

# 2021 Pinellas County Commercial Recycling Awareness Survey



Prepared for:  
**Pinellas County Department  
of Solid Waste**

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## CERTIFICATION

*HCP ASSOCIATES, INC., hereby certifies that, except as otherwise noted in this report:*

- 1. We have no present or contemplated future interest in the project that is the subject of this study.*
- 2. We have no personal interest or bias with respect to the subject matter of this report or the parties involved.*
- 3. To the best of our knowledge and belief, the statements of fact contained in this report, upon which analyses, opinions, and conclusions expressed herein are based, are true and correct.*
- 4. This report sets forth all of the limiting conditions (imposed by the terms of our assignment or by the undersigned) affecting the analyses, opinions, and conclusions contained in this report.*
- 5. The underlying assumptions are based on present circumstances and information currently available.*
- 6. Because circumstances may change and unanticipated events may occur subsequent to the date of this report, the reader must evaluate the assumptions and rationale of this report in light of the circumstances then prevailing.*
- 7. The 2021 research results detailed in the attached were obtained by HCP Associates, Inc. and are based on a telephonic survey of 448 completed interviews.*
- 8. The content of the survey and all findings are the property of Pinellas County Government.*



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Sean Coniglio, Managing Partner

September 12, 2021

Date

## Introduction

For the last year and a half, disruption has been the norm across the world. The COVID-19 pandemic, beyond the obvious and tragic human health consequences, has broken supply chains, altered geopolitics, and modified the ways in which people engage with others.

Recycling – an industry already challenged by supply chains and geopolitics – did not escape this disruption. In their special report entitled “The Plastic Pandemic,” Joe Brock at Reuters documents the myriad ways whereby plastic recycling has been affected by the pandemic (Brock, 2020). His detailed reporting outlines several key changes:

- The demand for personal protective equipment (PPE), including masks, face shields, gloves, hospital gowns, and other materials, has skyrocketed
- Demand for carry-out food containers, packaging material for online shopping, and other containers has surged
- The lockdown-induced drop in demand for oil decreased the price of new plastic, causing recycled plastic to become even less economical and causing recyclers to lose business

Pinellas County is acutely affected by these challenges. The county’s Department of Solid Waste (DSW) manages its landfill, numerous recycling programs, and its advanced Waste-to-Energy facility. Pinellas County’s current contract with Duke Energy for its purchase of electricity generated by the Waste-to-Energy plant expires in December 2024. Future agreements are unlikely to include the current \$77.4 million annual capacity payment, which raises the specter of increased fees, reduced operating costs, and other budget-cutting measurements borne by Pinellas County (Porter, 2021).

Pinellas County is the first county in the state of Florida to reach buildout, the point at which all available land has been developed (“4 Challenges of Buildout in Pinellas County,” 2008). The county’s landfill, if well-stewarded, has a remaining capacity of 82 years. This scarcity emphasizes the importance of understanding and improving the area’s recycling and waste disposal practices.

Commercial activity produces a little over half of the total solid waste generated within Pinellas County (Perry, 2019). The county conducts alternating biennial research of residential and commercial recycling practices to help guide its policies and messaging across the area.

The following report details HCP Associates’ complete reporting and analysis for the 2021 Commercial Recycling Awareness Survey conducted on behalf of Pinellas County Department of Solid Waste.

## Methodology

This study employed a telephonic methodology to maximize engagement and maintain comparability to previous studies. Calls were conducted from April 28<sup>th</sup>, 2021, through July 6<sup>th</sup>, 2021, by HCP staff during regular business hours. To minimize nonrespondent bias, up to four callback attempts were made to each business. HCP utilized a pre- and post-stratification scheme to ensure that each industrial grouping, as identified in the North American Industry Classification System (NAICS), was proportionally represented.

Maintaining a consistent methodology is essential when comparing results across time. This method of collecting a random sample of businesses in proportion to that industry's share of businesses within Pinellas County means that direct comparison to the 2019 results is possible. Pre-stratification involves identifying the businesses based on their proportion and calling them in an equivalent proportion. Post-stratification is the process of using statistical weights to conform the sample data to the true proportion.

Oversampling is the process of deliberately obtaining more responses within a particular group to improve the accuracy of results within that group. Oversampling and post-stratification are complementary techniques; oversampling allows you to explore one subgroup with greater accuracy, while weighting allows your aggregate responses to not introduce bias from the oversampling process.

During the 2021 study, there was particular concern about how consumer-facing businesses like food service and retail trade would modify their recycling and waste reduction practices in light of the COVID-19 pandemic. To enable additional analysis, those two groups were oversampled. In all, 448 telephonic interviews were completed as a component of this study. After weighting is applied, the aggregate response count is still 350.

| Industry  | Weighted n |
|---|------------|
| <b>Accommodation and Food Services*</b>   | 28         |
| <b>Administrative and Support and Waste Management and remediation Services</b> | 22         |
| <b>Arts, Entertainment, and Recreation</b>                                      | 6          |
| <b>Construction</b>   | 30         |
| <b>Educational Services</b>   | 5          |
| <b>Finance and Insurance</b>  | 23         |
| <b>Health Care and Social Assistance</b>  | 43         |
| <b>Information</b>  | 6          |
| <b>Management of Companies and Enterprises</b>                                  | 2          |
| <b>Manufacturing</b>  | 12         |
| <b>Other Services (except Public Administration)</b>                            | 31         |
| <b>Professional, Scientific, and Technical Services</b>                         | 52         |
| <b>Real Estate and Rental and Leasing</b>                                       | 24         |
| <b>Retail Trade*</b>  | 44         |
| <b>Transportation and Warehousing</b>   | 6          |
| <b>Utilities</b>  | 1          |
| <b>Wholesale Trade</b>  | 15         |

\*Indicates industry oversampled

Of course, not every attempted call to a business is successful. Generally, in modern telephonic surveying, the average response rate for residents is approximately one in twenty, or five percent. For businesses, the rate varies substantially depending on the industry in question as well as other factors. The aggregate response rate for 2021 was 9%, although there were substantial differences between industries. A general trend can be noticed from the response rates; business-to-business-centric industries such as professional services, manufacturing, and real estate tend to have higher response rates than consumer-centric industries like food service and health care. Feedback gathered from HCP’s team of survey interviewers indicated that oftentimes, respondent businesses in these consumer-focused industries were more apt to express that they were “too busy” to participate in the survey.

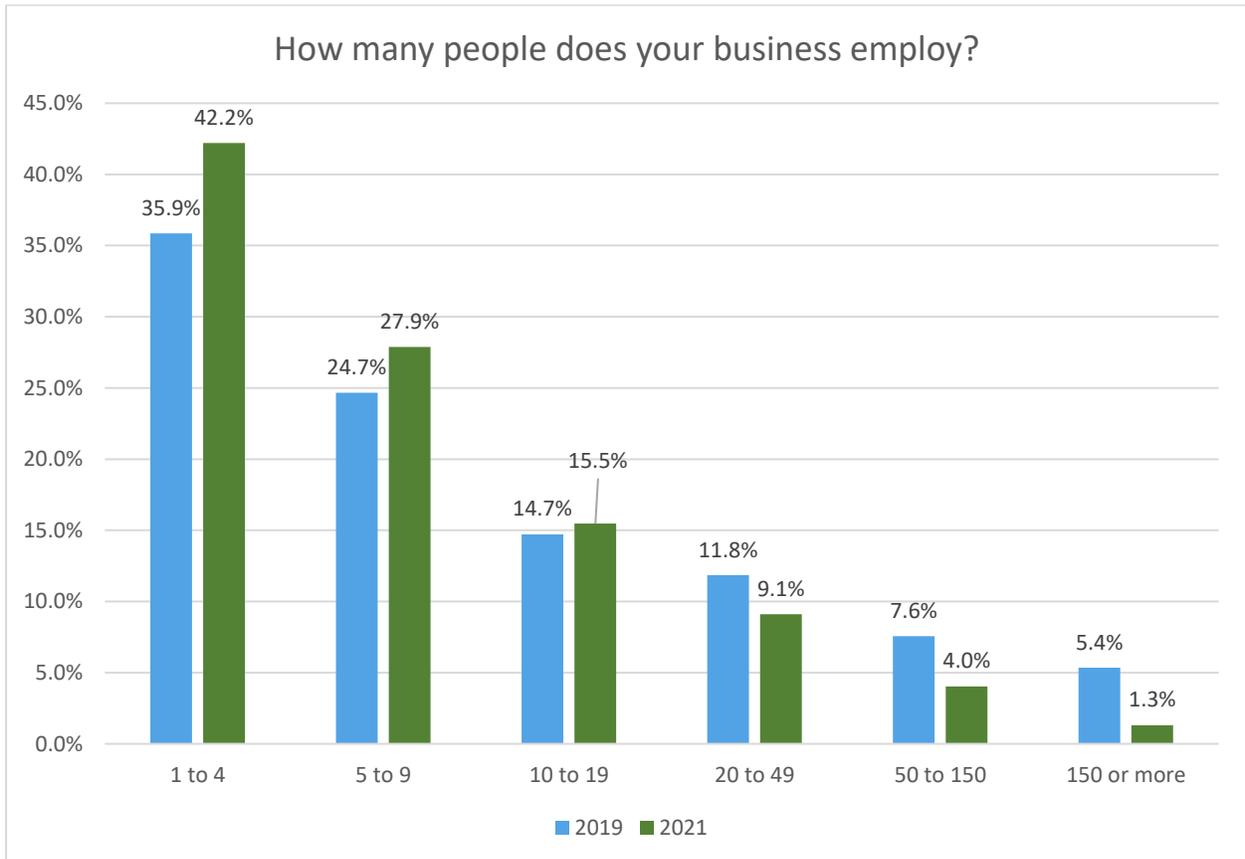
| <b>Industry</b>   | <b>2019 Response Rate</b> | <b>2021 Response Rate</b> |
|---|---------------------------|---------------------------|
| <b>Accommodation and Food Services</b>  | 12.80%                    | 8.23%                     |
| <b>Administrative and Support and Waste Management and Remediation Services</b> | 5.30%                     | 7.51%                     |
| <b>Arts, Entertainment, and Recreation</b>                                      | 9.80%                     | 8.82%                     |
| <b>Construction</b>   | 9.70%                     | 9.04%                     |
| <b>Educational Services</b>   | 3.00%                     | 10.53%                    |
| <b>Finance and Insurance</b>  | 10.30%                    | 11.98%                    |
| <b>Health Care and Social Assistance</b>  | 8.50%                     | 5.22%                     |
| <b>Information</b>  | 7.00%                     | 5.95%                     |
| <b>Management of Companies and Enterprises</b>                                  | 8.00%                     | 10.00%                    |
| <b>Manufacturing</b>  | 15.60%                    | 18.49%                    |
| <b>Other Services (except Public Administration)</b>                            | 10.50%                    | 21.18%                    |
| <b>Professional, Scientific, and Technical Services</b>                         | 18.30%                    | 16.47%                    |
| <b>Real Estate and Rental and Leasing</b>                                       | 14.00%                    | 17.02%                    |
| <b>Retail Trade</b>   | 12.60%                    | 10.66%                    |
| <b>Transportation and Warehousing</b>   | 10.70%                    | 11.43%                    |
| <b>Utilities</b>  | 14.30%                    | 16.67%                    |
| <b>Wholesale Trade</b>  | 8.40%                     | 8.97%                     |

The margin of error for the 2021 study is 4.60%; this means that any variations greater than that number from the 2019 study are statistically significant and not likely to be the product of random chance. For smaller differences between 2019 and 2021, it is impossible to say that the difference is less than random chance.

## About the Businesses

Pinellas County is home to a wide variety of business operations. From tourism-serving hotels and restaurants to high-tech manufacturers, an impressive array of firms dots the landscape of the peninsula.

The lifeblood of Pinellas County is small business. With 70% of responding firms employing fewer than ten people, these results align well with the county's business patterns.



**Description:** The above bar graph shows the percentage trending 2021 against 2019 for respondents' business employee count. The percentage value for each category is as follows:

2019: 1 to 4: 36 percent

2021: 1 to 4: 42 percent

2019: 5 to 9: 25 percent

2021: 5 to 9: 28 percent

2019: 10 to 19: 15 percent

2021: 10 to 19: 15 percent

2019: 20 to 49: 12 percent

2021: 20 to 49: 9 percent

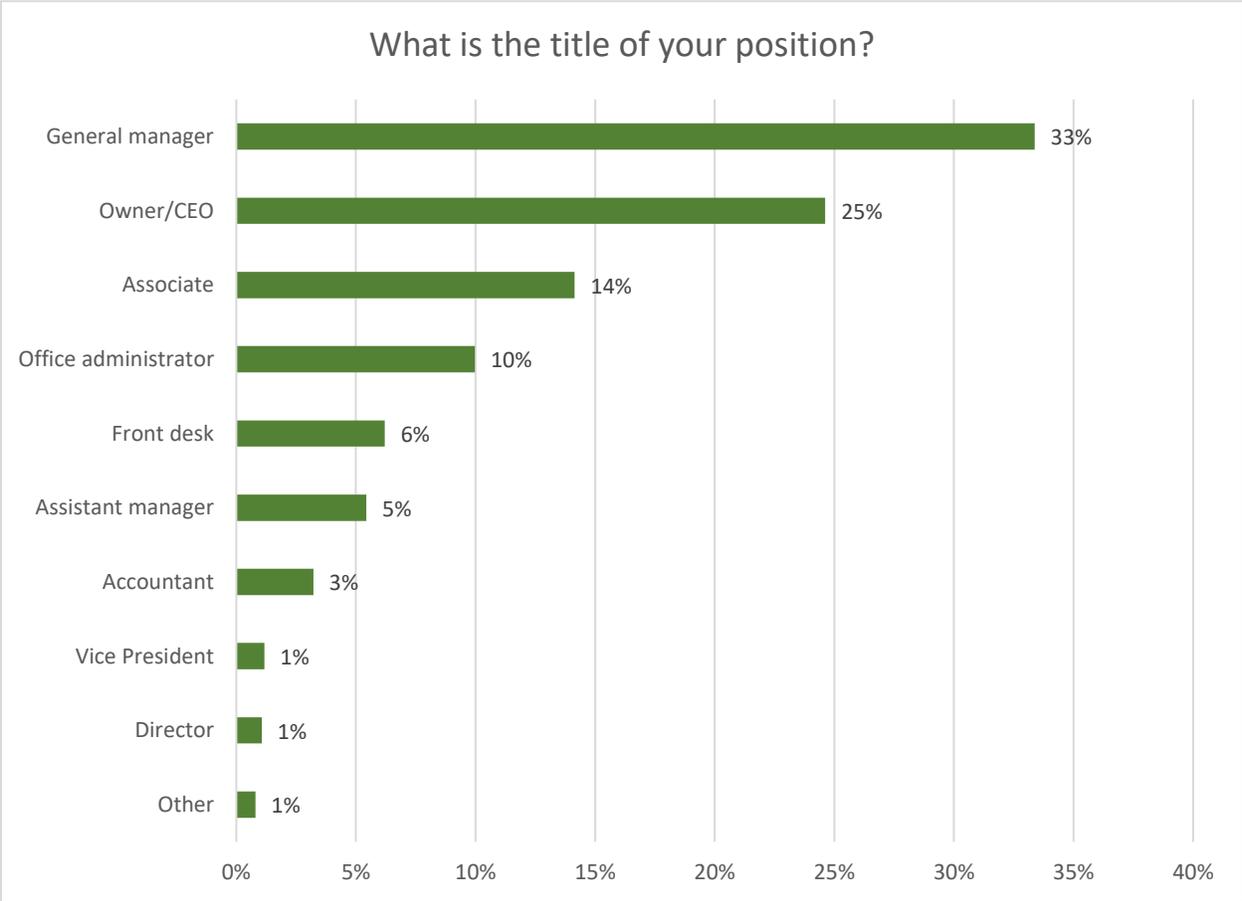
2019: 50 to 150: 8 percent

2021: 50 to 150: 4 percent

2019: 150 or more: 5 percent

2021: 150 or more: 1 percent

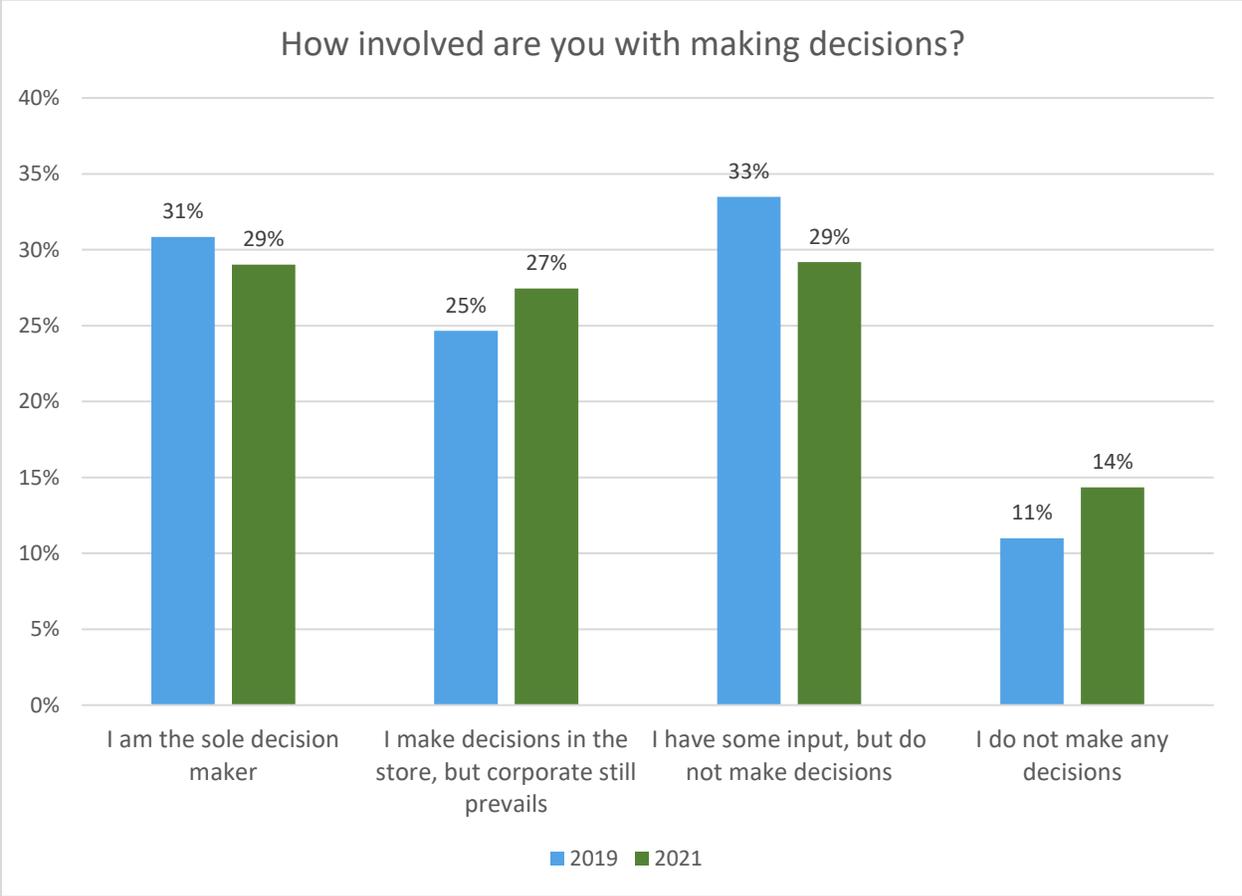
The respondents answered the title of their position, so it was better understood their relationship to the organization. The graph below categorizes the titles into larger groupings. The survey interviewers would attempt to speak to someone who is operationally responsible for the business recycling functions. These results, in which more than half of the respondents were either general managers or owners of the businesses surveyed, indicate that this approach was largely successful. Other important titles, such as office administrators, front desk staff, and assistant managers, reflect positions that have an outsized influence on recycling operations, even if not general business ownership.



**Description:** The above bar graph shows the percentage of respondents classified by the title of their position:

- General manager: 33 percent
- Owner/CEO: 25 percent
- Associate: 14 percent
- Office administrator: 10 percent
- Front desk: 6 percent
- Assistant manager: 5 percent
- Accountant: 3 percent
- Vice President: 1 percent
- Director: 1 percent
- Other: 1 percent

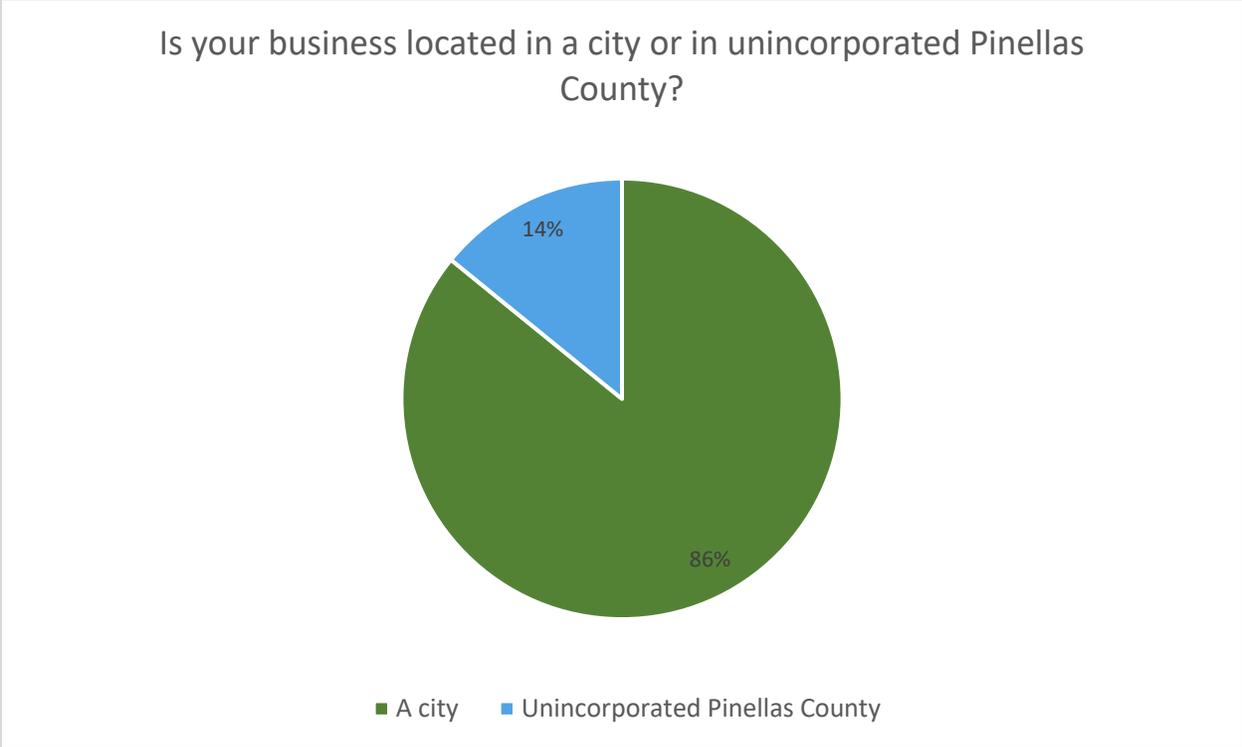
Most of the responding individuals had some degree of input or decision-making authority. Only 14% of the interviewees indicated that they had no decision-making ability in terms of recycling decision-making. Corporate policies – often set for franchises and other larger firms with multiple brick and mortar locations, often override personal recycling preferences. To that end, 27% of the businesses surveyed had some corporate policies related to recycling. These patterns did not change in a statistically significant way between 2019 and 2021.



**Description:** The above graph shows the percentage trending 2021 against 2019 for involvement the respondent has with making decisions. The percentage value for each category is as follows:

- 2019: I am the sole decision-maker: 31 percent
- 2021: I am the sole decision-maker: 29 percent
- 2019: I make decisions in the store, but corporate still prevails: 25 percent
- 2021: I make decisions in the store, but corporate still prevails: 27 percent
- 2019: I have some input but do not make decisions: 33 percent
- 2021: I have some input but do not make decisions: 29 percent
- 2019: I do not make any decisions: 11 percent
- 2021: I do not make any decisions: 14 percent

Although geography is not a specifically controlled demographic – businesses are called at random except for considering their industry – the geographic spread across Pinellas County is rather representative and consistent between the two studies. Among the 2021 sample, 86% of businesses identify themselves as within a Pinellas County municipality, with the remaining being situated in unincorporated Pinellas County.



**Description:** The above pie chart shows the percentage of the respondents’ businesses located in a municipality or in unincorporated Pinellas County. The percentage value for each category is as follows:

A city: 86 percent

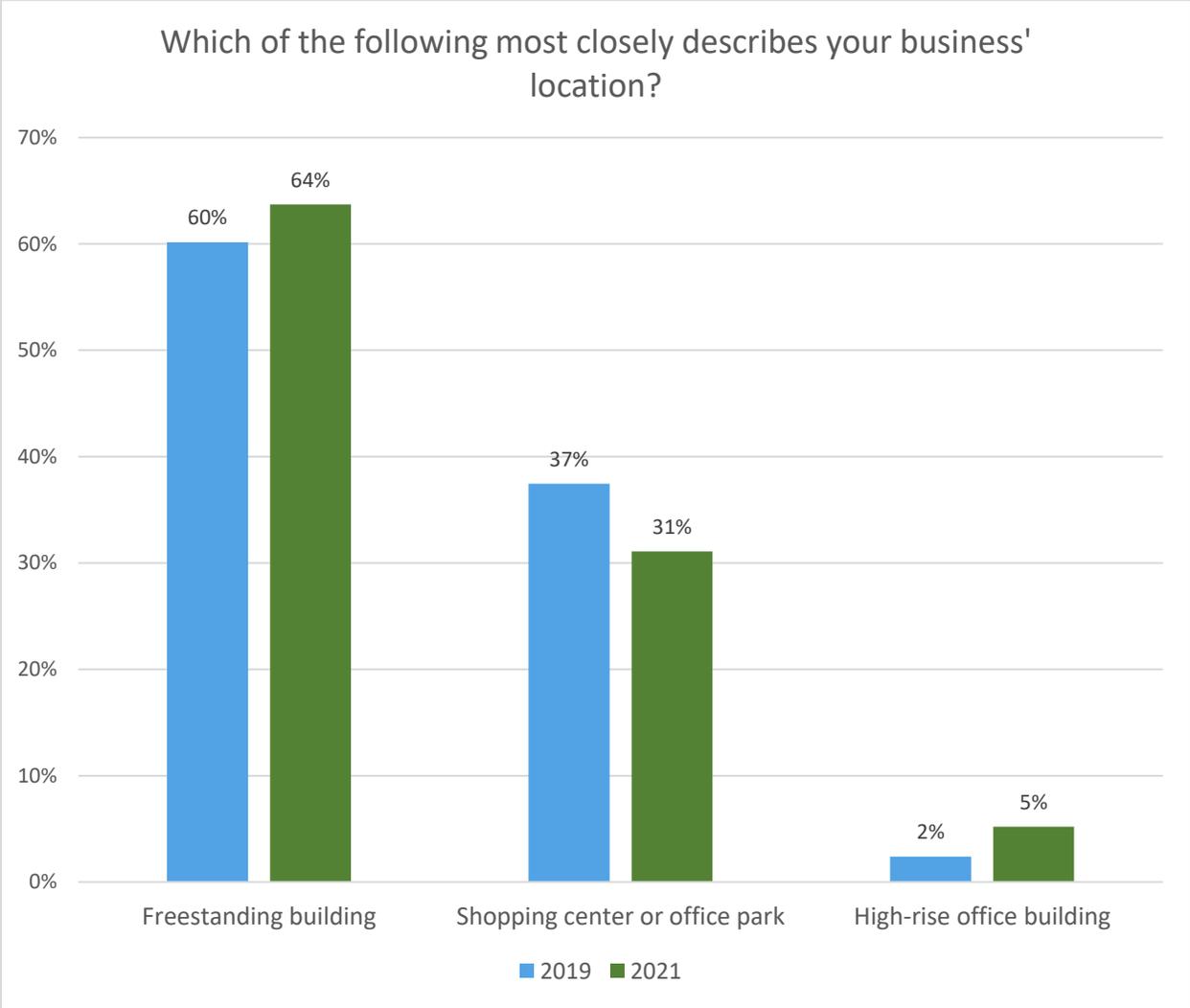
Unincorporated Pinellas County: 14 percent

Generally, the largest cities have the greatest share of respondent businesses; this indicates a well-balanced sample. St Petersburg and Clearwater combined contain just over 50% of the respondent businesses. Smaller beach towns, such as Belleair Bluffs, have few to no respondent businesses in the sample.

**Municipal locations answered in “Which city are you located in?” question**

|                              | <b>2019</b> | <b>2021</b> |
|------------------------------|-------------|-------------|
| <b>St. Petersburg</b>        | 32.30%      | 27.24%      |
| <b>Clearwater</b>            | 19.40%      | 23.42%      |
| <b>Pinellas Park</b>         | 11.90%      | 14.49%      |
| <b>Largo</b>                 | 8.20%       | 12.65%      |
| <b>Dunedin</b>               | 5.00%       | 7.56%       |
| <b>Oldsmar</b>               | 4.50%       | 2.73%       |
| <b>Seminole</b>              | 4.20%       | 2.73%       |
| <b>St. Pete Beach</b>        | 1.50%       | 2.34%       |
| <b>Indian Rocks Beach</b>    | 1.00%       | 1.58%       |
| <b>Tarpon Springs</b>        | 2.50%       | 1.57%       |
| <b>Madeira Beach</b>         | 0.70%       | 1.02%       |
| <b>South Pasadena</b>        | 2.20%       | 1.00%       |
| <b>Treasure Island</b>       | 0.50%       | 0.85%       |
| <b>Safety Harbor</b>         | 2.00%       | 0.73%       |
| <b>Belleair Bluffs</b>       | 0.50%       | 0.10%       |
| <b>Belleair</b>              | 0.50%       | 0.00%       |
| <b>Belleair Beach</b>        | 0.20%       | 0.00%       |
| <b>Belleair Shore</b>        | 0.00%       | 0.00%       |
| <b>Gulfport</b>              | 1.00%       | 0.00%       |
| <b>Indian Shores</b>         | 0.20%       | 0.00%       |
| <b>Kenneth City</b>          | 0.70%       | 0.00%       |
| <b>North Redington Beach</b> | 0.20%       | 0.00%       |
| <b>Redington Beach</b>       | 0.00%       | 0.00%       |
| <b>Redington Shores</b>      | 0.50%       | 0.00%       |

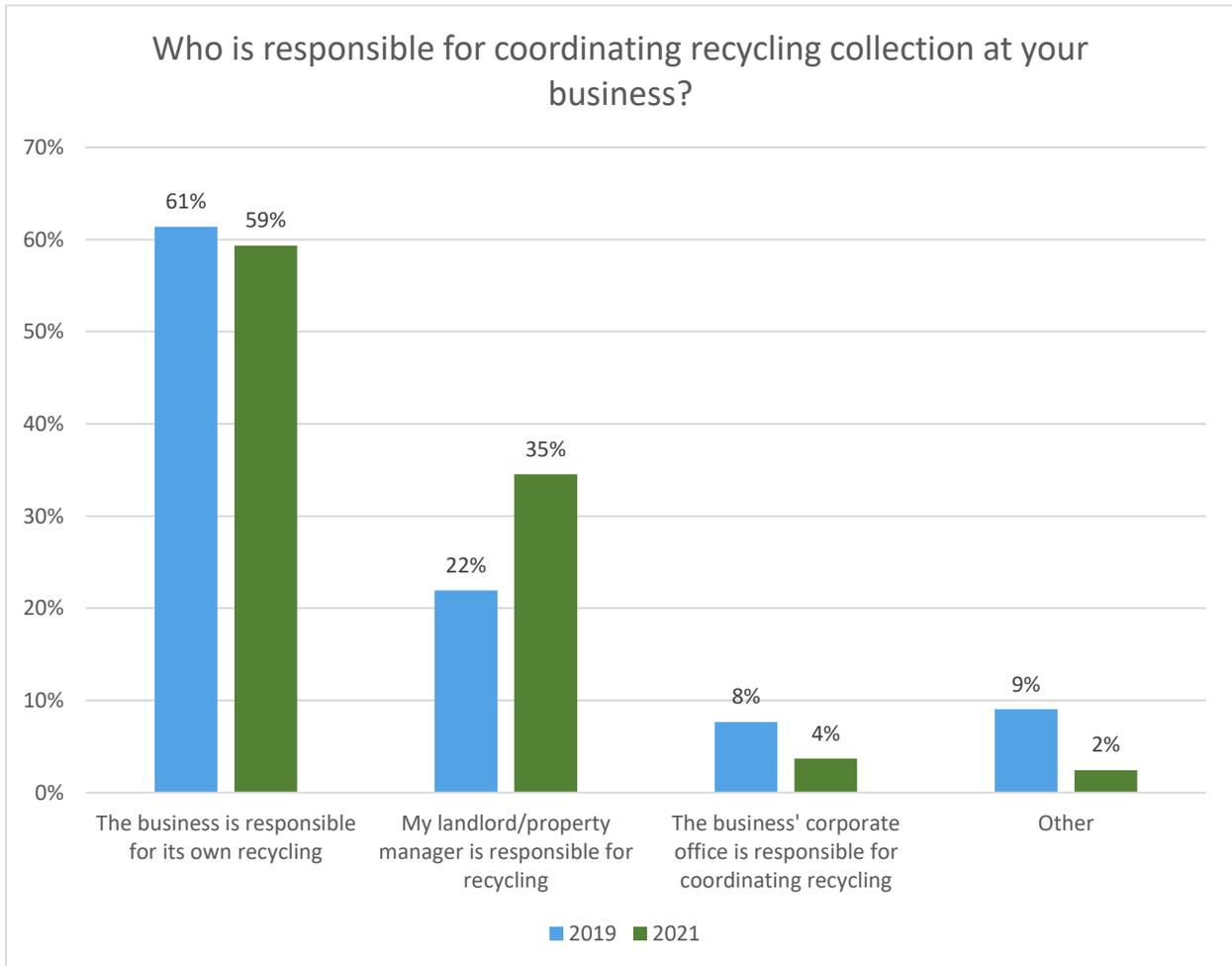
Likewise, there was little in the way of changes to the building type for our respondents. This consistency indicates that the sampling from 2019 to 2021 remained on-target.



**Description:** The above graph shows the percentage trending 2021 against 2019 for the respondents' most accurate business location. The percentage value for each category is as follows:

- 2019: Freestanding building: 60 percent
- 2021: Freestanding building: 64 percent
- 2019: Shopping center or office park: 37 percent
- 2021: Shopping center or office park: 31 percent
- 2019: High-rise office building: 2 percent
- 2021: High-rise office building: 5 percent

The primary holder of recycling responsibility is the business itself. This has remained unchanged at approximately three-fifths of businesses directly coordinating their recycling efforts. However, in contrast to 2019, fewer respondents expressed “other” to this question. Instead, now approximately one-third of respondent businesses indicate that recycling is handled by the landlord of the building – a significant increase.



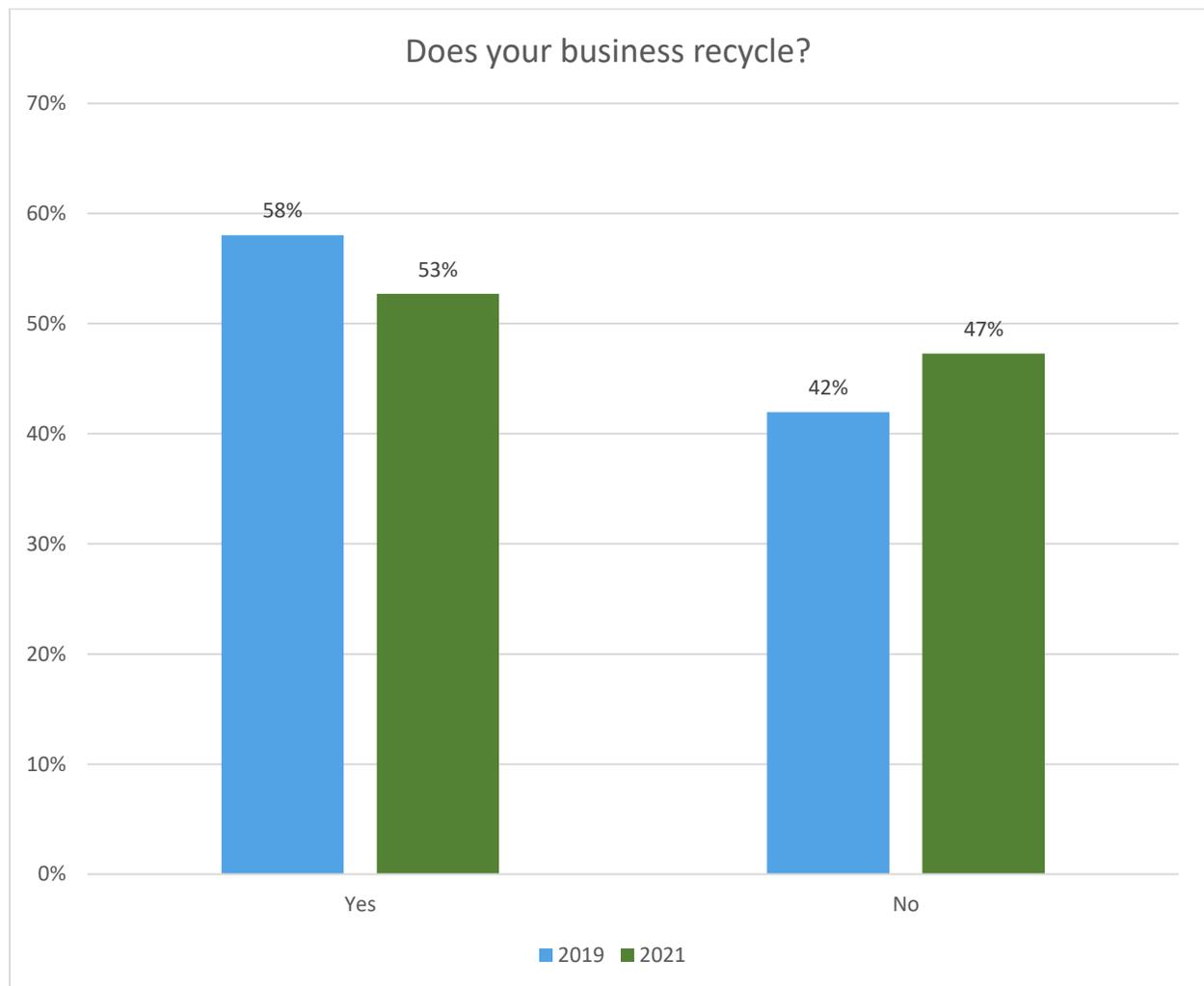
**Description:** The above graph shows the percentage trending 2021 against 2019 for who is responsible for coordinating recycling collection at the respondents’ businesses. The percentage value for each category is as follows:

- 2019: The business is responsible for its own recycling: 61 percent
- 2021: The business is responsible for its own recycling: 59 percent
- 2019: My landlord/property manager is responsible for recycling: 22 percent
- 2021: My landlord/property manager is responsible for recycling: 35 percent
- 2019: The business' corporate office is responsible for coordinating recycling: 8 percent
- 2021: The business' corporate office is responsible for coordinating recycling: 4 percent
- 2019: Other: 9 percent
- 2021: Other: 2 percent

## Recyclers/Non-Recyclers

In the previous section, the consistency of the 2019 and 2021 samples was demonstrated across multiple variables. The following section begins with arguably the most important single question in the survey – “does your business recycle?” – and then progresses into further sections speaking to their motivations.

Results from 2021 suggest that recycling declined in a small but statistically significant way, with five percent fewer businesses affirming that they recycle than in previous years. Responses to subsequent questions provide additional clarity into the reasons behind that change.



**Description:** The above graph shows the percentage trending 2021 against 2019 for respondents’ businesses that recycle. The percentage value for each category is as follows:

2019: Yes: 58 percent

2021: Yes: 53 percent

2019: No: 42 percent

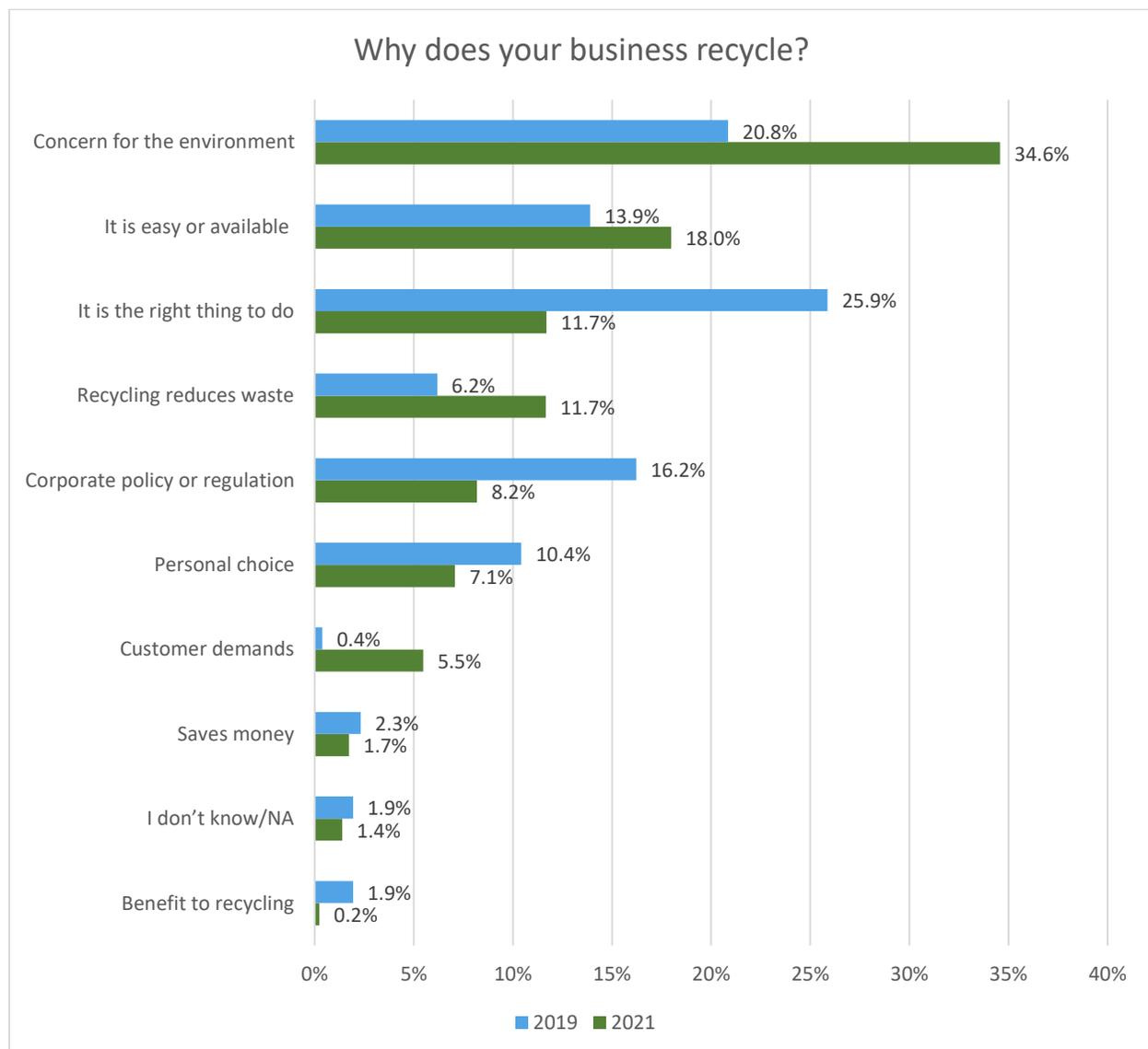
2021: No: 47 percent

## Businesses that Recycle

This section provides greater detail to the first question posed to recycling businesses is “why does your business recycle?” The primary reasons for recycling relate to moral and ecological concerns rather than economic or customer-centric rationales. This was true in both 2019 and 2021; however, the given reasons changed in some noteworthy ways between the two years.

In 2019, the number one reason recycling businesses gave was that recycling was “the right thing to do.” That category dropped by 14% in 2021; however, “concern for the environment” rose by an identical share. Although it cannot be said that these are the same 14% of respondents changing their reply, the identical magnitude of the two shifts suggests that respondents are more inclined to speak directly to the environmental benefits of recycling.

Two other statistically significant shifts warrant attention. The first is the doubling of respondent businesses expressing that “recycling reduces waste.” The second is that “customer demands” has risen in prominence and now accounts for one in every twenty businesses’ decision to recycle.



**Description:** The above graph shows the percentage trending 2021 against 2019 for the reasons businesses are recycling. The percentage value for each category is as follows:

2019: Concern for the environment: 21 percent

2021: Concern for the environment: 35 percent

2019: It is easy or available: 14 percent

2021: It is easy or available: 18 percent

2019: It is the right thing to do: 26 percent

2021: It is the right thing to do: 12 percent

2019: Recycling reduces waste: 6 percent

2021: Recycling reduces waste: 12 percent

2019: Corporate policy or regulation: 16 percent

2021: Corporate policy or regulation: 8 percent

2019: Personal choice: 10 percent

2021: Personal choice: 7 percent

2019: Customer demands: 0.4 percent

2021: Customer demands: 5 percent

2019: Saves money: 2 percent

2021: Saves money: 2 percent

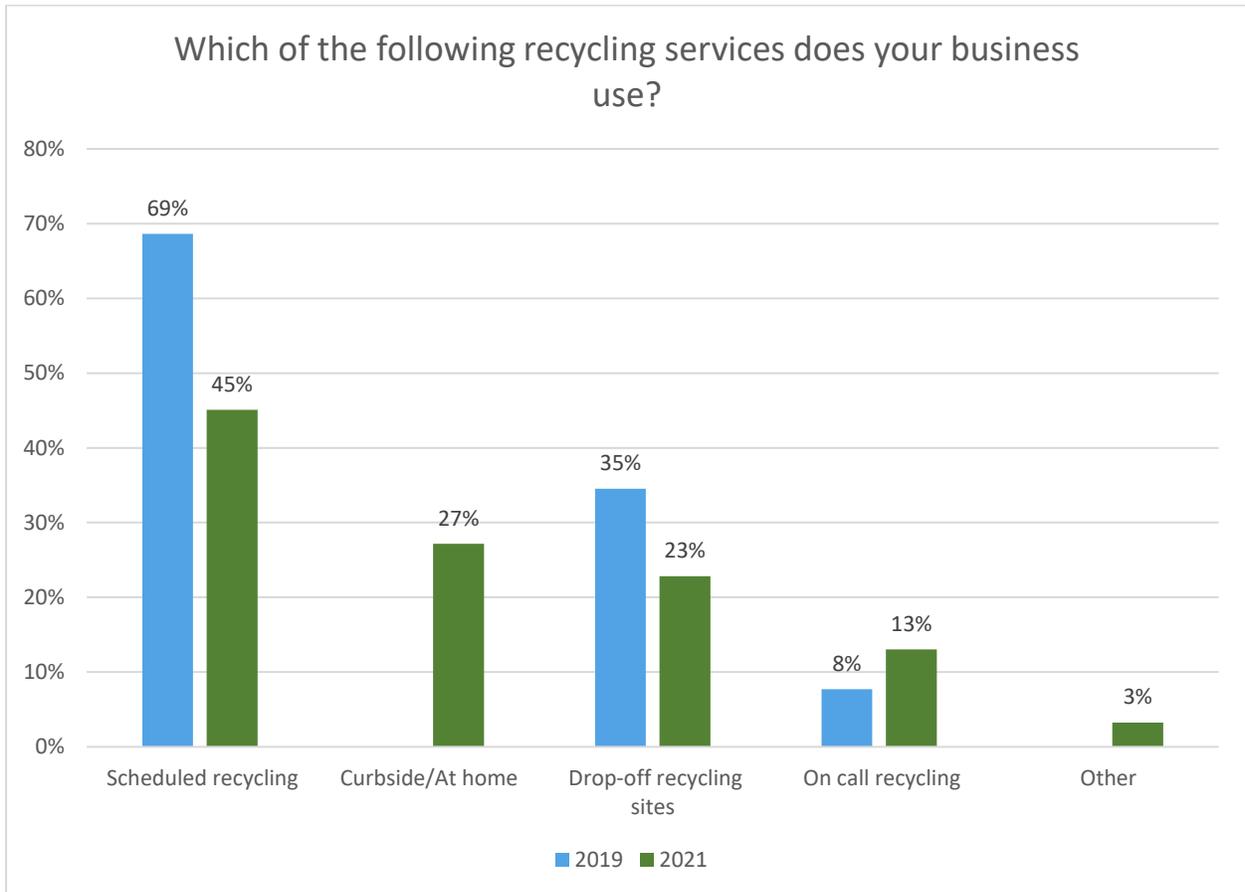
2019: I don't know/NA: 2 percent

2021: I don't know/NA: 1 percent

2019: Benefit to recycling: 2 percent

2021: Benefit to recycling: 0.2 percent

The primary service that businesses in Pinellas County utilize in 2021 is scheduled recycling. The share of respondents indicating this has dropped substantially, however, compared to 2019. Because the response options changed for the 2021 survey instrument, introducing categories for “Curbside/At Home” and “Other,” it is difficult to make direct comparisons to 2019 data. However, drop-off sites, which are unaffected by the categorical changes, did see a notable drop-off in their utilization.



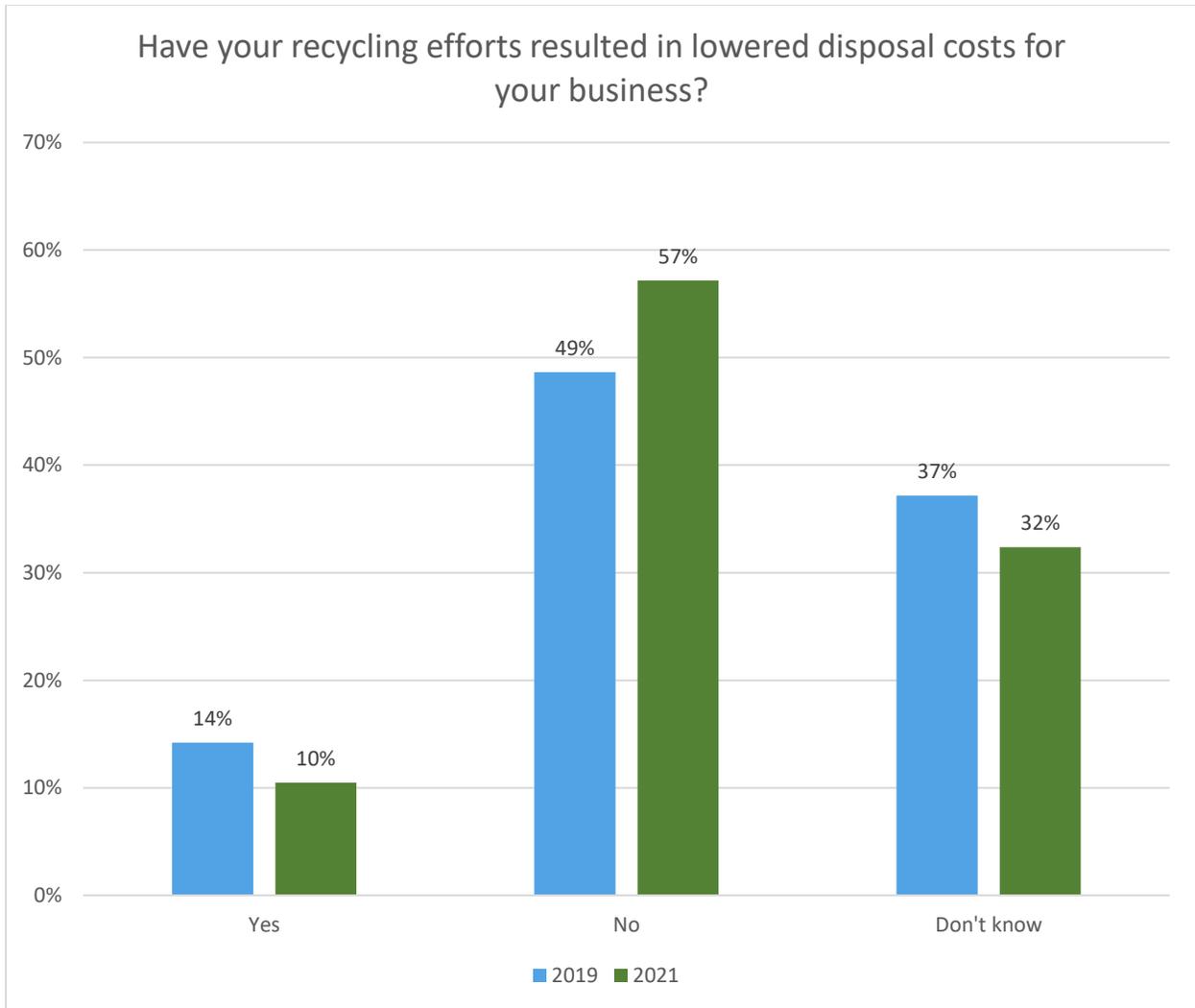
**Description:** The above graph shows the percentage trending 2021 against 2019 for the recycling services that are in use at each business. The percentage value for each category is as follows:

- 2019: Scheduled recycling: 69 percent
- 2021: Scheduled recycling: 45 percent
- 2019: Curbside/At home: was not a category in 2019
- 2021: Curbside/At home: 27 percent
- 2019: Drop-off recycling sites: 35 percent
- 2021: Drop-off recycling sites: 23 percent
- 2019: On-call recycling: 8 percent
- 2021: On-call recycling: 13 percent
- 2019: Other: was not a category in 2019
- 2021: Other: 3 percent

Recycling businesses were asked to indicate the types of material that the businesses recycle. Generally speaking, there were very few changes from 2019 to 2021. More than half of respondents recycle cardboard, paper, and plastic bottles; other items recycled by a substantial amount of Pinellas County businesses include “other plastics” (35%) and “aluminum cans” (27%). The categories for “other plastics” and “other metals” both experienced statistically significant increases from 2019 to 2021. Future studies should consider investigating in greater detail what items these two categories comprise. Another noteworthy and statistically significant decrease is in firms’ expressing that they recycle “glass bottles & jars,” which dropped from 25% in 2019 to only 5% in 2021.

| <b>In general, what items does your business recycle?</b> |             |             |
|---|-------------|-------------|
|   | <b>2019</b> | <b>2021</b> |
| <b>Cardboard</b>  | 63%         | 67%         |
| <b>Paper</b>  | 63%         | 59%         |
| <b>Plastic bottles</b>                                    | 49%         | 50%         |
| <b>Other plastics</b>                                     | 29%         | 35%         |
| <b>Aluminum Cans</b>                                      | 31%         | 27%         |
| <b>Other metals</b>                                       | 7%          | 14%         |
| <b>Toner and ink cartridges</b>                           | 10%         | 13%         |
| <b>Batteries</b>  | 4%          | 11%         |
| <b>Oil</b>  | 6%          | 9%          |
| <b>Wood</b>   | 4%          | 7%          |
| <b>Electronics</b>  | 5%          | 7%          |
| <b>Chemicals</b>  | 3%          | 6%          |
| <b>Tires</b>  | 1%          | 5%          |
| <b>Glass bottles &amp; jars</b>                           | 25%         | 5%          |
| <b>Concrete/Asphalt</b>                                   | 1%          | 4%          |
| <b>Textiles</b>   | 1%          | 4%          |
| <b>Light bulbs</b>  | 5%          | 3%          |
| <b>Organics</b>   | 2%          | 2%          |
| <b>Polystyrene foam products</b>                          | 2%          | 2%          |

Ideally, recycling would provide cost savings for businesses, thereby providing them with a direct motivation to do so. Unfortunately, this is only true for a small subset of businesses in Pinellas County. With only 10% of the responding firms saying that recycling reduces disposal costs for their business, this decrease from 14% in 2019 is not statistically significant.



**Description:** The above graph shows the percentage trending 2021 against 2019 for recycling efforts resulting in lowered disposal costs for the respondents' businesses. The percentage value for each category is as follows:

2019: Yes: 14 percent

2021: Yes: 10 percent

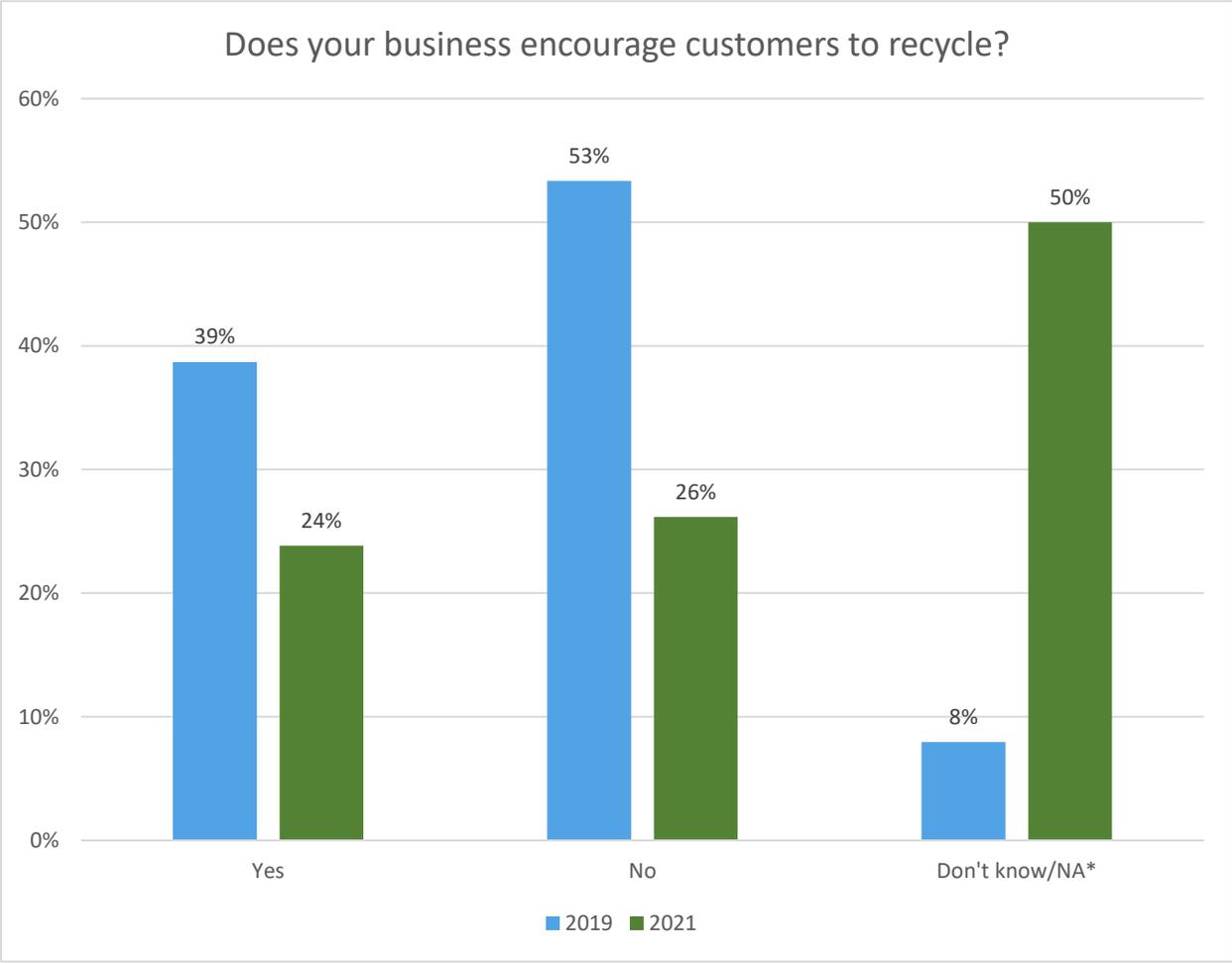
2019: No: 49 percent

2021: No: 57 percent

2019: Don't know: 37 percent

2021: Don't know: 32 percent

Although this commercial recycling study primarily focused on recycling efforts directly undertaken by the firms themselves, this next question asked whether the respondent businesses encourage their customers to recycle. In this regard, there has been a significant drop in businesses' encouraging their customers to recycle from 2019 – from 39% to 24%. However, it should be noted that in 2019, there was no “not applicable” option provided to respondents, only “yes,” “no,” and “don't know.” Although, in theory, that should only affect the distribution of “no” and “don't know” responses, which diverge sharply between the two iterations, there is also a sharp drop in the number of businesses saying “yes.”

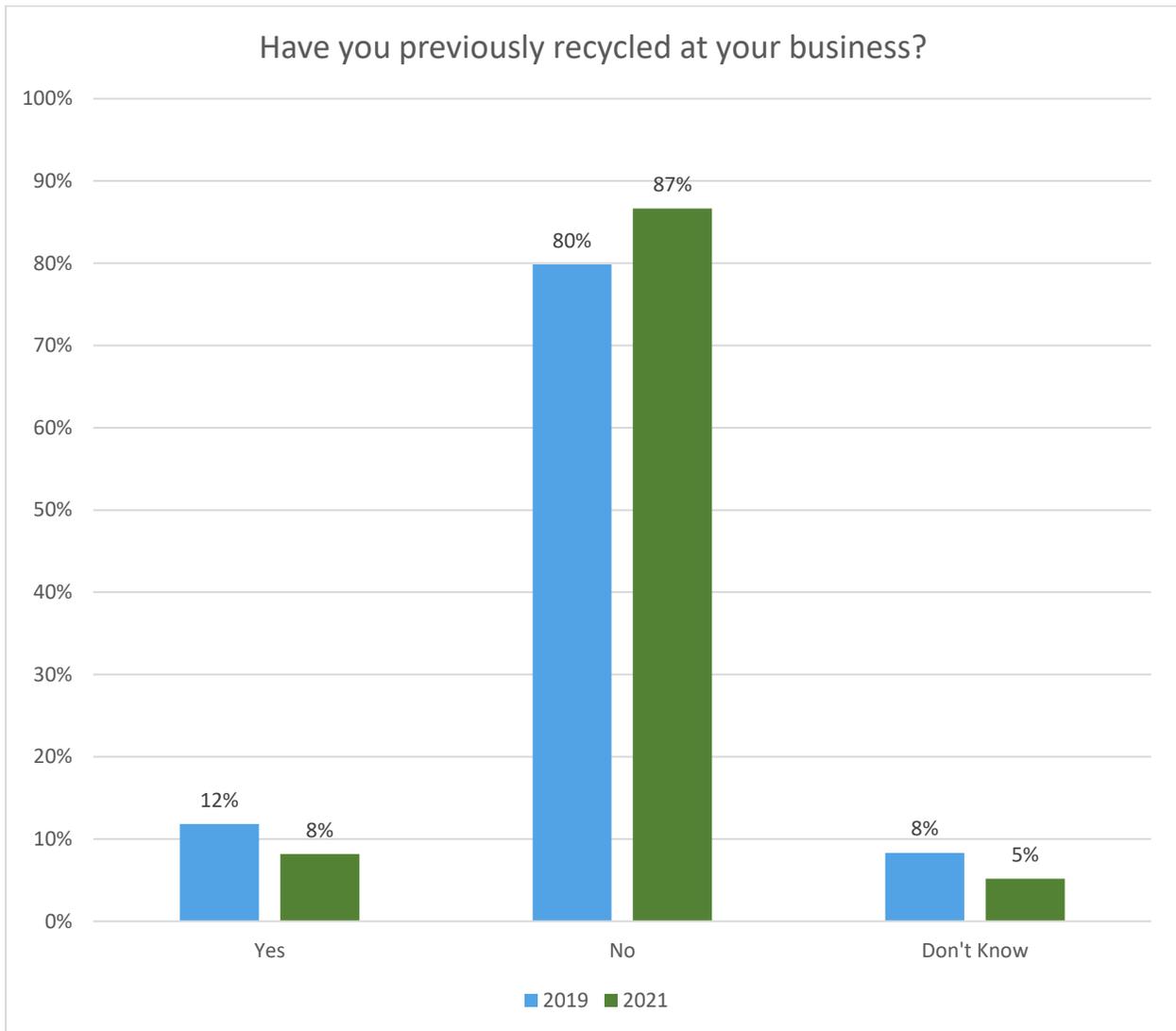


**Description:** The above graph shows the percentage trending 2021 against 2019 for whether the respondents' businesses encourage customers to recycle. The percentage value for each category is as follows:

- 2019: Yes: 39 percent
- 2021: Yes: 24 percent
- 2019: No: 53 percent
- 2021: No: 26 percent
- 2019: Don't know/NA: 8 percent
- 2021: Don't know/NA: 50 percent

## Nonrecycling Businesses

This next section details the replies to follow-up questions posed to businesses that do not recycle. The first question asked to these businesses is whether they had previously recycled but then given the practice up. Only a small number of firms (8%) had previously recycled; this figure is not statistically significantly different from 2019.



**Description:** The above graph shows the percentage trending 2021 against 2019 for respondents' businesses that have previously recycled. The percentage value for each category is as follows:

2019: Yes: 12 percent

2021: Yes: 8 percent

2019: No: 80 percent

2021: No: 87 percent

2019: Don't know: 8 percent

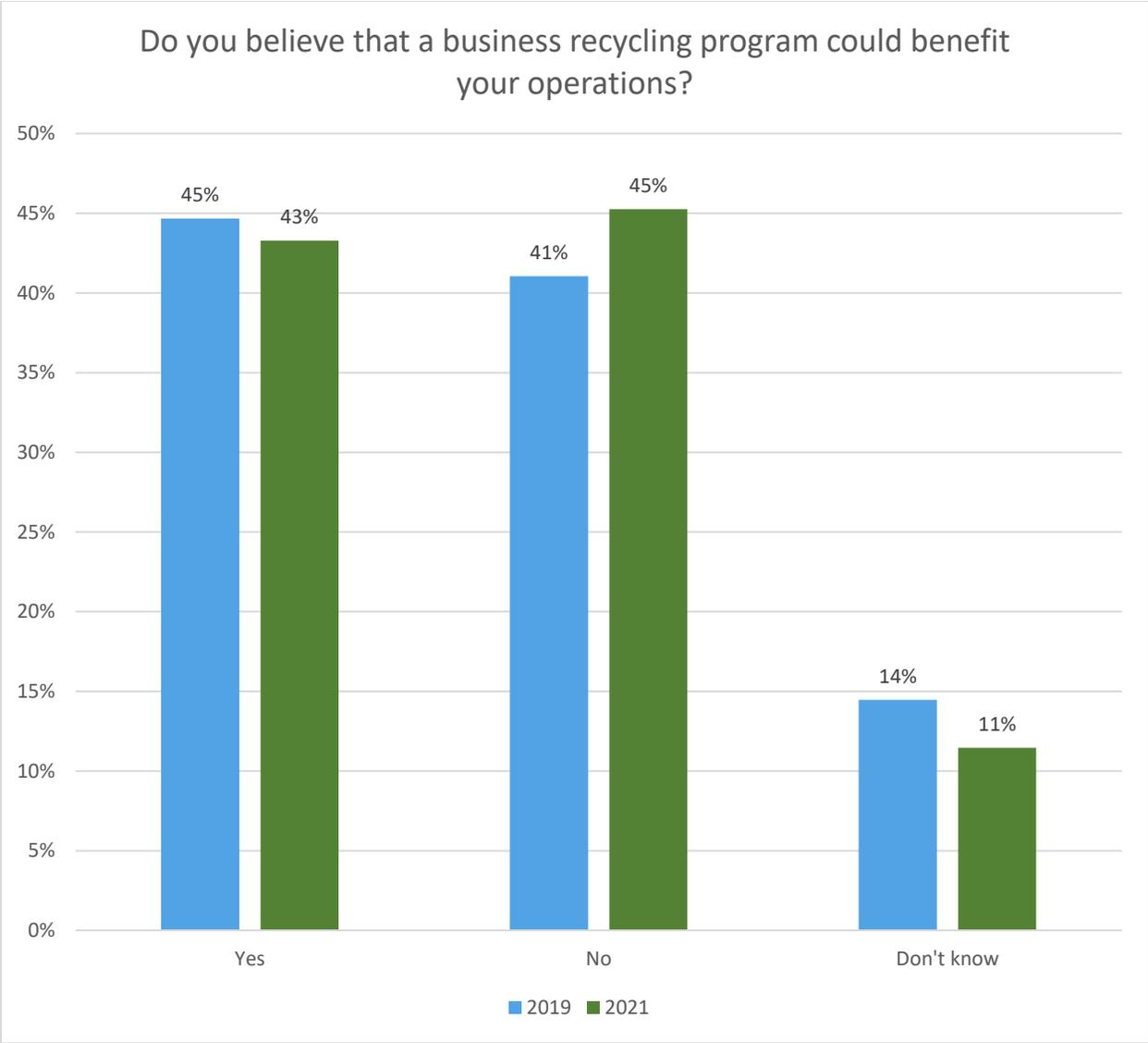
2021: Don't know: 5 percent

For the 21 total responding businesses that once recycled and no longer do, they were asked about what caused them to discontinue recycling at the business. The small number of responses is available in Appendix B. However, the two primary themes are a lack of access to recycling bins and a perception that it is too time-consuming or expensive.

The next question was posed only to those businesses that have never recycled. In 2021, when asked, “why doesn’t your business recycle,” the majority of respondents indicated that “it isn’t offered.” This is in contrast to the multitude of business recycling offerings provided by Pinellas County. With more than half of respondents expressing this sentiment, this represents a clear opportunity for education of the local business community on their options. The next two most commonly-cited factors, that the business either doesn’t generate enough waste to justify recycling or that they simply do not know, have remained a statistical tie between 2019 and 2021. Promisingly, the category of “it isn’t a priority” has declined substantially from 2019, and now nearly no business expresses that sentiment.

| <b>Why doesn't your business recycle?</b> |             |             |
|---|-------------|-------------|
|   | <b>2019</b> | <b>2021</b> |
| <b>It isn't offered</b>                   | 23%         | 58%         |
| <b>Don't produce enough waste</b>         | 21%         | 23%         |
| <b>Don't know</b>                         | 13%         | 10%         |
| <b>Expenses</b>                           | 2%          | 4%          |
| <b>It isn't a priority</b>                | 12%         | 2%          |
| <b>Don't have space for it</b>            | 5%          | 1%          |
| <b>Personal reasons</b>                   | 3%          | 1%          |
| <b>Not required by corporate</b>          | 5%          | 0.4%        |
| <b>Take it home to recycle</b>            | 2%          | 0.4%        |
| <b>Don't know where to start</b>          | 1%          | 0%          |
| <b>Not required by law</b>                | 1%          | 0%          |
| <b>Business is located at home</b>        | 3%          | 0%          |
| <b>City doesn't provide it</b>            | 3%          | 0%          |
| <b>Would like information</b>             | 3%          | 0%          |
| <b>Regulations</b>                        | 2%          | 0%          |

Nonrecycling businesses were asked whether a business recycling program might benefit the operations of the businesses. Nonrecycling businesses were largely split on this question, with 43% indicating “yes” and 45% indicating “no.” In comparison to 2019, there was no statistically significant difference from one study iteration to the next.



**Description:** The above graph shows the percentage trending 2021 against 2019 for respondents who believe that a business recycling program could benefit their operations. The percentage value for each category is as follows:

2019: Yes: 45 percent

2021: Yes: 43 percent

2019: No: 41 percent

2021: No: 45 percent

2019: Don't know: 14 percent

2021: Don't know: 11 percent

Despite no difference between studies as to the desire for a business recycling program, there were substantial differences between 2019 and 2021 responses as to the factors that would motivate businesses to recycle. In 2021, nearly half (48%) of businesses indicated that making recycling easier to do would motivate them to engage in the practice. As with 2019, the second-most provided answer was “nothing,” indicating that there is a substantial amount of businesses that are generally unwilling to participate in such a program. Noteworthy declines come from “reducing disposal costs” and “if my trash hauler suggested it.”

| <b>What would motivate your business to start recycling?</b> |             |             |
|--|-------------|-------------|
| <b>Motivators</b>  | <b>2019</b> | <b>2021</b> |
| <b>If it were easier</b>                                     | 25%         | 48%         |
| <b>Nothing</b>   | 26%         | 30%         |
| <b>Don't know</b>  | 3%          | 11%         |
| <b>Concern for the environment</b>                           | 16%         | 11%         |
| <b>Reduce disposal costs</b>                                 | 18%         | 8%          |
| <b>If it were mandatory</b>                                  | 0%          | 5%          |
| <b>Corporate sets regulations</b>                            | 9%          | 3%          |
| <b>Customer demands</b>                                      | 5%          | 3%          |
| <b>If my trash hauler suggested it</b>                       | 14%         | 1%          |
| <b>Recognition/positive PR</b>                               | 4%          | 0%          |
| <b>Improved customer relations</b>                           | 3%          | 0%          |
| <b>Aligns with culture</b>                                   | 5%          | 0%          |
| <b>Certification requirement</b>                             | 2%          | 0%          |

## General Waste Practices

This section provides details into general waste practices unrelated to recycling specifically. Nearly nine in ten businesses (89%) in 2021 indicated that no material was challenging to recycle for them. The top three actual materials cited by respondent businesses in 2021 are “general plastic,” “cardboard/boxes,” and “electronics.” Polystyrene foam products, plastic bags, containers with food residue, and glass all saw noteworthy drops, in some cases going unmentioned in 2021.

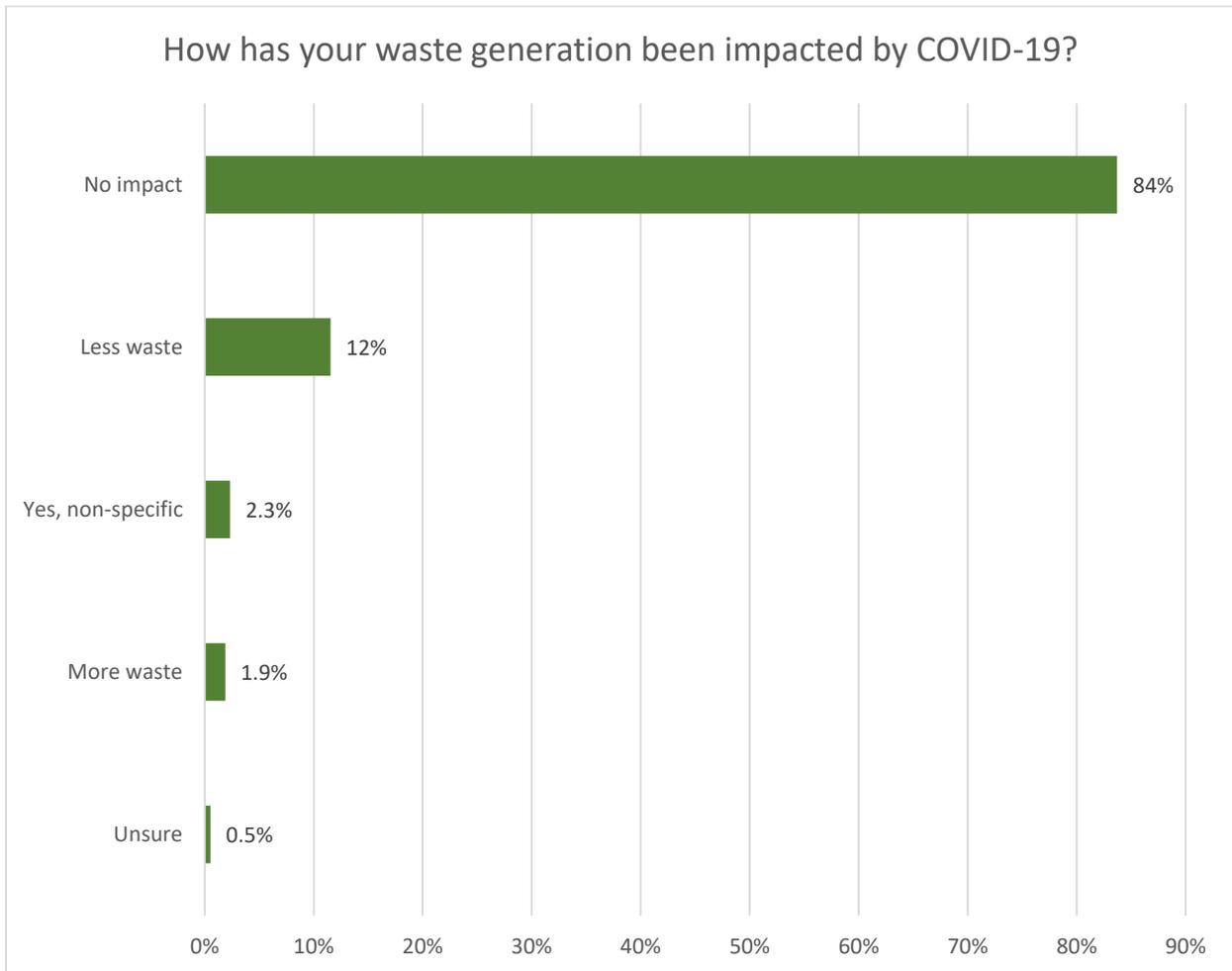
| What material(s) have you found most challenging to recycle? |       |       |
|--|-------|-------|
|  | 2019  | 2021  |
| Nothing  | 60.3% | 89.0% |
| General plastic  | 2.3%  | 2.6%  |
| Cardboard/Boxes  | 2.9%  | 2.2%  |
| Electronics  | 2.9%  | 1.3%  |
| Ink/toner cartridges   | 0.9%  | 1.3%  |
| Bottles  | 0.9%  | 0.9%  |
| Glass  | 3.1%  | 0.8%  |
| Batteries  | 2.0%  | 0.6%  |
| Paper  | 2.6%  | 0.5%  |
| Cans   | 0.3%  | 0.4%  |
| Other  | 0.0%  | 0.4%  |
| Hazardous waste  | 0.0%  | 0.4%  |
| Oil  | 0.0%  | 0.3%  |
| Pallets/Wood   | 0.6%  | 0.3%  |
| Plastic bags   | 2.9%  | 0.3%  |
| Light bulbs  | 2.6%  | 0.3%  |
| Polystyrene foam products                                    | 5.1%  | 0.2%  |
| Dk/Unsure  | 2.6%  | 0.2%  |
| Aluminum/Metal   | 2.0%  | 0.2%  |
| Pizza boxes  | 1.1%  | 0.2%  |
| Container with food residue                                  | 3.7%  | 0.0%  |
| Everything   | 1.4%  | 0.0%  |
| Construction debris  | 1.4%  | 0.0%  |
| Paint  | 1.1%  | 0.0%  |
| Small items  | 0.6%  | 0.0%  |
| Medical supplies   | 0.6%  | 0.0%  |
| Foil   | 0.3%  | 0.0%  |
| Bubble wrap  | 0.3%  | 0.0%  |
| Furniture  | 0.3%  | 0.0%  |

In 2021, an additional question was asked of businesses regarding disposal difficulties in addition to the longer-running question about recycling difficulties. The majority of businesses (71%) expressed that they had “no challenge” with material disposal. The top-ranking materials businesses found to be difficult to dispose of were “electronics/appliances” (6%) and “fluorescent bulbs” (5%).

| <b>What material(s) have you found most challenging to dispose of?</b> |      |
|--|------|
| <b>No challenge/Nothing</b>  | 71%  |
| <b>Electronics/Appliances</b>  | 6%   |
| <b>Fluorescent blubs</b>   | 5%   |
| <b>Ink/Toner</b>   | 3%   |
| <b>Batteries</b>   | 3%   |
| <b>Plastics/Plastic bags</b>   | 3%   |
| <b>Furniture</b>   | 3%   |
| <b>Cardboard</b>   | 3%   |
| <b>Paint/Paint cans</b>  | 3%   |
| <b>Chemicals</b>   | 1%   |
| <b>Tires</b>   | 1%   |
| <b>Pallets</b>   | 1%   |
| <b>Metals</b>  | 1%   |
| <b>Oil</b>   | 1%   |
| <b>Paper</b>   | 1%   |
| <b>Glass</b>   | 1%   |
| <b>Polystyrene foam products</b>                                       | 0.4% |
| <b>Biohazard materials</b>   | 0.3% |
| <b>Other</b>   | 1%   |

The impact of COVID-19 on waste generation was a topic of considerable interest to this year’s study. As mentioned in the introduction, many businesses – especially those with face-to-face interaction with the general public – have used more single-use plastics and paper items. On the other hand, many businesses have switched to remote working, potentially eliminating the need for other disposable items found at offices.

Somewhat surprisingly, responding businesses overwhelmingly indicated that COVID-19 has had “no impact” (84%) on their waste generation. Only two percent of Pinellas County businesses report generating more waste, while six times as many, 12% indicate that they generate less waste as a result of COVID-19.



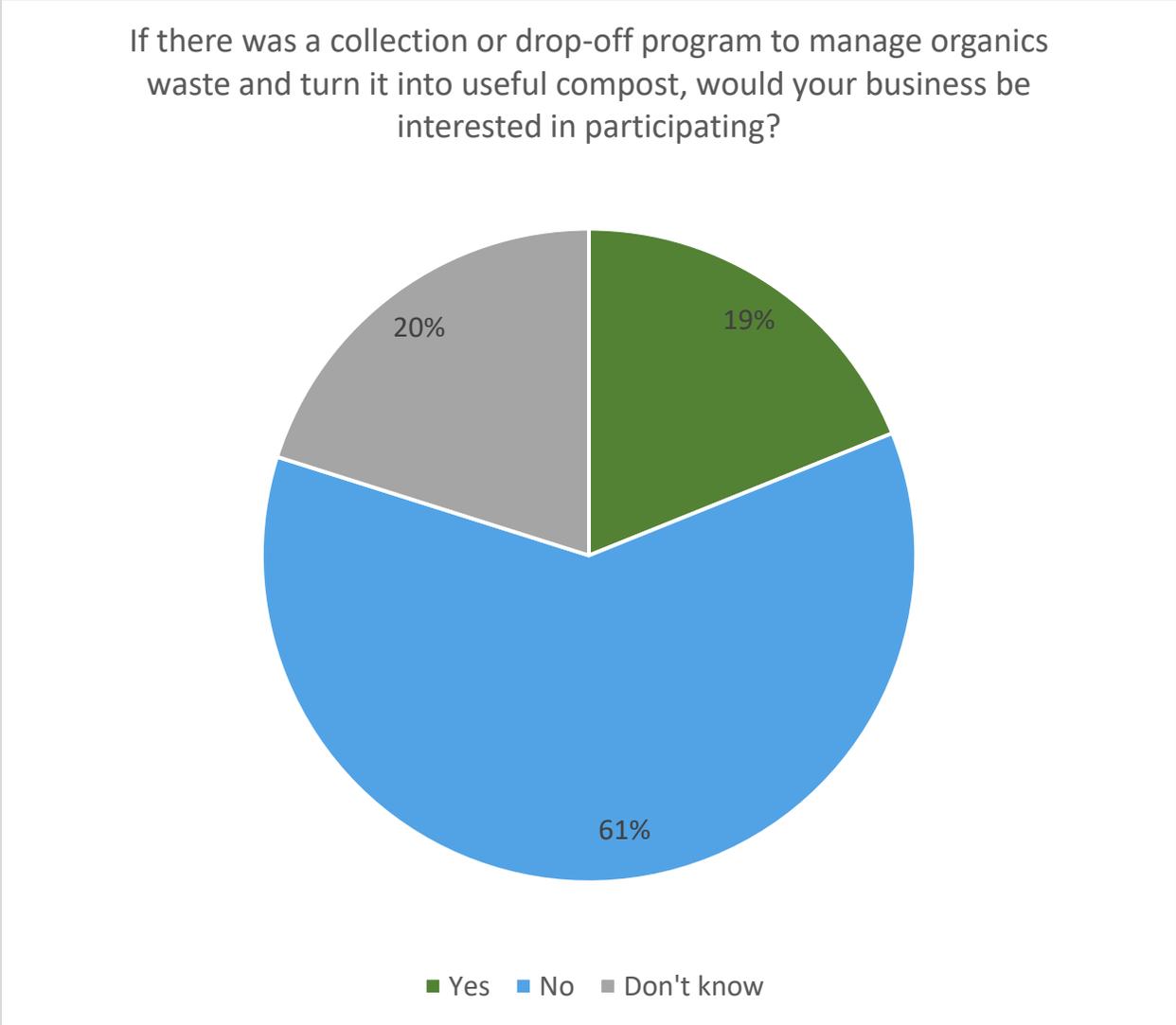
**Description:** The graph above shows the percentage of different reasons for how the business’ waste generation has been impacted by COVID-19:

- No impact: 84 percent
- Less waste: 12 percent
- Yes, non-specific: 2 percent
- More waste: 2 percent
- Unsure: 0.5 percent

This next question goes into detail about the specific items that are generated as waste throughout the normal course of business. Each of these items were recited to the respondent, who answered either yes or no to each. Generally, there were substantial increases in businesses indicating that they produce waste across a wide variety of categories. Two categories – polystyrene foam products and glass bottles and jars – saw statistically significant declines in generation.

| <b>Does your business generate the following item as waste through either business operations or from employees?</b> |             |             |
|--|-------------|-------------|
|  | <b>2019</b> | <b>2021</b> |
| <b>Paper</b>   | 65%         | 85%         |
| <b>Cardboard</b>   | 51%         | 83%         |
| <b>Plastic bottles</b>   | 43%         | 62%         |
| <b>Toner and ink cartridges</b>  | 27%         | 57%         |
| <b>Other plastics</b>  | 30%         | 53%         |
| <b>Aluminum cans</b>   | 31%         | 49%         |
| <b>Batteries</b>   | 11%         | 34%         |
| <b>Electronics</b>   | 8%          | 32%         |
| <b>Light bulbs</b>   | 10%         | 32%         |
| <b>Organics</b>  | 41%         | 29%         |
| <b>Polystyrene foam products</b>   | 32%         | 24%         |
| <b>Other metals</b>  | 6%          | 23%         |
| <b>Wood</b>  | 10%         | 20%         |
| <b>Glass bottles &amp; jars</b>  | 26%         | 18%         |
| <b>Chemicals</b>   | 7%          | 14%         |
| <b>Oil</b>   | 4%          | 14%         |
| <b>Textiles</b>  | 4%          | 9%          |
| <b>Tires</b>   | 1%          | 8%          |
| <b>Concrete/Asphalt</b>  | 1%          | 4%          |

A new question was introduced for the 29% of responding businesses that indicated that they generate organic waste in the prior question. This question asked whether a specific composting drop-off or collection program would be of interest to their business operations. Only a fifth (19%) of that sample subset express an interest in such a program, a slightly smaller share than the fifth (20%) that are unsure. The majority (61%) of the sample express disinterest in a business composting program.



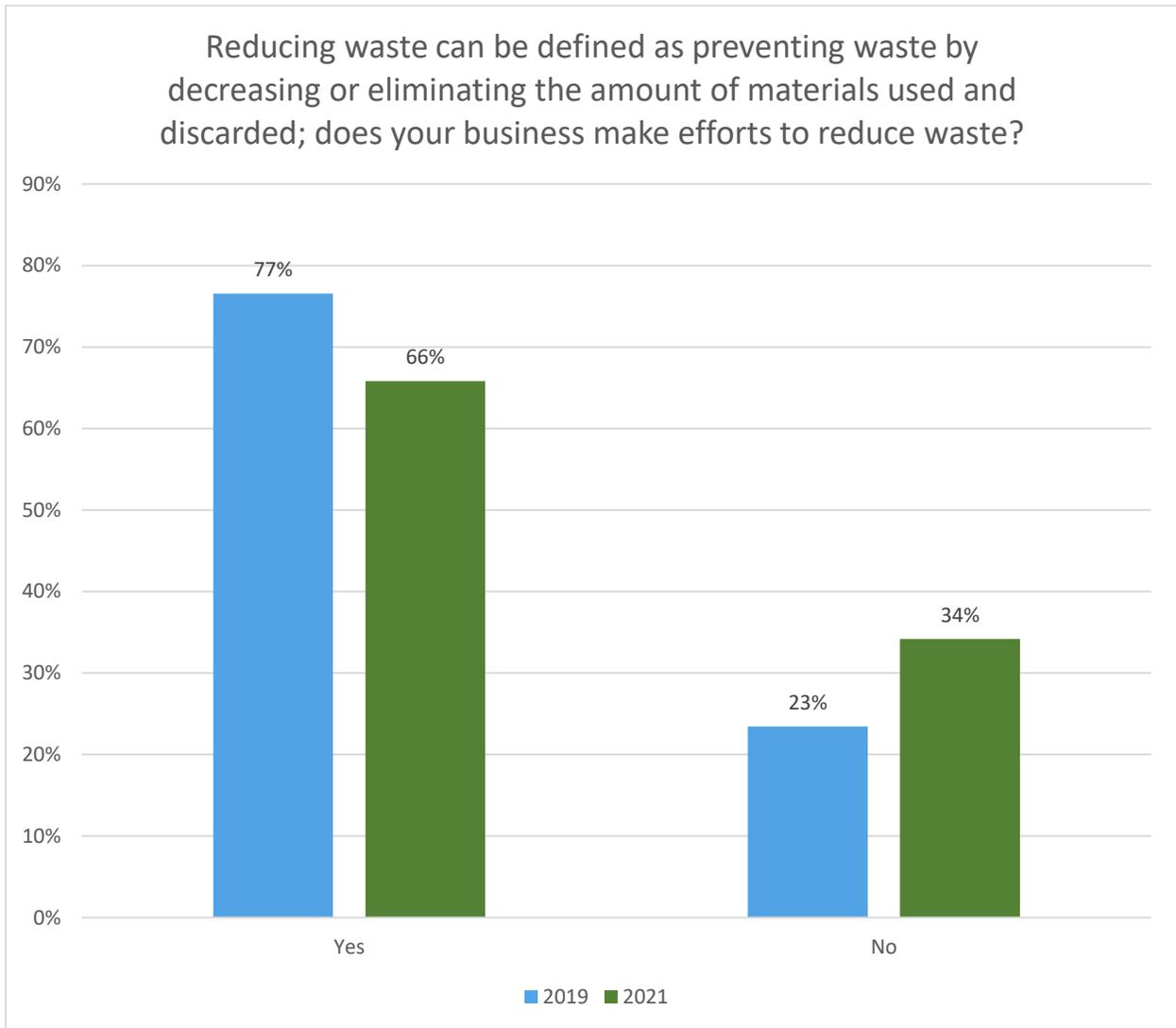
**Description:** The pie chart above shows the percentage of respondents who generate organic materials as waste and would be interested in participating in a collection or drop-off program to manage organics waste and turn it into useful compost. The percentage value for each category is as follows:

- Yes: 19 percent
- No: 61 percent
- Don't know: 20 percent

## Waste Reduction Efforts

This study distinguishes between recycling and waste reduction efforts made by businesses. To respondents, waste reduction was defined as “preventing waste by decreasing or eliminating the amount of materials used and discarded.”

There was a substantial 11% decline in businesses expressing that they make efforts to reduce waste in 2021 as compared to 2019. This drop is more than double the drop in businesses indicating that they recycle.



**Description:** The above graph shows the percentage trending 2021 against 2019 for the efforts the respondents’ businesses make to reduce waste. The percentage value for each category is as follows:

2019: Yes: 77 percent

2021: Yes: 66 percent

2019: No: 23 percent

2021: No: 34 percent

When reviewing the waste reduction efforts employed by each respondent business, we see clear patterns emerge. The top three waste reduction strategies employed – reusing materials, minimizing paper waste, and utilizing an ink/toner service all scored highly in 2019 and have all decreased by statistically significant amounts.

Overall, the top five waste reduction efforts that experienced the largest drop in utilization were, in order, using digital documents, using reusable cups, reusing materials in general, minimizing paper waste, and donating used materials.

Enhanced COVID-19 precautions explain most of these categories. Businesses re-embraced single-use containers, especially for food and drink, and reduced reusing and donations. What is surprising is the dramatic 16.8% decline in respondent businesses indicating that they use digital documents as a means of waste reduction. Although this work does not determine why this is, several speculative options could be at play, all related to the widespread adoption of remote working technology during the pandemic. One possibility is that digital documentation has become a ‘second nature’ practice increasingly and is no longer considered something done in the name of waste reduction.

In that same vein, as digitalization has increased across sectors, it is encouraging to see a near-tripling of the rate of respondents (now 10.8%), indicating that proper handling of batteries is a waste-reduction effort undertaken by businesses in Pinellas County.

**Can you briefly describe the waste reduction efforts at your business?**

|  | <b>2019</b> | <b>2021</b> |
|--|-------------|-------------|
| <b>Reuse</b>                                 | 28.4%       | 17.3%       |
| <b>Minimize paper waste</b>                  | 26.7%       | 16.5%       |
| <b>Ink/toner service</b>                     | 18.7%       | 14.4%       |
| <b>3rd party waste collector</b>             | 7.2%        | 12.6%       |
| <b>Couldn't name specifically</b>            | 2.3%        | 11.7%       |
| <b>Batteries</b>                             | 3.4%        | 10.9%       |
| <b>Conscious of waste</b>                    | 8.9%        | 10.8%       |
| <b>Recycle as much as possible</b>           | 12.1%       | 8.3%        |
| <b>Alternative material/limit single-use</b> | 14.1%       | 7.6%        |
| <b>Scrap metal</b>                           | 3.2%        | 7.0%        |
| <b>Oil</b>                                   | 3.2%        | 4.6%        |
| <b>Digital documents</b>                     | 21.3%       | 4.5%        |
| <b>Someone takes recycling</b>               | 9.5%        | 3.1%        |
| <b>Electronics</b>                           | 2.0%        | 2.9%        |
| <b>Nothing</b>                               | 0.0%        | 2.7%        |
| <b>Conserve water</b>                        | 2.6%        | 2.6%        |
| <b>General hazardous waste</b>               | 4.9%        | 2.4%        |
| <b>3rd party shredding</b>                   | 9.8%        | 2.3%        |
| <b>Encourages recycling</b>                  | 7.2%        | 2.0%        |
| <b>Use reusable cups</b>                     | 14.1%       | 2.0%        |
| <b>Light bulbs</b>                           | 4.6%        | 1.4%        |

Can you briefly describe the waste reduction efforts at your business?

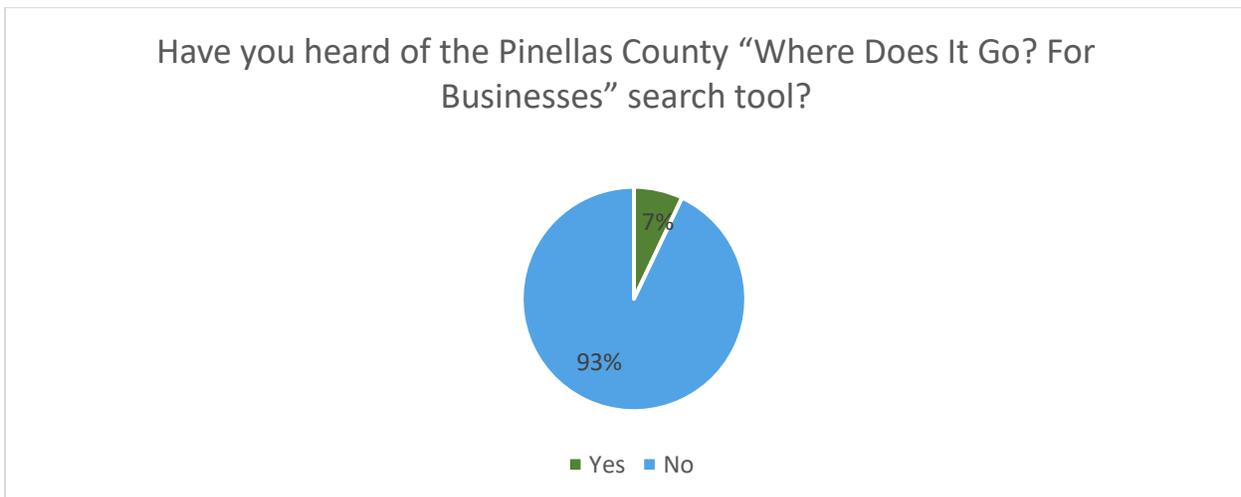
|   | <b>2019</b> | <b>2021</b> |
|---|-------------|-------------|
| <b>Biohazard</b>                          | 0.3%        | 1.4%        |
| <b>Composting</b>                         | 2.3%        | 1.0%        |
| <b>Conserve/Conscious of energy usage</b> | 4.3%        | 0.8%        |
| <b>Donate</b>                             | 8.9%        | 0.1%        |
| <b>Order only what is needed</b>          | 1.1%        | 0.1%        |
| <b>Reduce or alternative for straws</b>   | 4.0%        | 0.0%        |
| <b>Buy in bulk</b>                        | 2.6%        | 0.0%        |
| <b>Medical waste</b>                      | 1.1%        | 0.0%        |

## County Engagement

Pinellas County provides multiple resources to inform and assist both businesses and residents in the county with their recycling needs, although utilization and awareness of these programs are generally low among businesses in Pinellas County. Of each of the resources tested, the most interacted with was the Pinellas County website. However, levels are not statistically different for this resource or any others between 2019 and 2021. Nevertheless there was a promising motion towards engagement with Pinellas Partners in Recycling, which had no utilization in 2019 but was used by four percent of respondent businesses in 2021.

| Has your business used any of the following resources from Pinellas County? |      |      |
|---|------|------|
| Resources   | 2019 | 2021 |
| None of the above   | 55%  | 73%  |
| Don't know  | 18%  | 16%  |
| County website  | 11%  | 13%  |
| Calls or emails to the county asking for advice                             | 6%   | 9%   |
| Networking with the Pinellas Partners in Recycling (PPR)                    | 0%   | 4%   |
| “Where Does It Go? For Businesses” search tool                              | -    | 4%   |
| On-site business inspection (SQG Program)                                   | 1%   | 2%   |

Pinellas County has a “Where Does It Go? For Businesses” search tool, which provides detailed information for both recycling and disposing of materials. Although the “Where Does It Go? For Businesses” tool was a category in the previous question, only four percent used the tool. When asked about brand awareness, seven percent are familiar that it exists as a resource.

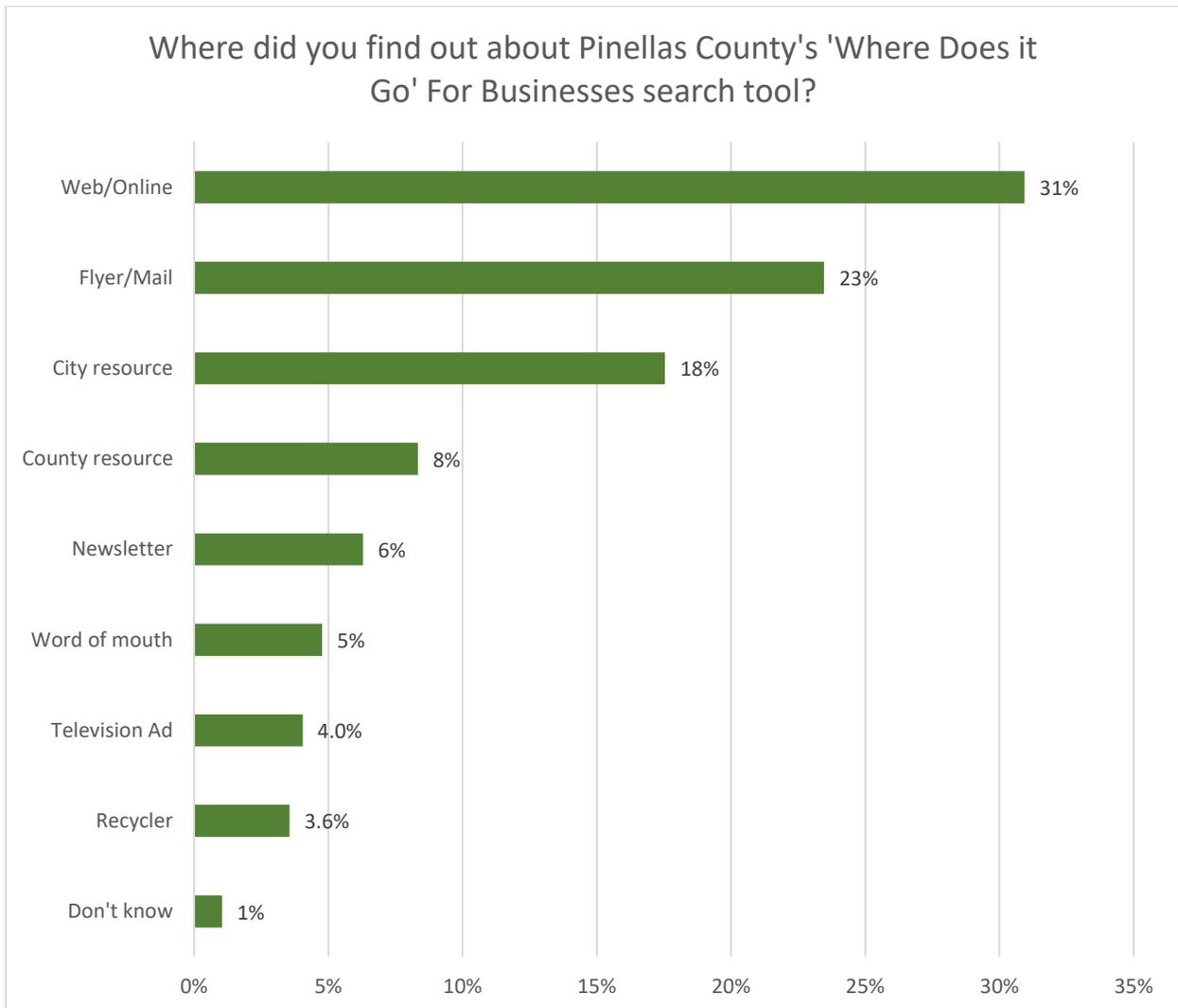


**Description:** The pie chart above shows the percentage of respondents who have heard of Pinellas County’s “Where Does It Go? For Businesses” search tool. The percentage value for each category is as follows:

Yes: 7 percent

No: 93 percent

For the seven percent of the sample that had familiarity with the business search tool, most discovered the tool via online means (31%) and flyers and mailers (23%).



**Description:** The graph above shows the percentage of different resources respondent's found out about Pinellas County's "Where Does it Go" For Businesses search tool:

Web/Online: 31 percent

Flyer/Mail: 23 percent

City resource: 18 percent

County resource: 8 percent

Newsletter: 6 percent

Word of mouth: 5 percent

Television ad: 4 percent

Recycler: 4 percent

Don't know: 1 percent



## Conclusion and Recommendations

Despite the widespread changes to all aspects of life resulting from the COVID-19 pandemic, businesses in Pinellas County report a surprisingly low level of change in their recycling habits and practices. In fact, more businesses claimed that the pandemic **reduced** their waste generation rather than increased it – although the great majority said that it had no effect. At the same time, this work does demonstrate that businesses have pulled back their recycling and waste reduction efforts. One in twenty businesses have ceased their recycling efforts at their business between 2019 and 2021, and one in ten no longer make efforts to reduce waste generated at work. Although the composition of recycled material remains largely the same according to the self-reporting of businesses, the principal declines in waste reduction come from cessations in reuse and the minimizing of paper products used. Businesses were also less likely to report encouraging their customers to recycle than in 2019. These findings are consistent with habit changes seen across various industries during the pandemic and the re-adoption of disposable materials in certain industries. An important note is that, although hospitality and retail trade were oversampled to attempt to find more information about these sectors, there were no statistically significant differences between either of these groups and the Pinellas County aggregate.

Awareness and education remain essential components to spurring more widespread adoption of recycling within Pinellas County. In a marked change from 2019, the predominant self-reported reason that businesses do not recycle is that “recycling isn’t offered” to them. Businesses were also less likely to report leveraging drop-off sites than prior to the pandemic. Despite that, among recycling businesses, concern for the environment is now the foremost justification for the practice, and customer demand for recycling businesses has increased from pre-pandemic levels. This indicates a receptiveness to eco-friendly messaging in future outreach efforts.

According to the businesses, the best motivator to induce a business to adopt a recycling program is to make the process easier. However, levels of awareness of the existing tools for businesses remain unchanged at a relatively low level. Although it is promising to see that both Networking with the Pinellas Partners in Recycling and the new “Where Does It Go? For Businesses” search tool have engagement from one in twenty-five Pinellas County Businesses, the overwhelming majority still report that they have used no recycling resources from Pinellas County. Interest in a business recycling program remains at approximately two in five, while interest in a special composting recycling program failed to attract more than one in five organics-generating businesses’ interest.

Ultimately, the largest issue facing DSW in 2021 is the sharp rise in responding businesses that feel that recycling “is not offered” to them. The small declines in recycling and waste reduction, while concerning, pale in comparison to the importance of getting that message out to businesses. Messaging – whether online or through mailers – that conveys the eco-friendliness and ease of use of business recycling programs within Pinellas County provides the best opportunity for bettering recycling in the area.

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## Appendix A: Survey Instrument

### 2021 Commercial Recycling Awareness Survey

Hello, I am calling on behalf of Pinellas County's Department of Solid Waste. We are conducting a survey about business recycling. This information will allow Pinellas County to better serve businesses and understand where improvements can be made in recycling efforts. We are most interested in how engaged your business is and any challenges you might be faced with. The survey will not take longer than 10 minutes and all responses are confidential.

1. Does your business recycle?
  - a. Yes **[go to Recycler Section]**
  - b. No **[go to Non-Recycler Section]**

Recycler

2. Why does your business recycle?  
\_\_\_\_\_

3. What factors motivate your business to recycle? **[Code on back end, but let respondent say, select all that apply]**

- |   |  |
|---|--|
| <input type="checkbox"/> Reducing disposal costs                    | <input type="checkbox"/> Customer demands          |
| <input type="checkbox"/> Concern for the environment                | <input type="checkbox"/> Alignment with culture    |
| <input type="checkbox"/> Recognition/positive public relations (PR) | <input type="checkbox"/> Corporate policy          |
| <input type="checkbox"/> Improved customer relations                | <input type="checkbox"/> Certification requirement |
| <input type="checkbox"/> Personal decision                          | <input type="checkbox"/> Don't know                |

4. Which of the following recycling service does your business use? Select all that apply.

- Scheduled recycling
- On-call recycling
- Drop-off recycling sites
- Curbside/At home
- Other \_\_\_\_\_ **[Do not read other, but write it in if person states]**

5. In general, what items does your business recycle? **[Code on back end, but let respondent say, select all that apply]**

- |   |  |
|---|--|
| <input type="checkbox"/> Paper                | <input type="checkbox"/> Other metals (copper, brass, scrap, etc.) |
| <input type="checkbox"/> Cardboard            | <input type="checkbox"/> Electronics                               |
| <input type="checkbox"/> Glass bottles & jars | <input type="checkbox"/> Textiles                                  |
| <input type="checkbox"/> Plastic bottles      | <input type="checkbox"/> Chemicals                                 |
| <input type="checkbox"/> Other plastics       | <input type="checkbox"/> Batteries                                 |
| <input type="checkbox"/> Metal cans           | <input type="checkbox"/> Toner and ink cartridges                  |
| <input type="checkbox"/> Aluminum cans        | <input type="checkbox"/> Light bulbs                               |

- |   |  |
|---|--|
| <input type="checkbox"/> Oil              | <input type="checkbox"/> Organics (food waste, etc.) |
| <input type="checkbox"/> Tires            | <input type="checkbox"/> Polystyrene foam products   |
| <input type="checkbox"/> Wood (pallets)   | <input type="checkbox"/> Other _____                 |
| <input type="checkbox"/> Concrete/asphalt |  |

6. Have your recycling efforts resulted in lowered disposal costs for your business?
- Yes
  - No
  - Don't know

7. Does your business encourage customers to recycle?
- Yes
  - No
  - Don't know / N/A

**\*Go to the "General Questions" Section\***

Non-Recycler

8. Have you previously recycled at your business?
- Yes **[go to 9]**
  - No **[go to 11]**
  - Don't know **[go to 11]**

9. What factors made you stop recycling? **[Code on back end, but let respondent say, select all that apply]**

- |  |   |
|--|---|
| <input type="checkbox"/> Cost too high                 | <input type="checkbox"/> Lack of employee participation           |
| <input type="checkbox"/> Took too much time            | <input type="checkbox"/> Recycling bins contaminated with garbage |
| <input type="checkbox"/> Too difficult                 | <input type="checkbox"/> No access to recycling                   |
| <input type="checkbox"/> Lack of space                 | <input type="checkbox"/> Don't know                               |
| <input type="checkbox"/> Lack of management engagement | <input type="checkbox"/> Other _____                              |

10. Why doesn't your business currently recycle?  
 \_\_\_\_\_ **[Go to 12 once answered]**

11. Why doesn't your business recycle?  
 \_\_\_\_\_

12. Do you believe that a business recycling program could benefit your operations?
- Yes
  - No
  - Don't know

13. What would motivate your business to start recycling? [Code on back end, but let respondent say, select all that apply]

- |   |  |
|---|--|
| <input type="checkbox"/> Reduce disposal costs                      | <input type="checkbox"/> If my trash hauler suggested it |
| <input type="checkbox"/> Concern for the environment                | <input type="checkbox"/> Corporate sets regulations      |
| <input type="checkbox"/> Recognition/positive public relations (PR) | <input type="checkbox"/> Certification requirement       |
| <input type="checkbox"/> Improved customer relations                | <input type="checkbox"/> If it were mandatory            |
| <input type="checkbox"/> Customer demands                           | <input type="checkbox"/> Don't know                      |
| <input type="checkbox"/> Aligns with culture                        | <input type="checkbox"/> Nothing                         |
| <input type="checkbox"/> If it were easier                          | <input type="checkbox"/> Other _____                     |

General Questions

14. What material(s) have you found most challenging to recycle and why?

\_\_\_\_\_

15. What material(s) have you found most challenging to dispose of and why?

\_\_\_\_\_

16. How has your waste generation been impacted by COVID-19? Waste generation can be defined as any item or substance that is discarded into a trash or recycling bin after its primary use.

\_\_\_\_\_

17. I'm going to read you a list of items, please say yes or no to whether your business generates the following items as waste through either business operations or from employees.

- |  |   |
|--|---|
| <input type="checkbox"/> Paper                                     | <input type="checkbox"/> Batteries  |
| <input type="checkbox"/> Cardboard                                 | <input type="checkbox"/> Toner and ink cartridges   |
| <input type="checkbox"/> Glass bottles & jars                      | <input type="checkbox"/> Light bulbs  |
| <input type="checkbox"/> Plastic bottles                           | <input type="checkbox"/> Oil  |
| <input type="checkbox"/> Other plastics                            | <input type="checkbox"/> Tires  |
| <input type="checkbox"/> Metal cans                                | <input type="checkbox"/> Wood (pallets)   |
| <input type="checkbox"/> Aluminum cans                             | <input type="checkbox"/> Concrete/Asphalt   |
| <input type="checkbox"/> Other metals (copper, brass, scrap, etc.) | <input type="checkbox"/> Organics (food scraps, yard waste, etc.) <b>[Proceed to 18 if selected; 19 if not]</b> |
| <input type="checkbox"/> Electronics                               | <input type="checkbox"/> Polystyrene foam products  |
| <input type="checkbox"/> Textiles                                  | <input type="checkbox"/> Other _____  |
| <input type="checkbox"/> Chemicals                                 |   |

18. If there was a collection or drop-off program to manage organics waste and turn it into useful compost, would your business be interested in participating?

- a. Yes
- b. No
- c. Don't know

19. Reducing waste can be defined as preventing waste by decreasing or eliminating the amount of materials used and discarded; does your business make efforts to reduce waste?

- a. Yes **[go to 20]**
- b. No **[go to 21]**

20. Can you briefly describe the waste reduction efforts at your business?

\_\_\_\_\_

21. Have you heard of Pinellas County's "Where Does it Go?" For Businesses search tool?

- a. Yes **[go to 22]**
- b. No **[go to 23]**

22. Where did you find out about that?

\_\_\_\_\_

23. Has your business used any of the following resources or services from Pinellas County? Select all that apply.

- "Where Does it Go?" For Businesses search tool
- On-site business inspection (SQG Program) **[If need to clarify: Small Quantity Generator Program which educates businesses on proper solid and hazardous waste management, according to federal and state regulations]**
- Networking with Pinellas Partners in Recycling (PPR)
- Calls or emails to the county asking for advice
- County website
- Don't know
- None of the above
- Other \_\_\_\_\_

Conclusion/Business Information

24. What is your company's name?

\_\_\_\_\_

25. Please give a brief description of what your company does.

\_\_\_\_\_

26. What is your business ZIP Code?

\_\_\_\_\_

27. Which of the following most closely describes your business' location?

- a. Freestanding building
- b. Shopping center or office park
- c. High-rise office building

28. Who is responsible for coordinating recycling collection at your business?

- a. The business is responsible for its own recycling
- b. The building landlord/property manager is responsible for recycling
- c. The business' corporate office is responsible for coordinating recycling
- d. Other \_\_\_\_\_

29. How many people does your business employ?

- a. 1 to 4
- b. 5 to 9
- c. 10 to 19
- d. 20 to 49
- e. 50 to 150
- f. 150 or more

30. What is the title of your position?

\_\_\_\_\_

31. How involved are you with making decisions?

- a. I am the sole decision maker
- b. I make decisions in the store, but corporate still prevails
- c. I have some input, but do not make decisions
- d. I do not make any decisions

**\*Thank you for your participation/closing statement: HCP to fill the remaining questions out \***

---

Closing Statements:

a. Thank you for participating your feedback will help Pinellas County provide recycling and waste reduction resources to businesses. We are thrilled to hear you are familiar with the Where Does it Go? For Businesses search tool!

b. Thank you for participating your feedback will help Pinellas County provide recycling and waste reduction resources to businesses. The Where Does it Go? For Businesses search tool is also a great place to start if you are unsure of how to dispose of or recycle a particular material at your business. Just go to [www.pinellascounty.org/wheredoesitgo](http://www.pinellascounty.org/wheredoesitgo), select "For Businesses," then type an item in the search bar.

---

32. What industry is your company engaged in?

- |   |   |
|---|---|
| a. Accommodation and Food Services  | k. Management of Companies and Enterprises          |
| b. Administrative and Support and Waste Management and Remediation Services | l. Manufacturing                                    |
| c. Agriculture, Forestry, Fishing, and Hunting                              | m. Mining, Quarrying, and Oil and Gas extraction    |
| d. Arts, Entertainment, and Recreation                                      | n. Other Services (except Public Administration)    |
| e. Construction   | o. Professional, Scientific, and Technical Services |
| f. Educational Services   | p. Real Estate and Rental and Leasing               |
| g. Finance and Insurance  | q. Retail Trade                                     |
| h. Health Care and Social Assistance  | r. Transportation and Warehousing                   |
| i. Industries not classified  | s. Utilities  |
| j. Information  | t. Wholesale Trade                                  |

33. Is your business in a city or in unincorporated Pinellas County?

- a. City **[go to 34]**
- b. Unincorporated **[done]**

34. Which city are you located in?

- |                       |                          |
|-----------------------|--------------------------|
| a. Belleair           | j. Kenneth City          |
| b. Belleair Beach     | k. Largo                 |
| c. Belleair Bluffs    | l. Madeira Beach         |
| d. Belleair Shore     | m. North Redington Beach |
| e. Clearwater         | n. Oldsmar               |
| f. Dunedin            | o. Pinellas Park         |
| g. Gulfport           | p. Redington Beach       |
| h. Indian Rocks Beach | q. Redington Shores      |
| i. Indian Shores      | r. Safety Harbor         |

- s. St. Pete Beach
- t. St. Petersburg
- u. Seminole

- v. South Pasadena
- w. Tarpon Springs
- x. Treasure Island

## Appendix B: Open-Ended Responses

### Question 2: Why does your business recycle?

- Availability of recycle bins
- Availability of recycle bins and environmental concern
- because they produce a lot of paper and bring it home when needed
- Been doing it for years and environmental concern
- Better the environment
- Bew responibel
- Car parts
- Cardboard boxes
- Cardboard boxes
- Cardboard boxes
- Cardboard is easier managed with program
- company policy
- Concern environment
- Concern for environment
- Convenient location near recycling center in Clearwater
- Corporate and for waste space
- corporate instilled this
- Corporate policy
- Corporate policy
- Corporate policy
- Corporate policy
- Corporate policy and environmental reasons
- Corporate policy and environmental reasons
- corporate recommends this
- do not have the correct equipment
- doctors office
- does not know
- Don't Know
- Don't Know
- Drop-off program is across the street
- easy to do and something corporate promotes
- Easy to recycle, efficient, recycle service disposes of shredded documents
- End up with a lot of extra metal
- Entertainment committee deals with Aluminum cans and Waste connection
- Enviornmental



- Good for environment
- Good for environment, receptionists take recycling seriously
- Good for the environment
- Good for the environment
- Good for the environment, positive
- good for the environment, right thing to do
- Green park, environmental
- have a cardboard
- Have a lot of recyclables
- Have a lot of recyclables
- Have a lot of recyclables
- Have been recycling for years
- Have lots of cardboard
- help out and do their part
- help out with the environment
- help the environment
- Hilton corporate requirements
- HIPA
- it is very minimal so it is easy to take it home to recycle it
- it is very minimal so why not do it
- It's the right thing to do, personal decision
- Its the right to do
- its very minimal and they take it home to recycle there because no bins at their building
- its very minimal so its easy
- its very minimal so its easy and why not help the planet
- its very minimal so not hard to do

- Just to do their part
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment
- Just to do their part for the environment and resources
- Just to do their part for the environment/ CEO recommends that they do it
- Law and good for environment
- Law to recycle auto part materials
- Lot of plastics and cardboard on a daily basis
- Lots of recyclable materials
- Makes money of resold and reused scrap metal
- Money and corporate
- Motor Oil needs to be recycled
- NA
- Not much to recycle so why not do their part to help out
- Oil filters, tires and scrap recycled
- Oil, coolant and
- Old classified documents are shredded and company is pro recycling
- Owner takes recycling personally
- Paid for paper
- paper and cardboard
- personal choice
- Personal decision
- Personal decision
- Personal decision and recycling provided
- Personal decision and spouse influence
- Personal decision by office
- Program has always been in place
- Provide an option for customer
- Provided with bins
- Provided with recycling bins
- Provided with recycling bins
- Provided with recycling bins

- Provided with recycling bins
- Provided with recycling bins
- Recycle bins provided
- Recycle bins provided
- Recycle bins provided
- Recycle bins provided
- Recycle cans
- Recycling programs already in place
- Reduced disposal costs, right thing to do
- Reducing disposal costs
- Required by law
- Required by the city
- Required to recycle certain items
- Resident demands
- Right thing do
- right thing to do, environment
- Right thing to do, environmental concern
- Right thing to do, environmental concern
- Right thing to do, environmental concern
- Right thing to do, personal choice
- Shredded paper and broken electronics due to sensitive information avoiding the dump
- Students requested service
- Sustainability
- Sustainable energy company, part of business
- the bin is provided behind the building so why help out
- The bins are provided for the plaza
- the bins are provided so why not
- The building has a cardboard recycling service
- the cardboard bin is provided so why not use is
- The county gave them the bins so they use them
- The program has been in place for a while for cardboard
- their landlord provides the building bins so why not
- they are provided access to recycle so why not just do it
- they have the bins so why not just do it

- They produce a decent amount of paper and cardboard so they go and drop it off themselves
- they produce a decent amount of recycle material so why not help out and do their part
- they produce a decent amount of recycle materials and the neighboring company takes their recycle materials for them
- they produce enough cardboard and its easy to dispose
- they produce some recycle materials and have the bins so why not
- They're a green park, environmental concern
- To break the cardboard down, easier to put recycle bins then fit in the trash
- to help out and do their part
- to provide residents with the proper access
- to provide residents with the proper access
- To save dumpster space
- too easy not to
- Unsure, owners decision
- Use a lot of plastic
- Use lots of paper
- Waterfront location so environmental
- We collect because we have recycle bin available

Question 4: Which of the following recycling services does your business use? "Other"

- Cans picked up once a week
- doesnt know because property manager is in charge
- doesnt know because property manager is in charge
- IDK
- Pay waste management addition to sort
- Pickup service in place
- roll off company by scrapyard
- Safety Clean Service
- Unsure of the method of collection, the shopping center just has recycle bins available

Question 5: In general, what items does your business recycle? "Other"

- Auto parts
- Furniture
- Medical equipment
- oil filters
- Propane
- Steel

Question 9: What factors made you stop recycling? "Other"

- do not have anything to recycle
- don't have recycables

Question 10: Why doesn't your business currently recycle?

- City does not provide bins
- Cost is the main factor
- Cost is the main factor
- Hard to access bins
- Lack of employees and guest participation
- Lack of storage space for separate bins
- no access
- No access
- No access
- No access to bins
- No recycling bins
- No recycling provided
- Old company couldn't gain access to recycle bins
- Recycle center stopped accepting
- School district restrictions
- too cost worthy and inconsistant
- Too expensive, do not have right materials available
- too much time
- Used to have a parent would would personally take the waste and recycle it

Question 11: Why doesn't your business recycle?

- 2 person office and everything they do is done digitally so they don't produce recycle materials
- Absence of the recycle bins
- All plastic chemical based and minimal paper
- are not offered that
- arent provided the proper bins
- bins are not provided at their building location
- Brand new office
- can't recycle much in his line of business
- cant throw away
- city wants too much money
- County does not offer it
- d
- Dental Office
- do not have separate bins
- Do not know, corporate answer
- Doctor's office makes it difficult
- Doctor's office makes it difficult

- Doctor's office makes it difficult
- Doctor's office makes it difficult
- don't have access to the bins
- don't have anything to recycle
- Don't have bin
- Don't have bins provided and not enough storage
- Don't have bins provided and not enough storage
- don't know
- don't know
- don't know but wish they did
- dont have access to the proper bins to dispose of the hazardous waste
- dont have the bins
- dont have the space
- dont know
- Dont produce too much recycle materials
- Expensive
- Extra charge and city garbage collection already in place
- Granite work
- have nothing to recycle
- Havent been provided the bin
- If recycling bins were provided
- Individual rooms and guest reliant
- Inside a plaza, no recycle bins available
- it is only a 3 person office so they generate little to no recycle material
- its the customers job, not the restaurant
- JUst auto parts
- just makes sandwiches does not recycle
- Lack of access
- Lack of access
- Medical facility
- Medical office
- Minimal waste
- mot provided with bins



- No recycling bins provided
- No recycling bins provided and limited space
- No recycling bins provided, garbage company notified that all waste both recycled and regular goes to same dump
- No recycling bins provided, limited waste
- No recycling bins provided, not much recyclable waste anyways
- No recycling bins provided, shred bins provided
- No recycling bins provided, unsure residue t
- No waste
- Not convenient
- not cost effective
- not easy
- Not enough staff
- Not enough waste
- Not much recyclable material
- Not much recycle materials are generated
- not much to even recycle in the first place
- not much to recycle
- not provided
- Not sure
- Not sure
- not sure why
- nothing available
- Nothing offered in the plaza
- nothing to recycle
- nothing to recycle
- Nothing to recycle
- Nothing to recycle

- Nothing to recycle
- nothing to recycle but oil
- Office building does not offer
- only generates minimal cardboard and its too expensive to just pay for a cardboard bin
- Only scrap and coolant is recycled. No bins provided for other waste.
- owner brings it home
- Paper is main waste item, only shredding due to confidentiality
- Paper must be shredded, no recycle bins
- Paperless
- Pricing is too much
- proper bins aren't provided
- Property manager doesn't provide the bins
- Property manager doesn't provide the bins
- Property manager doesn't provide the bins
- Recycle bin
- Renew and Recycle location is right next to them, visit there once a while, but no recycling bins provided
- Seer amount of waste, would need more staff, only separate mattresses amnd met
- small operations and don't produce much waste in general
- Space and cost
- the bins were taken out because individuals were throwing regular trash in the recycle bin
- the landlord or property manager didn't provide their building with access to a bin
- the landlord or property manager didn't provide their building with access to a bin
- their shopping center where they are located isn't provided the proper bins
- there are no bins provided on their property
- they are a completely mobile and online firm
- they do live event productions so everything is done over the computer
- they don't have a set business site as they do their contracting work on the go and only have a small show room as their "office"
- they don't produce enough to recycle
- They don't produce much waste or recycle materials
- they dont have that much to recycle
- they dont have the proper bins
- they tried in the past and found it to be too difficult and time consuming
- They were not given a recyc;e bin
- They were not given a recyc;e bin
- They were not given a recycle bin

- They were not given a recycle bin
- They were not given a recycle bin
- They were not given a recycle bin
- They were not given a recycle bin
- They were not given a recycle bin and corporate didnt advise them to start
- Unsure
- Unsure
- Unsure
- Unsure
- Unsure, limited amount waste
- Unsure, no real reason
- Unsure, no recycle bins provided
- Unsure, no recycle bins provided
- Unsure, there are no recycling bins provided

Question 13: What would motivate your business to start recycling? “Other”

- Availability of bins
- Cost reduction
- Guests won't recycle, not enough staff
- Guests won't recycle, not enough staff
- If bins were provided
- If bins were provided
- If bins were provided by the building/city
- If bins were provided for the plaza
- If it were cheaper to have the cans
- If the bins could be provided for free
- If the landlord payed for the bins
- If the landlord payed for the bins
- If the landlord payed for the bins
- If the need was there
- If the valet waste service was determined to be insufficient
- If the waste could be picked up by the city
- If there was an easy and cost-free method
- If there was more waste
- If there were bins or just more waste in general, small business
- if they produced more recyclable waste
- if they were given the proper bins
- If we had more recyclable waste
- If we had more recyclable waste
- If we had more space
- If we had more waste
- If we had more waste
- If we had more waste

- If we had more waste
- If you produced more waste
- Knowing it would be separated from normal trash
- Landlord needs to provide
- minimal waste
- More Information, Cheaper
- More waste
- Not enough waste
- Not enough waste
- Potentially if there was compensation
- School district
- Some waste is unable to be recycled
- Used to be free paper service

Question 14: What material(s) have you found most challenging to recycle and why?

- Batteries and toner/ink cartridges due to separate service and disposal method through the building
- Beer cases, pizza boxes dirty and unorganized, needs extra attention
- Big boxes
- Bottles and cans due to the amount
- bottles and soda cans--end up trash
- Bottles, cans, cardboard
- Cardboard due to size and amount
- Cardboard due to the pickup
- Cardboard due to the service used not being able to pickup
- Cardboard is simply disposed of
- Don't know, still to property
- Dont find anything difficult to recycle. They only produce a few recycling items
- Dont have many materials to recycle besides excess canvasses from boat tops
- Electronics for a while, but special service was found
- Electronics would probably be the only recyclable item that we can think of that is troublesome to recycle
- florescent bulbs
- glass
- Glass
- glass and bottles
- Glass due to small containers
- Glass due to the amount and cleaning hassle
- Glass products
- Glass there is so much no where to put it
- glass, cans, polystyrene foam products
- Glass, to make sure it's clean and difficult to rely on guests
- Guest waste

- Has companies come dispose of their recycling materials properly
- Haven't come across materials that are difficult, some electronics
- Hazardous products due to rules and regulations
- If I were to recycle, nothing really
- Industrial plastics, unsure which are recyclable
- large boxes
- Large Cardboard boxes due to them being unable to be store in bins
- light bulbs
- Minimal waste, no challenge
- Minimal waste, no challenge
- N/A
- N/A as they are a video production company
- na
- no
- no
- no
- no
- no
- no





- No challenge with recyclable materials
- No challenge with recyclables
- No challenge with recycling
- No challenge with recycling efforts
- No challenge with scrap metal, separate service same with chemicals
- No challenge with the boxes
- No challenge with the cardboard
- No challenge with the cardboard
- No challenge with those materials all had services in place
- No challenge, all recyclables easy to dispose of
- No challenge, anything recyclable is usually brought to Renew and Recycle next door
- No challenge, cardboard maybe if I had to choose
- No challenge, cardboard maybe in the past, also 4 liters plastic bottles
- No challenge, everything handled
- No challenge, everything handled simply
- No challenge, everything is handled recycling service wise
- No challenge, everything is simple
- No challenge, everything recyclable has separate service
- No challenge, landlord handles any waste management troubles
- No challenge, maintenance handles recycle items well
- No challenge, materials relatively simple to dispose
- No challenge, maybe cardboard if we had recycling program
- No challenge, metal service easily functioning
- No challenge, minimal
- No challenge, minimal recyclable waste
- No challenge, minimal waste
- No challenge, more cardboard and plastics
- No challenge, most waste is used to test the systems
- No challenge, mostly cardboard or paper
- No challenge, no can or bottle recycling in office
- No challenge, no distinct recycling program
- No challenge, no recyclables
- No challenge, no recycle program
- No challenge, no recycling
- No challenge, no recycling in place, minimal waste

- No challenge, no recycling program
- No challenge, no recycling program, all recyclable waste minimal
- No challenge, no recycling program, nothing challenging in the past
- No challenge, no recycling service, but there isn't much waste
- No challenge, not much to recycle
- No challenge, only cardboard which isn't challenging
- No challenge, only oil is recycled
- No challenge, only recycle cardboard
- No challenge, printer ink carts recycled to HP
- No challenge, recyclable items handled
- No challenge, recyclable items simple
- No challenge, recyclable material handled effeciently
- No challenge, recyclables are handled
- No challenge, recycle items simply disposed
- No challenge, recycled materials are automotive so handled with separate service
- No challenge, tire and scrap services set
- No challenge, waste easily disposed of
- No challenge, waste is easily disposed of
- No challenge, we don't recycle and don't produce enough waste for it to be a problem
- No challenge, we don't recycle and waste is minimal
- No challenger, furniture handled well
- No challenges
- No challenges, recycling is handled personally by each employee
- No challenges, simple to dispose of
- No distinct recycling program
- No materials are challenging
- no notable challenges
- No only recycle cardboard boxes
- No real challenge, just found out service to take care of ink
- No real challenge, maybe plastic containers due to the cleaning process (sauces and soups)
- No real challenge, plastic maybe because of unsure what plastic is able to be recycled.
- No real challenge, waste minimal, lots of recyclable waste is reduced through efforts
- No recyclable materials are a hassle to dispose of. Most are reused anyways
- No recyclables that are challenging
- No recycling due to materials produced as waste unable to be recycled
- No recycling program currently.
- No recycling program, no challenge with the granite or quartz
- No recycling program, no recyclable waste challenging



- Nothing
- Nothing
- Nothing (literally all he said)
- Nothing as most of the recycle material is ease to dispose of
- Nothing as someone else handles their recycling for them
- Nothing as the main recycle material they create is cardboard
- Nothing as the recycling is very minimal because not many people are in the office
- Nothing as the usual recycle waste is easy to dispose of
- Nothing as they are a small operations
- Nothing as they are a travel agency so they don't produce much recycle material
- Nothing as they are a wholesale company
- Nothing as they are located close to the recycling facility so it isn't difficult for them
- Nothing as they aren't provided a bin someone drives it themselves to a site
- Nothing as they don't create much recycle material
- Nothing as they don't create much recycling material
- Nothing as they don't have the means to properly recycle
- Nothing as they don't have the proper bins provided
- Nothing as they don't produce more than a normal household does in a week
- Nothing as they don't produce much recycle material
- Nothing as they don't recycle at the shop
- Nothing as they dont have access to recycling bins
- nothing as they dont produce much to recycle
- Nothing as they dont recycle
- Nothing as they have a bin behind their building for cardboard only and that is the only recycle material they usually dispose
- Nothing as they have a company come pick up the old oil they use
- Nothing as they have a company come pick up the toner and ink cartridges
- Nothing as they have companies come pick up paper and cardboard
- Nothing as they have companies come pick up their oil drums and batteries for the scooters
- Nothing as they have companies recycle their hazardous waste for them
- Nothing as they have other companies recycle for them
- Nothing as they have plenty of trucks to do drop off when needed
- Nothing as they have programs for the items they regularly recycle
- Nothing as they have programs in place to properly dispose hazardous waste
- Nothing as they have programs set up for the electronics and batteries they have
- Nothing as they have programs set up for their recycle waste
- Nothing as they have programs set up to dispose of their hazardous waste
- Nothing as they have programs set up to get rid of batteries, oil and other hazardous materials
- Nothing as they have programs set up to properly dispose of things
- Nothing as they have someone pick up their ink cartridges
- Nothing as they only deal with glass and metal but have programs in place for the disposal of the items
- Nothing as they only generate cardboard as their only recycle material

- Nothing as they only produce cardboard as the only recycle material
- Nothing as they only produce paper as recycle material and they return old ink cartridges
- Nothing as they only receive things to sell as new products
- nothing as they only recycle cardboard
- Nothing as they only recycle paper
- Nothing as they only recycle paper and cardboard
- Nothing as they only use cardboard and napkins as recycling materials
- Nothing as they only usually do deck removals so they take the excess wood to the dump where they burn it
- Nothing as they re use most of the recycle materials
- Nothing as they take home all the recycle materials as they need
- Nothing because in the office it is very minimal
- Nothing because they don't recycle anymore. Had a company help them in the past but it was too difficult for the trucks to access the containers
- Nothing because they have programs for the few recycling materials they produce
- Nothing challenging
- Nothing challenging
- Nothing challenging, everything is simply recycled
- Nothing due to not recycling and primarily food and packaging waste
- Nothing has a good routine down for everyday product
- Nothing is all pretty easy been doing it for years
- Nothing is challenging as they only really recycle cardboard
- Nothing is difficult to recycle as it is just plastic bottle and metal cans usually
- Nothing is difficult to recycle they usually just dispose of paper and bottles in their bins
- Nothing is ever too difficult
- Nothing is too difficult as it is a two person office so it is very manageable
- Nothing is too difficult as it usually is only paper, cardboard, & bottles
- Nothing is too difficult for them to recycle as they have easy access and it is very minimal
- Nothing it is pretty easy
- Nothing only recycles plastic bottles and cardboard
- Nothing really, everyone is well trained, no real struggle
- Nothing small operations and only usually generates cardboard for recycle materials
- Nothing their property manager has a cardboard bins so they recycle that when needed
- nothing they deal with
- Nothing they don't recycle
- Nothing they have companies come pick up ink and pallets
- Nothing they only recycle paper and a little cardboard
- Nothing they usually only recycle cardboard and paper on their own as they have other companies pick up all other materials
- Nothing, no challenge, already services in place

- Nothing, no current recycling, no reports of trouble in the past
- Nothing, no recycling, only recyclable items are paper, no challenge
- Nothing, no reported challenge
- Nothing. don't participate in recycling
- Nothing. Not provided recycling bins
- Nothing. they have companies exchange their old oil and batteries with new ones
- Only cans are recycled, no challenge
- Only recycling cardboard, no trouble
- orphan waste, gasoline and antifreeze
- pallets and wood
- Paper due to the small holes in the recycling boxes
- Paper is the main material recycled, no issues
- Pizza boxes and plastic bags, because of the amount and non-recyclable
- Plastic bags. More products that are allowed to be recycled
- Plastic bottles, no way to wash the plastic containers for recycling
- Plastic, due to confusing to sort and organizational troubles
- plastics
- Plastics
- Plastics and cooling containers due to guests using a massive amount and not being conscious
- Plastics due to the amount
- Plastics due to the sheer number
- plastics, aluminium
- Plastics, bottles due to guest reliance
- Plastics, tough to sort through and organize
- Printer and toner cartridges due to seeking out an efficient service to properly dispose
- PVC product and metals are labor-intensive, bins and pallets cost a lot, making profits less than ideal
- Recyclable items are disposed of relatively simply
- Recycling efforts effective, residents are responsible mostly
- Recycling items simply disposed of
- Polystyrene foam products
- Polystyrene foam products, due to the guest limited knowledge
- The paper is disposed of very efficiently
- They don't produce much recycle material but has the cardboard used picked up by another company
- Toner, due to separate service, sell extra in bulk
- Too expensive
- Unsure if certain chemicals can be recycled or not.
- Unsure, no real challenging disposal
- Unsure, no reported challenges
- Used oil and gas if the company they hire is busy

- usually only produce cardboard so it is easy
- visqueen is the only material. They need help having that picked up because it usually is too big to throw out
- White paper, due to the curbside pickup not being there

Question 15: What material(s) have you found most challenging to dispose of and why?

- All waste they produce is pretty easy to dispose of
- Appliances, due to not knowing how to dispose of properly
- batteries
- Batteries and florescent lights
- Batteries disposal we contact the disruptor and fluorescent light bulb are usually handled by building, but on call
- Batteries due to separate disposal service and certain packaging material
- Beds due to being forced to take them to the dump. No known resources for disposal
- Biohazardous materials have separate service, only real issue, but the service has never reported any issues
- Biohazardous or chemical
- Boxes due to size and glass to the amount
- Boxes due to the size and amount. The dumpster is not large enough to support the majority
- broken equipment
- Bulk items, furniture/ mattress items due to the requirement of extra service
- Cardboard and glass due to amount
- Cardboard boxes
- Cardboard boxes currently due to the size or amount
- Cardboard boxes due to size and Marketing Materials
- Cardboard due to the size and amount
- Cardboard due to the size and amount
- Chemicals , Paint and TVs
- Chemicals and liquids unsure how to dispose of properly
- Chemicals not sure of how to properly dispose of chemicals
- Chemicals, can't use normal trash
- Closest to a challenge would be light bulbs and other items that require separate pick up service
- Computer and batteries require separate service
- Computer components are given to special company
- Dexascan--too large not sure what to do with it
- Electronic appliances due to requirement of separate service
- electronics
- Electronics
- Electronics
- Electronics
- Electronics and ink cartridges, due to separate services to properly dispose of
- Electronics appliances
- Electronics due to not being able to dispose of in the dumpsters

- Electronics due to special treatment, batteries are also challenging to properly dispose of
- Electronics not knowing how to dispose of properly
- Electronics, due to their size, occasionally
- Everything is pretty easy to get rid of
- florescent bulbs, electronics... reducing the price of disposal would have them recycle more
- Fluorescent light bulbs and computer monitors due to separate services required
- Fluorescent light bulbs due to contact of separate service
- florescent light bulbs due to having to wrap and throw in the dumpster
- Fluorescent light bulbs due to separate service requirment
- Foam, a lot of places don't want the packaginig foam
- fry oil
- Fryer oil and not allowed to throw out normally and a special container required
- furniture
- Furniture and large items due to separate service
- Furniture, electronics, and plastic bags due to lack of disposal advice and resources
- Furniture, we have a separate service that picks it up
- Furnoiture large items
- Getting rid of the old tires
- glass
- glass
- Glass
- Glass due to the brittleness and mess (if broken)
- glass products
- Industrial plastics, lithium batteries
- Large plastic bottles due to the bulk and size. Cardboard Boxes due to to the size and amount.
- light bulbs
- Light bulbs due to not knowing how to properly dispose of
- Light bulbs due to separate disposal service required
- Light bulbs due to special order
- light fixtures is about it as they hang outside of the bin sometimes
- Lightbulbs and batteries
- Linen due to the chemicals used on it
- Mattresses, due to special order to the city
- Metal paint cans due to paint being hazardous and paper due to amount
- Metals due to separate service required to dispose
- Minimal waste, no challenge
- na
- na
- na
- NA
- NA
- NA
- no



- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No because the shop is out of their home
- No challenge
- No challenge in Pinellas County with disposal
- No challenge minimal waste
- No challenge minimal waste
- No challenge minimal waste
- No challenge reported, everything disposed of simply
- No challenge reported, most large items and special waste items are handled by city of Largo
- no challenge that worker is aware of
- No challenge with any waste, minimal
- No challenge with disposal
- No challenge with disposal, small business
- No challenge with other waste
- No challenge, all special items have separate pickup services
- no challenge, all special items have separate services
- No challenge, all special materials needed to dispose of have special service

- No challenge, all specialized waste items are handled by other services
- No challenge, all waste able to be fit in bins
- No challenge, all waste easily disposed of
- No challenge, batteries may be due to separate service
- No challenge, disposal is simple with minimal waste
- No challenge, everything disposal wise is taken care of
- No challenge, everything disposed of efficiently
- No challenge, everything handled well
- No challenge, everything is handled well by the building and garbage collection services
- No challenge, everything is handled well by the warehouse
- No challenge, everything is mostly easy to dispose of
- No challenge, everything is relatively simply disposed
- No challenge, fuel maybe but tells customers to dispose of personally
- No challenge, ink separate service for disposal
- No challenge, minimal waste
- No challenge, minimal waste besides furniture
- No challenge, minimal waste otherwise
- No challenge, minimal waste, disposal is simple
- No challenge, minimal waste, mostly reused
- No challenge, most products are leased other large products handled by outside services
- No challenge, most waste (boxes) are reused
- No challenge, no reported struggles with disposal
- No challenge, not enough waste. If an electronic or toner cartridge needed replacement, services already in place
- No challenge, nothing has been a hassle to dispose of that she can think of
- No challenge, oil changes are through private service
- No challenge, oil has separate service
- no challenge, oil separate service
- No challenge, one person usually in office
- No challenge, only three people in office, minimal waste
- No challenge, paper is taken to a shredding company
- No challenge, paper is the only waste produced, anything else disposed is very rare



- None
- None of the waste they produce is too difficult to throw away
- None, the majority of the waste is paper, but they have a service in place to take care of it
- Not much of a challenge, cardboard due to the size, batteries, and light bulbs due to usage of separate services
- Not really, recycle batteries, but separate service in place
- Not too much, mattresses, furniture, paint cans (chemicals) all required separate services
- nothing
- nothing
- Nothing
- Nothing
- Nothing
- Nothing (literally all he said)
- Nothing as all waste they generate is pretty easy to dispose of
- Nothing as everything is pretty simple to get rid of
- Nothing as everything they generate is easy to throw in the dumpster
- Nothing as everything usually fits in the dumpsters
- Nothing as he provides driving services as his job
- Nothing as it is pretty easy to dispose of
- Nothing as it is usually excess vacuum parts which aren't very big
- Nothing as most waste is very minimal
- Nothing as the dumpster out back is easily accessible and not much trash is made
- Nothing as the waste is pretty easy to dispose
- Nothing as the waste is the same from most jobs they do so its very routine
- Nothing as they a practically all digital and they only generate very little organics only
- Nothing as they all drop off all the waste they generate from the job sites
- Nothing as they already have a furniture dumpster
- Nothing as they are a recruiting firm so they dont produce much waste and a 4 person operation
- Nothing as they are a small operation for a travel agency
- Nothing as they are a staffing company
- Nothing as they are just the leasing office so they don't produce much waste
- Nothing as they do residential now so they produce less waste compared to when they did commercial
- Nothing as they don't create much trash
- Nothing as they don't create waste that's difficult to dispose of
- Nothing as they don't generate much trash in general
- Nothing as they don't generate much waste since they are a staffing firm

- Nothing as they don't generate that much because it is a three person job
- Nothing as they don't have many big items to throw in the dumpster everything comes new to their store
- Nothing as they don't have many people working out of the office
- Nothing as they don't produce much waste as a water softening company
- Nothing as they don't produce much waste in general
- Nothing as they don't produce much waste in general
- Nothing as they don't accumulate much trash
- nothing as they don't produce much trash
- Nothing as they don't produce much waste at their place of business
- Nothing as they have a small operations so everything is pretty easy to dispose of
- Nothing as they have outside companies come pick up old furniture items for them
- Nothing as they have trucks to go drop off the waste they generate from a job
- Nothing as they only dispose of smaller items in their dumpster out back
- Nothing as they only have 4 people in office and everyone else works remotely so they generate very little
- Nothing as they only have to get rid of scrap metal rarely because they try to reuse as much as possible
- Nothing as they only usually throw away food
- Nothing as they produce very little waste in general
- Nothing as they rig the ships so not much excess waste is created
- Nothing as they sell all new products and doesn't experience much excess waste
- Nothing as they sell new products for cars nothing is used prior
- Nothing as they usually only dispose food
- Nothing as the waste they generate isn't big or hard to dispose of
- Nothing as they work on the go or at home
- Nothing challenging
- Nothing challenging
- Nothing challenging
- Nothing challenging to dispose of
- Nothing challenging to dispose of
- Nothing doesn't create much non-recycle material
- Nothing everything is easy
- nothing everything is pretty easy to dispose of
- Nothing guests have never had any trouble disposing of items
- Nothing is difficult they don't produce much waste in general
- Nothing is difficult to dispose of
- Nothing is difficult to throw away
- Nothing is difficult to throw away as they reuse most of the materials for day to day
- Nothing is hard to dispose of
- Nothing is hard to get rid of for them
- Nothing is too big for the dumpster
- Nothing is too big to dispose of

- nothing is too difficult
- Nothing is too difficult to dispose of
- Nothing is too difficult to dispose of for them
- Nothing is too difficult very small office
- Nothing is too hard to dispose of
- Nothing its a small operations and they try to re use as much as possible
- Nothing its a two person operations so not much waste is generated
- Nothing just do yacht sales.. so doesn't produce much trash
- Nothing only has two employees so they don't produce much waste
- Nothing only paper products mostly, no challenge simple dumpster use.
- Nothing out of the ordinary
- nothing really too difficult
- Nothing small four person office and it is all manageable to throw away
- Nothing the office is very small so the waste isn't much
- Nothing the trash generated in office is very minimal
- Nothing they are a staffing company so doesn't produce much waste
- Nothing they are a two person operation so they dont produce much waste
- Nothing they don't create much waste
- Nothing they get pretty normal trash nothing "out of the ordinary"
- Nothing they have a company come dispose of broken wood pallets and cardboard
- Nothing they have a small operation and don't create much waste
- Nothing they have been "doing this for years" so its pretty routine for them now
- nothing they have other companies come pick up the waste for them
- Nothing they have their dumpster out back to use whenever
- Nothing they said its a small office and they generate very little waste
- Nothing. doesn't create much waste in general
- nothing. they are a used car dealership
- nothing. they dont make much trash
- Nothing. they keep or sell the parts not used
- Oil due to separate service, not usually business related
- Oil from cooking and other rising liquids due to the excess and messiness
- Old carpet due to amount
- old equipment
- Only batteries and toner/ink cartridges due to separate service
- Only bulk (mattress, furniture) due to reliance on city service
- paint
- Paint and chemicals due to not knowing where to properly dispose
- Paint, due to disposal trouble (taking it elsewhere)
- Paint, due to speical method of disposal
- Paints and chemicals, generate and light bulbs one place in county provided \$40 box

- Paints due to taking to separate service
- pallets and wood
- Pallets due to size, no dumpster large enough to dispose
- Paper products
- Pasint cans, Boprken TVs
- Plastic bags and paper cups, guests irresponsible
- Plastic bags due to them being non recyclable unsure where to dispose
- Plastic bags due to unable to be recycled, single-use plastics for some offices, plastic ban for St. Pete office.
- plastic cups, no option
- Plastics due to the amount
- plastics, food waste
- Printer and toner cartridges due to being advised to not dispose of normally
- Printer and toner cartridges for the same reason
- PVC products and Metals take lots of recycling, labor-intensive, concrete is taken to separate area.
- said everything is pretty easy to dispose of
- Same answer
- Same answers as above, Hazardous waste
- Scrap metal service and pallets. Everything is mostly handled well by Waste Management
- Sensitive paper documents require separate service for disposal
- Television screens, rare waste, but unsure where to dispose of once broken
- The metal is dangerous to handle at times, but well trained
- The old furniture is the only item challenging to dispose of
- the toner and ink cartridges
- tire waste
- Tires because they have to hire someone to pick them up and that service is expensive
- Tires due to separate service (inconvenient)
- Toliets and bulk items (if needed, due to location)
- Toner and ink cartridge due to separate services required
- Toner and ink cartridges due to having to take them to staples
- Toner and ink carts due to separate service required
- Toner cartridge due to separate service
- Trimmings from plants, take to shrubbery or plant material service
- Tubs and sinks, any large items
- Unsure, everything disposed of easily to be of knowledge
- Unsure, no challenge
- Unsure, no reports of challenges to the best of their knowledge.
- Used car parts for a simpler service
- Used electronics due to separate service
- Wood (pallets)





- have not
- have not been impacted
- haven't seen much change
- haven't seen much change
- increased
- Increased generation
- Increased with cleaning supplies
- It was less
- Less
- Less
- Less
- Less
- Less
- Less because closed for a while
- Less because closed for a while
- Less because closed for a while
- Less due to Closedown, no impact other than that

- Less due to less capacity
- Less people in office, less waste
- Less scrap this past year, no impact besides this
- Less trash due to less customers
- Less trash during previous year
- Less volume of waste due to less guest volume
- Less volume of waste, less customers, presently normal
- Less waste
- Less waste due to less business
- Less waste due to limited customers
- Less waste generation, temporarily closed
- Less waste, due to temporary closedown
- Less when business fell, lower volume
- Less, but recent surge in waste
- Little impact, remained open
- More because of PPE
- More garbage, guest spend more times, less garbage
- More plastic and disposal waste (for pandemic safety)
- More takeout, more boxes for to-go orders
- no









- None
- Not as much due to lower guest rates
- not much change
- Not much change
- Not sure
- nothing different
- Nothing has changed
- Nothing has changed
- nothing out of the ordinary
- Recycling program could not be funded anymore
- Reduced due to absence in the office
- Reduced--less people coming in
- Same
- Significantly less waste
- Slow down, less cardboard generated
- Slower customer traffic, less waste
- they are a newer company so doesn't really apply
- totally decreased
- Trouble disposing of beds after COVID
- Unsure, less waste
- Unsure, new to management
- Unsure, no impact
- unsure, probably not
- Worked from home, personal recycling, various recycling systems, no clients in office (no client trash). No paper files and paperless.
- Working from home interrupted recycling pick up
- Worse due to more guest staying in
- yes
- Yes
- Yes
- Yes
- Yes because closed 2 months
- Yes because closed 7 weeks
- yes because closed shortly
- Yes--producing more waste because this site is a covid testing site/vaccine site
- Yes, less customers

Question 17: I'm going to read you a list of items, please say yes or no to whether your business generates the following items as waste through either business operations or from employees. "Other- Is there anything else I didn't mention?"

- biomedical waste
- Gases
- glass
- Glass and other auto parts
- Old carpet
- they only get rid of computers/batteries every 4 years or so and once a year for the ink cartridges

Question 20: Can you briefly describe the waste reduction efforts at your business?

- 99.9 percent waste free
- About as efficient as we can be
- All recyclable materials taken home and disposed of in personal bins
- Any recyclable items are brought to Renew and Recycle location next door
- At the end of every week the GM drives all of the recycle materials to a site
- Attempting to go paperless, recycling services in place to take care of appliances and printer cartridges
- Attempting to lessen the use of plastic bottles and use of alternative materials to limit polystyrene foam products
- Availability of bins, use glass and reusable items
- Barely have any waste in office
- Basic waste reduction, less paper usage
- Before less styrofoam, now has to use
- Bin in the back
- Biodegradable toilet paper, reuse bottles, encourage customers, cloth bags with logo, donate furniture
- Break boxes down set them beside to be reused and scrap metal service.
- By recycling
- cardboard
- cardboard and plastic bottles in bin
- Cardboard has separate bins for disposal
- Cardboard is separated by waste management and scrap metal is taken to scrap yard
- Community water stations to encourage reusable water bottles, reuse boxes, reusing paper
- Compostable cups, compostable lids, reusable glass products
- Composting efforts, repurposing. reusing items (boxes)
- Conscious of ordering amount of products (to lessen amount of food waste)
- Controlled--don't generate that much
- Cut back on paper
- Cut down on housekeeping supplies. Bring own water bottles and coffee cups
- Dispose of items correctly
- disposes of oils

- Disposing of biohazard waste from medical practice
- does minimal recycling in general but also has regular trash pick ups for waste
- Does their part with minimal waste that they produce
- Doesn't create much waste in general but has a dumpster out back when needed
- Don't have any
- Don't have any waste
- Don't know
- Don't use paper
- Don't use plastic; scheduled recycle
- Dont know
- dont use plastic
- Dual-sided paper, low flow showers and toilets, resuing cardboard
- Dumpster out back for cardboard and dispose of oils
- Employees use reusable cups
- Encourage recycling and conserving energy. Posting in break rooms to recycle
- Environmentally conscious, attempt to repair and reduce electronic/appliance waste
- even though they arent provided the bins at their business location they take home their recycle goods and they recycle their ink cartridges through the company they buy them from
- Everybody does their part
- Everything is electronic and minimal waste
- Fairly do a good job
- Fewer paper products and polystyrene foam products in circulation
- Generally good
- Get rid of biohazard
- Get rid of waste as much as we can
- Glass to reduce disposable waste
- Good recycling habits
- has a compost pile and does have regular pick ups
- Has a dumpster and keeps things tidy around the building
- has a program set up to properly dispose of the ink/toner cartridges
- Has companies come pick up their excess glass and they drive their scrap metal to the site when needed
- has companies come pick up their tire waste and old batteries/oil
- has other businesses hired to come pick up their pallets, ink, and batteries
- has other companies come pick up the hazardous materials that they use at the shop
- has programs set up for light bulbs and ink cartridges that they dispose of
- has programs set up with companies to come pick up their old computers and ink cartridges
- has programs set up with third party companies to recycle the wood pallets, batteries and ink carts they use
- Has third party companies come pick up batteries, oil, chemicals and ink to properly dispose of them
- Have bins out back to properly dispose of the cardboard and paper products
- have companies come pick of cardboard for them on a regular basis

- have companies come pick up their paper and cardboard even though they have a property manager
- have multiple programs set up with companies to pick up their hazardous waste
- have multiple programs set up with waste companies to dispose of the hazardous waste
- have program set up to pick up their batteries, electronics and pallets
- have programs set up to pick up ink cartridges, light bulbs, and other metals
- have programs with companies for ink or toner cartridges
- have programs with companies to come pick up their old toner or ink cartridges
- Hire other companies to come pick up recycle materials
- Hire third parties to pick up recyclable items such as tires. As well as regularly having garbage picked up
- just takes the old tires to the dump when need be
- Just throw away things in trash
- Less dependent on paper products, more scanning and electronic work
- less paper
- Less paper (electronic documents) and biodegradable materials
- Less paper usage and reusable items. Electronic document reliance.
- Less paper usage and reusal
- Less paper usage and scrap metal is taken to scrap service
- Less waste material usage
- Less waste usage, reusable items
- Light usage minimized, paperless/minimal paper usage
- Limited paper usage, electronic documents
- Make sure to properly discard of things in proper can as well as re using as many items as needed
- Making sure trash bins empty; make sure biohazards are taken care of
- manager just reminds employees to be mindful when throwing away waste
- Medical services pick up waste
- Minimal paper usage and energy sustainability efforts
- Minimize disposable items due to sanitation
- most trash is from lunches; try to re use as much as possible around the building
- Mostly paperless office, stress on electronic document usage
- no
- No
- no disposable sponges, cloth and towel usage for sanitation
- No idea
- none
- None
- None
- Not much to recycle just a small sewing shop out of their home
- Not that much effort put into efforts
- Office fountain, less use of plastic bottle/cups reusable
- Oil filters recycled and anything automotive related has disposal service

- Oil is taken care of by separate service
- Oil separate service, batteries separate service, scrap metal
- oil system and recycle cardboards, plastics, food waste
- Online work rather than work on paper (reduce paper waste)
- Optimize products to ensure minimal waste
- Pallets, scrap metal and cardboard reused
- Paper friendly
- Paper recycled and carts disposed of responsibly
- paper recycled, only items going garbage is minimal
- Paper shredding, N/A
- Paper shredding, when the energy produced the water is separated and Hydrogen is used to turn a turbine to produce power for generators and devices. Reuse of water.
- paperless
- Paperless
- Paperless and plastic reduction. No clients in the office so reusable items for employees.
- Paperless office
- Paperless. electronic document stress
- Part of projects, use recyclable projects, and proper disposal. No trucking to reduce the carbon foot print
- Participate in environmental activism and reduce the amount of disposal materials in office
- Pick up service picks up the biohazard waste
- Positive effort from every member of the office
- Print on both sides of paper, shredding paper
- programs set up with other companies to help dispose of hazardous waste
- Really influence customers to recycle as our business is very into recycling
- recy
- Recyclable items to reduce materials like polystyrene foam products
- recycle
- Recycle
- Recycle boxes
- Recycle fabrications: granite and quartz
- Recycle in bin
- Recycle material as much as we can. Used water filter in the office
- recycle oils
- Recycles Carboard
- recycles cardboard
- recycles cardboard and has someone come pick up scrap metal every few months
- recycling
- Recycling
- Recycling
- Recycling
- Recycling and compost bins, a drawer for recycling/resuable paper
- recycling and have contractors that pick up other kinds of waste

- Recycling containers provided in rooms, guest education/encouragement
- Recycling efforts for all recyclable items
- Recycling encouragement to guest
- Recycling paper and items, frequent visits to recycling center
- Reduce paper usage in office, double-sided, scrap paper usage
- Reduce the amount of paper used
- Regular
- Resuable items or products
- Resue plastic bottles and containers, reusable cups, grocery bags
- Reusable cups and filtration system
- Reusable items and materials
- Reusable items, mostly paper products
- Reusable items/supplies and no single usage coffee supplies
- Reusable products and less paper usage
- Reuse and refurbished propane tanks
- Reuse boxes for shipping
- Reuse cardboard
- Reuse cardboard boxes
- Reuse every box possible, minimal waste in general
- Reuse grain sacks, kegs usage, minimize amount of waste
- Reuse items
- Reuse items and materials
- Reuse items/materials, recycle items
- Reuse materials
- Reuse materials (cardboard for projects, packaging materials) and choice to use reusable cloth material than disposable bubble wrap
- Reuse package items and supplies
- Reuse packaging materials
- reuse packaging materials and boxes
- Reuse paper and use of electronic documents, cafeteria removed polystyrene foam products items to reduce polystyrene foam products waste
- Reuse paper, minimize paper usage
- Reuse plastic containers, reuse boxes for to-go orders, and most food waste used for soups or stocks
- Reuse plastics and minimize plastic waste
- Reuse textiles, linen, clothing
- Reuse wood pallets
- Reuse wood pallets, reuse paper in office
- Reusing cardboard boxes
- reusing materials paper and cardboards
- Reusing paper and putting scrap paper to use
- Save water, recycle and re-use bedsheets
- Scheduled recycling

- Scheduled recycling
- Scheduled Recycling
- Scheduled recycling and getting rid of waste responsibly
- Scheduled waste and recycle pick up
- Scheduled waste and recycle pick up
- Scheduled waste pickup
- Scheduled waste pickups
- Scrap metal is collected and plastic is reused
- Scrap metal is taken to the scrapyard, PVC plastic waste is reused and concrete is taken to concrete service
- Scrap metal recycled
- Scrap metal recycling service and cardboard boxes are stored separately
- Scrap metal service and coolant service
- Scrap metal service to eliminate metal waste
- Scrap metal taken and sold, batteries scrap service and oil resued
- Scrap service, eliminate wood with city service, to keep down non-resuable product
- Self-propelled
- Separate services for oil, scrap metal and tires
- Separation of recycable material
- Shred paper and reduce paper usage
- Shredded paper; less paper use
- Shredding paper
- Shredding paper and reuse wire
- Since the recycling isn't picked up at their office they bring home all the recycle materials they generate
- Small operations that doesn't produce much waste. They have oil and other harmful materials
- Soon we will recycle
- Special service to reduce packaging waste for supplies
- Successful
- takes recycling very seriously as they have programs for all hazardous waste that they get rid of
- The general manager goes and drops off the recycle materials himself
- the little recycle materials they produce they will bring home with them to properly recycle as they aren't provided the bins in their office park
- They always go and drop off and properly dispose of the recycle items that they generate after every project
- They always properly dispose/drop off the waste generated from each job the conduct
- they always take the recycle materials and regular waste they produce and drop it off at the proper site
- They are a repossession company and they dispose of the hazardous waste they receive properly. (ink carts,
- They are constantly disposing of things and keeping a tidy work area

- they are very aware when having to dispose of other equipment or batteries by taking them to the recycling sites themselves. they also have programs set up for their ink cartridges and wood pallets but they only do that every few months
- They collect all the paper and cardboard they generate and take it to a drop off site
- they collect the recycle items the generate from projects and drop it off themselves
- They do their part on what they throw away directly and on top of that they have outside companies come pick up other waste
- They don't create much waste but they make sure the shop is well kept and they use dumpsters as needed
- they have a cardboard bin out back as that is one of the main things that they generate
- they have a program for their ink cartridges and the people who work in office take home the recycle materials they produce
- they have a program set up for disposing of the batteries they use
- they have a program set up for someone to take their scrap metal, batteries and ink cartridges
- they have a program set up to properly recycle their ink cartridges
- they have a program set up with canon to have their batteries properly disposed
- They have big dumpsters out back and use them regularly for normal waste
- They have certain programs with other companies to come pick up oil and other harmful liquids
- They have dumpsters but it is difficult for the trucks to access them
- They have programs in place for the ink cartridges they dispose of as well for the wood pallets they use
- they have programs in place for their ink and toner cartridges. they also take their old computers and batteries to the recycling site themselves when needed
- They have programs set up for companies to come pick up pallets and ink cartridges
- they have programs set up for one site pick up for waste they generate as well as has a program for their ink cartridges
- they have programs set up for their batteries and ink cartridges to be properly recycled
- they have programs set up to exchange their ink cartridges
- They have programs set up to properly dispose of the cardboard they use
- they have programs set up to properly dispose of their ink cartridges and batteries
- They have programs set up with different businesses to come pick up their old batteries and other electronics
- they have programs to properly recycle the batteries and ink cartridges they use
- they have special programs with other companies to properly get rid of oil, chemicals and other recycle materials
- they have three separate bins for recycling, regular waste and furniture and they recycle their batteries through a third party
- They properly dispose of their hazardous waste like batteries and florescent lights
- They properly dispose of their ink cartridges with staples and recycle on a regular basis
- They re use all their recycle materials like bubble wrap, cardboard, etc.
- They recycle all items the generate in the office out back in the proper bins
- they recycle all materials that are generated during their day to day
- they recycle their old batteries and ink cartridges through the companies they buy them from

- they take their florescent bulbs and old computers/batteries every year or so to the recycling site when they get new ones
- They use all the county programs for guidance on how to properly dispose of things
- they use the can out back on a regular basis but don't produce anything to recycle
- they use the dumpster out back regularly to keep the store clean
- they use the required recycling bins to properly dispose of paper, cardboard, etc.
- they use their cardboard dumpster on a regular basis as this is the main recycle item they produce
- Thorough
- Throw in recycle and sorting through waste
- Throw things in the dumpster out back when needed
- Too broad of question
- try to re use as much as possible
- Unsure of exact measures, but waste reduction efforts are in place
- Use of reusable items
- Use of reusable items
- Use reusable items
- Use reusable items
- Use reusable materials
- Valet pickup program, separate waste pickup program for special trash items
- Wanting to save as much money as possible
- Water dispenser to reduce paper/plastic cup waste
- We try to be as waste friendly as possible
- works out of his house so all the recycle material he produces he drives to the recycle cite himself
- would give it a 6 out of 10. Used to recycle not so much now. Not going to well on plastic and cardboard boxes.
- Yes they recycle their ink and toner through other companies

Question 22: Where did you find out about that (the Pinellas County's "Where Does it Go?" For Businesses search tool)?

- a flyer in the mail
- Been using it for 15-20 years
- don't remember
- finding it online
- Flyer
- Found online, website
- Found out from his old company
- from past employees at the company
- letter in mail
- Mail
- newsletter
- newsletter

- Office not too far from Waste Management
- on the website. found it by themselves
- One of the employees told me
- Online
- Pamphlet
- Proactive citizen
- small business program
- Someone from the county informed me
- St. Pete Utilities
- Television ad
- The Inserts
- Through work
- website
- Website
- Website
- Website
- Website
- Went to sanitation department

Question 23: Has your business used any of the following resources from Pinellas County? "Other"

- City of Dunedin
- Differing info from St. Pete and Pinellas County
- Not for business, heard of PPR
- Said they called PPR a few years ago for their harvest festival and they were told they can't get recycle help from the county due to the event hosting more than 10,000 people. Is there any way that something can be set up to provide recycle bins or services because at this event they produce A LOT of recycle materials
- use of Recycling Utilities for all recycling information

Question 24: What is your company's name?

- Not being disclosed to preserve anonymity of the respondents

Question 25: Please give a brief description of what your company does.

- led lighting manufacturer
- 2D animations company
- 55 and up apartment living
- a boat brokerage company
- acai place
- Accommodations
- Accommodations and room rental
- Accommodations and vacation packages
- Accommodations, 27 rooms
- Accommodations, lodging, hospitality

- Accomodations
- alarm contractor
- Allergist
- apartment community leasing office
- apartment complex
- Apartment complex
- Apartment complex
- Apartment complex
- apartments
- apartments and town homes
- Architecture Woodworking company for commercial projects
- Attorney office
- Auto body shop
- Auto body shop
- auto repair and tires
- Auto repair shop
- auto repairs
- Bank
- Bank
- Bank
- Bank
- Bank
- Bar
- Bar
- Beachside hotel
- Boat builders
- boat sales and services
- boat storage and yamaha engine service
- Breakfast restaurant
- Brewery
- Brewery, bar and restuarnt
- Build custom automated machinery
- build fishing boats
- build new and renovate homes
- burger place
- Cabinet maker and remodeling

- Cajun Restaurant
- Cancer specialist
- Cardiology
- Chicken restaurant
- Chiropractor
- Chiropractor
- coffee shop
- Coffee shop
- Coffee shop and bakery
- Commercial and Resident Woodwork/Millwork
- Commercial printer
- Commercial printer
- commercial buidlings
- Commerical printer
- Computer support and services
- concrete and masonry contractors
- Condominiums and short term rentals
- construction and remodeling
- construction company
- Convenience Store
- Convenience Store
- Corporate meeting planner
- Custom cabinet and kitchen design
- Custom T-shirt maker
- cut glass for mirrors and more
- Dance gown stores
- deck removal and renovations
- deli
- Deli
- Deli and catering
- Dental office

- Dental Office
- Dental Office
- Dental Office
- Dental Office
- dentist office
- Dentist Office
- Dermatologist
- Develop and design sustainable energy systems
- Diagnostic
- Doctor's Office
- Doctor's Office
- Drive-through bank
- Drives people around as a service
- Electrical Contracting Company
- electronic distributor of parts
- Elementary School
- Engine Rebuilding service
- Event Venue
- excavating company
- Family Practice
- Family Practice
- fast food
- fast food
- fast food
- fast food
- Fast food restaurant
- Fastener supplier
- Fence sales, manufacturing, and installation
- Financial consultant
- Financial consultant
- Financial planner
- Fishing Charters
- Fix and sell new and used boats
- Floor covering
- Food service
- Food services
- FOOD SERVICES
- Foot doctor

- formulate and blend water tubing chemicals
- full service travel agency
- garage door sales installation and service
- gas station
- Gastroenterologist
- Gelato shop
- General Surgeon
- Get a lot of packages in every day
- GPO
- Granite Supplier
- Granite work
- Gynecologists
- hardware store
- Hardware store
- Hat and cane shop
- Health Care
- Hearing aid store
- Help people find affordable vacations
- Hobby store
- Holistic clinic
- Home & Garden
- Home improvement store
- Hospital Equipment and supplies
- hotel
- hotel
- Hotel
- Hotel
- Hotel
- Hotel and Accomodations
- Hotel and beach bar
- Hotel and hospitality
- Hotel and Hospitality
- Hotel and Hospitality
- Hotel lodging and restaurant
- Hotel on the beach
- Hotel with restuarant
- Hotel, Accommodations
- Human resource consulting, law office
- Ice Cream & Yogurt
- Ice Cream Parlor
- Ice Cream/Hot Dogs
- Inn and beachside cottages
- Insurance agency

- Insurance agency
- Insurance Agency
- Insurance Agency
- Insurance marketing agency
- just creates boat toppers
- La firm, Personal Injury and Wrongful Death
- Law firm
- Law firm, estate planning
- Law firm/group, family law
- Legal service support for tech
- live event production company
- Live events, conferences, meetings
- local bar
- Local bar association for continuing legal and judiciary
- lock repairs and construct locks for clients
- locks access control cameras
- locksmith and sell fire arms
- Luxury movie theatre
- Machine Shop
- magazine publication company
- make reproduction radios for antique cars
- make safety nettings for yachts, boats and trampolines
- Makes Pizza



- Motel and rental apartments
- Moving company
- Moving resource company
- Muffler shop
- Neighborhood Bar
- New and used rentals
- new and used yacht sales
- new home construction
- Non-profit providing outdoor teambuilding services
- offers shipping, notary and faxing services for companies
- Office furniture store
- PA staffing company
- paint store
- Patient care
- Pawn shop and firearm sales
- Pediatric
- Performance Automotive
- Performing Arts Theater
- Periodontal doctor's office
- pest control services
- Physicians
- pizza place
- Pizza restaurant
- plastic fabrication company
- Plastic Injection molding company
- Plastic Surgery
- powder coating service
- Preschool
- Pressure washing machine manufacturer
- primary care
- Primary care pulmonologist
- Private Catholic school
- Private school
- Private school
- Private School
- Produce and Manufacturing Food Products
- produces live tv events
- Propane Supplier
- Property management and vacation rentals



- sell and install marine supplies
- sell and service soocter
- sell car accessories
- Sell car appliances and car parts
- sell car appliances and other car necessities
- Sell car appliances and other car necessities
- sell car parts and appliances
- Sell doors and windows
- sell lamps fans and shades
- sell marjeting supplies for new and used car dealers
- sell new and used phones as well as service broken phones
- sell new car appliances and other parts
- sell repair and provide parts for Lincoln cars
- sell used automobiles
- sell used cars
- sell used tires
- sell used vehicles
- Sell Vitamins and supplements
- selling car appliances and other accessories
- sells home good accessories and other appliances
- sells indoor and outdoor furniture
- sells insurance to companies
- Sells new and used vacuums; as well as servicing them
- service and atv and utv axles
- service and repair motorcycles
- service on water softeners
- sets up vacations and cruises for clients
- sewing and alterations
- Sign Shop
- Smoothie bar and restuarant
- software developing company
- staffing and recruiting
- staffing company
- sub shop
- super market
- Supermarket
- Take care and treat patients
- taping reel company
- tech and cybersecurity firm
- Testing laboratory facility for pharmaceuticals
- Thai Restaurant
- The law firm, real-estate
- they are a restaurant

- they build machines that make glasses lenses
- they offer insurance services for companies
- tile manufacturer and distributor
- Time-share properties and accommodations
- Timeshare resort
- Tire shop
- Tire shop
- Tire shop
- Trailer park and mobile home manufacturer/community
- Transmission shop
- Trucking, moving company
- turn canvases into the boat tops
- Upscale pizza, salad, and sandwich restaurant
- Urgent Care office
- Used whole sale car dealer
- Vacation rental
- Vacation rentals, 9 individual cottages
- video production
- water softener company
- we support and promote local business
- Wedding Planner also brand merchandising promotions
- wholesale auto sales
- wholesale electrical products
- Wholesale Picture Frame Supplier
- Work on Office Appliances (Copiers)
- yacht sales and maintenance

Question 28: Who is responsible for coordinating recycling collection at your business?

“Other”

- Church is responsible
- city
- city
- City of Largo is responsible
- Contractor
- Contractor
- do not have trash
- does not know
- dont know
- Landlord/Corporate
- N/A
- no set location for business most work is done over phone and on the go
- not sure
- Not sure

- owner of the shopping center
- shopping center
- split with business next door

Question 30: What is the title of your position?

- Account representative
- accountant
- Accountant
- accounting
- accounting
- Accounts payable and Billing dept.
- admin coordinator
- Administrative assistant
- Administrative Assistant
- Administrative Assistant
- administrator
- Administrator
- Assistant
- Assistant
- assistant front office manager
- Assistant General Manager
- Assistant General Manager
- assistant property manager
- Assistant store manager
- Assistant store manager
- Assistant to the Attorney
- assitant community leader
- Asst man
- Banker
- Bar Manager
- barista
- barista
- Book keeper
- Book Keeper
- Book Keeper
- Book Keeper/treasurer
- branch manager

- Branch Manager
- Branch Office Administrator
- Branch Office Administrator
- Branch Relationship Banker
- Brand Manager
- Business Manager
- Business Office Manager
- cashier
- cashier
- Center Manager
- CEO
- CFO
- chef
- Chef
- Chef leader
- Clerk
- Client services manager
- co-owner
- co-owner
- commercial driver
- Cook/Baker
- customer communication specialist
- customer service
- Dental Assistant
- Didn't want to say
- Director
- Director of Environmental Services
- director of finance
- driver
- Employee
- estimator

- Excuetive Assistant
- Excuetive Director
- Fabricator
- Facilites Manager
- Facilities Engineer
- Foreman
- Founder
- front desk
- Front Desk Agent
- Front Desk Manager
- Front Desk Manager
- Front Desk Manager
- Front Desk Manager
- Front Desk Office Clerk
- front of house manager
- Front office
- Front Office Manager
- general Manager

- GM
- Home Depot Coordinator
- Host
- House-Keeping Manager
- Hr assistant manager
- inside sales
- inside sales
- Inside Sales
- Intake coordinator
- Kitchen Manager
- Kitchen Manager
- kitchen staff
- Labroatory Manager
- Lead
- Lead Associate of Operations
- Lead Director
- lead leasing agent
- leasing agent
- leasing consultant
- leasing consultant
- Legal Assistant
- Loan Officer
- Maintence Technician
- manager









- Owner
- owner's wife
- Owner/Attorney
- Owner/Captain
- Owner/Manager
- Owner/Manager
- Paralegal
- Paralegal
- Paralegal
- Paralegal
- Paralegal
- Paralegal/Office Manager
- Part Owner
- Part-timer
- Partner
- Personal banker
- phone
- Practice Administrator
- Practice Administrator
- Practice Manager
- Practice Manager
- Practice Manager

- President
- President
- President
- President
- President
- President
- President/CPO (founder)
- Principal
- project account manager
- Project Manager
- Property Manager
- Purchasing Manager
- Reception desk
- receptionist
- Receptionist/secretary
- recruiter
- Registered Sales Assistant
- Repair Tech
- Resort Manager
- retail part sales
- Retired Owner
- RPP
- RPP
- Sales consultant
- sales support
- Scheduler
- secretary
- self support
- server
- server
- service manager
- Service Manager

- Shift supervisors
- Shop Supervisor
- store associate
- store manager
- store worker
- store worker
- Supply chain
- Team Lead
- Tech
- Vice President
- Vice President
- Vice President
- Vice President managing member
- VP
- Warehouse
- warehouse worker