

**I. Waste information****1. How well informed do you feel about how to sort your waste?***(Only one answer possible)*

Very well informed	Fairly well informed	Rather poorly informed	Poorly informed
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2. Where can you find information about how to sort your waste?*(Several answers possible)*

Website of collector	Leaflets distributed to the mailbox
Website of municipality	Information on containers
Local newspaper	« Waste consultants »
Bilboards	TV announcement/ advertisement
Other: <i>(please specify)</i>	

3. For paper and cardboard waste, how well do you feel informed about what to do with it?*(Only one answer possible)*

Very well informed	Fairly well informed	Rather poorly informed	Poorly informed
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Q4. In what form was information about paper and cardboard waste provided to you?*(Several answers possible)*

Website of collector	Leaflets distributed to the mailbox
Website of municipality	Information on containers
Local newspaper	« Waste consultants »
Bilboards	TV announcement/ advertisement
Other: <i>(please specify)</i>	No information was provided

II. Waste sorting**4. Please indicate to what extent you agree or disagree with the following statements***(Only one answer possible per line)*

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
Waste production is a major environmental issue.					
Waste reduction is everybody's business.					
Sorting waste is important.					
Separating glass, paper & cardboard and lightweight packaging from the					





residual waste is important.					
My friends and family think it is important to reduce waste					
My friends and family think it is important to sort waste					
Waste production is not a major environmental issues'					

5. How regularly do you sort your waste?

(Only one answer possible)

Always	Very often	Sometimes	Almost never	Never
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6. Please indicate to what extent you agree or disagree with the following statements

(Only one answer possible per line)

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
I know how to sort my waste					
I have enough time to sort my waste					
I have enough space to sort my waste at home					
I have access to a convenient collection system allowing me to get rid of my sorted waste					

7. How easy do you consider the following actions?

(Only one answer possible per line)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult
Sort glass					
Sort paper & cardboard					
Sort lightweight packaging					
Reduce the waste I produce					

8. What could simplify your everyday sorting efforts?

(Several answers possible)

Clear sorting instructions provided by the municipality	Collection bins in closer proximity
A waste consultant coming to my house to explain the system to me	Collection bins that are comfortable for use (size, shape, cleanliness)
More space at home for the different bins	Waste collection door-to-door
Other (please specify)	

9. Why do you sort your paper?

(Several answers possible)





It can be recycled	This is the municipality's instruction
It is valuable resource	I will get a fine if i do not sort paper
It is easy to sort paper	I do not sort
Other (please specify)	

III. Waste management services

10. Did you encounter any difficulties when using the containers for separate collection of paper?

(Several answers possible)

Unpleasant surroundings/ Littering	Inconvenient distance (too far)
Unsafe surroundings/ Not lighted	Inadequate openings (too small/ not appropriate shape)
Vandalism	Overflowing bins
Blocked access to bins	Impurities/contamination
Lack of or inadequate signs	Theft
Other (please specify):	

11. Please indicate to what extent you agree or disagree with the following words describing the waste management services provided by your municipality

(Only one answer possible per line)

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Reliable					
High quality service					
Effective					
Practical					
Good service for money					
Transparent					

12. Overall, how satisfied or dissatisfied are you with the waste management services provided by your municipality?

(Only one answer possible)

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
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IV. Other information

13. In which municipality do you live?

14. What is your age?

(Only one answer possible)





Under 18	18 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65 or older
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15. How long have you been living in this municipality?

(Only one answer possible)

Less than 6 months	6 months – 1 year	1 - 2 years	3 or more years	All my life
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16. Do you have any other comments, questions, or concerns?

