**3R Working Group**

**Interview Questionnaire for Wellesley Businesses & Organizations**

**on Waste Management**

Name of Business**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Address**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Phone Number **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Name/Title of Person Completing this Form**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Type of Business/Institution**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Current Trash Hauler **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Length of Time Using Current Hauler **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Person Who Conducted the Interview**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**INTERVIEW SCRIPT**

*Thanks so much for agreeing to share information about your trash! We really appreciate your time. This interview should take about 20 minutes.*

*We are collecting information from businesses and organizations in Wellesley to get a clearer picture of how waste is handled in town. We plan to use this information as we consider ways of making it easier and more cost-effective for businesses and institutions to manage waste, and to improve efforts to reduce, reuse, and recycle in Wellesley.*

*We have a list of questions to ask you. Please let me know if you find that there is a question you would prefer not to answer****. Please be assured*** *responses will be private and will be shared only with members of the working group. Data from individual businesses will not be made public; only a summary of all results will be disclosed.*

**SECTION ONE: WASTE DISPOSAL AND RECYCLING**

**(For All Businesses and Organizations)**

**1.** Who is responsible for selecting your waste hauler?

[ ]  You

[ ]  Landlord

[ ]  Other (please specify name and contact information) **\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2.** If you selected your hauler, what three factors were most important to you in the selection process? (Examples: cost, convenience, pick-up schedule, recycling options, etc.) Please list in rough order of priority, with most important factor first.

1. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

2. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

3. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**3.** How often is your waste picked up? **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* What day of the week? (Circle one)

Mon Tues Wed Thurs Fri Sat Sun

* What time of day? **\_\_\_\_\_\_\_\_\_**

**4.** Does your waste hauler offer a recycling option? Yes Not Sure No

**IF YOU ARE CURRENTLY RECYCLING:**

**A.** How do you sort your waste? (Check one box)

[ ]  Separate into 2 categories: trash and all recyclables

[ ]  Separate trash and sort recyclables into separate categories (such as mixed paper, cardboard, glass, plastics)

[ ]  Other (Please specify) **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**B.** What categories of waste do you recycle? (Check all that apply)

[ ]  Paper

[ ]  Plastic

[ ]  Cardboard

[ ]  Glass

[ ]  Other**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**C.** Which category do you generate the most?**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**D.** Do you have a designated area for sorting recycling? Yes No

 If so, where is the recycling area?**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**IF YOU ARE NOT CURRENTLY RECYCLING:**

**A.** Would you be interested in a recycling option if one were available from your hauler? Yes Not Sure No

**B.** Are there any particular obstacles to recycling? (Examples: cost, inconvenience, space constraints)?**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**5.** Is one member of your staff specifically assigned to oversee waste/recycling?

Yes Not Sure No

**IF YES:**

Pleaseindicate name **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**6.** Do you ever make use of the Wellesley Recycle and Disposal Facility (RDF)?

Yes Not Sure No

**IF YES:**

**A.** Do you use the Wellesley RDF for trash disposal? Yes Not Sure No

**B.** Do you use the Wellesley RDF for recycling? Yes Not Sure No

**7.** Would any of the following options be helpful to your business? (Check all that apply.)

[ ]  Central drop-off area in town for recyclables

[ ]  Regular pick-up of cardboard only

[ ]  Regular pick-up of food waste only

[ ]  Regular pick-up of recycling coordinated with other nearby businesses

**8.** Does your hauler charge you by the weight of your waste or by container?**\_\_\_\_\_\_\_\_\_\_\_\_**

**9.** Would you mind telling us your approximate monthly cost for waste disposal?**\_\_\_\_\_\_\_\_\_\_**

**SECTION TWO: SHOPPING BAGS (For All Businesses)**

**1.** Do you provide a shopping bag for your patrons? Yes No

 **IF YES:** What type of bag do you use? (Check all that apply)

[ ]  Paper bag

[ ]  Plastic bag

[ ]  Reusable bag

**2.** If you provide a bag, would you consider asking patrons whether they want or need a bag before providing one?

Yes Not Sure No

**3.** What is your opinion about a possible town-wide ban on plastic shopping bags?

[ ]  Very much in favor

[ ]  Maybe in favor

[ ]  Probably against

[ ]  Definitely against

[ ]  No opinion

**4.** Do you think a town-wide ban on plastic bags would hurt your business?

[ ]  Very likely

[ ]  Maybe

[ ]  Probably not

[ ]  Definitely not

[ ]  No opinion

**5.** Any additional thoughts or comments on a possible plastic bag ban?**\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SECTION THREE: POSSIBLE INCENTIVE PROGRAM (For All Businesses)**

**1.** Do you think it is (or would be) helpful for your business or organization to be able to describe your practices as “green?”

Yes Not Sure No

**2.** How would you feel about a potential “Wellesley Green Star” designation awarded to businesses and organizations that meet certain sustainable management criteria?

[ ]  Very much in favor

[ ]  Maybe in favor

[ ]  Probably not in favor

[ ]  Definitely against

[ ]  No opinion

**Additional comments:**

**1.** Is there anything that would make it easier for your business to recycle, compost, or adopt other “green” practices? **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2.** Is there anything else you’d like to share? **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SECTION FOUR: FOOD SERVICE – IN-HOUSE AND TAKE-OUT**

**(Only for Businesses and Organizations That Serve Food)**

**1.** How do you dispose of excess, non-spoiled food? **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2.** How do you dispose of kitchen scraps from preparation? **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**3.** How do you dispose of food waste from cleared plates? **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**4.** If you are charged by weight for your trash, do you think removing food waste from your trash would save you money?

Yes Not Sure No

**5.** What do you use to serve food? (Check all that apply)

[ ]  Reusable china, glassware, flatware

[ ]  Disposable plates, cups, flatware

[ ]  Compostable plates, cups, flatware

 [ ]  Take-out containers

[ ]  Cloth napkins

[ ]  Paper napkins

[ ]  Plastic straws

**6.** If you serve plastic straws, would you consider doing so only upon request? (Or would you consider eliminating them to reduce plastics in the environment?)

Yes Maybe No

**7.** If you use disposables, what kind do you use? (Check all that apply)

[ ]  Paper plates

[ ]  Plastic plates

[ ]  Plastic cups

[ ]  Paper cups lined with plastic

 [ ]  Polystyrene (“Styrofoam”) cups

**8.** What type of containers do you use for take-out food? (Check all that apply)

[ ]  Recyclable plastic

[ ]  Non-recyclable plastic

[ ]  Polystyrene (Styrofoam)

[ ]  Compostable

[ ]  Cardboard lined with plastic (Chinese take-out style)

[ ]  Aluminum with plastic lid

[ ]  Aluminum foil

[ ]  Other**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

***Thank you very much for your time and for telling us about your current practices!***