

2023

Pinellas County Commercial Recycling Awareness Survey



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

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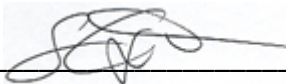
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CERTIFICATION

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 2023 research results detailed in the attached were obtained by HCP Associates, Inc. and are based on a telephonic survey of 418 completed interviews.*
- 8. The content of the survey and all findings are the property of Pinellas County Government.*



Sean Coniglio, Managing Partner

August 17, 2023

Date

Introduction

Over the past year, Pinellas County has been at the epicenter of unprecedented growth and consequential challenges in its waste management landscape. The Tampa Bay area, with its rapidly escalating population growth rate, sets the stage for impending issues that may affect the county's solid waste infrastructure.

Pinellas County's solid waste infrastructure includes the Waste-to-Energy facility, one of the largest facilities of its kind operating in the United States today (Pinellas County, p. 6, 2020). The facility provides an effective alternative to landfill disposal (Pinellas County, p. 6, 2020) while also generating 75 megawatts of renewable electrical energy per day (Pinellas County, p. 16). However, current projections show that the Waste-to-Energy Facility may reach its capacity by 2026 (Parker, 2023), a scenario that could lead to more waste being diverted to the county landfill. Currently, 32.7 percent of waste delivered to the facility are traditional recyclables while another 31 percent are compostable materials (Pinellas County, p. 22, 2020). These materials being properly diverted and recycled will free up additional future capacity at the facility. Yet, the challenge persists with a significant proportion of recyclables, around 20%, being rendered unrecyclable due to contamination (Parker, 2023). These strengths and challenges to the county's solid waste department and projected population growth in the county highlight opportunities to recycle more materials and ensure the WTE facility operates effectively for years to come.

Yet, amidst these challenges, there is a silver lining. The 30-Year Master Plan includes mandatory recycling as a strategy to reach the county's vision of zero waste to landfill by 2050.

Pinellas County, with its unique position as the first county in Florida to reach buildout (Pinellas County, 2008), has always had a heightened emphasis on sustainable waste disposal. The landfill, with judicious management, has a remaining lifespan of approximately 80 years. This makes it imperative for the county to find the most sustainable solution and work towards the vision of zero waste to landfill by 2050 by following strategies outlined in the Master Plan.

In light of these significant challenges and community feedback, Pinellas County's Department of Solid Waste continues its dedicated efforts toward understanding and shaping effective recycling practices. These efforts include detailed research on both residential and commercial recycling behaviors, with the aim of developing insightful policies and strategies.

The following report details HCP Associates' complete reporting and analysis for the 2023 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 May 15, 2023, through June 29, 2023, 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 process 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 a direct comparison between 2019, 2021, and 2023 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 2023 study, there was particular concern about how certain businesses providing goods or services to general residents, like food service and retail trade, modified or improved their recycling efforts in the wake of increases in population and tourism in the county. To enable additional analysis, four groups were oversampled. These groups are indicated in the table below. In all, 418 telephonic interviews were completed as a component of this study.

Industry	Weighted n
<i>Accommodation and Food Services*</i>	36
Administrative and Support and Waste Management and Remediation Services	18
<i>Arts, Entertainment, and Recreation*</i>	8
Construction	39
<i>Educational Services*</i>	28
Finance and Insurance	9
Health Care and Social Assistance	43
Management of Companies and Enterprises	1
Manufacturing	15
Other Services (except Public Administration)	39
Professional, Scientific, and Technical Services	62
Real Estate and Rental and Leasing	30
<i>Retail Trade*</i>	68
Transportation and Warehousing	3
Utilities	3
Wholesale Trade	15
Industries Not Classified	1
<i>*Indicates industry oversampled</i>	

Not every attempted call to a business is successful. 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 2023 was 9.4%, which was nearly identical to 2021 when the overall response rate was 9%. Yet, there were substantial differences between industries. Educational services were most likely to partake in the survey, which makes sense as phone calls were mostly conducted after the conclusion of classes for the school year, allowing them more free time to respond to questions. Retail trade and accommodation, and food services also responded at high rates. While these businesses may have been busy, calls were purposefully made at off-peak times during business hours in an attempt to increase response rates amongst these businesses. We also have noticeably less response from several sectors, such as finance, management, and real estate. The general response from these organizations was they were too busy to answer questions.

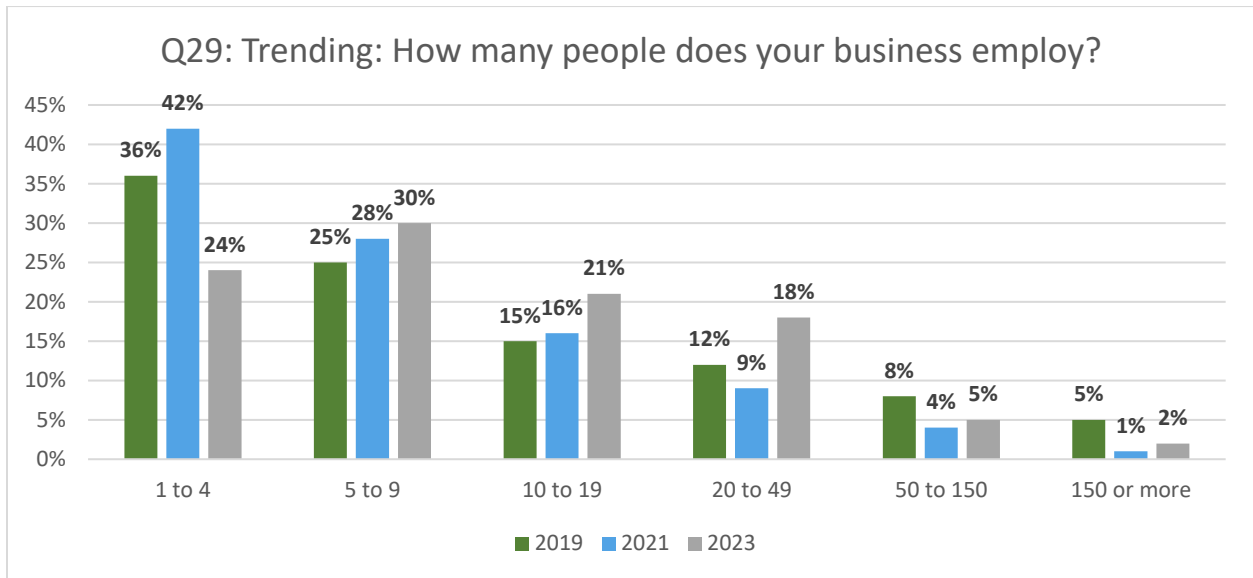
Industry	Response Rates		
	2019	2021	2023
Accommodation and Food Services	12.80%	8.23%	11.32%
Administrative and Support and Waste Management and Remediation Services	5.30%	7.51%	9.68%
Arts, Entertainment, and Recreation	9.80%	8.82%	15.16%
Construction	9.70%	9.04%	7.41%
Educational Services	3.00%	10.53%	16.60%
Finance and Insurance	10.30%	11.98%	3.61%
Health Care and Social Assistance	8.50%	5.22%	7.31%
Management of Companies and Enterprises	8.00%	5.22%	2.50%
Manufacturing	15.60%	18.49%	2.83%
Other Services (except Public Administration)	10.50%	21.18%	12.90%
Professional, Scientific, and Technical Services	18.30%	16.47%	8.45%
Real Estate and Rental and Leasing	14.00%	17.02%	6.96%
Retail Trade	12.60%	10.66%	13.36%
Transportation and Warehousing	10.70%	11.43%	5.00%
Utilities	14.30%	16.67%	5.26%
Industries Not Classified	-	-	7.41%

The margin of error for the 2023 study is 4.79%. This means that any variations greater than that number from the 2021 study are statistically significant and not likely to be the product of random chance. For example, when respondents were asked in question 2 about “why does your business recycle”, the change in respondents saying “customer demand” was a reason they recycled dropped by more than 4.79 percentage points, which indicates that the change is not due to random chance. For smaller differences between 2019, 2021, and 2023, it is impossible to say that the difference is less than random chance. For example, in question 2, there was a 2 percentage point increase in 2023 in the number of businesses that stated that recycling “is the right thing to do” compared to 2021. Since this percentage change is less than 4.79 percent, it cannot be ruled out that this increase is due to random chance and is not statistically significant.

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 75% of responding firms employing fewer than twenty people, these results align well with the county's business patterns. A list of what the business specifically does can be found in [Appendix B](#).



Description: The above bar graph shows the percentage trending 2023 against 2021 and 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

2023: 1 to 4: 24 percent

2019: 5 to 9: 25 percent

2021: 5 to 9: 28 percent

2023: 5 to 9: 30 percent

2019: 10 to 19: 15 percent

2021: 10 to 19: 16 percent

2023: 10 to 19: 21 percent

2019: 20 to 49: 12 percent

2021: 20 to 49: 9 percent

2023: 20 to 49: 18 percent

2019: 50 to 150: 8 percent

2021: 50 to 150: 4 percent

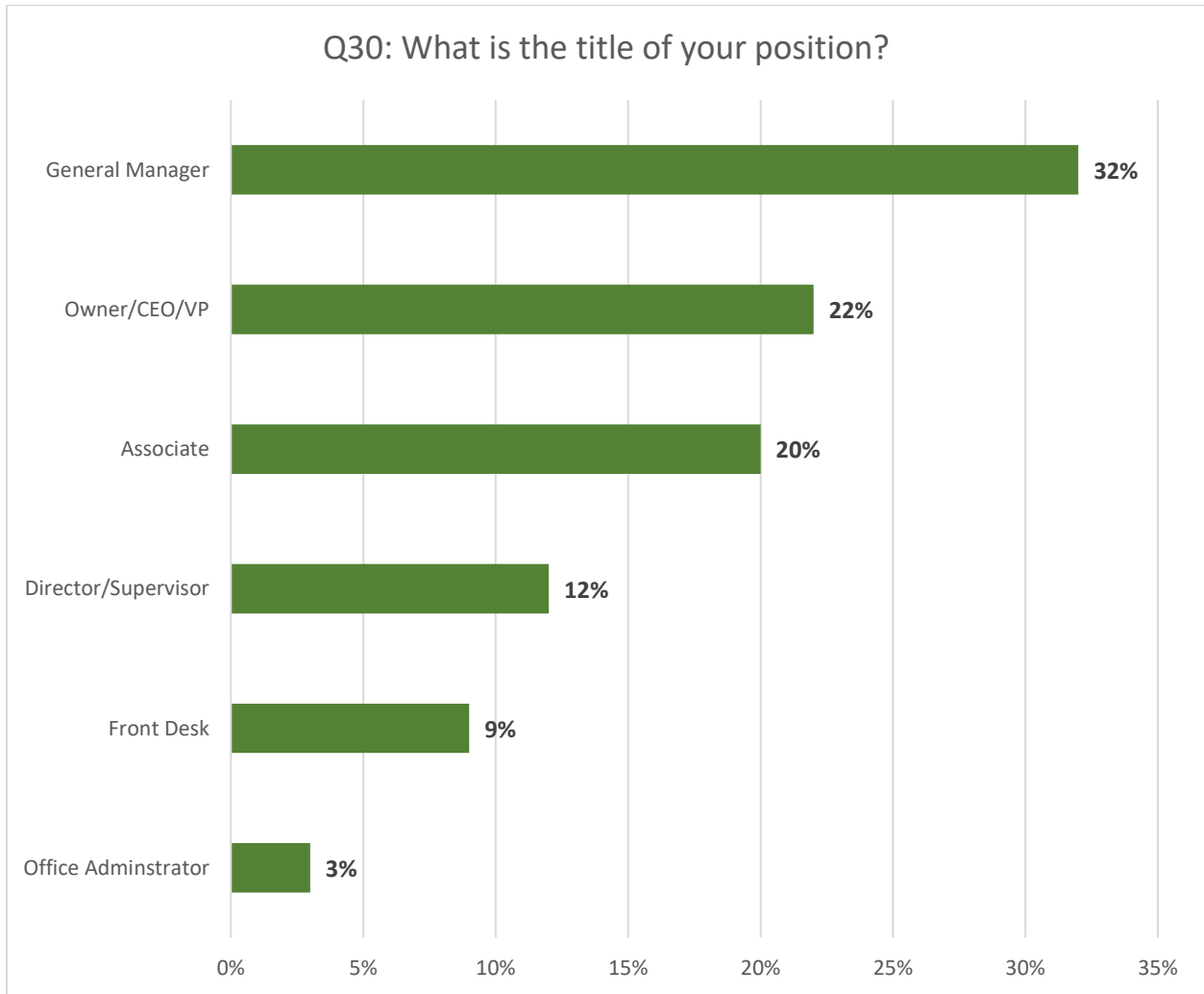
2023: 50 to 150: 5 percent

2019: 150 or more: 5 percent

2021: 150 or more: 1 percent

2023: 150 or more: 2 percent

The survey interviewers would attempt to speak to someone who is operationally responsible for the business recycling functions. Overall, this was successful, as a majority of respondents indicated they were in some position that was responsible for the business recycling functions.



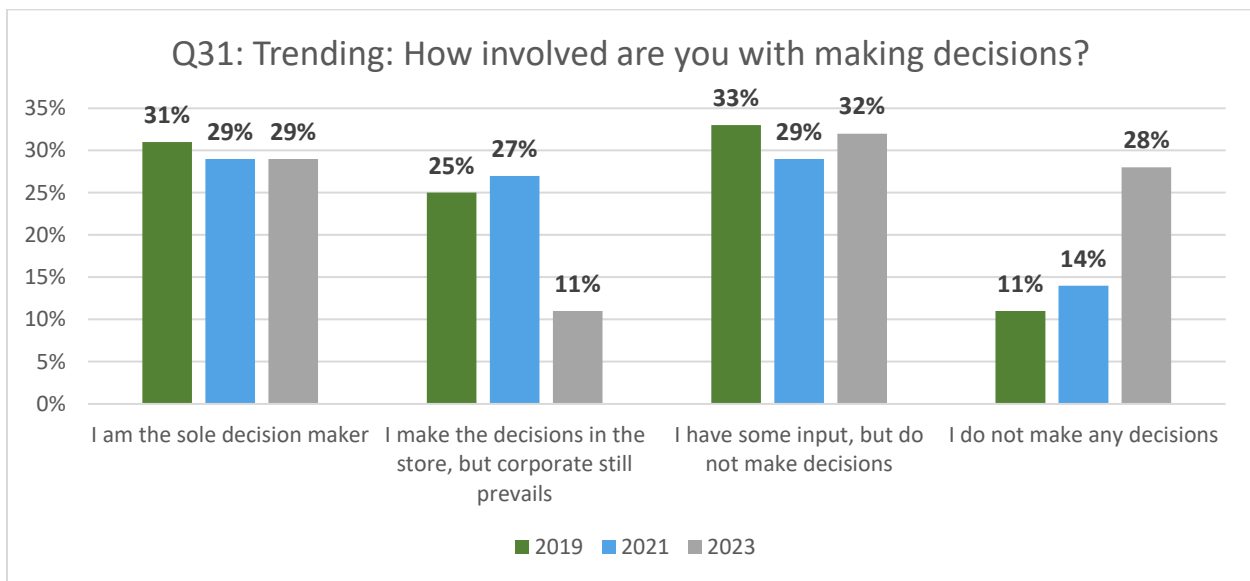
Description: The above bar graph shows the percentage for respondents' positions. The percentage value for each category is as follows:

- General Manager: 32 percent
- Owner/CEO/VP: 22 percent
- Associate: 20 percent
- Director/Supervisor: 12 percent
- Front Desk: 9 percent
- Office Administrator: 3 percent

Most of the responding individuals had some degree of input or decision-making authority. This included 29% who identified themselves as the sole decision maker and 32% who had some degree of input on recycling at the establishment. Only 28% of the interviewees indicated that they had no decision-making ability in terms of recycling decision-making. This was significantly different from 2021 when only 14%

reported not making any decisions. Corporate policies – often set for franchises and other larger firms with multiple brick-and-mortar locations, often override personal recycling preferences. To that end, 11% of the businesses surveyed had some corporate policies related to recycling. Again, this was significantly different from 2021, when 27% of respondents reported that they make some decisions, but corporate still prevails. A list of the title of the representative who answered the survey can be found in [Appendix B](#).

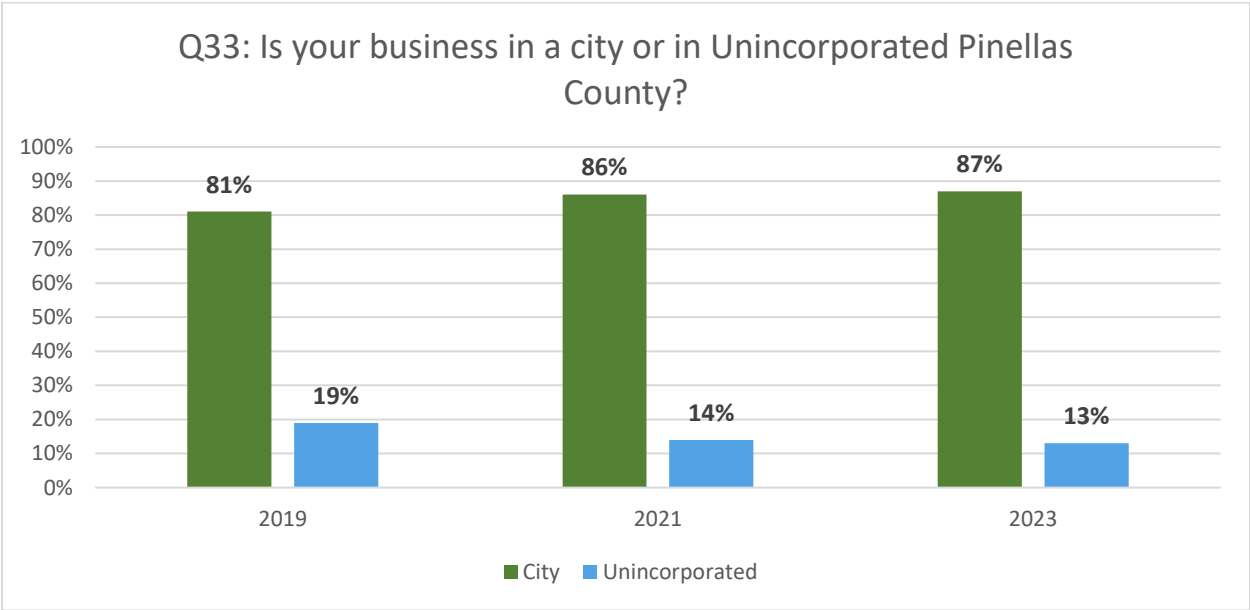
The findings from involvement with decisions and titles indicate that a majority of those we spoke to had some involvement in the business recycling functions. The most notable change from previous studies was the increase in those who report that they “do not make any decisions” and a subsequent drop in respondents who “make the decisions in the store, but corporate still prevails.” This change most likely stems from who answered the phone at businesses that participated in the study. These employees may have had enough knowledge about the business to discuss disposal practices, but do not make decisions for the store.



Description: The above graph shows the percentage trending 2023 against 2021 and 2019 for the involvement the respondent has in 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
- 2023: 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
- 2023: I make decisions in the store, but corporate still prevails: 11 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
- 2023: I have some input but do not make decisions: 32 percent
- 2019: I do not make any decisions: 11 percent
- 2021: I do not make any decisions: 14 percent
- 2023: I do not make any decisions: 28 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 2021 and 2023. Among the 2023 sample, 87% of businesses identify as within a Pinellas County municipality, with the remaining being in unincorporated Pinellas County. This was statistically the same as the sample in 2021, when about 86% of businesses surveyed with located in a city and about 14% were in unincorporated Pinellas County.



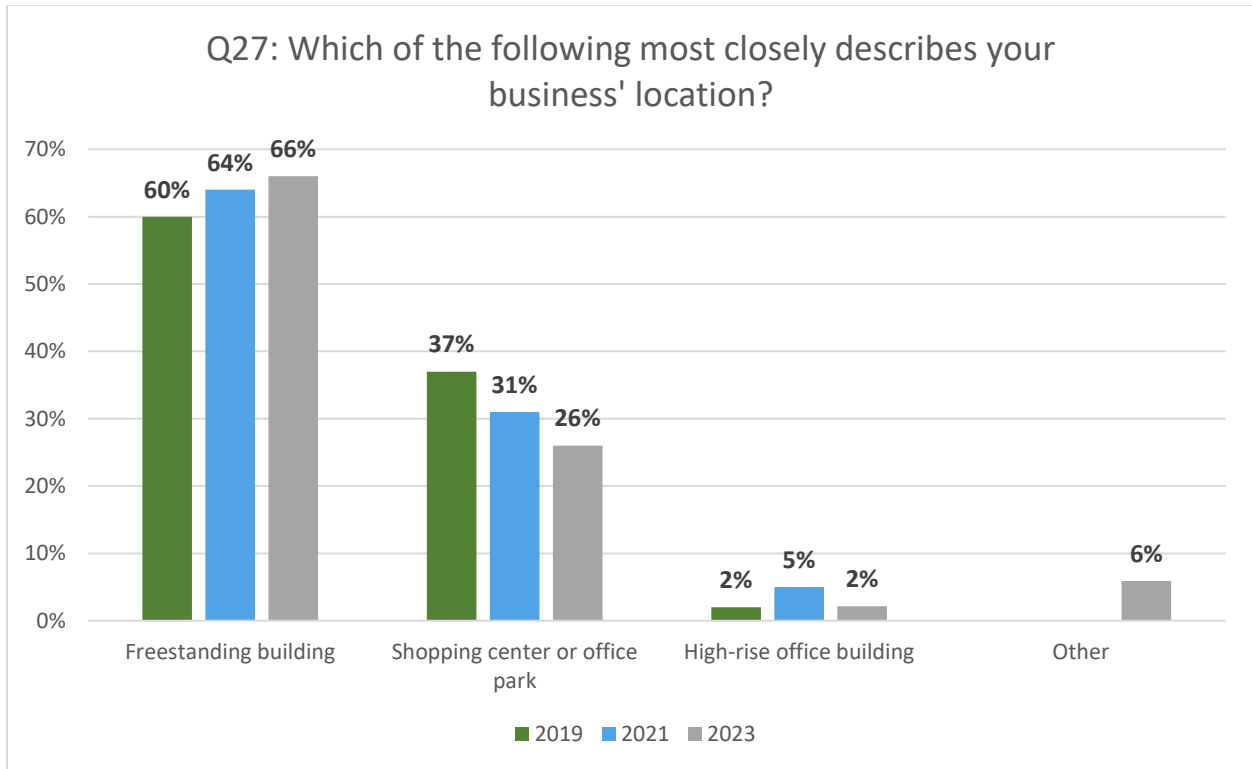
Description: The above bar chart shows the percentage of the respondents’ businesses located in a municipality or in unincorporated Pinellas County in 2023 against 2021 and 2019. The percentage value for each category is as follows:

- 2019: A city: 81 percent
- 2021: A city: 86 percent
- 2023: A city: 87 percent
- 2019: Unincorporated Pinellas County: 19 percent
- 2021: Unincorporated Pinellas County: 14 percent
- 2023: Unincorporated Pinellas County: 13 percent

Respondents located in a municipality were then asked to identify which city they were located in. Generally, the largest cities have the greatest share of respondent businesses; this indicates a well-balanced sample. St Petersburg and Clearwater combined contain about 55% of the respondent businesses. Smaller beach towns, such as Redington Beach and South Pasadena, have few to no respondent businesses in the sample.

Q34: Municipal locations answered in the "Which city are you located in?" question			
	2019	2021	2023
St. Petersburg	32%	27%	32%
Clearwater	19%	23%	23%
Largo	8%	13%	9%
Dunedin	5%	8%	6%
Tarpon Springs	3%	2%	6%
Pinellas Park	12%	15%	5%
Safety Harbor	2%	1%	4%
St. Pete Beach	2%	2%	3%
Seminole	4%	3%	3%
Oldsmar	5%	3%	2%
Indian Rocks Beach	1%	2%	1%
Madeira Beach	1%	1%	1%
Treasure Island	0.5%	1%	1%
Gulfport	1%	0%	1%
North Redington Beach	0.2%	0%	1%
Palm Harbor	-	-	1%
South Pasadena	2%	1%	0.2%
Kenneth City	1%	0%	0.2%
Redington Beach	0%	0%	0.2%
Belleair Beach	0.2%	0%	0.1%

There were some small changes in the type of location for businesses. There was a small but noticeable change in the number of businesses that indicated they were in a shopping center or office park. Moreover, 6% of businesses identified a different type of building outside of the three selections. These “other” locations mostly were businesses located in a residence or a home.

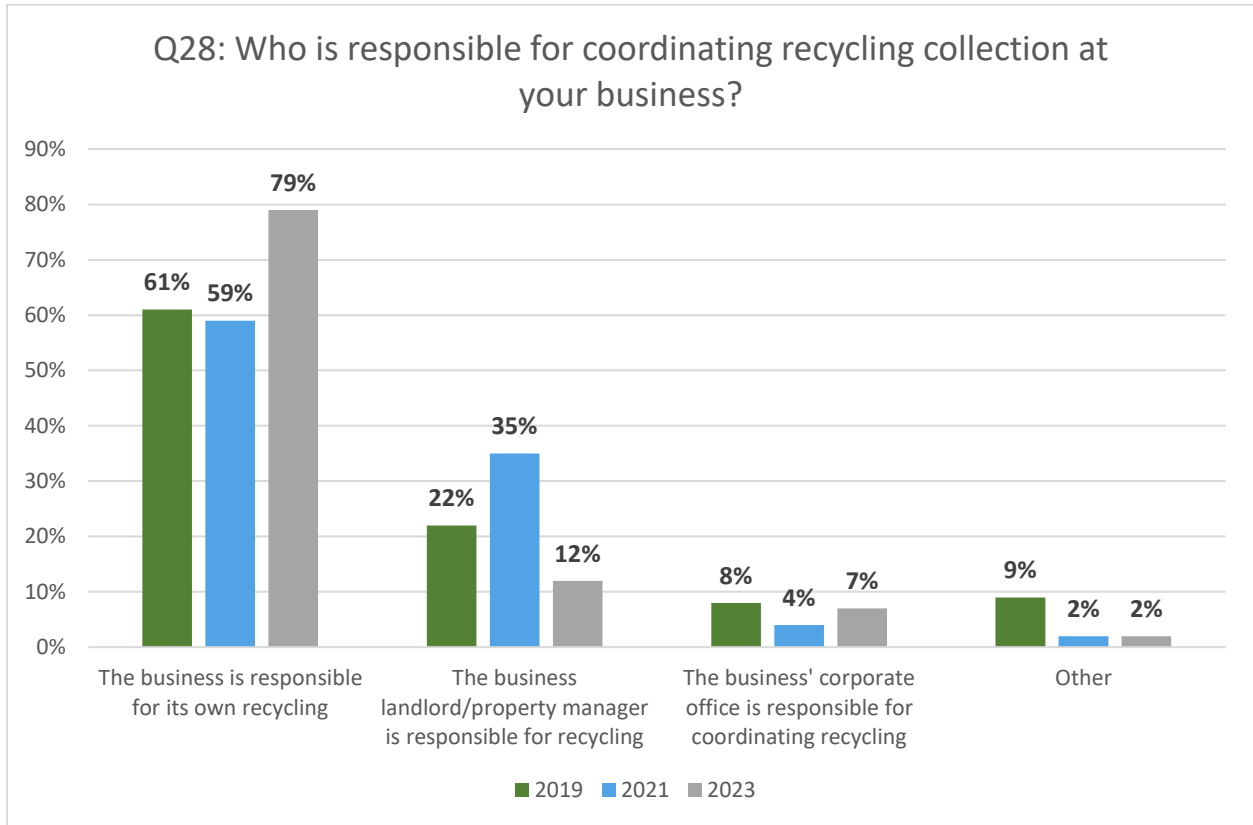


Description: The above graph shows the percentage trending 2023 against 2021 and 2019 for the respondents’ most accurate business location. The percentage value for each category is as follows:

- 2019: Freestanding building: 60 percent
- 2021: Freestanding building: 64 percent
- 2023: Freestanding building: 66 percent
- 2019: Shopping center or office park: 37 percent
- 2021: Shopping center or office park: 31 percent
- 2023: Shopping center or office park: 26 percent
- 2019: High-rise office building: 2 percent
- 2021: High-rise office building: 5 percent
- 2023: High-rise office building: 2 percent
- 2019: Other: 0 percent
- 2021: Other: 0 percent
- 2023: Other: 6 percent

Like in previous studies, the majority of businesses indicated that they were responsible for their own recycling. In this iteration of the study, fewer businesses stated that the landlord/property manager was

responsible for recycling, while more businesses stated that they were responsible for their own recycling. A list of verbatim “other” responses can be found in [Appendix B](#).



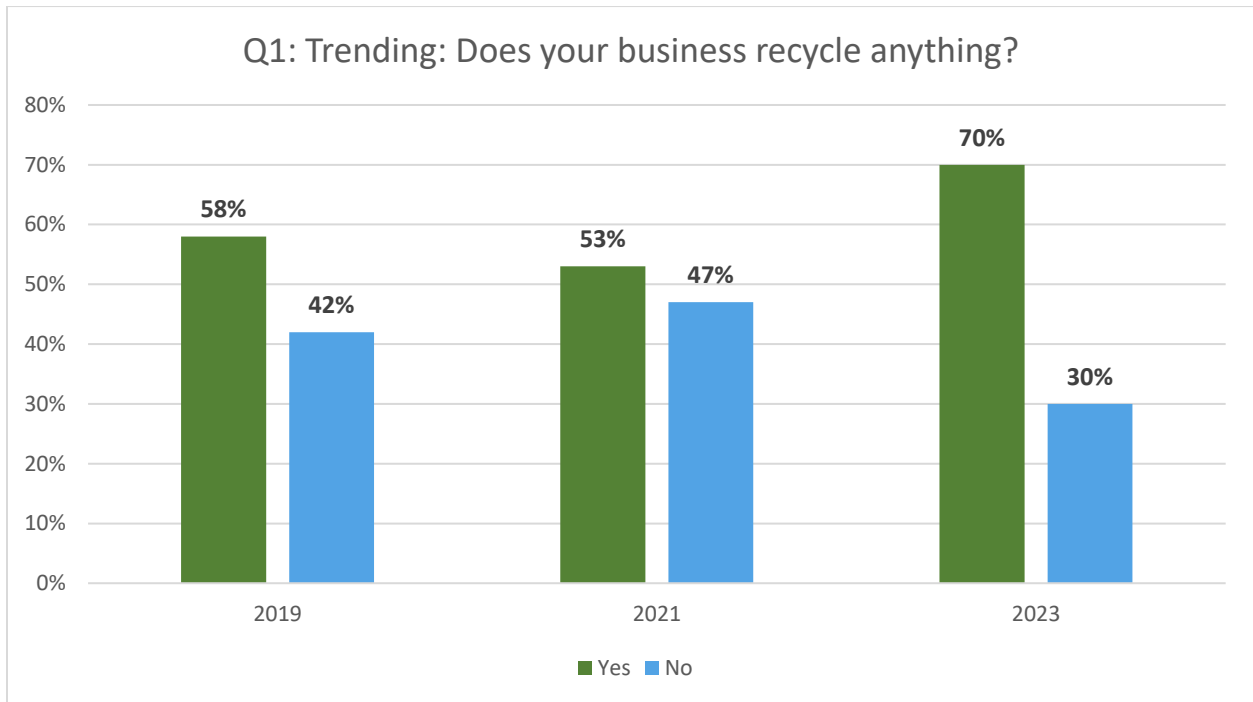
Description: The above graph shows the percentage trending 2023 against 2021 and 2019 for who is responsible for coordinating recycling collection at the respondents’ businesses. The percentage value for each category is as follows:

- 2019: The business is responsible for its own recycling: 61 percent
- 2021: The business is responsible for its own recycling: 59 percent
- 2023: The business is responsible for its own recycling: 79 percent
- 2019: My landlord/property manager is responsible for recycling: 22 percent
- 2021: My landlord/property manager is responsible for recycling: 35 percent
- 2023: My landlord/property manager is responsible for recycling: 12 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
- 2021: The business' corporate office is responsible for coordinating recycling: 7 percent
- 2019: Other: 9 percent
- 2021: Other: 2 percent
- 2023: Other: 2 percent

Recyclers/Non-Recyclers

Respondents who agreed to participate in the study were first asked whether they currently recycled anything. This is a significant increase from 2021 when only 53 percent of businesses reported recycling anything.

Following this question, respondents were then questioned differently during the first part of the survey based on their responses to this question.



Description: The above graph shows the percentage trending 2023 against 2021 and 2019 for respondents' businesses that recycle. The percentage value for each category is as follows:

2019: Yes: 58 percent

2021: Yes: 53 percent

2023: Yes: 70 percent

2019: No: 42 percent

2021: No: 47 percent

2023: No: 30 percent

Businesses that Recycle

This section provides greater detail to the first question posed to recycling businesses. The first question asked, "why does [their] 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.

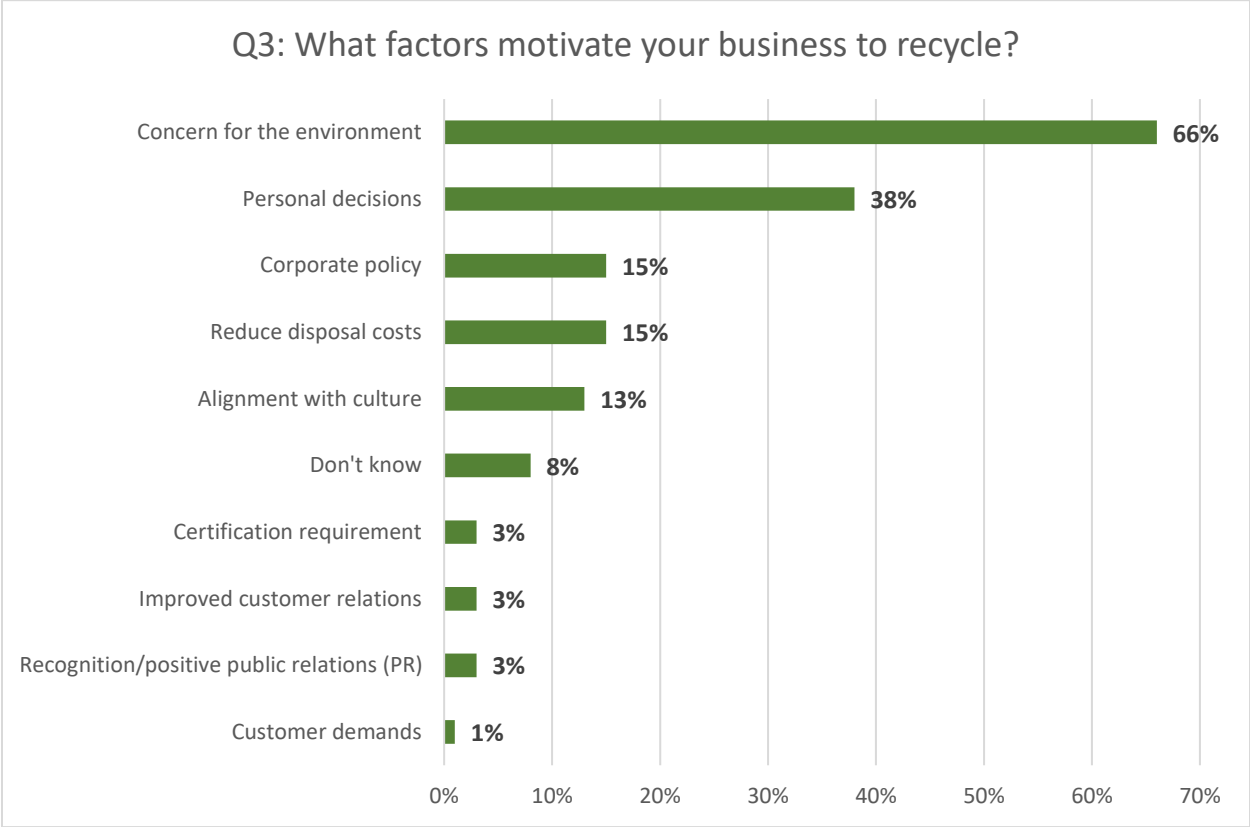
Like 2021, businesses most often identified that their "concern for the environment" was a reason they recycled. The percentage of businesses who identified this reason did not change between 2021 and 2023. On the contrary, significantly more businesses in 2023 identified that corporate policy or regulation was

the reason they recycled. This partially explains the increase in the number of businesses that recycle anything. Another potential explanation for the increase in the number of businesses that recycle is the benefits of recycling. In 2023, 5% of businesses reported that they recycled because of the “benefits.” Businesses may see more benefits outside of saving money for recycling and may have voluntarily started to recycle in the last few years.

Interestingly, customer demand did not drive businesses to recycle. Less than 1 percent (0.3%) reported they recycled because of customer demand. While this was a statistically significant decrease from 2021, this finding was similar to the 2019 study. A percentage of businesses could have initially started to recycle in 2021 based on customer demands, but the reasons to continue to recycle may have changed over the last few years and may not be as salient, or top of mind as to why the business currently recycles. A full list of verbatim responses can be found in [Appendix B](#).

Q2: Why does your business recycle?			
	2019	2021	2023
Concern for the environment	21%	35%	35%
It is easy or available	14%	18%	19%
It is the right thing to do	26%	12%	14%
Recycling reduces waste	6%	12%	6%
Corporate policy or regulation	16%	8%	14%
Personal choice	10%	7%	8%
Customer demands	0.4%	6%	0.3%
Saves money	2%	2%	2%
DK/NA	2%	1%	2%
Benefit to recycling	2%	0.2%	5%

Businesses were also asked aided response questions focused on the factors that motivate their business to recycle. Businesses were able to select multiple factors, so the total percentage is greater than 100%. Two-thirds (66%) of businesses identified “concern for the environment” as one factor that motivates them to recycle. The next popular factor was recycling was a “personal decision.” A noticeable percentage of respondents were also motivated by “reduced disposal costs,” “corporate policy,” and “alignment with culture.”

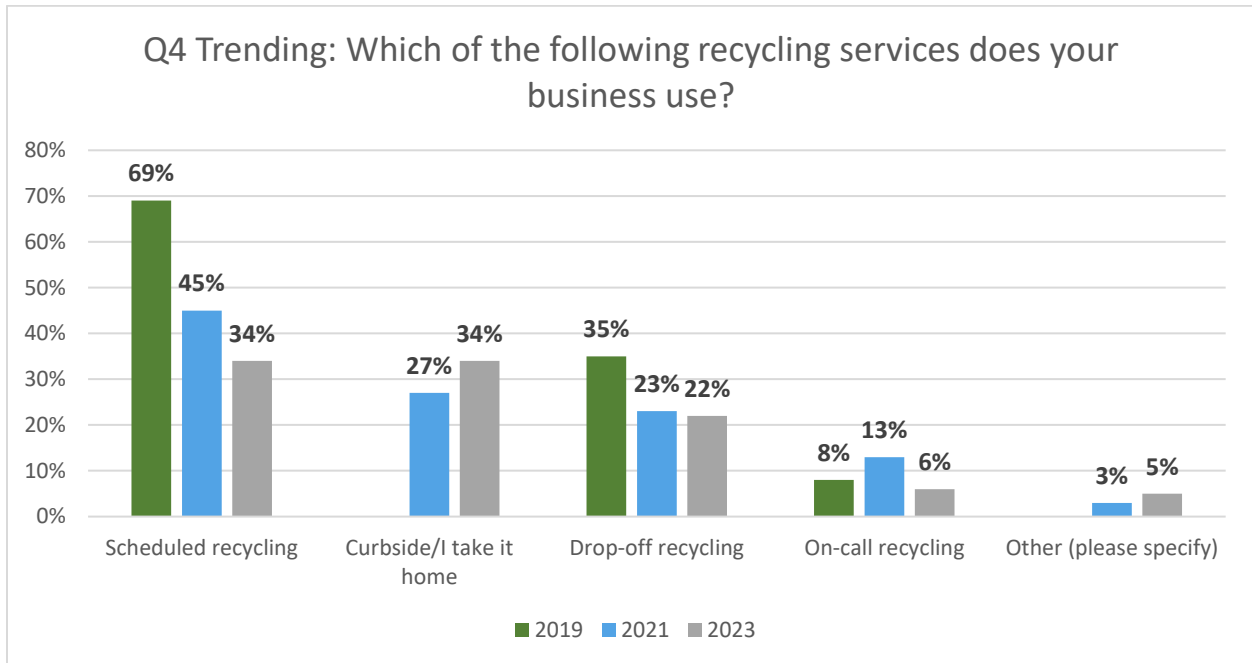


Description: The above graph shows the percentage of businesses that identified a factor as a reason they recycle in 2023. The percentage value for each category is as follows:

- Concern for the environment: 66 percent
- Personal decision: 38 percent
- Corporate policy: 15 percent
- Reduce disposal costs: 15 percent
- Alignment with culture: 13 percent
- Don't know: 8 percent
- Certification requirement: 3 percent
- Improved customer relations: 3 percent
- Recognition/positive public relations: 3 percent
- Customer demands: 1 percent

Respondents were then asked which service their business uses for recycling. The primary service that businesses in Pinellas County utilize in 2023 is scheduled recycling. However, there was a significant drop in the number of businesses that utilize scheduled recycling in 2021. In contrast, there was a small but significant increase in the number of businesses that reported they use curbside or take their recycling home. In addition, fewer respondents reported using on-call recycling.

These findings indicate that while scheduled recycling is still the most prevalent service that businesses in Pinellas County use, many businesses are using different services provided to collect their recyclable materials. A list of verbatim responses for “other (please specify)” can be found in [Appendix B](#).



Description: The above graph shows the percentage trending 2023 against 2021 and 2019 for the recycling services that are in use at each business. Two response options, “Curbside/I take it home” and “Other (please specify)” were added as option in 2021. The percentage value for each category is as follows:

- 2019: Scheduled recycling: 69 percent
- 2021: Scheduled recycling: 45 percent
- 2023: Scheduled recycling: 34 percent
- 2019: Curbside/At home: was not a category in 2019
- 2021: Curbside/At home: 27 percent
- 2023: Curbside/At home: 34 percent
- 2019: Drop-off recycling sites: 35 percent
- 2021: Drop-off recycling sites: 23 percent
- 2023: Drop-off recycling sites: 22 percent
- 2019: On-call recycling: 8 percent
- 2021: On-call recycling: 13 percent
- 2023: On-call recycling: 6 percent
- 2019: Other: was not a category in 2019

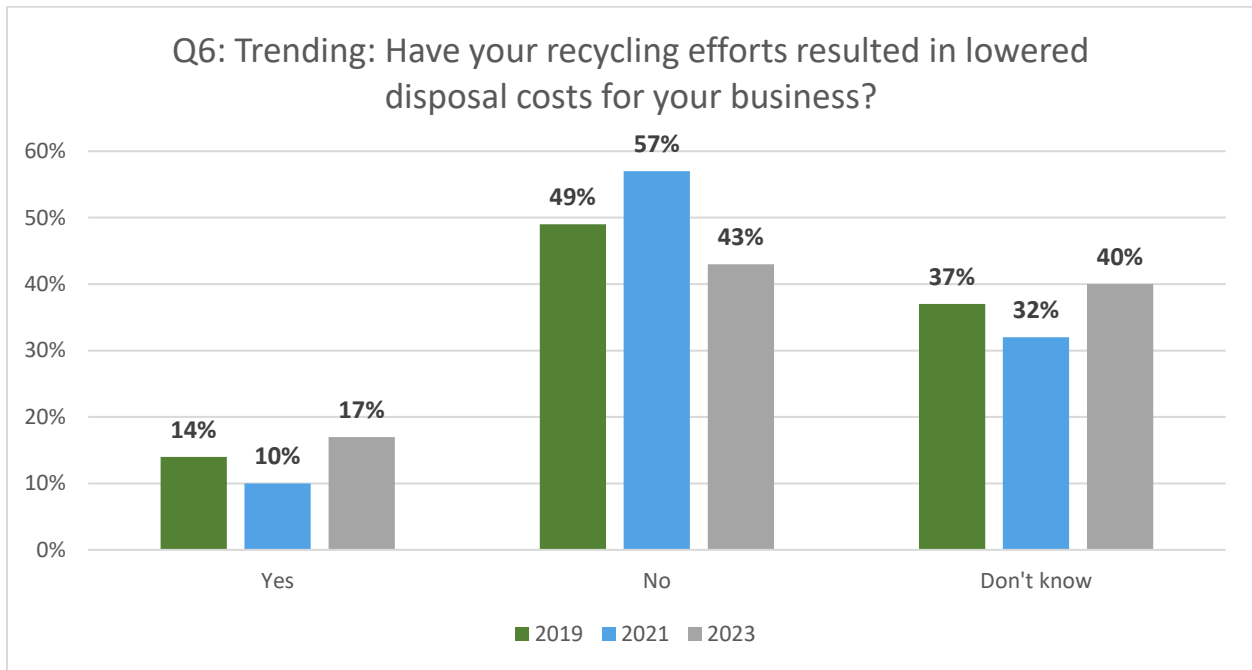
2021: Other: 3 percent

2023: Other: 5 percent

Recycling businesses were then asked to indicate the types of material that the businesses recycle. Generally speaking, there were very few changes from 2021 to 2023. More than half of respondents recycle cardboard (67%), paper (72%), and plastic bottles (50%). Regarding the changes between 2021 and 2023, significantly fewer businesses reported recycling toner and ink cartridges (-9 percentage points), while more firms reported recycling other plastics (+6 percentage points). In 2023, “metal cans” was added as a separate category due to the increase in businesses reporting they recycled “other metals” in 2021. While the percentage of businesses that reported recycling other metals slightly decreased, it was not statistically significant. However, 13% of businesses reported recycling metal cans. A list of verbatim responses for “other (please specify)” can be found in [Appendix B](#).

Q5: In general, what items does your business recycle?			
	2019	2021	2023
Paper	63%	59%	72%
Cardboard	63%	67%	67%
Glass bottles and jars	25%	5%	17%
Plastic bottles	49%	50%	50%
Other plastics	29%	35%	41%
Metal cans	-	-	13%
Aluminum cans	31%	27%	23%
Other metals	7%	14%	11%
Electronics	5%	7%	4%
Textiles	1%	4%	1%
Chemicals	3%	6%	5%
Batteries	4%	11%	7%
Toner and ink cartridges	10%	13%	4%
Light bulbs	5%	3%	3%
Oil	6%	9%	5%
Tires	1%	5%	4%
Wood (pallets)	4%	7%	3%
Concrete/asphalt	1%	4%	1%
Food waste	2%	2%	5%
Polystyrene foam products (like Styrofoam brand)	2%	2%	1%
Other (please specify)	-	-	1%

Businesses were then asked if recycling lowered disposal costs for their organization. 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 the County. Less than a fifth (17%) of respondents said that recycling reduced disposal costs for their business. However, this was a significant increase from 2021 but statistically similar to findings in 2019. Another important note is that a large percentage of businesses were unaware if recycling resulted in lowered disposal costs for their business. This number is significantly more than in 2021, but this finding is notable in all iterations of the study. This suggests an opportunity for the county to educate businesses on the potential savings recycling can produce for a company. This may encourage businesses that currently recycle to continue or to expand their recycling efforts.

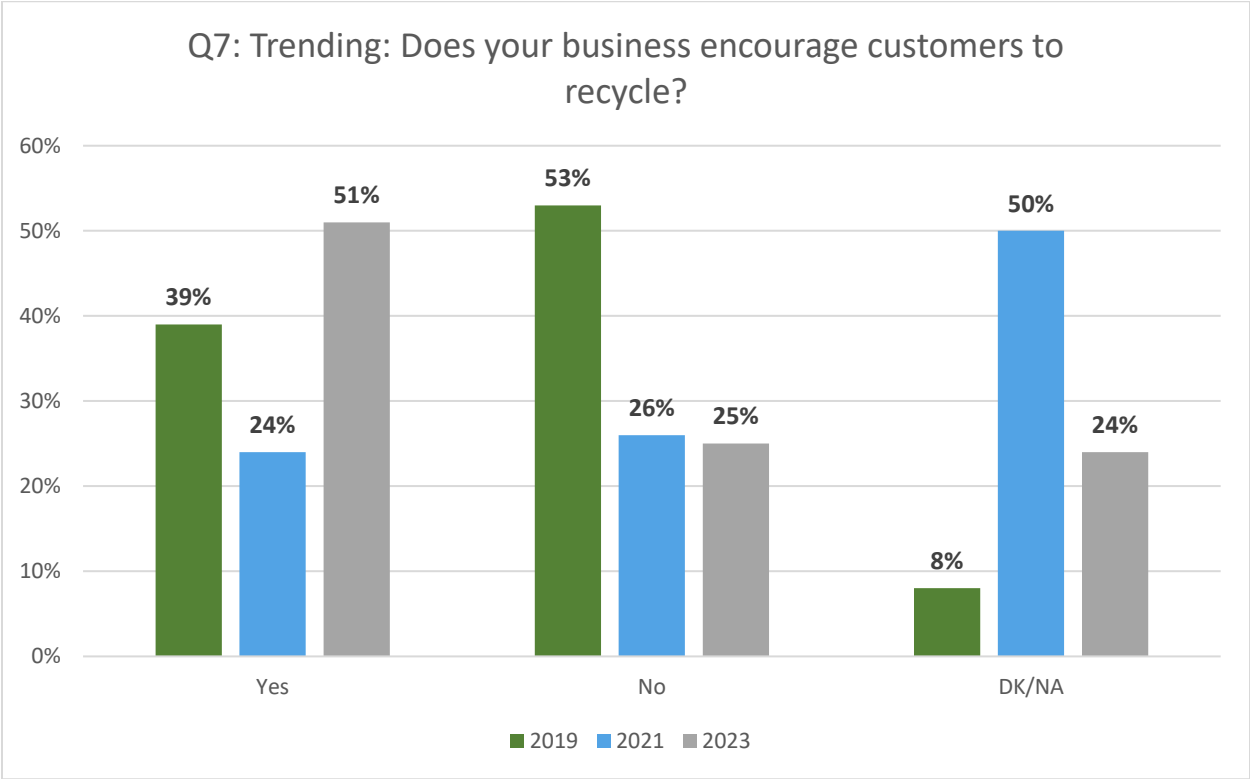


Description: The above graph shows the percentage trending 2023 against 2021 and 2019 for recycling efforts resulting in lowered disposal costs for the respondents' businesses. The percentage value for each category is as follows:

- 2019: Yes: 14 percent
- 2021: Yes: 10 percent
- 2023: Yes: 17 percent
- 2019: No: 49 percent
- 2021: No: 57 percent
- 2023: No: 43 percent
- 2019: Don't know: 37 percent
- 2021: Don't know: 32 percent
- 2023: Don't know: 40 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 increase in businesses encouraging their customers to recycle from 2021 – from 24% in 2021 to 51% in 2023. A similar number of respondents reported they did not encourage customers to recycle in 2023 compared to 2021.

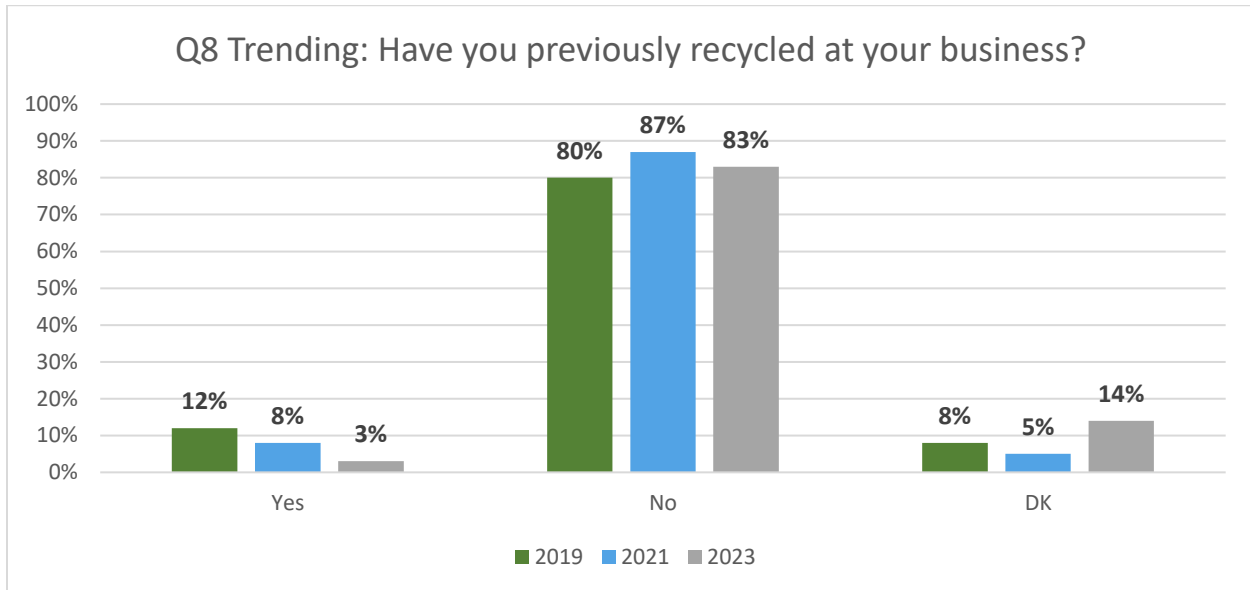


Description: The above graph shows the percentage trending 2023 against 2021 and 2019 for whether the respondents’ businesses encourage customers to recycle. The percentage value for each category is as follows:

- 2019: Yes: 39 percent
- 2021: Yes: 24 percent
- 2023: Yes: 51 percent
- 2019: No: 53 percent
- 2021: No: 26 percent
- 2023: No: 25 percent
- 2019: Don't know/NA: 8 percent
- 2021: Don't know/NA: 50 percent
- 2023: Don't know/NA: 24 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. A very small number of firms (3%) had previously recycled. This result was significantly lower than in 2021. However, a larger share of non-recycling businesses were unaware if they had previously recycled.



Description: The above graph shows the percentage trending 2023 against 2021 and 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

2023: Yes: 3 percent

2019: No: 80 percent

2021: No: 87 percent

2023: No: 83 percent

2019: Don't know: 8 percent

2021: Don't know: 5 percent

2023: Don't know: 14 percent

For the 7 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](#).

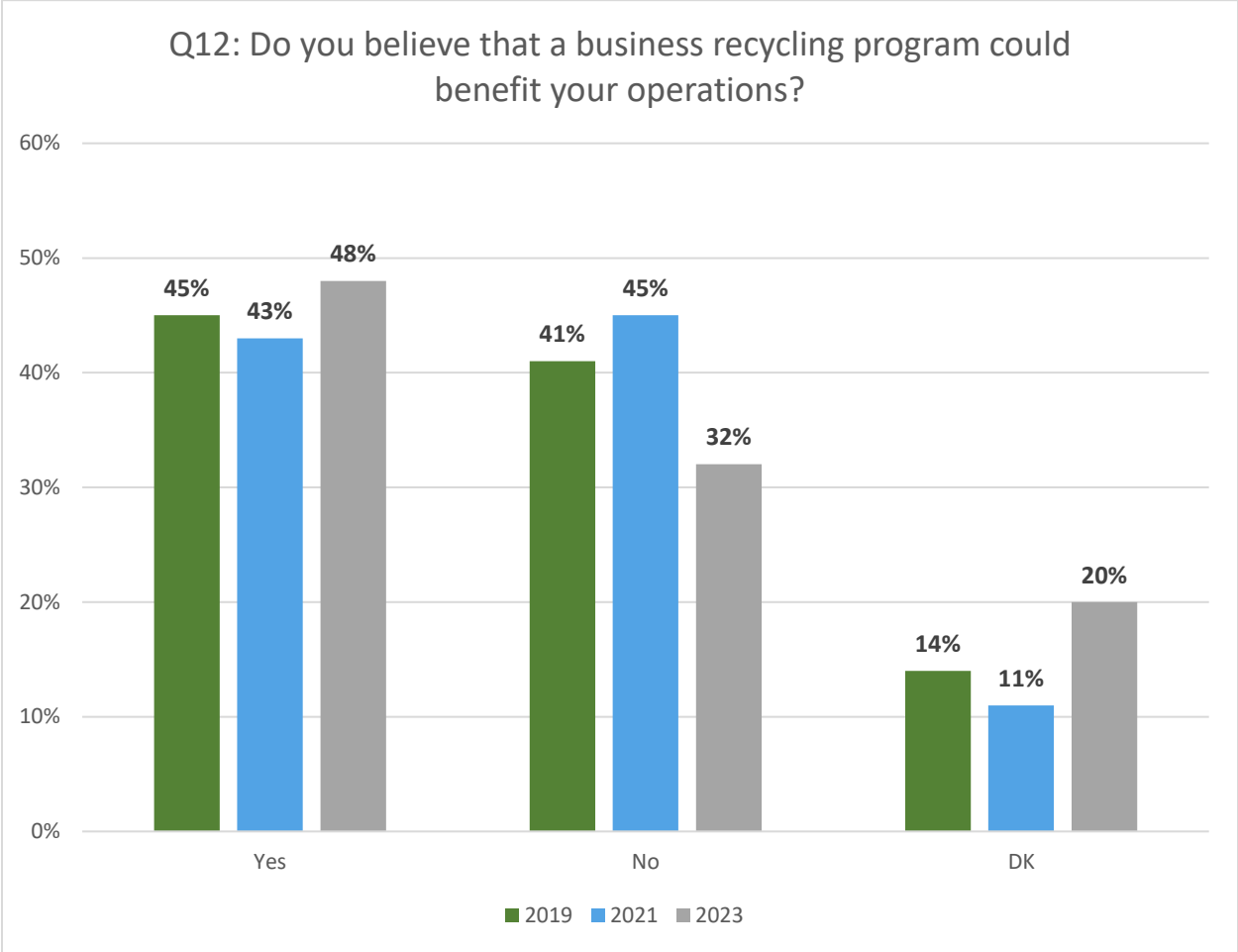
The next question was posed only to those businesses that have never recycled. The largest percentage of respondents reported that they do not recycle because "it is not offered." While the percentage of businesses that do not recycle for this reason significantly dropped, this is still in contrast to the multitude of business recycling offerings provided by the county. More than one-fifth (22%) of businesses reported

they “do not produce enough waste” to make recycling worthwhile. Furthermore, another fifth of businesses stated that recycling “is not a priority” for their business. These three reasons made up a majority of the responses, suggesting that there is an opportunity for education on the recycling programs offered by Pinellas County and the potential benefits of recycling to businesses.

In addition, one category that came up this year was that businesses do not recycle because they get contaminated with trash before collection. While only 4% of respondents indicated this was why they did not recycle, it does also provide another opportunity for businesses and Pinellas County to improve knowledge on what can be recycled. A list of verbatim responses can be found in [Appendix B](#).

Q11: Why doesn't your business recycle?			
	2019	2021	2023
It is not offered	23%	58%	28%
Does not produce enough waste	21%	23%	22%
It is not a priority	12%	2%	21%
Do not know	13%	10%	13%
Expenses	2%	4%	8%
Not required by law	1%	0%	4%
Contamination Issues	-	-	4%
City does not provide it	3%	0%	3%
Do not have space for it	5%	1%	0%
Personal reasons	3%	1%	0%
Not required	5%	0%	0%
Take it home to recycle	2%	0%	0%
Do not know where to start	1%	0%	0%
Business is located at home	3%	0%	0%
Would like more information	3%	0%	0%
Regulations	2%	0%	0%

Next, non-recycling businesses were asked whether a business recycling program might benefit the operations of the businesses. Nearly half of non-recycling businesses stated that a business recycling program would benefit their operations. Significantly fewer businesses expressed that a recycling program would not be a benefit for their operations. However, more businesses were unsure if a recycling program would benefit their business, again highlighting opportunities to educate businesses on the benefits of recycling.



Description: The above graph shows the percentage trending 2023 against 2021 and 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
- 2023: Yes: 48 percent
- 2019: No: 41 percent
- 2021: No: 45 percent
- 2023: No: 32 percent
- 2019: Don't know: 14 percent
- 2021: Don't know: 11 percent
- 2023: Don't know: 20 percent

Lastly, non-recycling businesses were asked what would motivate their business to start recycling. About a quarter of respondents mentioned that “concern for the environment (28%),” “reduced disposal costs (25%),” and “if [recycling] were easier (24%)” would motivate their business to start recycling. Another fifth (22%) stated they would start recycling only if it were mandatory. This suggests that many businesses either need to see some direct benefit or be required to recycle to start recycling. A positive finding this year is that only 16% of businesses expressed that “nothing” would motivate their business to start recycling. This is a significant drop from 2021 and 2019. A list of verbatim responses for “other” can be found in [Appendix B](#).

Q13: What would motivate your business to start recycling?			
Motivators	2019	2021	2023
Concern for the environment	16%	11%	28%
Reduced disposal costs	18%	8%	25%
If it were easier	25%	48%	24%
If it were mandatory	0%	5%	22%
Nothing	26%	30%	16%
Corporate set regulations	9%	3%	7%
Don't know	3%	11%	6%
Align with culture	5%	0%	4%
Other	-	-	3%
Customer demands	5%	3%	2%
Certification requirement	2%	0%	2%
Improved customer relations	3%	0%	2%
If my trash hauler suggested it	14%	1%	2%
Recognition/positive public relations	4%	0%	1%

General Waste Practices

The next section of questions was asked to all respondents, regardless of whether or not they currently recycled at their business. The next set of questions asked businesses about challenging materials to recycle or dispose of.

Compared to 2019, most responses remained statistically unchanged. Yet, there were some differences from 2021. A supermajority of respondents (70%) stated that no materials were challenging to recycle, though this was a significant decline from 2021. The top three actual materials cited by respondent businesses in 2021 are “cardboard/paper,” “plastics,” and “paint/chemicals.” Some new materials mentioned focused on tires and other car materials, paper towels, dirt, and food. A list of verbatim responses can be found in [Appendix B](#).

Q14: What material(s) have you found most challenging to recycle?			
	2019	2021	2023
Nothing	60%	89%	70%
Cardboard/Paper	6%	3%	5%
Plastics	2%	3%	5%
Paint/Chemicals	1%	0.0%	3%
Electronics	3%	1%	2%
Glass	3%	1%	2%
Furniture/Large Items	0.3%	0.0%	2%
Tires/Car Materials	-	-	2%
Metals	2%	0.2%	2%
Batteries	2%	1%	2%
Oil	0.0%	0.3%	1%
All materials	1%	0.0%	1%
Styrofoam	5%	0.2%	1%
Pallets/Wood	1%	0.3%	0.5%
Paper towels	-	-	0.5%
Medications	1%	0.0%	0.2%
Dirt	-	-	0.2%
Food	-	-	0.2%
Florescent bulbs	3%	0.3%	0.2%
Switches	-	-	0.2%
Construction debris	1%	0.0%	0.2%
Hazardous waste	0.0%	0.4%	0.2%
DK	3%	0.2%	1%

The next question asked was which materials were most challenging to dispose of. Like 2021, the majority of businesses (67%) expressed that they had “no challenge” with material disposal. The change in response was not statistically significant. In 2023, the top-ranking materials businesses found to be difficult to dispose of were “chemicals” (7%) and “paper/cardboard” (5%). A list of verbatim responses can be found in [Appendix B](#).

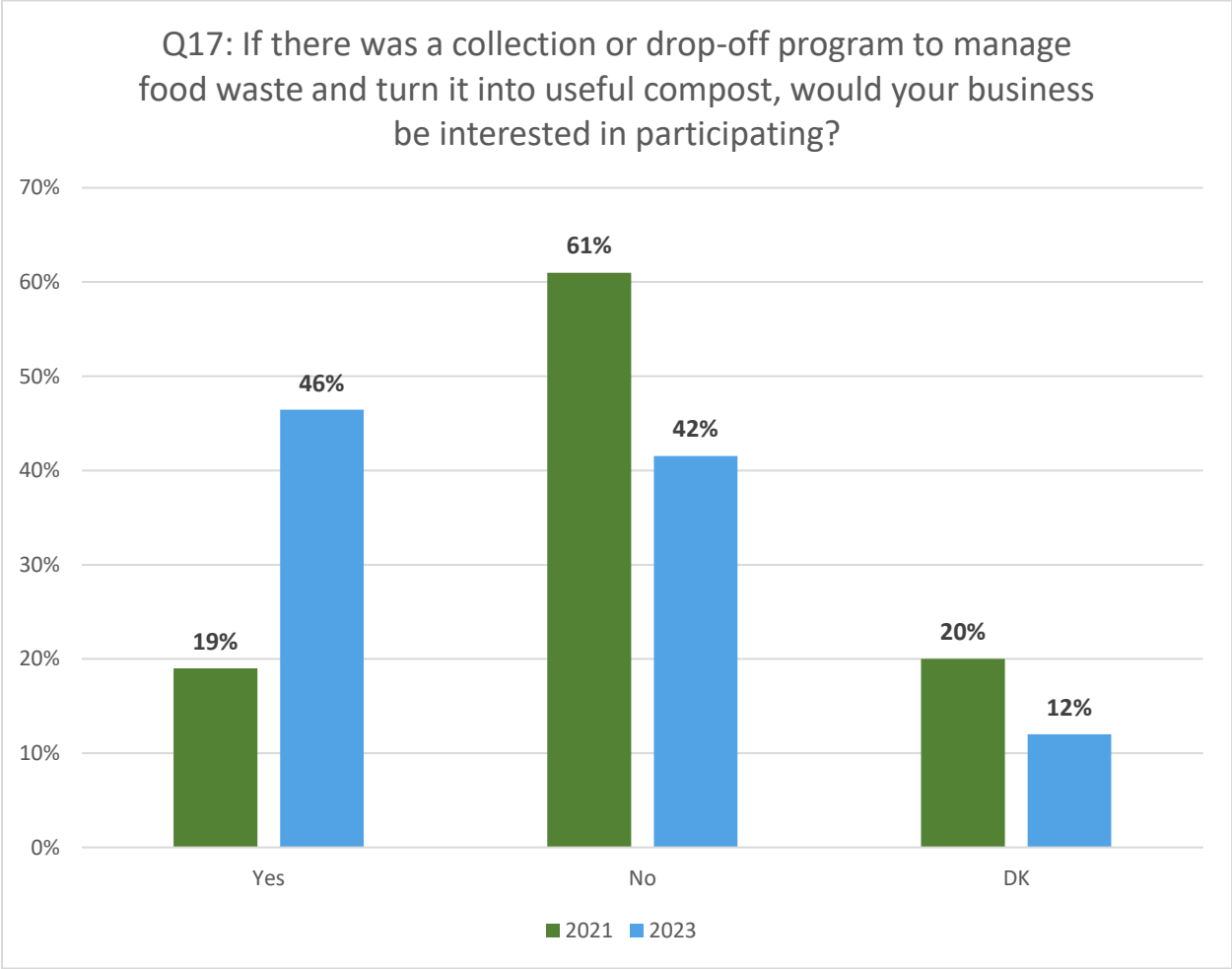
Q15: What material(s) have you found most challenging to dispose of?		
	2021	2023
None	71%	67%
Chemicals	1%	7%
Paper/Cardboard	4%	5%
Plastics	3%	3%
Electronics	6%	3%
Other	1%	2%
Glass	1%	2%
Tires/ Other car materials	1%	2%
Batteries	3%	3%
Metals	1%	1%
Large items	-	1%
Light bulbs	-	1%
Oil/Fuel	1%	1%
Food	-	1%
All materials	-	1%
Wood (Pallets)	-	0.5%

The next question goes into detail about the specific items that are generated as waste throughout the normal course of business. Each item was recited to the respondent, who answered either yes or no to each. There were idiosyncratic differences in the types of waste produced by respondents. Some categories, like glass bottles and jars and toner and ink cartridges, significantly decreased from 2021 but were similar to levels seen in 2019. Other items, like plastic bottles, other plastics, and chemicals, saw small but significant increases in waste production. A list of verbatim responses for “other – is there anything else I didn’t mention” can be found in [Appendix B](#).

Q16: Does your business generate the following item as waste through either business operations or from employees?			
	2019	2021	2023
Paper	65%	85%	84%
Cardboard	51%	83%	79%
Glass bottles and jars	26%	18%	30%
Plastic bottles	43%	62%	70%
Other plastics	30%	53%	61%
Metal cans	-	-	34%
Aluminum cans	31%	49%	36%
Other metals	6%	23%	15%
Electronics	8%	32%	28%
Textiles	4%	9%	10%
Chemicals	7%	14%	21%
Batteries	11%	34%	28%
Toner and ink cartridges	27%	57%	32%
Light bulbs	10%	32%	29%
Oil	4%	14%	8%
Tires	1%	8%	5%
Wood (pallets)	10%	20%	4%
Concrete/asphalt	1%	4%	3%
Food waste	41%	29%	23%
Polystyrene foam products (like Styrofoam brand)	32%	24%	18%
Other (please specify)	-	-	0.5%

The next two questions were only asked to businesses who reported producing food waste in the previous question. The first question asked respondents if they would be interested in participating in a collection or drop-off program to manage food waste to turn it into useful compost.

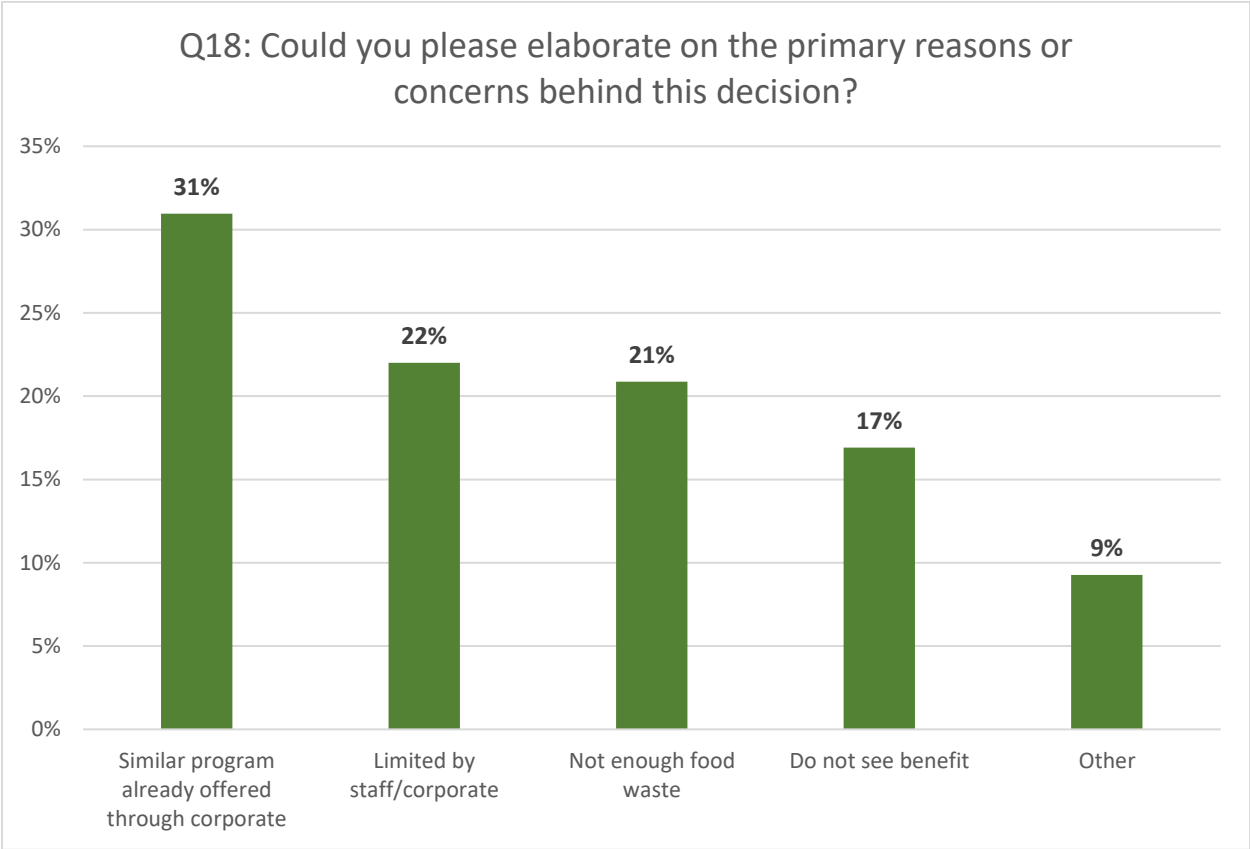
There was a large, significant increase from 2021 in the number of businesses that would be interested in a food waste collection or drop-off program. Yet, businesses were still split, with 42% not interested in participating in this potential program.



Description: The bar chart above shows the percentage of respondents who generate food waste and would be interested in participating in a collection or drop-off program to manage food waste and turn it into useful compost. This is compared to the findings from 2021. The percentage value for each category is as follows:

- 2019: Question not asked
- 2021: Yes: 19 percent
- 2023: Yes: 46 percent
- 2021: No: 61 percent
- 2023: No: 42 percent
- 2021: Don't know: 20 percent
- 2023: Don't know: 12 percent

The next question was then posed to businesses that produced food waste but were not interested or did not know if they wanted to participate in a potential collection or drop-off program for food waste. Most businesses not interested in the program either already have some program through their corporate office, they may be limited by their corporate office or current staffing, or do not produce enough food waste. Responses in the “other category” were concerned about cost or concerns about disease. A list of verbatim responses can be found in [Appendix B](#).



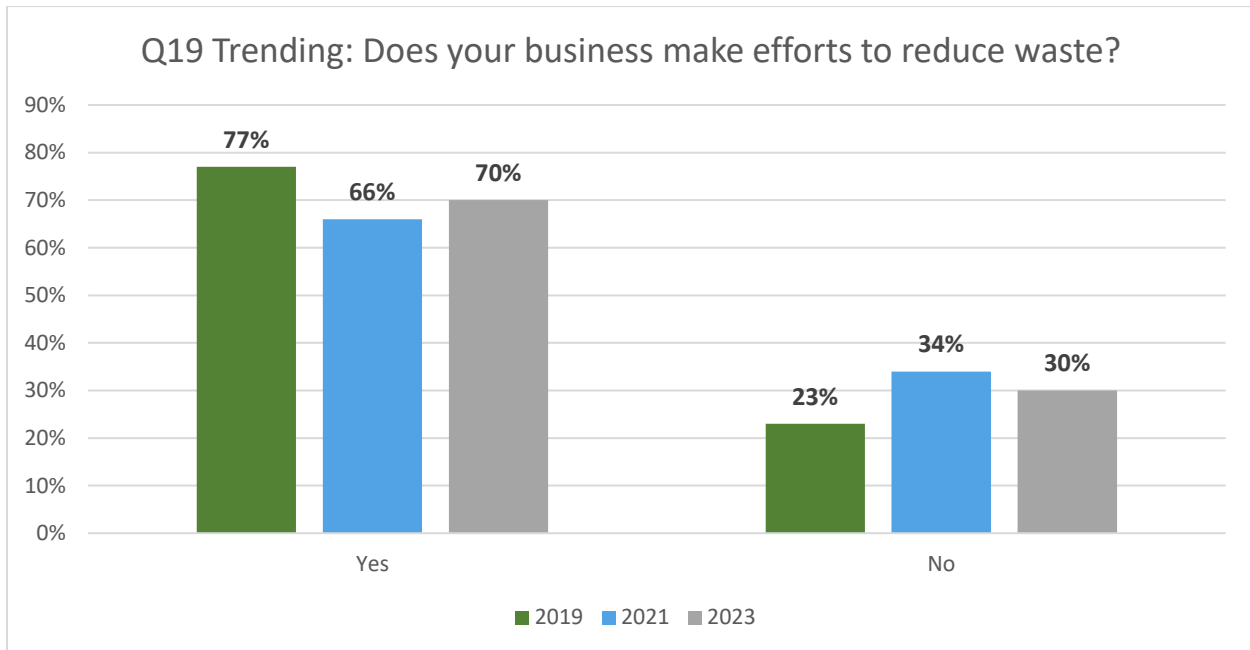
Description: The bar chart above shows the percentage of reasons why respondents who generate food waste are not interested in participating in a collection or drop-off program to manage food waste and turn it into useful compost. The percentage value for each category is as follows:

- Similar program already offered through corporate: 31 percent
- Limited by staff/corporate: 22 percent
- Not enough food waste: 21 percent
- Do not see benefit: 17 percent
- Other: 9 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 no statistical difference between 2023 and 2021 in businesses expressing that they make efforts to reduce waste.



Description: The above graph shows the percentage trending 2023 against 2021 and 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

2023: Yes: 70 percent

2019: No: 23 percent

2021: No: 34 percent

2023: No: 30 percent

When reviewing the waste reduction efforts employed by each respondent business, we see that recycling as much as possible is utilized as the way to reduce waste at their respective business. This response more than tripled from 2021. One potential explanation for this is that businesses are more aware of what materials can and cannot be recycled. In turn, they utilize materials that can be recycled more often, and this has now become their primary way to reduce waste. Significantly more businesses also use digital documents as a way to reduce waste. This may be the case as businesses began to return more often to the office that they became more comfortable with primarily using digital documents, that it became adopted as an easy way to reduce waste without affecting other aspects of working. The percentage of businesses who report “reusing” materials and “could not name specifically” what they do to reduce

waste but make an effort were at similar levels as in 2021. A list of verbatim responses can be found in [Appendix B](#).

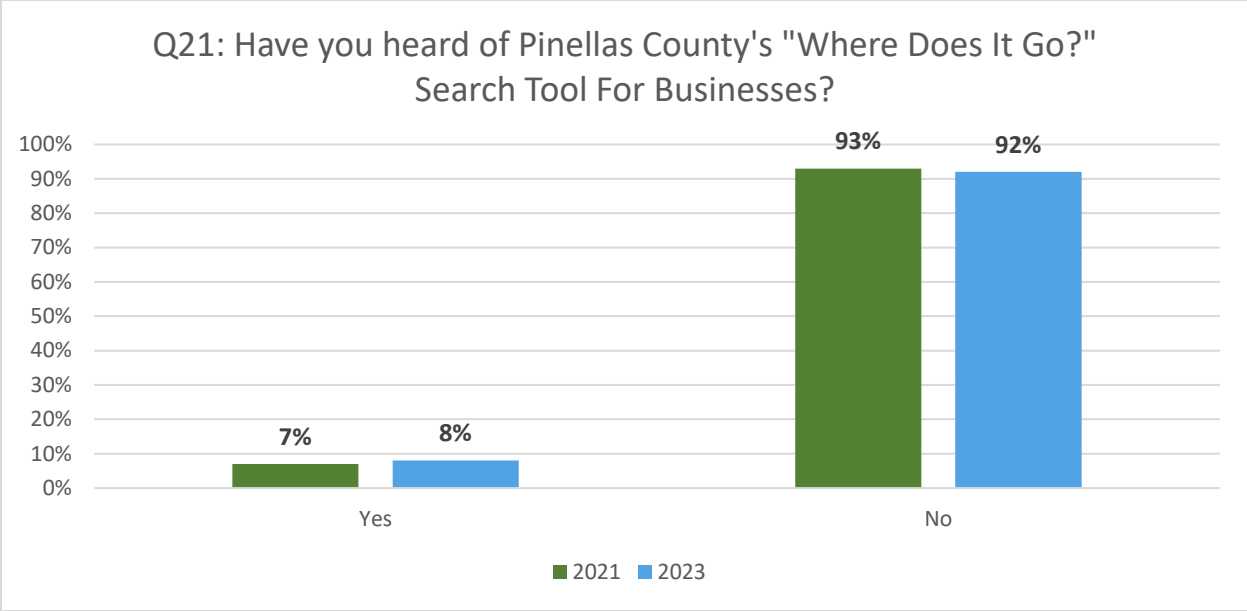
Q20: Can you briefly describe the waste reduction efforts at your business?			
	2019	2021	2023
Recycle as much as possible	12.1%	8.3%	30.0%
Reuse	28.4%	17.3%	17.7%
Digital documents	21.3%	4.5%	14.6%
Couldn't name specifically	2.3%	11.7%	11.7%
Conscious of waste	8.9%	10.8%	5.9%
Nothing	0.0%	2.7%	5.8%
Alternative material/limit single-use	14.1%	7.6%	4.1%
Scrap metal	3.2%	7.0%	2.8%
3rd party waste collector	7.2%	12.6%	2.4%
3rd party shredding	9.8%	2.3%	2.2%
Minimize paper waste	26.7%	16.5%	2.0%
Order only what is needed	1.1%	0.1%	0.9%
Buy in bulk	2.6%	0.0%	0.6%
Composting	2.3%	1.0%	0.5%
Electronics	2.0%	2.9%	0.4%
Encourages recycling	7.2%	2.0%	0.3%
Conserve water	2.6%	2.6%	0.2%
Donate	8.9%	0.1%	0.2%
Ink/toner service	18.7%	14.4%	0.0%
Batteries	3.4%	10.9%	0.0%
Oil	3.2%	4.6%	0.0%
Someone takes recycling	9.5%	3.1%	0.0%
General hazardous waste	4.9%	2.4%	0.0%
Use reusable cups	14.1%	2.0%	0.0%
Light bulbs	4.6%	1.4%	0.0%
Biohazard	0.3%	1.4%	0.0%
Conserve/Conscious of energy usage	4.3%	0.8%	0.0%
Reduce or alternative for straws	4.0%	0.0%	0.0%
Medical waste	1.1%	0.0%	0.0%

County Engagement

Pinellas County provides multiple resources to inform and assist both businesses and residents in the county with their recycling needs. However, utilization and awareness of these programs are generally low among businesses in Pinellas County. 59% of businesses used none of these resources. While this is significantly lower than in 2021, it is a similar level as seen in 2019. An additional 21% of businesses were unsure whether they used a resource provided. That means that only 20% of businesses had utilized some resources provided by the county. 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 2023 and 2021. Unsurprisingly, significantly fewer businesses sent an email or called the county for advice. Other tools asked about were used by businesses at similar levels as in 2021.

Q23: Has your business used any of the following resources?			
	2019	2021	2023
None of the above	55%	73%	59%
Don't know	18%	16%	21%
County website	11%	13%	10%
Calls or emails to the county asking for advice	6%	9%	2%
Networking with the Pinellas Partners in Recycling	0%	4%	3%
"Where Does It Go?" Search Tool For Businesses	-	4%	5%
On-site business inspection (SQG Program)	1%	2%	1%

Pinellas County has a “Where Does It Go?” Search Tool For Businesses, which provides detailed information for both recycling and disposing of materials. Although the “Where Does It Go?” Search Tool For Businesses was a category in the previous question, only five percent used the tool. When asked about brand awareness, 8 percent are familiar that it exists as a resource. Both awareness and utilization of this tool are virtually the same as in 2021.



Description: The bar chart above shows the percentage of respondents who have heard of Pinellas County's "Where Does It Go?" Search Tool For Businesses in 2023 compared to 2021. The percentage value for each category is as follows:

- 2019: Question not asked
- 2021: Yes: 7 percent
- 2023: Yes: 8 percent
- 2021: No: 93 percent
- 2023: No: 92 percent

For the 8 percent of the sample that had familiarity with the business search tool, most discovered the tool via online means (43%) and flyers and mailers (30%). We again see that businesses are increasingly finding information about recycling and disposal practices through online and passive forms of communication. A list of verbatim responses can be found in [Appendix B](#).

Q22: Where did you find out about it?		
	2021	2023
Web/Online	31%	43%
Flyer/Mail	23%	30%
City resource	18%	-
County resource	8%	3%
Newsletter	6%	-
Newspaper	-	3%
Word of Mouth	5%	6%
Television	4%	9%
Recycler	4%	-
DK/NA	1%	6%

Conclusion and Recommendations

The 2023 Commercial Recycling Study provides a timely and detailed insight into the recycling habits and preferences of Pinellas County businesses. Despite the challenges posed by the COVID-19 pandemic, a majority of businesses in the county have shown commendable resilience in maintaining or even boosting their recycling activities. An increase in businesses adopting recycling from 53% in 2021 to 70% in 2023 stands testament to this fact.

The digital transformation wave, sweeping across industries globally, is also evident in Pinellas County. A marked shift towards paperless operations and increased use of electronic documents highlights businesses' proactive approach to waste reduction. However, while many strides have been made, several areas of concern persist. A significant proportion of businesses remain unaware or underutilize the county's recycling resources. Furthermore, there's a concerning number of businesses that view recycling as a non-priority.

Recommendations:

Strengthen Digital Outreach: Given the trend towards digital operations, Pinellas County should enhance its online presence. This could include a comprehensive online resource portal, interactive tutorials, webinars, and a dynamic FAQ section addressing common recycling concerns.

Corporate Engagement: With corporate policies influencing many businesses, the county should consider targeted engagement strategies for larger corporations and franchises. Workshops, seminars, and collaborative projects can help integrate county recycling goals with corporate sustainability objectives.

Educational Campaigns: To dispel myths and enhance awareness, the county should roll out educational campaigns. These campaigns should emphasize not just the environmental, but also the economic benefits of recycling, catering to the dual motivations of businesses.

Mandatory Recycling Exploration: Given that a substantial portion of businesses indicated they would recycle only if it became mandatory, the county might consider the pros and cons of introducing stringent recycling regulations or incentives for businesses.

Customized Recycling Solutions: Recognizing that one size does not fit all, the county should consider offering customized recycling solutions, especially for businesses that believe they don't generate enough waste to recycle or think recycling does not fit their business model.

Feedback Mechanisms: Establishing regular feedback mechanisms can help the county understand businesses' evolving needs and concerns, ensuring that recycling programs remain relevant and effective.

In sum, while Pinellas County has made significant strides in promoting commercial recycling, the journey ahead requires a combination of continued commitment, strategic outreach, and adaptive solutions. By working collaboratively with businesses, the county can further solidify its position as a leader in sustainable practices.

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Appendix A: Survey Instrument

2023 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 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"/> Food waste |
| <input type="checkbox"/> Tires | <input type="checkbox"/> Polystyrene foam products (like Styrofoam™ brand) |
| <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?

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

7. Does your business encourage customers to recycle?

- a. Yes
- b. No
- c. Don't know
- d. Not applicable

[*Go to the "General Questions" Section*]

Non-Recycler

8. Have you previously recycled at your business?

- a. Yes **[go to 9]**
- b. No **[go to 11]**
- c. 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?

- a. Yes
- b. No
- c. 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. 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"/> Food waste [Proceed to 17 if selected; 19 if not] |
| <input type="checkbox"/> Electronics | <input type="checkbox"/> Polystyrene foam products (like Styrofoam™ brand) |
| <input type="checkbox"/> Textiles | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Chemicals | |

17. 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

18. You indicated that your business would not be interested in participating in a food waste collection or drop-off program to turn into useful compost. Could you please elaborate on the primary reasons or concerns this decision?

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?" Search Tool For Businesses?

- 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?" Search Tool For Businesses
- 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?” Search Tool For Businesses!

b. Thank you for participating your feedback will help Pinellas County provide recycling and waste reduction resources to businesses. The “Where Does It Go?” Search Tool For Businesses 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, 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?

- trying to cut down on the waste
- Aligns with our values
- aluminums and metals
- as a golf course they have a rule to do so
- because corporate makes us
- because it is a good thing to do
- because it is good for the environment
- because it is important for the people and the environment
- Because the has to go somewhere
- because the plaza has bins outside for it
- Because the corporate office has a policy
- because we get paid for it
- Because we have the bins
- believe it is something everyone should do
- better for the world
- box and bottles
- brought up in that state of mind
- can ask manager but just for the good of it
- card board, paper and plastic
- cardboard
- cardboard
- cardboard
- cardboard
- Cardboard
- Cardboard and Plastic
- cardboard boxes
- cardboard plastic metal oil
- Cardboard, paper, plastic, aluminum
- Cardboard, Plastic bottles, Aluminum
- care
- care for Earth
- care for Earth
- care for the cause
- care for the environment
- care for the environment
- Care for the environment
- cause its the right thing t6o do
- church in progressive movement
- city of Clearwater policy
- city requires

- company
- Company decides this
- computers
- concern for environment
- concern for environment
- concern for the environment
- concern for the environment
- concern for the environment
- concern for the environment
- concern for the environment
- concern for the environment
- convenience
- Convenience
- Convenience of trash cans
- convenience since the city gave us recycling bins
- corporate
- corporate
- corporate - considered a green park
- corporate and the mall enforce recycling
- corporate decides everything
- corporate decides that
- corporate decision
- corporate policy
- Corporate policy
- corporate policy
- customers like it and good for environment
- don't know
- Don't know
- don't want to waste, care for environment
- Eco friendly business
- electronics
- electronics
- environment
- environment
- environment
- environment
- environmental
- Environmental
- environmental
- environmental
- environmental
- environmental

- environmental
- environmental
- environmental
- environmental
- environmental
- environmental
- environmental
- environmental
- environmental and convenience offered by the county
- environmental concerns
- environmental concerns
- environmental concerns
- environmental concerns
- Environmental concerns
- Environmental concerns, costs
- Environmental factor
- environmental reasons
- environmental reasons
- environmental reasons
- environmental reasons
- environmental, convenient from residence
- environmental, to teach kids the right thing
- environmental, trying to teach kids the right thing
- ethical manner
- Following guidelines
- For environmental purposes as well as reducing trash
- For the environment
- for the environment
- for the environment
- for the environment, committed to saving Earth
- for the good of the environment
- for the wellbeing of environment
- Genuinely for the good of it
- get money for it
- glass bottles
- good for environment
- good for environment
- good for environment and just an overall good thing to do
- Good for the environment
- good for the environment
- Good for the environment and it is easy
- good for the environment, good thing to do
- good thing to do

- Good thing to do
- good thing to do overall
- grave recycling
- have a lot of parts to recycle and wife says its good for environment
- have recycling bins available, good for the environment
- have to
- have to and have always done it, good for environment
- have to as it is a funeral home, and also because we care
- i know
- i know
- Importance of the environment
- important to the marina
- it is a corporate rule
- it is a rule and they truly believe in it
- It is a coprorate policy
- it is good for the environment
- it is good for the environment
- It is required
- it is the company thing to do and also for the good of the environment
- it is the right thing to do
- its by law
- its good for the environment
- Its legally required
- it's part of our brand
- it's provided by the shopping center
- its required
- its required
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do
- its the right thing to do and it's required by corporate
- like to keep course clean and proper
- love to recycle
- makes business look good and we care about environment
- marina rules environmental impact
- metal cans

- Metal products (steel, copper, etc)
- N/A
- near beach, keep areas clean and good thing to do in general
- Next to the school where we can use the dumpster
- no choice
- not sure
- only cardboard because those are the bins we were given
- Only copper, wires
- Out of care
- Out of care
- Out of concern for the environment
- Out of convenience
- out of convenience
- Out of environmental concerns and
- paper
- paper
- Paper
- paper
- Paper
- Paper and Food Waste
- paper cardboard and plastic
- paper cardboard water bottle
- Paper, plastic, cardboard, soda cans and batteries.
- part of their routine and looks good on company
- personal beliefs, company philosophy
- personal decision
- personal decision
- personal decision
- personal decision
- personal decision
- personal decision
- personal decision
- personal decision
- personal decision
- personal decision
- personal decision
- Personal decision
- personal decision - supervisor takes it home
- personal decision and concern for the environment
- Plastic bottles, soda cans, and cardboard.
- priority and good thing to do especially when it comes to the ashes and cremation services
- probably cost reduction
- profit

- recycle what is available because it is good to do it
- reduce of waste
- Reduce space.
- Reduce trash and the environment
- reduce waste
- reduces costs
- Required
- required to do so and gladly will do so
- Right thing to do
- Right thing to do
- Right thing to do
- Right thing to do. Some of it is useful to recycle
- save room in the dumpster
- some of the employees started this initiative
- State regulation
- Styrofoam
- the city requires it
- the county provided a cardboard specific bin, convenience.
- the environment
- The town requires recycling
- Their business requires it
- there is no options provided by the city but we do it anyways
- They have large quantities of cardboard and plastics bottles from their vacation rentals
- they have to
- they want to keep the oceans as clean as possible.
- To be good to the environment
- to help the environment
- to help the environment
- to help the environment
- to help the environment
- To help the environment and reduce trash
- to keep the outdoors as clean as possible
- To not cause harm with scrap metal
- to protect the environment
- to reduce waste and the company wants to make
- try to have a zero waste policy
- trying to be ecofriendly
- trying to do the best for the environment
- trying to eliminate waste
- Corporate decides this
- we are required to and its a good thing to do
- we believe it is good to do and for the environment, we have always just done it as well
- We care about the environment

- we care for Earth
- we have alot of paper
- we just want to do what we can
- We only recycle metals
- We separate trash and recycling because of trash cans
- we want to do the right thing
- wood
- Wood, metal
- yes

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

- regular
- Compactor
- "myself"
- Did not know
- not sure of specific method of doing so
- normal recycling
- Unsure
- Unsure
- There is no one who comes to pick up their recycling bins so it is taken to where the normal trash is picked up.

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

- paint
- wires
- ani freeze and filters
- graves
- paint

Question 9: What factors made you stop recycling? “Other”

- don't have much to recycle
- recycled materials were dumped to regular trash by city

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

- not main priority
- there is not anything to recycle
- paid too much, and can't trust city recycling
- we stopped because it's expensive
- it was always contaminated with regular trash
- guest rooms have recycling bins but they don't separate it
- Haven't had a chance to use bins

Question 11: Why doesn't your business recycle?

- Responses

- they have a bin
- they do not have a bin
- it is difficult because there is no recycling collection near by
- no access
- not sure
- not main priority
- the mall does not offer recycling services
- unsure
- because we have the time to and are not forced to
- they want to
- know
- not much to recycle
- it isn't mandated
- they have things to recycle
- "not much to recycle, bin in back of store "
- inconvenient
- we do not generate enough waste that can be recycled
- nothing really to recycle
- doesn't know
- not sure
- doesn't know
- cost of recycling service
- not supported in area
- They are in a big building and everything goes into the trash
- don't know
- don't know
- no access to recycling
- There's nothing to recycle
- lack of access
- no access provided, hard to separate guests' trash from hotel room
- we never have and never will
- no access
- Do not produce materials to be recycled
- no access
- not sure
- no access
- Never recycled in the past and there is no factors that I know of to make us start.
- no recycling bin
- no opportunity provided
- too complicated, many of the recyclable materials get ruined before they could get recycled
- no opportunity, not enough waste
- There is no commercial recycling in Pinellas County for buildings with 4 or more tenants

- there are not enough business that do recycling, therefore there is no united city program that would work well
- no recycle bin near the office
- Materials are hard to recycle
- We believe our materials are not recyclable
- No access to recycling bin
- cost is too high
- Salon owner decision
- No place to recycle anything
- no recycling pick up offered
- not enough waste, and no interest
- Not enough waste is getting generated
- not enough waste produced
- The county charges too much for it
- we don't have the option to
- no options offered
- no opportunities provided
- No interest
- There is no separate curbside options
- there are not enough opportunities provided. No curbside option
- not enough waste
- Not enough waste, too complicated
- Too complicated, lack of manpower
- Perceived cost being too high, lack of research.
- Do not separate

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

- There is no recycling in Pinellas County for buildings with 4 or more tenants
- If there was an organized program that everyone participates in
- cheaper prices for recycling bins offered

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

- 8 foot florescent bulbs
- Actual job sight materials, concrete
- All
- any type of boat does not fit in trash and is hard to carry
- any type of car and heavy, hard to deal with and find place to put it
- any type of metal or to break down if there is a lot of it on course
- anything on the beach
- anything than
- Appliances, paint
- batteries
- batteries

- batteries
- batteries
- batteries because they are processed differently
- batteries, paint
- batteries, switches
- Big semi tires
- bigger electronics
- bottles because of containers not having enough space
- box and time consuming to break down
- cardboard and fit in all trashcans
- Cardboard
- Cardboard
- Cardboard
- cardboard
- and time consuming when a lot of inventory comes in
- folding them up, challenging
- cardboard and be large and heavy
- Cardboard because it can be large and difficult to break down.
- cardboard because it is too large
- cardboard because of size
- cardboard home, large sized boxes
- Chemicals
- chemicals
- chemicals because they take them at collection centers
- Computer, paint, electronics
- Dirt - not everyone takes it
- Do not produce materials to be recycled
- Don't know
- electronics
- electronics
- everything but paper because it is a medical building
- everything is easy, nothing challenging
- and heavy
- Food
- glass
- glass
- glass not everyone accepts it
- to remove
- glass because hard to find a place to put them
- glass bottles and cardboard
- glass bottles because there is no where to properly dispose of them
- glass if anything
- glass when there is the bags open

- N/A
- N/A
- N/A
- N/A
- n/a all have been easy
- NA
- NA
- No challenges
- No challenges
- no challenges
- No challenges in recycling any specific material.
- No challenges, we are good about reusing most items multiple times.
- No difficulties recycling
- No difficulty recycling
- No difficulty recycling
- No issues
- none
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- none
- none of it is hard
- None of the materials are difficult to recycle.
- none, good system for recycling
- None, just larger objects like cardboard because they take up space.
- None, they are all put into a compactor.
- not anything in specific, but thinks that it just depends on the amount
- not anything necessarily
- not sure
- not sure
- Not sure
- not sure but possibly metal because it is a hassle
- nothing
- nothing
- nothing
- nothing
- nothing
- nothing
- nothing
- nothing
- nothing
- nothing
- nothing
- nothing
- nothing because we only recycle cardboard
- nothing in specific
- Nothing is challenging besides the convenience of the drop-off locations.

- nothing to their knowledge
- Oil
- pain to do the whole process, takes time and effort
- oils
- old batteries - because you have store them for a while
- Old computers, electronics, old paint
- old electronics, furniture
- oli, metals
- paint
- paint
- Paint
- Paint, chemicals
- pallets, cardboard
- Paper - no curbside is offered
- paper due to most documents being confidential
- paper towels
- plastic
- plastic
- plastic
- plastic could be better at doing it
- plastic it is just a difficult process
- plastic and cardboard doesn't always fit and it takes more time and effort than paper
- plastic and metal no bin
- Plastic because there is no such recycling for these materials.
- plastic bottles because they take up a lot of space
- plastic coded cardboard
- plastic tape
- Plastic would be nice
- plastic wraps
- plastic, paper, to inventory shipments
- Plastics, because they are all different
- PVC piping, old toilets
- Scrap metal
- separating the post-cremation metals from the ashes and collecting them in bins
- sometimes they don't take all types of paint at the collection centers
- steel or pressurized containers
- Styrofoam
- Styrofoam cups
- Styrofoam, electronics
- there is always a lot of paper towels
- There isn't a place to recycle
- Tires
- Used gasoline

- Used tires
- water based paint
- We don't recycle.
- the large items are
- wrappings

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

- Q15. What materials have you found most challenging to dispose of and why?
- chemicals and cardboard
- 8 foot florescent bulbs
- Actual job sight materials, concrete
- All
- any sort of garbage that the members it takes time
- anything on the beach, especially glass
- batteries
- batteries
- batteries
- batteries
- Batteries x
- batteries, paint
- battery
- big cans
- boat and hard to deal with
- building supplies
- cardboard as well
- Cardboard
- cardboard
- cardboard
- cardboard
- cardboard
- they are large and take time
- cardboard and be large and heavy
- cardboard because it is large and cannot fit in the cans
- cardboard home, large sized boxes
- cardboard pizza boxes
- certain plastics - because of large items
- chemicals
- chemicals
- chemicals
- chemicals
- is just dangerous
- chemicals - they go in the compactor
- chemicals because they won't take them at collection centers

- Chemicals, batteries
- Computer, paint, electronics
- computers
- and fuel
- Dirt
- Do not produce materials to be recycled
- know
- know
- electrical bulbs
- electronics
- electronics
- electronics, batteries
- electronics, bigger items, furniture
- electronics, furniture
- electronics, large metals
- electronics, paint, chemicals
- Electronics: TVs and Monitors
- and heavy
- florescent bulbs
- fluorescent lamps
- fluorescent tubes
- food
- food waste and or is hard to break down
- food waste, constantly have to do it
- glass
- glass
- glass not everyone accepts it
- glass and batteries because of struggle to find safe places to store them
- glass as well
- glass as well
- glass bottles
- glass bottles
- graves are some instances in which they can be reused, with new headstone and new remains placed on top the existing remains
- hazardous be life threatening
- hazardous waste
- I dont know
- large materials because they have to do it themselves
- Larger items like big cardboard boxes but other than that everything else is easy.
- lots of boxes
- Metal and Wood, heaviness and mobility
- mufflers not much to dispose other than rust
- N/A

- N/A
- n/a
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- none
- None of the materials are difficult to dispose.
- None, they are all put into a compactor
- not anything in specific, but thinks that it just depends on the amount
- not anything necessarily
- not sure
- not sure
- not sure
- not sure
- nothing
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- nothing

- nothing
- nothing
- Nothing
- nothing
- nothing in specific
- Nothing is challenging besides the convenience of the drop-off locations.
- nothing is too difficult
- nothing to their knowledge
- oil
- oil
- oil, again. and chemicals
- Old computers, electronics, old paint
- Old monitors and computers
- Old tires
- Paint
- paint
- paint
- paint
- Paint
- paint
- paint
- Paint, chemicals
- paint, chemicals
- Paper
- paper due to most documents being confidential
- paper much of it as it is a gym
- paper towels as well because there is so much of other things customers throw in trash
- plastic
- plastic
- plastic and cardboard
- plastic and metal because there is no bin for them
- Plastic because we can not recycle it.
- plastic drop cloth coverage, we use thousands of square feet every month and can't get it recycled anywhere
- plastic tape
- Plastic would be nice
- PVC piping, old toilets
- separating the post-cremation metals from the ashes and collecting them in bins
- Some chemicals
- Some larger plastics - fill up the container fast
- steel or pressurized containers
- Styrofoam
- There is no recycling dumpster available, so we can't recycle paper or plastic

- thick plastic
- tires
- tires and have to drive them to a different location
- toner
- toner, batteries
- used equipment - plastic
- Used tires
- vinyl records
- We don't recycle.

Question 16: 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?"

- Do not produce materials to be recycled
- carpet materials
- paint
- paint and steel
- All construction materials

Question 18: You indicated that your business would not be interested in participating in a food waste collection or drop-off program to turn it into useful compost. Could you please elaborate on the primary reasons or concerns about this decision?

- because corporate already has it
- company takes care of it
- corporate already has a food donation system
- corporate does it
- corporate takes care of it and has its own vendors
- corporate already has that
- we already have a program
- we already have one
- we give all the food waste to employees, so it does not get wasted
- we have a donation service
- we have our own
- cost
- head of the company would need to come make this decision
- it would not help the business
- limited capacity of staff
- no reason given
- not a significant amount
- not enough
- not enough food waste
- not enough waste
- not interested

- small amount of waste
- there are a lot of diseases
- too complicated
- waste is very minimal
- we are not allowed to
- we don't have any control over the disposal
- would not benefit

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

- recycle and reuse
- recycling, and reusing
- reusable materials
- reusable towels
- reuse
- reuse and wash things
- reuse as much as we can
- reuse bottles
- reuse boxes
- reuse cleaning towels
- reuse everything they can, like Styrofoam and bubble wrap
- reuse materials
- reuse materials whenever we can
- reuse paper
- reuse paper and utensils
- reuse papers
- Reuse plastic bags
- reuse plastic items
- reuse plates
- reuse some paper
- reuse stuff
- reuse water bottles and cups for arts and crafts projects
- reuse what they can
- reusing materials
- reusing materials
- Reusing materials
- reusing materials, avoid using papers
- Reusing paper
- reusing paper when we can
- reusing scrap paper
- they reuse whatever they can
- try to reuse materials
- Try to use reusable containers
- using materials that are reusable

- Using washable items that are reusable.
- We reuse products to reduce the amount of materials to be recycled.
- we reuse
- logging how we can reduce waste and reuse all materials
- we recycle paper and reuse what we can
- refurbish old car parts
- they make every effort to reuse and reduce waste
- cautious of paper usage
- minimize paper usage
- paperless, reusing materials
- reusing materials, avoid using papers
- try to save on paper
- trying to use the least amount of paper and keep a small inventory of plastic bottles
- all materials that would go to waste are taken to drop off locations
- Using Angelo's Recycling pick up service
- We would drop off our recycling at specific sites, but now they have restricted access to dropping off the waste so now we can no longer recycle.
- taking all paint to a collection place
- We collect the recycling for the office but there is no one to come pick it up.
- all cooperate and do their part in terms of recycling
- does as much as they can
- does the best they can
- Following guidelines is the #1 priority
- Regular efforts + transporting used batteries to a collection place
- Regular efforts to make sure to reduce waste. Paper and plastic are not being recycled.
- Regular efforts, nothing extraordinary
- Regular, normal efforts, don't create much, everything they can recycle they do
- Regular, required by the landlord
- the only material we try to recycle is plastic
- they do not have a lot of trash
- they do not have a lot of waste
- they do not have a lot of waste
- they do not have a lot of waste to begin with
- they do not have any
- they do the best they can
- they have a lot of waste
- they have minimal waste
- Try to recycle everything I can
- trying to recycle everything that would go to waste
- We follow the corporate rules and recycle what they tell us to
- We just recycle because we have the bins to
- we make sure to recycle everything we can
- all the measures are provided by corporate policy

- By using the scheduled recycling service offered by the landlord.
- The plaza we operate in has everything set up and we follow the guidelines
- Using recycling for what we can, as it's already provided
- n/a
- trash cans and recycling bins
- try to have as much staff to never have any sort of waste around
- Trying to take everything that is reusable to a place where it can be recycled
- We can only recycle paper I wish we could recycle plastic. I am originally from Colorado where businesses can actually get paid to recycle.
- we never leave any garbage anywhere
- 2 separate bins for waste
- Bins outside for different materials
- make sure to sort resources accordingly
- only throw away packaging
- ration water bottles limit
- reduce needs for more packaging and sort
- reduce plastic packaging
- signs around marina and recycling bins
- they try not to create unnecessary waste
- they try not to have a lot of unnecessary waste
- they try not to have a lot of waste
- To maximize the contents of orders and adjust receiving dates. This allows less boxes to be stored each day
- try not to create unnecessary waste
- try their best to have as little waste as possible
- try to create as little waste as possible
- try to reduce food waste
- Try to reduce waste
- try to reduce waste and reuse materials
- where there is a trash bin there is always a recycling bin
- work as efficiently as possible and try not to waste thing
- we recycle as much as possible
- cardboard recycling
- following all corporate recycling policies
- Have recycling for typical materials
- have separate bins for metals, plastics, and cardboard
- just Recycling
- Mainly recycling card board and scrap. The county provides with an opportunity for that so it's convenient.
- Meeting guidelines
- overall they try to recycle what they can, and create minimal waste
- prioritizing recycling and making sure place is clean
- recycle

- recycle
- recycle and create as little waste as possible
- recycle and reuse
- recycle boxes
- recycle cardboard
- recycle everything that can be
- Recycle everything that I can, making sure nothing goes to waste
- recycle everything they can
- recycle everything they can
- recycle everything we can
- Recycle everything we can
- recycle what they can
- recycle what we can
- recycle what we can, owner takes paper home to recycle from home
- recycle whatever is possible
- Recycled materials are collected in a bin and entered into a compactor.
- recycling
- recycling
- recycling actively
- Recycling anything and everything we can
- recycling bins
- recycling bins everywhere
- recycling bins in every floor
- recycling bins located everywhere in marina
- recycling everything they can
- Recycling mainly wood related materials
- recycling of paper and plastic
- recycling on a daily basis
- Recycling the waste because it's convenient but sometimes have a hard time getting rid of plastic waste
- recycling what we can
- recycling, and reusing
- recycling, community trash bin
- take recycling home and dispose of it properly
- take trash home to recycle
- they recycle
- they recycle
- they recycle everything that they can
- they recycle everything that they can, they only use reusable water bottles, no plastic
- they recycle everything they can
- they recycle what they can
- they recycle what they can and try not to create a lot of waste
- we only recycle cardboard

- We only recycle cardboard
- We recycle
- We recycle all cardboard materials which is the primary/only recycled material
- We recycle and throw away trash
- We recycle and throw away trash in the proper bins.
- we recycle basic recyclable
- we recycle card board because it's a corporate policy
- we recycle cardboard
- We recycle cardboard and our food waste grains go to farmers
- we recycle cardboard and plastic
- We recycle cardboard only bc that is what the county said we can
- we recycle cardboard only, which is what we have mostly
- we recycle everything and all of the materials we make are recyclable
- We recycle everything that we can
- we recycle everything we can
- we recycle only paper, cardboard and some plastics
- we recycle paper
- we recycle paper and reuse what we can
- We recycle paper/cardboard and plastic bottles/aluminum cans
- We recycle what we can, following the corporate policy
- We recycle when we can and take it all home to reduce office trash.
- we recycle, meeting the car
- we try to recycle all plastics
- We use the recycle bin provided to us to recycle basic materials, like cardboard
- buy recycled materials
- doing things paperless, reusable cups
- employees use reusable water bottles instead of plastic
- not allowing plastic bottles, ask people to carry their own cups
- they have reusable water bottles instead of plastic
- they recycle everything that they can, they only use reusable water bottles, no plastic
- took away disposable trays
- trying to use the least amount of paper and keep a small inventory of bottles
- using a cup instead of water bottle
- usage of throwaway foodware
- store food in recyclable containers
- We have biodegradable straws and materials and try to limit the amount of plastic or paper that is being used.
- only recycling scrap and metals
- Owner takes all metal materials to a scrap yard where they can be recycled
- we just take all the metals so we get paid for them
- we only recycle our scrap, and metal waste
- We take all the metals to the scrap yard
- getting rid of metals that would go to waste

- scrap metal waste
- We recycle the used gutters and they are taken to the scrap yard but we don't do any other recycling as there is no option for that offered by the county
- digital instead of print
- do as much electronically
- doing more things electronically
- doing things digitally
- doing things paperless, reusable cups
- Electronic instead of paper
- Electronically instead of paper
- Electronically instead of paper forms
- Enforce digital, reduce the amount of paper
- everything is digital now
- Filling files electronically
- gone paperless
- Keeping things digital
- most things filtration
- Paperless
- Paperless as much as possible
- Paperless for some things
- paperless option wherever we can
- paperless options
- Paperless options provided
- paperless system
- paperless, reusing materials
- they print or use paper, they are all electronic
- transitioned digital
- Trying to be more digital and use less paper
- Trying to do things paperless
- Using electronic software instead of paper for documents
- we offer paperless options, not print
- they print or use paper, they are all electronic
- try to keep everything as paperless and digital as possible
- Only recycling materials that are related to the electric wiring
- designated employees to clean and keep everything tidied up
- Just throw things in the trash.
- more trashcans
- no way to reduce waste, we replace consumable products so must replace
- none
- process of cleaning everyday after every person
- put more trashcans throughout course and by main entrance
- There is no commercial recycling in Pinellas County for buildings with 4 or more tenants
- trash collection

- We currently do not recycle
- We have recycling bins and janitorial services handle the disposal.
- We use a dumpster by a school to throw away our trash
- most things filtration
- shred paper and dispose of it
- shred papers and recycling
- shred papers to reduce amount of space used for disposal
- shred papers, paperless
- shredding and paperless checks and receipts
- We shred our paper and that's it
- deal for customers, 20% off for refill of product if they reuse their container
- composting food waste in the garden, solar panels
- We recycle cardboard and our food waste grains go to farmers
- donate leftover food
- conservative with food and how much is prepared
- only order what they need
- order what you need
- try to make the right amount of food needed
- order in bulk

Question 22: Where did you find out about that (the Pinellas County's "Where Does It Go?" Search Tool For Businesses)?

- an ad on computer
- county communication
- emails
- flyer
- flyer
- flyer
- flyer
- flyer
- flyer
- flyer
- flyer and CEO
- Flyer/ communication forms
- flyers
- fox 13 news
- have looked at it before
- heard it from someone representing
- it came through on phone
- news
- Not sure.
- online
- online

- Online
- online
- Online
- online
- online
- saw it online
- saw it online
- The internet
- the paper
- through people at his job
- TV
- unsure

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.

- tasting room
- fitness center
- fence contraction
- Auto shop
- tool grinding
- travel agency service
- education institution
- construction
- plumbing, air and electric repair
- net manufacturer
- Communication Access for those with Disabilities
- Manufacturing
- professional power washing
- Construction
- remodeling
- Educational consultant
- Hair salon
- Hair salon
- Hair salon
- nail salon
- coffee shop
- Painting
- auto shop
- record store
- caterer
- home and building renovators

- restaurants
- taxi services
- computer services
- hospitality
- boat sales
- medical office
- real estate
- fitness center
- coffee shop
- beauty supply store
- coffee shop
- primary grade school
- bike sale store
- outdoor sports store
- accommodation
- vacation cottage
- mechanical contractor
- vitamins and supplements
- Gift Shop
- Youth services
- construction
- Chimney Sweeping
- preschool
- preschool
- preschool
- clothing store
- computer services
- school
- bootcamp
- restaurant
- geriatric care facility
- travel agency
- hospitality, motel
- auto
- air conditioning services
- community action
- boutique
- event venue
- recreational facility
- Transmission shop
- preschool
- Calibration lab
- motor repairs

- Financial Services
- Electric contractor
- pottery center
- Financial Services
- sell beach supplies
- Residential real estate
- language school
- preschool
- medical facility
- design firm
- Residential Real Estate
- hotel
- Residential Real Estate
- hotel and hospitality
- Construction
- Manufacturing Clothing
- Residential Real Estate
- Hair salon
- Ribbon printing and manufacturing
- hospitality
- school
- electronic repair service
- restaurant
- retail store
- lumber company
- ice cream shop
- auto repair
- hair salon
- food maker
- dental office
- bridal shop
- installing aluminum gutter
- Wood Manufacturing/Distribution
- apartments
- pizzeria
- museum
- museum
- childcare
- parks and recreation department
- Air conditioning and heating
- food catering
- hospitality
- restaurant

- healthcare
- restaurant
- medical facility
- restaurant
- community center
- accommodation
- Electric wiring
- hospitality
- hotel
- Electric contractor
- driving services
- hair salon
- accommodations
- shoe repair
- Mobile Home Manufacturing
- Heating and cooling services
- Car repair
- primary grade school
- electrician
- food manufacturer
- museum
- hospital
- surgery center
- industrial solution tools
- painting
- plumbing
- Refinishing
- grocery store
- construction
- screen printing
- Printing Company
- Paper Printing Company
- gastroenterology services
- tech support
- Manufacture and Install Trim Modeling
- day care
- Engine rebuilding service
- Manufacturer of the Fumiscope
- guitar and amp repairs
- Health and wellness products
- energy consultant
- resort
- nursing home

- Residential real estate
- rehabilitation center
- hospitality
- hospitality
- daycare
- Marina services
- Auto shop
- restaurant
- sports retail store
- hospitality
- pharmacy
- pharmacy
- home theater store
- air conditioning contractor
- hospitality
- Marina services
- hospitality
- Marina services
- hotel
- pool contractor
- bike store
- recreation center
- contracting
- water vessel repair services
- furniture repair services
- retail store
- restaurant
- motel
- Commercial real estate
- coffee and refreshment
- boat transportation service
- Marina services
- gift shop/boutique
- healthcare services
- child care
- preschool
- boat cleaning service
- private recreational facility
- church
- event space
- Help people achieve health and lifestyle goals by providing a place for them to do so.
- daycare services
- travel agency

- spa
- fitness center
- recreation center
- Golf course and country club
- child care
- Golf course and country club
- Printing
- day care center
- Golf course and country club
- bike and surf shop
- party rentals
- auto repair
- preschool
- boutique
- Lawned beachfront park with a playground, pavilion, barbecue, restrooms & parking.
- hospitality
- Roofing services
- nail salon
- daycare
- sports store
- Construction
- shoe store
- electrical contractor
- roofing, roof maintenance
- medical facility
- salon and cosmetics
- pharmacy
- Auto repair
- spa
- school
- automotive services
- hospitality
- auto repairs
- pharmacy
- day care
- non-profit organization
- auto repair and services
- auto repair
- towing company
- community development
- therapy
- automotive services
- ac installation service

- pre school
- school
- clothing store
- restaurant
- school
- Auto repair
- daycare
- construction
- educational services
- auto services
- motel
- fitness center
- public middle school
- automotive services
- auto services and auto repair
- restaurant
- Auto shop
- Construction
- Pool services
- pharmacy
- Electric contractor
- accommodation
- muffler shop
- pharmacy
- produce and sell thermal protection equipment
- event planning
- Residential Real Estate
- Printing Manufacturing
- Commercial contractor
- Plumbing services
- pharmacy
- pharmacy
- auto repairs and services
- clothing store
- clothing store
- construction and remodeling
- massage services
- clothing store
- plumbing
- Plumbing
- shoe store
- fabric retail store
- association

- auto repair
- Coffee shop
- Construction
- child care
- child care
- end-of-life services
- tattoo parlor
- Residential and Commercial Real Estate
- Residential and Commercial Real Estate
- Residential real estate
- medical group center that practices nephrology
- Funeral Home and Cremation Services
- engineering consulting
- Funeral Home and Cremation Services
- medicine specialist
- auto repair
- day care/ church
- Auto repair
- educational services
- accommodation
- education and advocacy organization
- fitness center
- boat education services
- hair salon
- salon equipment company
- hair salon
- travel agency
- Residential real estate and vacation rentals
- counselor
- arts and crafts store
- bed and breakfast
- motel
- Painting
- Funeral Home and Cremation Services
- Water damage restoration
- Funeral Home and Cremation Services
- making boat lights
- Shutter Manufacturer
- restaurant
- restaurant
- retail store
- construction
- real estate

- Spa
- spa
- structural repair contractor
- restaurant
- Sailboat rigging
- hospital, health care
- school services
- child care
- hospitality
- museum
- water resources
- private recreational club
- sailing company
- Funeral Home and Cremation Services
- coffee shop
- Coffee shop
- coffee
- hospitality
- Electric contractor
- fitness center
- surf shop
- metal fabricator
- Pharmacy
- Funeral Home and Cremation Services
- roofing services
- auto repair
- mechanical contractor
- food services
- podiatry services
- chamber of commerce
- retail store
- bank
- chiropractic procedures and rehab
- Funeral Home and Cremation Services
- sell ink cartridges
- non-profit organization
- travel agency
- beach rentals
- pharmacy
- travel agency
- recreation program
- auto repair
- retail store

- retail store
- Real Estate Development
- health care services
- provides effective treatment and services to help those impacted by substance abuse and mental health.
- retail store
- bakery items
- retail store
- bakery items
- bakery
- retail store
- bakery
- auto shop
- behavioral health services
- children's recreational center
- pre school
- non-profit organization
- study and treat infectious diseases
- nursing home
- education
- restaurant
- restaurant
- clothing store
- non-profit organization
- bookstore
- education
- Nail salon
- Electric contractor
- services
- general contractor
- Dancing instruction
- youth program
- recreational facility
- state of the art swimming facility that includes six 25-yard lap swimming lanes and a children's play area
- Interior design
- An above-water bodyboarding + snorkeling experience. Introducing an exciting and environmentally friendly way to enjoy both body boarding and snorkeling.
- pharmacy
- pharmacy
- retail store

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

“Other”

- office manager takes recycling home
- she know
- not sure
- know
- Unsure
- store manager recycles on his own

Question 30: What is the title of your position?

- Administrative Assistant
- Administrative Assistant
- Administrative Assistant
- Administrative assistant
- administrator
- Administrator
- admissions director
- Employee
- assistant
- assistant
- Assistant
- assistant
- assistant director
- assistant gm
- assistant manager
- assistant manager
- assistant manager
- assistant manager
- assistant manager
- Assistant manager
- assistant pharmacy manager
- assistant store manager
- assistant/ front desk
- Assitant Store Manager
- employee
- behavioral health assistant
- billing specialist
- book keeper
- booth renter
- Broker
- business administrator
- business coordinator

- Business office coordinator
- employee
- manager
- Case manager
- associate
- associate
- associate
- Center director
- center manager
- CEO
- ceo
- ceo
- manager
- supervisor
- co owner
- code enforcement officer
- computer technician
- Controller
- Co-owner
- counselor
- Operator
- curator
- Desk assistant
- director
- director
- director
- director
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- director
- director
- director
- director
- director
- director
- director of operations
- director of operations
- supervisor

- supervisor
- employee/employer
- event manager
- executive assistant
- executive director
- Facilities and maintenance coordinator
- front desk
- employee
- Founder/owner
- front desk
- front desk
- front desk
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- front desk
- front desk
- front desk agent
- front desk assistant
- front desk associate
- front desk clerk
- Front desk coordinator
- Front desk manager
- front desk operator
- front desk operator
- front desk operator
- front desk operator
- front office
- front office manager
- funeral attendant/front desk
- general manager
- General Manager
- General Manager
- general manager
- general manager
- general manager

- general manager
- general manager
- general manager
- general manager
- general manager
- general manager
- GM
- employee
- sales associate
- employee
- associate
- location manager
- service employee
- Maintenance Supervisor
- manager
- manager
- manager
- manager
- Manager
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- manager
- marina engineering
- Associate
- Associate

- Associate
- medical assistant
- medical office representative
- Employee
- employee
- employee
- Office administrator
- office assistant
- Office assistant
- office front desk
- office front desk
- office front desk
- Office Manager
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- office manager
- Office Park Supervisor
- office representitive
- Office Support Coordinator
- Office/ operations manager
- officer manager
- operation manager
- Operations
- Operations
- operations
- Operations Director
- operations manager
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- Owner
- owner/manager
- manager
- manager
- Technician
- part - owner
- employee
- employee
- owner
- manager
- technician
- technician
- front desk
- employee
- President
- President

- President
- President
- principal
- secretary
- program director
- program director
- program manager
- project coordinator
- project manager
- project manager
- property man
- reception
- Receptionist
- Receptionist
- receptionist
- receptionist
- receptionist
- recreation assistant
- recreation supervisor
- reservation agent
- reservation agent
- reservation manager
- retail clerk
- sales associate
- sales associate
- sales associate
- Sales consultant
- Sales Manager
- Instructor
- secretary
- secretary
- secretary
- secretary
- Administrator
- senior administrative assistant
- Senior manager
- service operator
- shift leader
- Shift supervisor
- Shift supervisor
- Shift supervisor
- Shift supervisor
- Shift supervisor

- Shipping and Office Supervisor
- store manager
- Store manager
- Store manager
- store manager
- Store manager
- Store manager
- Store manager
- Store manager
- Store manager
- Store manager
- store manager
- studio manager
- employee
- supervisor
- supervisor
- supervisor
- supervisor
- supervisor
- supervisor
- supervisor
- supervisor
- surgery scheduler
- team lead
- technician
- tourist specialist
- vice president
- vice president
- Vice president of properties
- Visual merchandiser
- employee
- warehouse/shipping manager