%).

Respondents who indicated that they are recycling more than they did before (N = 408) were asked to quantify why. From this subset of respondents 64.7% (N = 264) reported that they recycle more than before because the new pilot program is convenient and easy to use. Thirty-four percent (N = 139) recycle more now than before because of environmental reasons. Five respondents (1.2%) were unable to quantify why they are recycling more now than before.

### **Enhanced Recycling/Trash Pick-up Schedule**

All survey respondents were read the following *“Would you be willing to pay an additional \$3 per month for enhancements to the traditional service which would include (2x) twice a week trash pickup and (1x) once a week recycling pickup using the carts provided by Republic Services?”*

The data clearly indicates that residents prefer Republic Service’s enhanced pick-up schedule. Nearly 70% (N 420) like the once a week trash/once a week recycling pick-up and they would not pay \$3 a month more for twice a week trash pick-up and once a week recycling pick-up. However, more respondents (15.8%) would be willing to pay the additional \$3 for twice a week trash/once a week recycling pick-up than would want

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<sup>1</sup> Pearson Chi Square significant at .000.

to go back to the traditional twice a week trash/once every other week recycling pick-up schedule (12.3%).

### ***Cart Usage***

Respondents were asked to agree or disagree with several statements regarding the ease of using the trash and recycling carts and whether the capacity of the carts was sufficient. Respondents participating in the Republic Services Clean Community & Enhanced Recycling Program agree that the “carts are easy to use” (96.5%) and both the trash carts (91%) and the recycling carts (96.5%) have sufficient capacity.

Only 16.6% reported that the carts provided by Republic services are too big for the family and 11.3% reported that the carts are too small. Additionally 7.4% reported that they are either disabled and/or elderly and therefore cannot move the larger cart easily. This represents 44 of the 603 respondents.

The data also shows that most (82.5%) respondents are not having problems properly storing the garbage/recycling carts. This represents 496 respondents. However, 15.5% are having problems storing the trash/recycling carts. The 15.5% who reported that they are having problems storing the trash/recycling carts were asked whether or not they had ever been cited or fined by their Homeowners Association and/or Code Enforcement for not storing your cart(s) correctly? From the subset of those who are having storage problems 27 respondents reported that they had been fined or cited. This represents 25.7% of the subset of 105 who indicated having storage problems, but only 4% of the total survey sample.

### ***Odor***

While a large percentage (63.2%, N = 381) reported that they have not noticed odor problems with the trash and recycling carts 35.7% did notice odor problems (N = 215). The 215 respondents who reported odor problems form a subset of individuals who were asked to define what they think the reason is for the odor.

The response given most often as the reason for the odor was “summer heat”. This response was provided by 78 respondents. This represents 36.3% of the 215 respondents who reported odor problems. This response was followed closely by “containers/trash is being stored in garage or other enclosed area”. This answer was given by 73 respondents or 34% of the subset. In addition, 44 respondents (20.5%) attributed the odor to the once a week pick-up schedule.

## ***Improvements to the Clean Community & Enhanced Recycling Program***

Respondents were asked what improvements if any could be made to the Clean Community & Enhanced Recycling Program. A large percentage (83.7%) indicated that the current recycling program is good the way it is. This represents 505 of the 603 survey respondents. About half (47.9%) want more information on recycling statistics. However, a large percentage (76.8%) also thinks that efforts should be made to better educate people on what to recycle. Only 16.4% indicated that they want to go back to the traditional 2X weekly trash and every other week recycling schedule. This represents 99 of the 603 respondents. An additional 45.4% believe that residents should be given the option to pay \$3 monthly to modify service to 2X weekly garbage and 1X weekly recycling pick-up.

### ***Pick-up Schedule Preferences***

All survey respondents were read the following pick-up scenarios and asked to respond to the change in frequency of the trash/garbage pick-up.

- *I prefer (1x) once per week trash pickup with the enhanced recycling pilot program*
- *I would prefer to return to (2x) twice per week garbage service with enhanced recycling service at once per week*
- *I would prefer to go back to the traditional service schedule which includes 2x per week trash and every other week recycling using the red, white and blue crates*

The item with the highest selection percentage is “once a week trash pick-up and the enhanced recycling pilot program”, selected by 66.5% of respondents currently participating in Republic Services Clean Community & Enhanced Recycling Program. The least selected pick-up preference is to return to the traditional schedule, which is twice a week trash pick-up and once every other week recycling pick-up using the red, white and blue crates. Only 5% (N = 30) of respondents want to go back to the traditional schedule. However, 27.5% would prefer twice a week trash pickup with enhanced recycling service at one (1x) once per week. Detailed information about pick-up preferences and age and household size is included later in this report.

### ***Bulky Service***

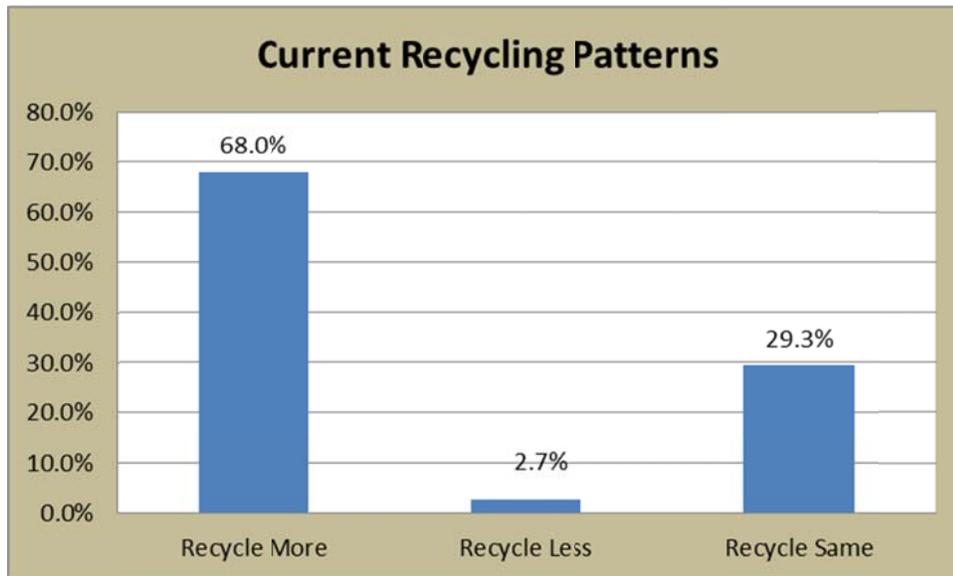
Respondents were asked whether or not they have used bulky pick-up service. Most (64.5%) had not. This represents 389 respondents; an additional 3.3% (N = 20) were not aware or not sure whether or not they had ever used bulky pick-up service. However, about a third 32.2% reported that they had used bulky pick-up service

## Survey Results

### Recycling Habits

Six hundred and three (603) survey respondents who are currently participating in the Republic Services Clean Community & Enhanced Recycling Program responded to the survey questions from a list provided by Republic Services. They were first 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**



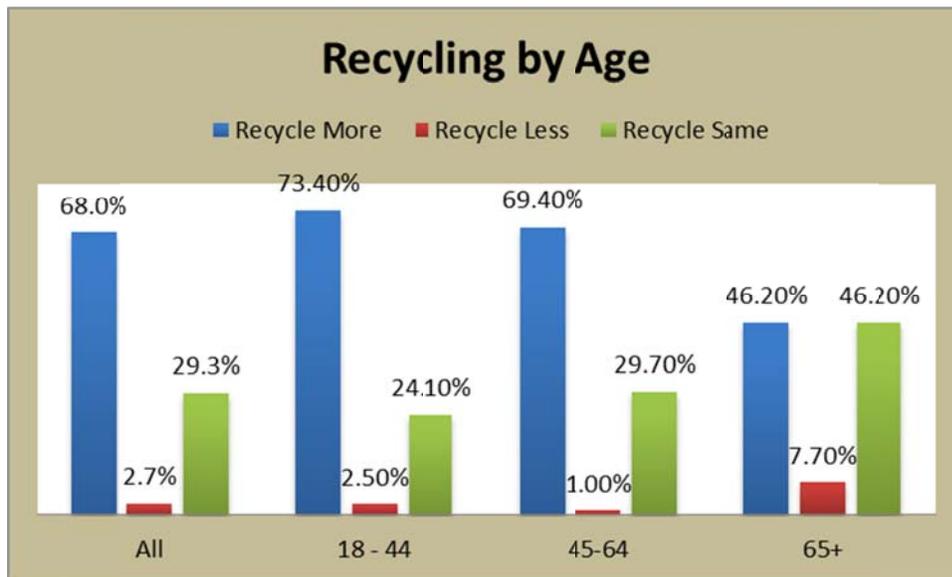
A large percent (68%) indicated that they currently recycle more. Twenty-nine percent (29.2%) have not changed the frequency in which they recycle and 2.7% reported that currently they are recycling less than they used to recycle.

### Recycling by Age

Although recycling is up 68% among all respondents, there were some significant relationships<sup>2</sup> 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 (73.4%), while those in the oldest age cohort (65+) were the least likely to report recycling more (46.2%). Figure 2 below shows the percentages for all respondents and the age groups and their current recycling habits.

<sup>2</sup> Pearson Chi Square significant at .000.

**Fig. 2: Recycling by age**



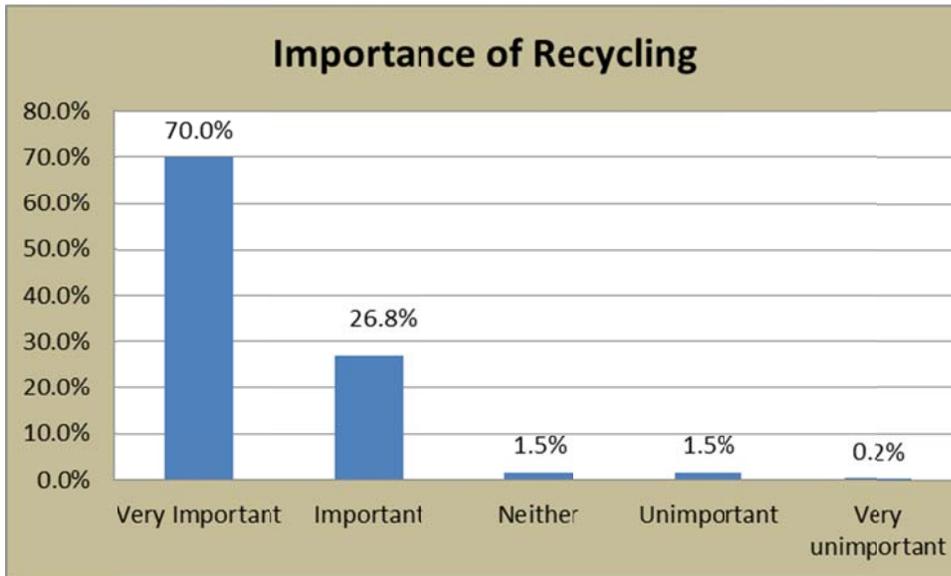
### ***Why recycling more often***

Respondents who in the first question indicated that they are recycling more than they did before (N = 408) were asked to quantify why. From this subset of respondents 64.7% (N = 264) reported that they recycle more than before because the new pilot program is convenient and easy to use. Thirty-four percent (N = 139) recycle more now than before because of environmental reasons. Five respondents (1.2%) were unable to quantify why they are recycling more now than before.

### ***Importance of Recycling***

As is indicated in Figure 3 below, nearly all (96.8%) of the respondents indicated that recycling is important. Of these 70% (N = 421) reported that recycling is very important and 26.8% (N = 161) reported that recycling is important. Only 10 respondents 1.7% think that recycling is unimportant (1.5% unimportant, .2% very important. An additional nine respondents (1.5%) were not sure whether or not recycling was important or unimportant.

**Fig. 3: Importance of recycling**

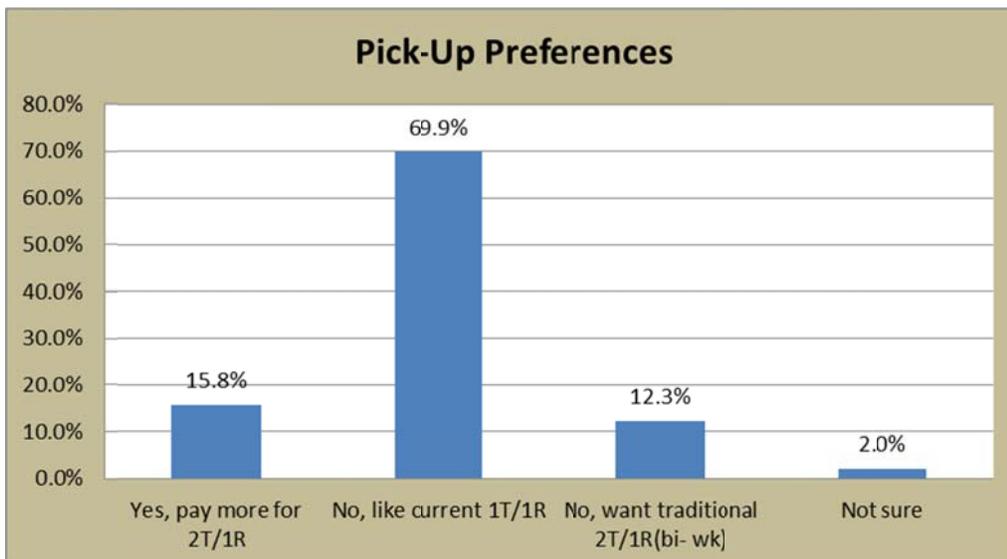


### Enhanced Recycling/Trash Pick-up

Respondents were asked to respond to the following question:

*“Would you be willing to pay an additional \$3 per month for enhancements to the traditional service which would include (2x) twice a week trash pickup and (1x) once a week recycling pickup using the carts provided by Republic Services?”*

**Fig. 4: Pick-up preferences**



The data clearly indicates that residents prefer Republic Service’s enhanced pick-up schedule. Nearly 70% (N 420) like the once a week trash/once a week recycling pick-up and they would not pay \$3 a month more for twice a week trash pick-up and once a week recycling pick-up. However, more respondents (15.8%) would be willing to pay the additional \$3 for twice a week trash/once a week recycling pick-up than would want to go back to the traditional twice a week trash/once every other week recycling pick-up schedule (12.3%). Two percent (2%) of the respondents could not make up their minds. This represents 12 respondents.

### **Pick-up Preferences by Age**

The data were run by the age group that the respondent fell into. There is a statistically significant relationship between the age of the respondent and their pick-up preference.<sup>3</sup>

**Fig. 5: Pick-up preferences by age**

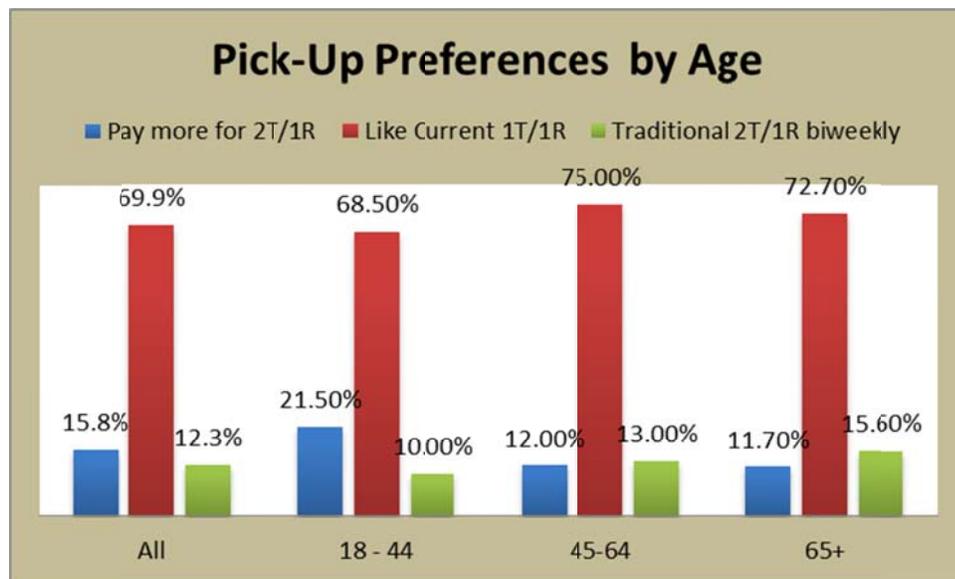


Figure 5 above shows pick-up preferences by the age groups of the respondents. While a large percentage (69.9%) of all respondents like the current weekly 1X trash and 1X recycling pick-up schedule, those respondents age 45 and older like this schedule slightly more than the younger respondents with the highest occurrence (75%) among those in the 45 – 64 age group. Those most willing to pay an additional \$3 monthly for the weekly 2X trash and 1X recycling pick-up are in the youngest age cohort. Among the 18 – 44 year olds 21.5% are willing to pay the additional \$3 monthly for weekly 2X trash 1X recycling pick-up. This is nearly twice the percentage of those over 65 (11.7%) who are willing to do the same.

<sup>3</sup> Pearson’s Chi Square significant at .036.

**Cart Usage**

Respondents were asked to agree or disagree with several statements regarding the ease of using the trash and recycling carts and whether the capacity of the carts was sufficient. The table below shows the results of all respondents. The percentage that agree is a combination of those who responded either “agree” or “somewhat agree”

**Table 1: Cart usage**

<b>Item</b>	<b>% Agree</b>	<b>Frequency</b>
<b>Trash/recycling carts are easy to use</b>	<b>96.5</b>	<b>582</b>
<b>Would pay more to rent the cart and weekly recycling service with (2x) twice per week pickup</b>	<b>15.6</b>	<b>94</b>
<b>Have enough room for trash with the new cart.</b>	<b>91.0</b>	<b>549</b>
<b>Have enough room for recyclables with the new cart.</b>	<b>96.5</b>	<b>582</b>
<b>Carts provided are too big for family.</b>	<b>16.6</b>	<b>98</b>
<b>Carts provided are too small for family.</b>	<b>11.3</b>	<b>68</b>
<b>Am disabled and/ or elderly and can't move the larger cart easily</b>	<b>7.3</b>	<b>44</b>

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” (96.5%) and both the trash carts (91 %) and the recycling carts (96.5%) have sufficient capacity.

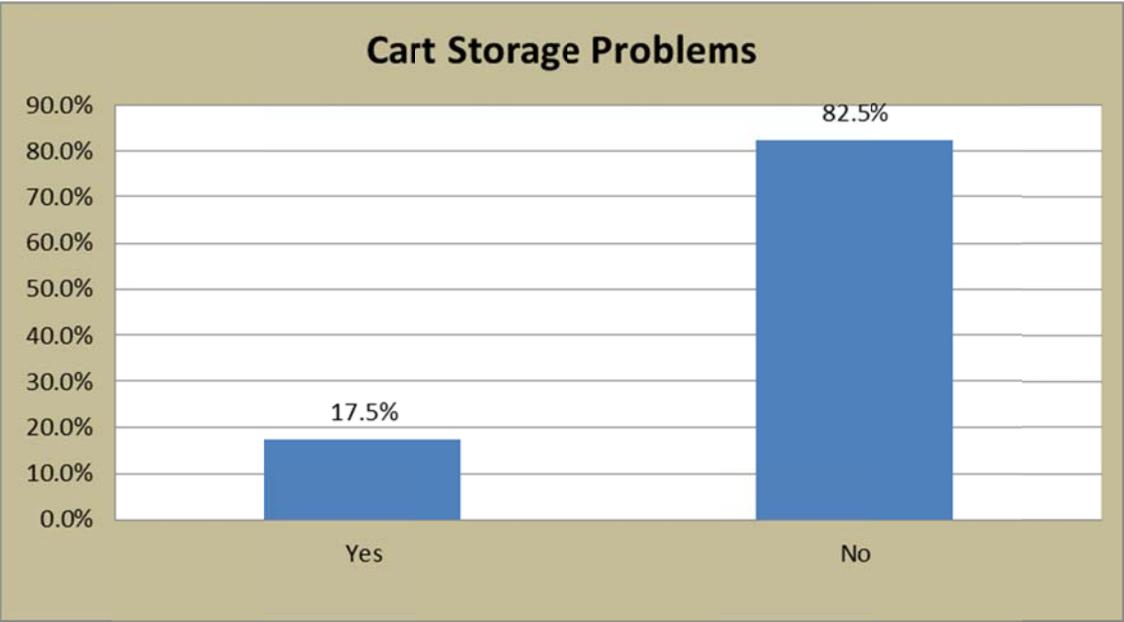
Only 16.6% reported that the carts provided by Republic services are too big for the family and 11.3% reported that the carts are too small. Additionally 7.4% reported that they are either disabled and/or elderly and therefore cannot more the larger cart easily. This represents 44 of the 603 respondents.

The data were run by demographic variables that included, respondent age, gender, and size of household and there were no statistically significant relationships between these demographic variables and the ease of using or capacity of the carts provided by Republic Services.

**Cart Storage**

Respondents were asked whether or not they are having problems properly storing (out of sight i.e. in your garage or in your back-yard) the garbage/recycling carts? Figure 6 below shows the results.

**Fig. 6: Cart Storage**



The data shows that most (82.5%) respondents are not having problems properly storing the garbage/recycling carts. This represents 496 respondents. However, 15.5% are having problems storing the trash/recycling carts. This represents 105 respondents.

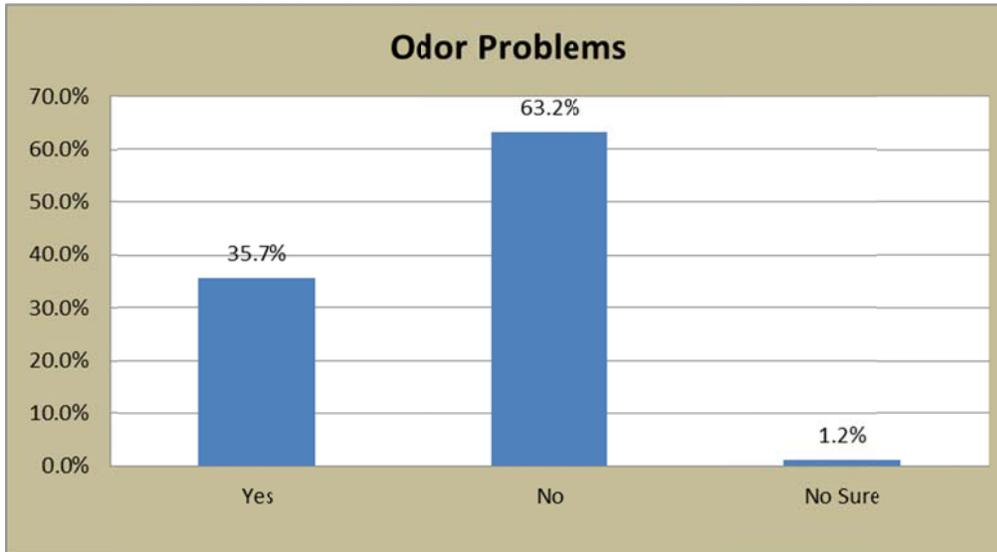
The 105 respondents who reported that they are having problems storing the trash/recycling carts were asked whether or not they had ever been cited or fined by their Homeowners Association and/or Code Enforcement for not storing their cart(s) correctly? From the subset of those who are having storage problems 27 respondents reported that they had been fined or cited. This represents 25.7% of the subset of 105 who indicated having storage problems, but only 4% of the total survey sample.

In addition, of the 105 respondents who reported having cart storage problems most (84.6%) reported that they would like to be able to store their garbage/recycling carts neatly on the side of their homes versus inside of their garages or behind their backyard walls.

**Odor Problems**

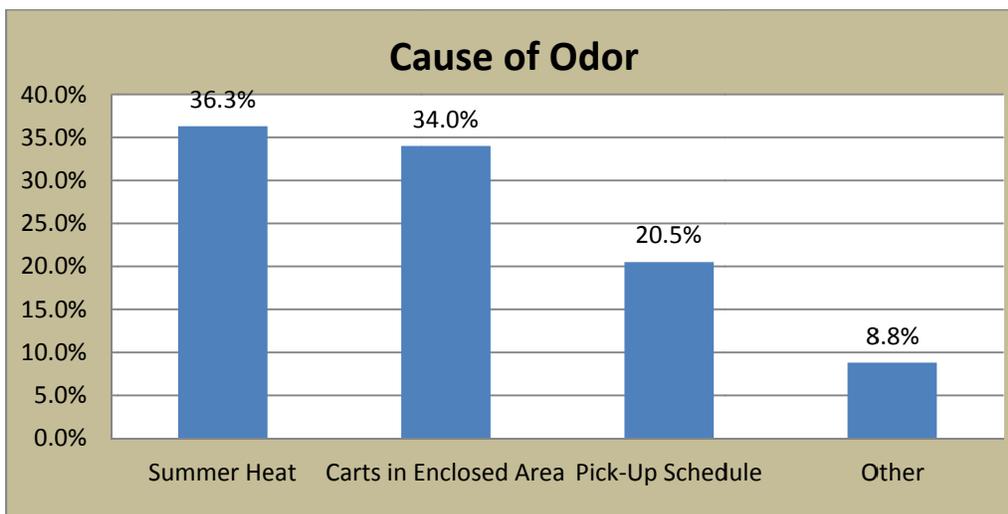
Respondents were asked whether with the change in the pick-up schedule they have noticed any odor/smells with the trash carts. Figure 7 below shows the results.

**Fig. 7: Odor problems**



While a large percentage (63.2%, N = 381) reported that they have not noticed odor problems with the trash and recycling carts 35.7% did notice odor problems (N = 215) and 1.2% were not sure. The 215 respondents who reported odor problems form a subset of individuals who were asked to define what they think the reason is for the odor. Figure 7 below shows their responses.

**Fig. 8: Odor causes**



The response given most often from the respondents who were asked to define the reason for the odor was “summer heat”. This response was provided by 78 respondents. This represents 36.3% of the 215 respondents who reported odor problems. This response was followed closely by “containers/trash is being stored in garage or other enclosed area”. This answer was given by 73

respondents or 34% of the subset. In addition, 44 respondents (20.5%) attributed the odor to the once a week pick-up schedule. Finally 19 respondents provided some other reason for the odor. Responses included:

*“depends on the kind of food you throw away”*

*“trash bins were not emptied completely”*

*“animal waste”*

*“fish sitting out in the trash”*

### ***Characteristics of those who reported odor***

In order to understand the relationship between those reporting odor as a problem as the result of the new pick-up schedule and the other survey variables, cross tabulations were run between reporting “odor” and several other survey variables to determine if any statistical relationships were present. The data shows that there is a statistical relationship between those reporting odor and “having problems properly storing the carts”<sup>4</sup>, “satisfaction with the new pick-up schedule”<sup>5</sup>, and “willingness to pay \$3 for 2X weekly trash 1X weekly recycling pick-up”<sup>6</sup>. The data showed some surprising results.

For example, when looking at the responses of those reporting “odor” and having a “problem with cart storage”, 67.9% of those reporting “odor” did not indicate that they were also having a problem with cart storage. In addition, 63.8% of those who reported “odor” also indicated that they are satisfied (43.3%) or very satisfied (20.5%) with their pick-up frequency. Of those who reported “odor” 30.7% are dissatisfied with the current pick-up frequency. Of these 23.7% are dissatisfied and 7% very dissatisfied. The remaining 5.6% of the “odor” reporters were neither satisfied nor dissatisfied with the frequency of pick-up.

When looking at the responses of those reporting “odor” and willingness to pay \$3 more monthly for 2X weekly trash 1X weekly recycling pick-up 55.6% indicated that they are not willing to pay more and prefer the current 1X weekly trash/recycling pick-up service. Only about a quarter (26.6%) would be willing to pay the additional \$3 monthly and 17.9% want to go back to the traditional service.

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<sup>4</sup> Pearson’s Chi Square significant at .000

<sup>5</sup> Pearson’s Chi Square significant at .000.

<sup>6</sup> Pearson’s Chi Square significant at .000

## ***Improvements to the Clean Community & Enhanced Recycling Program***

Respondents were asked what improvements if any could be made to the Clean Community & Enhanced Recycling Program. Table 2 below shows the responses of the respondents.

***Table 2: Improvements to Clean Community & Enhanced Recycling Program***

<b>Schedule</b>	<b>Agree</b>	<b>Frequency</b>
<b>The program is good as is</b>	<b>83.7</b>	<b>505</b>
<b>Provide more information on recycling statistics</b>	<b>47.9</b>	<b>289</b>
<b>Better educate people on what to recycle</b>	<b>76.8</b>	<b>463</b>
<b>Give residents the option to modify service: 2X week garbage, 1X week recycling for an additional \$3 month</b>	<b>45.4</b>	<b>274</b>
<b>Discontinue enhanced recycling pilot program go back to traditional service (2X weekly trash &amp; every other week recycling</b>	<b>16.4</b>	<b>99</b>

As is indicated in Table 2, a large percentage (83.7%) indicated that the current recycling program is good the way it is. This represents 505 of the 603 survey respondents. About half (47.9%) want more information on recycling statistics. However, a large percentage (76.8%) also thinks that efforts should be made to better educate people on what to recycle. Only 16.4% indicated that they want to go back to the traditional 2X weekly trash and every other week recycling schedule. This represents 99 of the 603 respondents. An additional 45.4% believe that residents should be given the option to pay \$3 monthly to modify service to 2X weekly garbage and 1X weekly recycling pick-up.

### ***Pick-up Schedule Preferences***

All survey respondents were read the following pick-up scenarios and asked to respond to the change in frequency of the trash/garbage pick-up.

- *I prefer (1x) once per week trash pickup with the enhanced recycling pilot program*
- *I would prefer to return to (2x) twice per week garbage service with enhanced recycling service at one (1x) once per week*

- *I would prefer to go back to the traditional service schedule which includes 2x per week trash and every other week recycling using the red, white and blue crates*

**Table 3: pick up schedule preferences<sup>7</sup>**

Schedule	Percent	Frequency
Once a week trash pickup and the enhanced recycling pilot program	66.5	401
Twice a week trash pickup with enhanced recycling service at 1X per week	27.5	166
Traditional service schedule which includes 2X per week trash and every other week recycling using the red, white and blue crates	5.0	30

The item with the highest selection percentage is “once a week trash pickup and the enhanced recycling pilot program”, selected by 66.5% of respondents currently participating in Republic Services Clean Community & Enhanced Recycling Program. The least selected pick-up preference is to return to the traditional schedule, which is twice a week trash pick-up and once every other week recycling pick-up using the red, white and blue crates. Only 5% (N = 30) respondents want to go back to the traditional schedule. However, 27.5% would prefer twice a week trash pickup with enhanced recycling service at once per week.

### **Pick-up Preferences by Age**

**Table 4: pick up schedule preferences by age**

Schedule	18 - 44	45 - 64	65+
Once a week trash pickup and the enhanced recycling pilot program	62.0	71.8	72.7
Twice a week trash pickup with enhanced recycling service at 1X per week	34.4	23.4	18.2
Traditional service schedule which includes 2X per week trash and every other week recycling using the red, white and blue crates	3.6	4.8	9.1

<sup>7</sup> Table does not add up to 100%; 6 respondents (1%) answered “don’t know”.

Table 4 shows the respondent's pick-up preference by age. Among all of the age strata, all prefer once a week trash pickup and the enhanced recycling pilot program, however those in the youngest age group (18-44) are somewhat less likely to prefer this pick-up schedule. Approximately 72% of all respondents over the age of 45 prefer once a week pick-up and the enhanced recycling pilot program. This compared to 62% of those under age 45.

Older respondents (65+) are the least likely to prefer twice a week trash pick-up with enhanced recycling service at once per week. Only 18.2% prefer this as compared to 34.4% of the youngest respondents (18 – 44) and 23.4% of those between the ages of 45 -64. Finally of the 5% who prefer the traditional service schedule which includes 2X per week trash and every other week recycling using the red, white and blue crates, 9.1% are 65 or older, 4.8% between the ages of 45-64 and 3.6% are in the 18 -44 age group. This data is statistically significant.<sup>8</sup>

### ***Pick-up Preferences by Household Size***

The data showed a statistically significant relationship between pick-up schedule preference and the size of the respondent's household.<sup>9</sup>

***Table 5: pick up schedule preferences by household size***

<b>Schedule</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5+</b>
<b>Once a week trash pickup and the enhanced recycling pilot program</b>	<b>80.4</b>	<b>75.9</b>	<b>67.5</b>	<b>55.8</b>	<b>54.5</b>
<b>Twice a week trash pickup with enhanced recycling service at one (1X) once per week</b>	<b>17.6</b>	<b>19.1</b>	<b>26.3</b>	<b>38.9</b>	<b>40.2</b>
<b>Traditional service schedule which includes 2X per week trash and every other week recycling using the red, white and blue crates</b>	<b>2.0</b>	<b>5.0</b>	<b>6.1</b>	<b>5.3</b>	<b>5.4</b>

Table 5 above shows the size of households that range from one household member to more than 5 and the percentage that prefer each of the pick-up

<sup>8</sup> Pearson's Chi Square significant at .007.

<sup>9</sup> Pearson's Chi Square significant at .000.

schedules. The once a week trash and the enhanced recycling pilot pick-up is the preferred pick-up schedule among all household sizes. It is not surprising that larger households with five or more people are the least likely to select this schedule, However, more than half (54.5%) of those in the largest households prefer this schedule. They were the most likely (40.2%) to want twice a week trash pickup with enhanced recycling service at once per week.

**Pick-up Preferences by Age**

The data showed a statistically significant relationship between pick-up schedule preference and the respondent’s age.<sup>10</sup>

**Table 6: pick up schedule preferences by age**

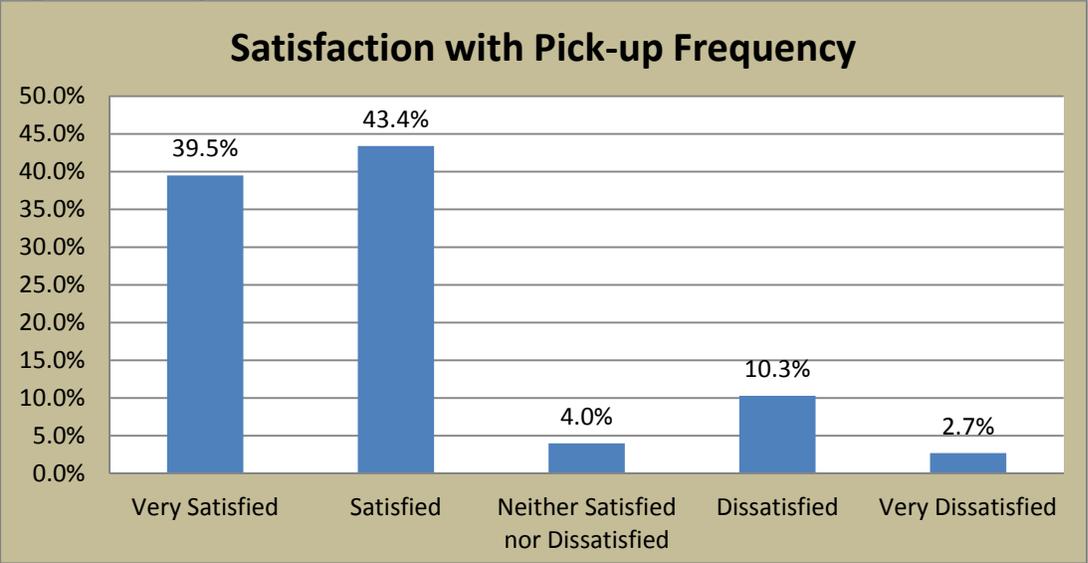
Schedule	18 - 44	45 - 64	65+
<b>Once a week trash pickup and the enhanced recycling pilot program</b>	<b>62.0</b>	<b>71.8</b>	<b>72.7</b>
<b>Twice a week trash pickup with enhanced recycling service at 1X per week</b>	<b>34.4</b>	<b>23.4</b>	<b>18.2</b>
<b>Traditional service schedule which includes 2X per week trash and every other week recycling using the red, white and blue crates</b>	<b>3.6</b>	<b>4.8</b>	<b>9.1</b>

Approximately 72% of all respondents over the age of 45 prefer once a week trash pickup and the enhanced recycling pilot program; among those in the younger age strata (18-44) 62% prefer this schedule. The highest percentage by age that prefer twice a week trash pickup with enhanced recycling service at once per week is the 34.4% of 18-44 year olds. Although a very low percentage (9.1%), those most likely to prefer traditional service schedule which includes 2X per week trash and every other week recycling using the red, white and blue crates are in the oldest age strata (65+)

<sup>10</sup> Pearson’s Chi Square significant at .007.

**Satisfaction with Pick-up Frequency**

**Fig. 9: Pick-up satisfaction**



As is indicated in figure 9, a very large percentage (82.9%) of the respondents are satisfied with the enhanced pick-up schedule. Of these 39.5% (N = 238) are very satisfied and 43.4% (N = 262) are “satisfied. Only 13% were dissatisfied with the enhanced pick-up schedule; of these 10.3% (N = 62) were “dissatisfied” and 2.7% (N = 16) were “very dissatisfied”. Four percent (N = 24) indicated that they were neither satisfied nor dissatisfied with the current pick-up schedule.

The satisfaction with the pick-up data was run with variables that included the age of the respondent, the household size and the gender of the respondent. None of these variables produced statistically significant relationships. Thus, it can be said that while age, gender and household size statistically relate to respondents preferences in a pick-up schedule, these same variables were not statistically significant with respect to the respondent’s satisfaction with their current pick-up frequency.

**Bulky Service**

Respondents were asked whether or not they have used bulky pick-up service. Most (64.5%) had not. This represents 389 respondents; an additional 3.3% (N = 20) were not aware or not sure whether or not they had ever used bulky pick-up service. However, about a third 32.2% reported that they had used bulky pick-up service. This represents 194 respondents. These respondents were asked to quantify their frequency of use of bulky pick-up service. Table 7 below shows the answers of the subset of respondents who have used bulky pick-up (N = 194).

**Table 7: bulky pick-up frequency**

Schedule	Percent	Frequency
Every pick-up /2X monthly	16.0	31
Once per month	29.4	57
Once every other month	16.0	31
Less than 1X during the past six months	37.6	73
Not Sure	1.0	2

The answer selected most often was “less than once during the past six months” this was selected by 37.6% of the subset and was followed by 29.4% who use bulky pick-up once per month. Sixteen percent reported using the service twice monthly and an additional 16% use the service once every other month.

**Use of natural gas trucks**

All respondents were asked to respond to the following question “*Would you like to see the City of North Las Vegas ask Republic Services to convert the trash and recycling collection trucks to clean burning, domestically produced natural gas in order to reduce truck emissions in our neighborhoods?*”

- Yes – 61.9%
- No – 15.4%
- Not sure – 22.7%

While 61.9% of the survey participants responded affirmatively, this question as worded probably generated a socially-desirable response. With no further information about other variables that would be inherent to the process of converting Republic’s fleet of trucks to natural gas vehicles such as additional costs to the consumer there is a tendency for respondents to select a response that is socially acceptable; to “say what others presumably want to hear, and to give the conforming and proper response”<sup>11</sup> (Ross & Mirowsky, 1984)

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<sup>11</sup> Ross, C. E., & Mirowsky, J. (1984, June). Socially-Desirable response and acquiescence in a cross-cultural survey of mental health. *Journal of Health and Social Behavior*, 25(), 189

## Demographics

**Table 8: Gender**

Gender of	Percent	Frequency
Male	45.8	276
Female	54.2	327

### Household Size

**Table 9: Household Size**

Household Size	Percent	Frequency
1	8.7	52
2	33.8	201
3	19.3	115
4	19.0	119
5+	19.2	114

Mean Household Size = 3.2

Median Household Size = 3

Mode = 2

Range – 1 – 15

**Table 10: Respondent Age<sup>12</sup>**

Respondent Age	Percent	Frequency
18 – 44	49.1	297
45 – 64	37.1	211
65+	13.7	78

Mean Age= 47

Median Age = 45

Mode = 45

<sup>12</sup> Percentages reported are valid – 35 respondents (5.8%) refused to provide their age.

## Methodology

A study was conducted by the Cannon Survey Center (CSC) to assess participant satisfaction with Republic Services Clean Community & Enhanced Recycling Program among residents living in North Las Vegas, Nevada. Computer Assisted Telephone Interviewing (CATI) methodology was used for this survey. The telephone survey was conducted during the period between October 4 and October 25, 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 10 minutes. The total number of completed interviews was 603. A sample size of 603 yields results with a margin of error at approximately +/- 4% at the 95% confidence interval. The survey was administered in both English and Spanish. Most (95.7%) were completed in English. This represents 577 of the completed interviews. Twenty-six interviews were completed in Spanish (4.3%). This is not an indication of the race/ethnicity of the sample, but rather the number of respondents who requested to complete the interview in Spanish.

### *Sample Design and Survey Administration*

A random sample was drawn from the supplied list of current participants in the Clean Community and Enhanced Recycling Program. Random selection is a key component to probability sampling. Random selection of respondents occurs when each member of the sampling frame has an equal chance of being selected with the ultimate purpose of selecting participants for the study that accurately describes the total population from which they are selected (Babbie, 2009)<sup>13</sup>. The random sample was drawn using Statistical Package for the Social Sciences (SPSS) software.

Respondents were drawn from a list provided by Republic Services. A random sample that consisted of 6588 names was drawn. This list was then randomized and 4086 were attempted as part of the study. The response rate the study was 35.1% using AAPOR RR4 with the simple CASRO/AAPOR estimate for e.

The dispositions for all calls are listed in Table 11 below. These disposition codes are defined by The American Association of Public Opinion Researcher (AAPOR) and are industry standard.

*Table 11: Call Dispositions*

DISPOSITION CODE	DESCRIPTION	RECORDS
1100	Complete	604
1200	Partial	5
2111	Eligible: Refusal, Household Level	82
2112	Eligible: Refusal, Known Respondent	

<sup>13</sup> Babbie, E. (2002). *The basics of social research* (2nd ed.). Belmont, CA: Wadsworth Publishing.

<b>2113</b>	Eligible: Hard refusal	30
<b>2120</b>	Eligible: Break-off	47
<b>2210</b>	Eligible: Resp Never Available	5
<b>2221</b>	Eligible: Ans Mach, Message	35
<b>2222</b>	Eligible: Ans Machine, No Message	606
<b>2310</b>	Eligible: Dead	
<b>2320</b>	Eligible: Phys/Mentally Unable	5
<b>2330</b>	Eligible: Language Unable	14
<b>2340</b>	Eligible: Misc Unable	1
<b>3120</b>	Busy	54
<b>3130</b>	No Answer	143
<b>3140</b>	Ans Mach (Don't Know if HU)	248
<b>3150</b>	Technical Phone Problems	62
<b>4200</b>	Fax/Data Line	61
<b>4310</b>	Non-working Number	193
<b>4320</b>	Disconnected Number	436
<b>4410</b>	Number Changed	6
<b>4420</b>	Cell Phone	20
<b>4430</b>	Call Forwarding	6
<b>4510</b>	Business/Government/Other Org	239
<b>4700</b>	No Eligible Respondent	863
<b>4800</b>	Quota Filled	
<b>5100</b>	Callback, Resp Not Selected	69
<b>5200</b>	Callback, Respondent Selected	13
<b>5300</b>	Spanish speaker	127
<b>5400</b>	Phone Slam	93
<b>6000</b>	Wrong Number, Respondent not present	19
<b>6100</b>	Web Complete	
<b>9999</b>	Never Call	
<b>TOTAL ATTEMPTED</b>		<b>4086</b>

The interviewers made up to eight (8) 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.

For more information on this study contact:

Pamela S. Gallion  
Cannon Survey Center  
University of Nevada, Las Vegas  
4505 Maryland Parkway Box 455008  
Las Vegas, Nevada 89154-5008  
(702) 895-0486  
Email: [pam.gallion@unlv.edu](mailto:pam.gallion@unlv.edu)

## Appendices

### Appendix 1: Zip table

**Table 11: Zip codes by area**

Number	Zip	Area
46	89030	Northeast
122	89032	Northeast
10	89085	Northeast
12	89086	Northeast
1	89102	Northeast
1	89110	Northeast
4	89115	Northeast
1	89126	Northeast
233	89031	Northwest
85	89081	Northwest
66	89084	Northwest
1	89131	Northwest
1	89134	Northwest
1	89139	Northwest
1	89141	Northwest
1	89148	Northwest
1	89145	Northwest
1	89178	Northwest
7		Unable to Specify

### Appendix 2: Open-ended responses

As the last question in the survey respondents were asked whether or not they have anything else that they would like to share about the recycling program. Table 12 below shows the comments.

**Table 12: Open ended comments**

Open Ended Responses
I have never been given the receptacles 2. Frankly, I think if RS is going to reduce the pick-up, they should reduce our bill if they reduce our service, 3 Service is still with the red, white, blue containers segregate them twice in our neighborhood.
A brochure or flyer to be provided about what to recycle, and what not to recycle.
A rotation system where: every six months Republic Services would collect the carts, wash them, and return them to customers.
Because of the odor in the garage - I would prefer to go back to trash pickups 2 x's per week, but I am comfortable with the recycling schedule. I like the idea of just throwing all the recyclables into one container without sorting them. Take a tip from California.

Better educate people on what to recycle because one cart says- can recycle glass bottles and a neighbors cart says- cannot recycle glass bottles!?

Better schedule when bulk service is.

Changing the trucks will be environmentally friendly, but it would be costly, and that would raise our rates, and in these hard economic times, people can't really afford it. Have to think of the customers every now and then.

Come twice a week or make sure to pick up the bags that don't fit in the bins.

Definitely do not go back to the red, white, and blue bins!

Don't need anything new/added if we have to pay for them it's hard with the way the economy is.

Don't want them to raise rates.

Everything is perfect the way it is. Don't change anything.

Expand the type of recyclables such as plastic shopping bags, tin foil.

\*Feels what is the city going to do about why people pull the recycling stuff is being bulled from there bins there being credited not the home owner

\*Female said they should pick up the trash and recyclables at the same time and if they will change the fuel to natural gas they should do it as needed like if one takes a dump fix it for the new gas efficient tanks and will it raise the cost of trash pickup.

Gardening like tree leaves etc. should have a separate cart.

Give us recycling pick up 2 times a week even if it means garbage one time per week. I am hearing a lot of this here.

Glad they made programs for trash and very happy the cans are bigger; the lid close and program was free, Very satisfied over all.

Good idea.

Half the time they didn't pick up the trash and when I called them they waited a week to pick it up. The trash gets overloaded and it starts to smell especially with it.

Have a yard waste container. One for trash, one for recyclables, and one for yard waste.

I am curious to know if I can leave my yard trash (grass clippings, leaves, tree branches, etc.) in a separate bag and if they will pick that up. Also, I hope that once the pilot program is over that I will be able to continue with this enhanced recycling.

I am glad they came up with this idea. It is about time.

I am happy with the way it is.

I am not sure about the bulky service-I would like more information on this. Republic Services should also work with the Home owner associations to get them to allow people to store their bins outside.

I am very happy with the program.

I am very happy with this pilot program and the current pick up schedule.

I am very satisfied with the program!

I appreciate the call to voice my opinion. I really like the program. Sometimes the workers aren't that conscientious when cleaning up loose debris.

I do not like them leaving bulk items lying around so long, these are things that do not fit in the containers so long they transmit odors, look unsightly. Can they be picked up more often without any charges? Also, in the future any changes for the trash/recycle.

I don't have any problems with the service.

I enjoy the new schedule. I like the new trash and recycle bins.

I have a rotary phone and have tried calling several time to Republic Services; after menu comes on it automatically disconnects after its cycles so the calls do not go through and are not answered.

I have a suggestion. They should offer a compost pick up service as well. They offer this program in Idaho. They could have a separate bin for landscaping leftovers such as grass clippings, branches. Etc. Then, they could grind this into mulch and sell.

I have seen the driver grabs both cans at the same time and dumps them into the truck and I don't think that is the way that it is supposed to be done.

I have tried many cleaning products and still can't get the horrible smell out of the carts, but the collection people are wonderful.

I just wish there were more options on what can be recycled.

I like how it's going. I like the bulky pick up.

I like it and hope it continues.

I like it the way it is and it is very convenient.

I like it very much, love the way the program was presented.

I like it; I want to keep my blue trashcan.

I like it. I like the big ones; the little ones were a pain in the neck. Everything would blow around; with the new service it is tidier.

I like not having to separate

I like the new program as it is.

I like the program. It is easy. I would like more info on the bulky service, concerning pick up times, and a list of things I can put out.

I like the recycling bins it's great for the environment.

I like the way it is and the program is really good.

I like the way this program is set up now.

I like this new service.

I liked the old way better!

I love the program. I brought it to the attention of my Homeowners Association.

I need information concerning pickup information for the bulky items.

I need more information on all the recyclables that I can put in the container.

I need to have the trash picked up twice a week in our neighborhood. We have four and five bedroom houses and once a week is not enough. We have garbage overflowing all over our neighborhood.

I really like it.

I really like it.

I really like the new system there's less trash on the streets in my neighborhood.

I think bulk pick-up should be once a week

I think it is a good thing and if they want me to use these bins I don't want to pay for them and if they do I will use the old system.

I think that it is a very good idea.

I think the pilot program is a step in the right direction, I think that there should be some sort of incentive or tax break to encourage people to recycle more.

I think there needs to be more education provided for what to and what not to recycle.

I think this is a wonderful program it makes everything easier!

I think they should have a container for leaves, branches, & grass like in California; all of these can be recycled also.

I wish they would tell me more about what you can and cannot recycle. I would like a flyer mailed to me on what can and cannot be recycled.

I wish we could just dump everything in one bin and Republic Services could just separate it using their own machinery. Also, I would not want to switch the trucks to clean burning fuel if it would end up putting more money on my bill.

I would like more info about what I should be recycling and how to recycle.

I would like the bins to be bigger.

I would like the bulky service to be changed to once a week pick up. Also, Republic Services only recycles type 1 and 2 plastics. However, they should start accepting higher levels or types of plastic for recycling such as plastic TV dinner trays.

I would like to see the recycling program expanded to include all plastic & Styrofoam because all of these items can be recycled.

I would like to suggest that they provide 2 recycling bins that are reduced in terms of the width. This way, we would be able to store them easier somewhere besides the garage. Currently the homeowners association will not let us store them outside.

I would like to see the bulk service improve i.e. old hot water heaters, TV sets, old furniture, & larger bulk items.

I would pay the extra \$3.00 for both trash pickup 2 x's a wk. & recyclable pickup also 2 x's wk.

I do not want to pay an extra \$3.00.

I'm glad that we got to be the firsts to be a part of this program and we like it and recycle more than we ever have before.

If you continue the program as it is, it is ok.

If you don't have a lot of trash, republic services will not pick it up.

It's an awesome program.

It is great.

It is much easier now.

It is really a great program.

It is really great and we like it. Especially the recycling program.

It works great; I appreciate the extra cans, all around better!

It would be nice for them to tell us how and what they do with the recyclables.

It's a great idea, it makes people recycle more. Much easier.

Its better and I like the new cart. I like the large item pick up it is really handy. The option to get twice a week is a good option I really need that and so do my neighbor's.

Its working fine.

Keep the cans on the side of the house.

Keep trash cans; pick up trash twice a week. Don't raise rates.

Let them be aware of how much money has been raised!

Like the program but wonder why there's such a gap between pickups.

Like the program. Keep the program.

Like to recycle glass!

Like the new carts with more room for both trash and recyclables.

More people need to do it.

Need a 3rd bucket for gardening materials and need to know what to do with old electronic equip.

Need more information on what to recycle and what not to recycle.

Neighbors have difficulty knowing where to place the carts and which way to place them!

No. The place is very clean.

On the days for the large item pick-up; the drivers are not consistent with their pick -ups. They leave items behind.

Overall I like it

People are going through the recycling carts and are taking things out to get to the ones they want and are leaving the rest on the ground for me to pick up!

People need to try it before they get upset about the once a week pick up we have five people in our home and it is enough,

People that need bigger containers may not know how to get them; how could they be made aware that they should call the Company for a bigger one?

Prefer pick-up on Mondays, inconsistent with the time they pick up the trash. Set a time, like AM or PM. Plus, they never seem to empty the trash can, something is always left in it.

Prefer this than how it was before.

Pick up twice a week with no charge.

people remain aware of how easy it really is to recycle

Prefer twice a week garbage collection and once a week recycling pick up with the new carts.

Problems with people going through the recycling carts and picking through the recyclables the night before scheduled pick up.

Provide more information to customers about what can, and what cannot be recycled.

R thinks it's very important and would like to see it continue!

R would like twice a week pick up with no extra charge. Says RS took the extra day out and now charging more for one day pick up!

Really like the new program.

Really like the program, friend.

Really satisfied with the service, would like it to be expanded to include his other properties.

Recycle all plastics, not just 1 and 2.

Recommend that Republic Service give them a smaller bin to keep in the house that they can dump into the big bin just for the recycling.

Recycling program is for monks.

Recycling truck failed to pick up a bag of recycling that was put out for pick-up.

Recycling carts are getting picked through and aluminum stolen throughout the neighborhood.

Return to the old pick up schedule.

Republic Services is very hard to get through too!

Republic Services never showed up on the pickup date & I was fined by the homeowner assoc.

Send a demo on how to recycle and what to recycle - that would really help.

Send a reminder out that bins need to be put against the curb with the handles facing toward the house.

She loves the program as is.

Some people stated that over the summer the trash cans had a strong odor but I didn't have any problems.

Thank-you, I like the program.

The bins are convenient-but; they still smell even after I clean them out with soap and water. Also, it is a bit hard to keep them stored in the garage due to the smell.

The bins are too wide to fit thru the gates. People leave them out because there is no place for them to put them.

Some people have two cars and have no place to put them. Homeowner associations are starting to come down on residents for storing them.

Regarding the bulk items- you have to struggle to get them to the sidewalk and I can't get some items like couches by myself. It would be nice to have an option to call Republic Services for assistance.

The cans blow away when we have high winds.

The collectors have been doing a great job!

The company needs to send out schedules for bulky item pick- up service.

The garbage stinks from setting in the heat. I've tried different products to get the odor out of the carts. Also, you can't put in bulky items. I need the twice a week service and I shouldn't have to pay more.

The increase of \$3 is not appropriate at this time due to the economy

The neighborhood is somewhat cleaner after they started this program. It looks a lot better with these new bins than the old way. It really looks a lot better on the eye. It took about three weeks for everyone to get it together.

The people that distributed the receptacles were just throwing them on the sidewalks. What if they had been breakable?

The person I spoke with was very dissatisfied with the program. She was so disgusted that she did not want to do survey anymore.

The pick-ups should be closer together.

The program is a failure; because the carts being stored in the garage creates horrible smells. A request was made for a smaller cart but a large cart was delivered. It is not possible for me to handle such large containers.

The program is awesome. The city of North Las Vegas does things very well. They replace the garbage trucks when they are unusable with more fuel efficient vehicles.

The recycle is too small for us; prefer that it would be picked up weekly.

The recycling truck drove by my house and several of the neighbors houses and did not pick up.

The trash cans are too bulky.

They could just educate people more.

They could provide more information about what exact products can be recycled. They gave us a list, but it is pretty general.

They don't always pick up the trash on our street on the day they are supposed to. Sometimes it's two weeks before a pickup.

They don't allow you to put out other trash cans if you need them. Sometimes things come up and you may not have enough room in the new bins; I had to use an old container and they wouldn't take it.

They need to better educate people on how and what to recycle so no questions are left unanswered.

They should do the bulk service every week. On the recycle program- the bags that you get from the grocery stores, I have been putting them in the recycling bin and I am not really sure it belongs there. More information on what to recycle.

They should go back to the original pick-up schedule.

They should put our bins back where we have to leave them. It is not very respectful when we have to place the bins in a specific place to be picked up, and they do not put it back where we left them. We have to get out of our cars to move them.

This new program makes recycling so much easier.

This week they did not pick up our trash only the recyclables?

To speak with the HOA's on storing the carts on the side of the house. It takes up a whole parking space. They should have a rebate program for people who recycle because they are making money on it and it would be nice for them to give incentives to them.

Trash needs to be picked up twice a week.

Very dissatisfied. Put it back the way it was. At my home there is no place to store the cans. They must stay on the street.

Very happy with it.

Very satisfied.

Want to store in the front yard!

Wants to know about bulky pick up service.

We appreciate the new containers they are very useful.

We didn't know that the bins were supposed to be apart from each other so the worker had to get out of the truck and separate them. Our whole neighborhood didn't know; he had to go from house to house, separating them.

We don't have an association and republic services said that our association wanted this program. A lot of people don't know what to do with the cans. They are very heavy and bulky and they are leaving them in front of the house, They are too difficult to drag.

We enjoy it. It makes the neighborhood look a lot better with uniform trash cans and not trash bags lying around.

We like the recycle containers, this is a good idea, the trash container is too big, too deep, let the people use their own trash cans.

We live on the corner and the trash cans are in the way of the mail delivery on trash days.

We need a bin for glass.

We need the twice a week pick up.

What type of items do bulk items include? Make the help line more accessible. You have to go through a lot of loops; it took me about forty five minutes to get through.

Why can't we recycle glass?

Why don't we get a credit for recycling?

With the reduction in trash pickup, there is less manpower used. Republic Service is the one that is benefiting, but yet you are asking for additional money to provide a service that helps to keep the environment cleaner.

Would like to have 2X trash pickup without having to pay an extra \$3 since there is so much unemployment.

Would like to have recyclables picked up twice a week, trash once a week.

Would like to see it to continue.

Would like to see trash pickup 2 times a week!

Would like whatever info is available.

Yard waste bins- They have them in California. They have dumps in California that sell mulch to residents. They also have stores on the dump sites that sell discarded furniture and similar items. The dumps are landscaped and really nice.

### ***Appendix 3: English Survey Instrument***

Q: Intro

Hello - I am calling from UNLV to ask your opinion about the Republic Services Clean Community & Enhanced Recycling Pilot 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 ten minutes.

May I please speak with a person in the household who is familiar with your trash and recyclable pickup service and is at least 18 years of age?

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

INTERVIEWER: SELECT LANGUAGE, THEN CLICK NEXT TO CONTINUE

ENGLISH

ESPANOL

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 will only take 7-10 minutes to complete.

Q: S1

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

Q: S2

Is this a single family residence?

Yes

No

Q: Recycle

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

I recycle more than I did before

I recycle less than I did before

I recycle about the same as I did before

Don't Know

Refuse

Q: Recycle Yes

Why do you recycle?

I recycle because the new pilot program is convenient and easy to use

I recycle because of environmental reasons

Don't Know

Refuse

Q: IMPORTANT

Do you think it is important to recycle?

Very important

Important

Neither important or unimportant

Unimportant

Very unimportant

Don't know

Refuse

Q: PAYMENT

Would you be willing to pay an additional \$3 per month for enhancements to the traditional service which would include (2x) twice a week trash pickup and (1x) once a week recycling pickup using the carts provided by Republic Services?

Yes, I would pay \$3.00 more per month for twice (2x) per week trash service and (1x) once per week recycling using the new carts issued by Republic Services

No, I like the current garbage and recycling service enhanced pilot recycling schedule with no extra charges for service

No, I don't want to pay any more for garbage/recycling services and I would like to go back to the Traditional Service Schedule

Not sure

Refuse

Q: NewCarts

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

The trash/recycling carts are easy to use.

I would pay more to rent the cart and weekly recycling service with (2x) twice per week pickup

I have enough room for my trash with the new cart.

I have enough room for my recyclables with the new cart.

The carts that were provided are too big for my family.

The carts that were provided are too small for my family.

I am disabled and/ or elderly and I cannot move the larger cart easily

Q: OOSIGHT

Are you having problems properly storing (out of sight i.e. in your garage or in your back-yard) the garbage/recycling carts?

Yes

No

Q: HOACITE

Have you been cited or fined by your Homeowners Association and/or Code Enforcement for not storing your cart(s) correctly?

Yes

No

Q: STORE

Would you like to be able to store your garbage/recycling carts neatly on the side of your house versus inside of your garage or behind your backyard wall?

Yes

No

Q: Odor

With the change of pickup schedule, have you noticed any odors/smells with your trash carts?

Yes

No

Q: ODORYES

For what reason did you notice the odor?

[DO NOT READ ANSWERS]

Summer Heat

Container(s) Trash being stored in garage or other enclosed area

Other Reason

DON'T KNOW

REFUSE

Q: IMPROVE

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

How can the recycling program improve?

The program is good as is

Agree

Somewhat Agree

Somewhat Disagree

Disagree

Don't know

Does not apply

Refuse

Provide more information on recycling statistics

Agree

Somewhat Agree

Somewhat Disagree

Disagree

Don't know

Does not apply

Refuse

Better educate people on what to recycle

Agree  
Somewhat Agree  
Somewhat Disagree  
Disagree  
Don't know  
Does not apply  
Refuse

Give residents the option to modify service: 2x week garbage, 1 x week recycling FOR AN ADDITIONAL \$3/month

Agree  
Somewhat Agree  
Somewhat Disagree  
Disagree  
Don't know  
Does not apply  
Refuse

Discontinue the enhanced recycling pilot program and go back traditional service (2x per week trash and every other week recycling)

Agree  
Somewhat Agree  
Somewhat Disagree  
Disagree  
Don't know  
Does not apply  
Refuse

Q: PICKUP

What do you think about the change of the frequency of trash/garbage pickup?

I prefer (1x) once per week trash pickup with the enhanced recycling pilot program

I would prefer to return to (2x) twice per week garbage service with enhanced recycling service at one (1x) once per week

I would prefer to go back to the traditional service schedule which includes 2x per week trash and every other week recycling using the red, white and blue crates

Q: Pickupsat

How satisfied or dissatisfied are you with your pick-up frequency?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

Refuse

Q: BULKY

Have you used the bulky pick-up service?

Yes

No

Don't know

Unaware of bulky pick-up service

Refuse

Q: BULKYES

If you have used the service how often?

Every pickup (2x per month)

Once per month

Once every other month

Less than one time during the last six months

DON'T KNOW

REFUSE

Q: GAS

Would you like to see the City of North Las Vegas ask Republic Services to convert the trash and recycling collection trucks to clean burning, domestically produced natural gas in order to reduce truck emissions in our neighborhoods?

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?

## **Appendix 5: Spanish Survey Instrument**

Q:SINTRO

Hola - Estoy llamando de UNLV para pedir su opinion sobre los Servicios publico de Limpieza en la Comunidad y el Programa Piloto del reciclaje. Lo llamo por que usted corrientemente participa en el programa. No vendemos nada, solo necesito unos minutos de su tiempo para que participe en la encuesta sobre su experiencia con el programa. La encuesta toma menos de cinco minutos.

Puedo hablar por favor con la persona de su casa que esta familiarizado con el Servicio de Reciclaje y de basura que es recogido?

[Si el respondiente pregunta, la encuesta tomara aproximadamente siete a diez minutos y depende en sus respuestas ]

[DEMANDADO DEBE SER AL MENOS DE 18 AÑOS DE EDAD]

Corrientemente usted participa en los Servicios Republico de limpieza en la Comunidad y el programa piloto de reciclaje? Este es el programa que le proporciona dos recepticulos, uno tiene la tapadera negra que es para la basura y uno tiene la tapadera azul que es para los reciclajes, y los dos la basura y el de reciclajes son recogidos una vez por semana.

Si  
No

Q: SS2  
Esta residencia es para familia singular?

Si  
No

Q: SRecycle  
Cual de las siguientes reflectan mejor las veces que recicla corrientemente ?

Yo reciclo mas hoy que antes

Yo reciclo menos hoy que antes

Yo reciclo hoy lo mismo que antes

No se

Negarse

Q: SRecycYes  
Por que recicla?

Yo reciclo por que el nuevo programa piloto es conveniente y facil para usar.

Yo reciclo por razones del ambiente

No se

Negarse

Q: SIMPORTANT  
Piensa usted que es importante reciclar?

Muy importante

Importante

Ni importante ni poco importante

Poco importante

Nada de importante

Negarse

Q: SPAYMENT  
Usted esta depuesto a pagar tres (\$3) mas por mes para aumentar el servicio tradicional que incluir levantar la basura dos (2x) veces por semana y una (1x) ves por semana el reciclo usando los carros repartidos por Servicios Republico?

Si, yo deseo pagar tres (\$3) mas por mes para el servicio dos(2) veces por semana para la basura y una )1x) para el servicio del reciclo usando los carros repartidos por Servicios Republico.

No, me gusta el servicio piloto aumentado corriente que ay de la basura y el reciclo con el horario que tienen sin costos agregados.

No, no quiero pagar mas para los servicios de la basura/reciclo y me gustaria volver al horario del Servicio Tradicional.

No esta seguro

Negarse

Q: SNewCarts

En seguida le voy a leer unas declaraciones, para cada una, favor de decir si esta de acuerdo o no esta de acuerdo.

Los carros de la basura/reciclo son facil para usar.

De acuerdo

Poco en acuerdo

Poco en desacuerdo

Desacuerdo

No se

N/A

Negarse

Yo pagare mas para rentar semanal un carro para servicios dos (2x) veces por semana

De acuerdo

Poco en acuerdo

Poco en desacuerdo

Desacuerdo

No se

N/A

Negarse

Yo tengo suficiente campo para mi basura en los carros nuevos.

De acuerdo

Poco en acuerdo

Poco en desacuerdo

Desacuerdo

No se

N/A

Negarse

Yo tengo suficiente campo para mis reciclos en los carros nuevos.

De acuerdo

Poco en acuerdo

Poco en desacuerdo

Desacuerdo

No se

N/A

Negarse

Los carros proporcionados son muy grandes para mi familia.

De acuerdo

Poco en acuerdo

Poco en desacuerdo

Desacuerdo  
No se  
N/A  
Negarse

Los carros proporcionados son muy chicos para mi familia.

De acuerdo  
Poco en acuerdo  
Poco en desacuerdo  
Desacuerdo  
No se  
N/A  
Negarse

Yo estoy discapacitado y/o anciano y no puedo mover facil el carro grande.

De acuerdo  
Poco en acuerdo  
Poco en desacuerdo  
Desacuerdo  
No se  
N/A  
Negarse

Q: SOOSIGHT

Tiene problemas alisar propiamente (afuera de vista, i.e. en el garage o en el patio) los carros de la basura/reciclo?

Si  
No

Q: SHOACITE

Fue citado o multado por su Asociacion de Duenos de Casas y/o Enfuerzo de Codico por no alisar su carro(s) correctamente?

Si  
No

Q: SSTORE

Le gustaria poder alisar su carro(s) de basura/reciclo bien ordenados a lado de su casa mejor que dentro el garage o detras del patio?

Si  
No

Q: SOdor

Con el cambio del horario de la recogida , usted se a dado cuenta de la aroma/olor de los carros de basura?

Si  
No

Q: SODORYES

Por que razon se a dado cuenta de el olor?

Calor del Verano

Contenedor alsado en el garage o otro logar serrado

Otra razon

No esta seguro

Negarse

Q: SIMPROVE

Otra vez, le voy a lear unas declaraciones, por cada una favor de decir si esta de acuerdo o no esta de acuerdo. Como se puede mejorar el programa de reciclo?

El programa esta bien como esta

De acuerdo

Poco en acuerdo

Poco en desacuerdo

Desacuerdo

No se

N/A

Negarse

Suministrar mas informacion sobre estadisticas del reciclo

De acuerdo

Poco en acuerdo

Poco en desacuerdo

Desacuerdo

No se

N/A

Negarse

Educar mejor a la gente en lo que se recicla

De acuerdo

Poco en acuerdo

Poco en desacuerdo  
Desacuerdo  
No se  
N/A  
Negarse

Dar alternativas a los residentes para modificar los servicios : dos veces (2x) a la semana para basura, una (1x) vez para reciclaje Pagando tres (\$3) dolares adicional mensual

De acuerdo  
Poco en acuerdo  
Poco en desacuerdo  
Desacuerdo  
No se  
N/A  
Negarse

Discontinuar el aumento del programa piloto de reciclaje y regresar al servicio tradicional (2x por semana para basura y cada otra semana para el reciclaje)

De acuerdo  
Poco en acuerdo  
Poco en desacuerdo  
Desacuerdo  
No se  
N/A  
Negarse

Q: SPICKUP

Que piensa usted sobre el cambio de frecuencia de recogida de la basura/desperdicio?

Yo prefiero (1x) una vez por semana el recogido de basura con el aumento del programa piloto de reciclaje.

Yo prefiero regresar a (2x) dos veces por semana el recogido de desperdicio y con el aumento del servicio de reciclaje (1x) una vez por semana.

Yo prefiero regresar al horario del servicio tradicional que ha incluido (2x) dos veces por semana el recogido de basura y cada otra semana el reciclaje usando los cajones rojos, blancos y azules.

Q: SPickupsat

Esta usted contento o descontento con la frecuencia de recogidas?

Muy contento

Contento

Ni contento ni descontento

Descontento

Muy descontento

Negarse

Q: SBULKY

Usted a usado el servicio de gran cantidad que es recogido?

Si

No

No se

Estoy inconsciente del servicio de gran cantidad que es recogido

Negarse

Q: SBULKYES

Si usted a usado el servicio que frecuente es?

Cada recogida (2x por mes)

Una ves per mes

Una ves para cada otro mes

Menos de una ves durante los pasado seis meses

No esta seguro

Negarse

Q: SGAS

Usted quisiera que la Ciudad de North Las Vegas le pregunte a los Servicios Republico que transforman los camiones de colleccion de basura/reciclo a gas natural que es fabricado domestical y quema mas limpio que reduce la emision en nuestros barrios.

Si

No

Las siguientes preguntas solamente son para proposito estadistico

Q: SZipcode

Que es su codigo postal donde reside actualmente?

Q: SGender

Que es su genero?

Baron

Femenino

Q: SHHSIZE

Cuantas personas residen en su casa?

Q: SAge

Que ano nacio?

Q: SShare

Tiene algun otro comentario que quiere compartir sobre el aumento del programa piloto de reciclaje?

Q: QEnd

Muchas gracias por su tiempo . Estas son todas las preguntas que tengo.