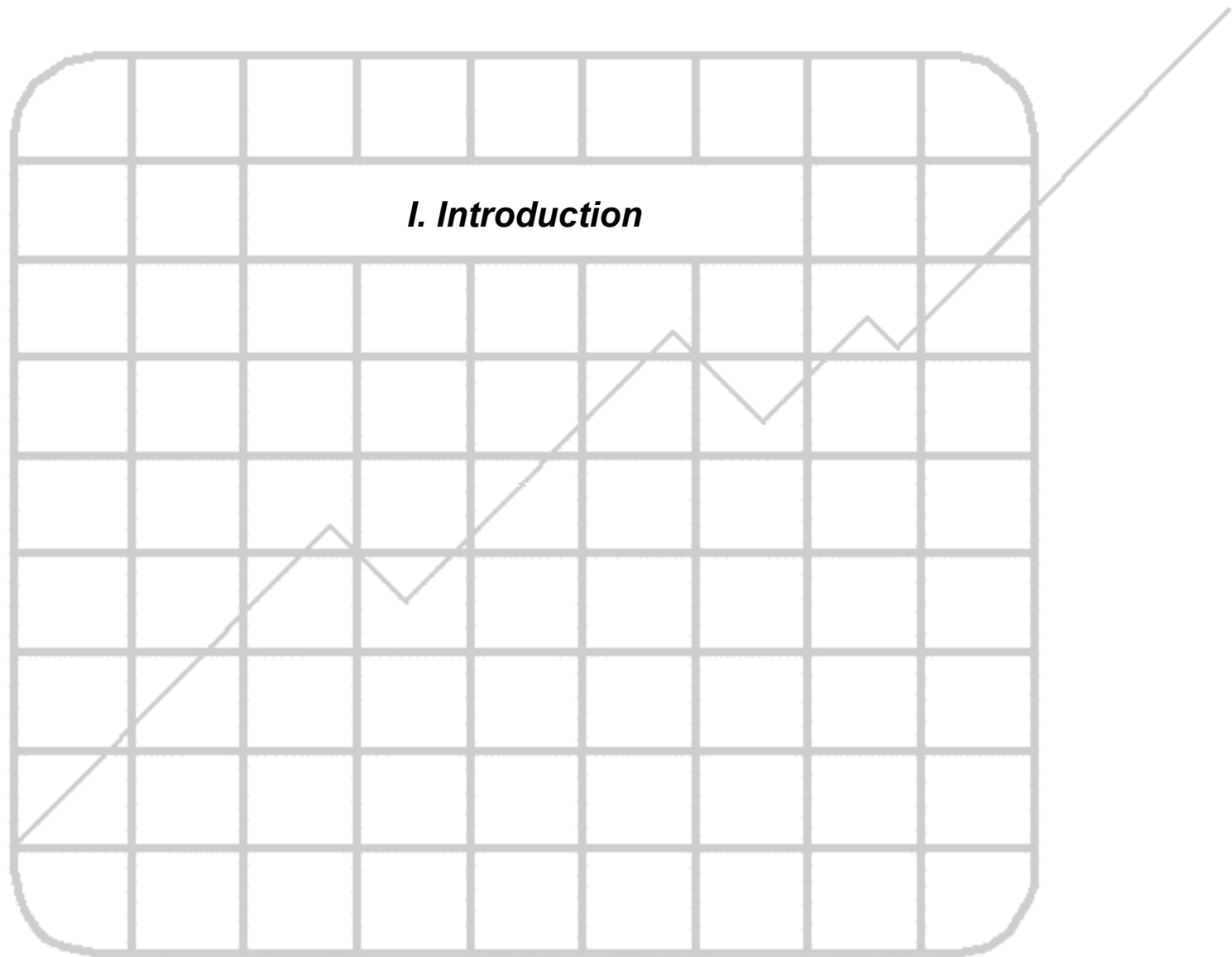


***Waste Management  
Rio Rancho, New Mexico  
Customer Satisfaction Survey  
July 2006***

## Table of Contents

<b>I. Introduction .....</b>	<b>3</b>
Methodology .....	4
Executive Summary .....	5
<b>II. Summary of Results .....</b>	<b>13</b>
Evaluation of Trash Collection Company Services.....	14
Reasons for Evaluations of Trash Collection Company Services .....	15
Evaluation of Reliability and Consistency of Trash Collection Services.....	16
Perceived Value of Service from Trash Collection Company.....	16
Factors Assuring Satisfaction With Trash Collection Services:	
The Reliability and Consistency of Services .....	17
The Safety of Vehicles and Drivers .....	17
Having an Environmentally Safe Landfill.....	18
Having an Effective Recycling Program .....	18
Having the Lowest Price for Services.....	19
Participation in Curbside Recycling Program .....	19
Contacted Waste Management Offices .....	20
Request or Problem Handled Promptly .....	20
Recommend to the City Government Waste Management to Continue to Provide Services in the City of Rio Rancho .....	21
Suggested Types of Services That Waste Management Should Offer .....	22
<b>III. Demographics .....</b>	<b>23</b>
Demographics of Sample .....	24
<b>IV. Questionnaire.....</b>	<b>25</b>



## Methodology

This research study was commissioned by Waste Management in order to measure customer satisfaction among Rio Rancho customers.

### ***The Interview***

A random sample of 400 Waste Management residential customers living in Rio Rancho were interviewed. All interviews were conducted between July 20<sup>th</sup> and 25<sup>th</sup>, 2006.

The telephone interviewers are professionals who are brought together for a training session prior to each survey. This ensures their complete and consistent understanding of the survey instrument. A total of 400 Rio Rancho residential customers completed interviews.

### ***Margin of Error***

A sample size of 400 at a 95% confidence level provides a maximum margin of error of approximately 4.9%. In theory, in 95 out of 100 cases, the results based on a sample of 400 will differ by no more than 4.9 percentage points in either direction from what would have been obtained by interviewing all residential Waste Management customers in Rio Rancho.

### **The Report**

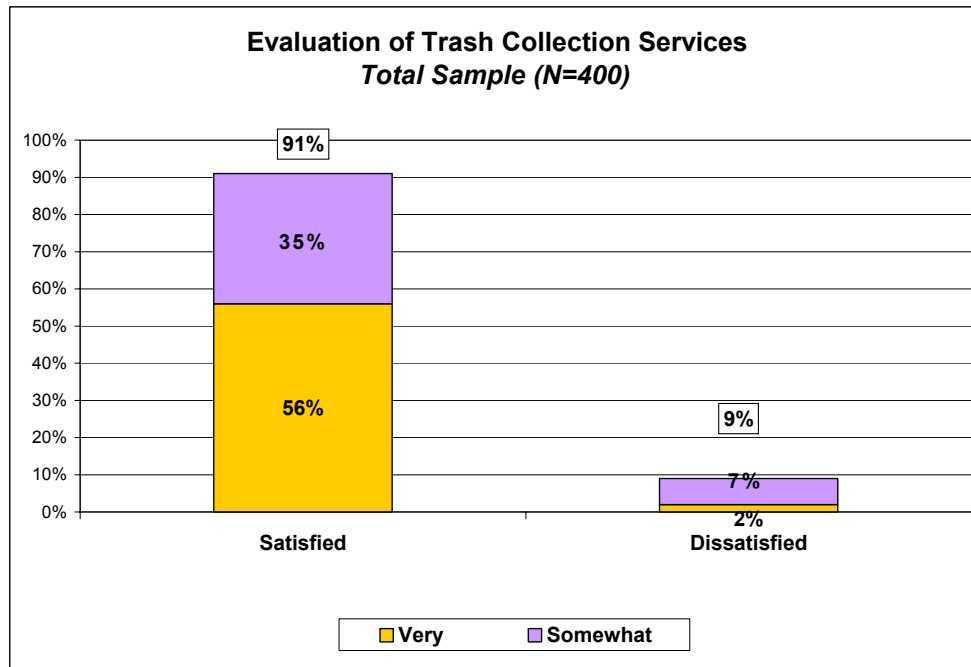
This report summarizes the results from each question in the survey and reports on any variances in attitude or perception, where significant, among demographic subgroups. The subgroups examined in this report include: gender and region.

## Executive Summary

Waste Management customers in Rio Rancho express a very high level of satisfaction with the trash collection services they currently receive. Overall, 91% of Rio Rancho customers say they are either *very satisfied* (56%) or *somewhat satisfied* (35%) with their trash collection services. Moreover, 95% of Rio Rancho customers say they are either *very satisfied* (70%) or *somewhat satisfied* (25%) with the reliability and consistency of service they receive from Waste Management.

Given the high level of satisfaction customers have with the service they receive, it is not surprising to find the vast majority (86%) would recommend that the City of Rio Rancho continue to use Waste Management for the city's trash collection services. This is nearly identical to the percentage of customers who feel Waste Management provides either a *good* (45%) or *excellent* (39%) value for the services it offers.

There are several important elements that contribute to the overall level of satisfaction that customers have with their trash collection company. When asked to rate specific attributes, the vast majority of customers say the reliability and consistency of service (96%), the safety of vehicles and drivers (92%), and having an environmentally safe landfill (90%) are all important factors to their overall satisfaction. Having an effective recycling program (84%) and having the lowest price for service (79%) are also rated as being important factors contributing to overall satisfaction among customers. It is interesting to note that of the attributes listed price was rated as being the least important factor contributing to customer satisfaction. Waste Management appears to be doing a good job in all these areas given customers' overall level of satisfaction with the services they are currently receiving.



**Reasons for Evaluation of Trash Collection Company Services**

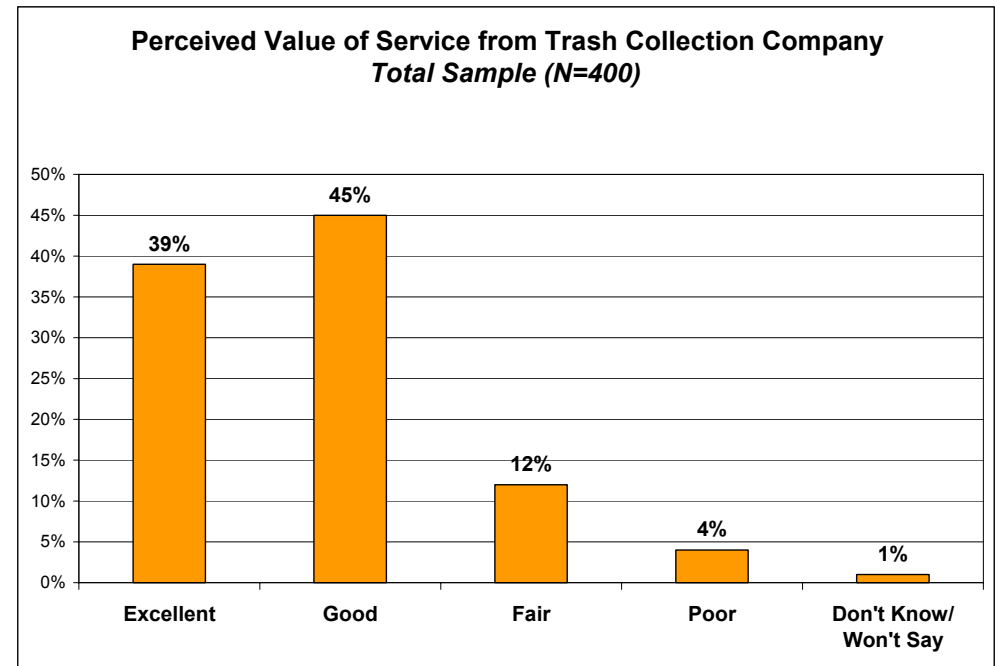
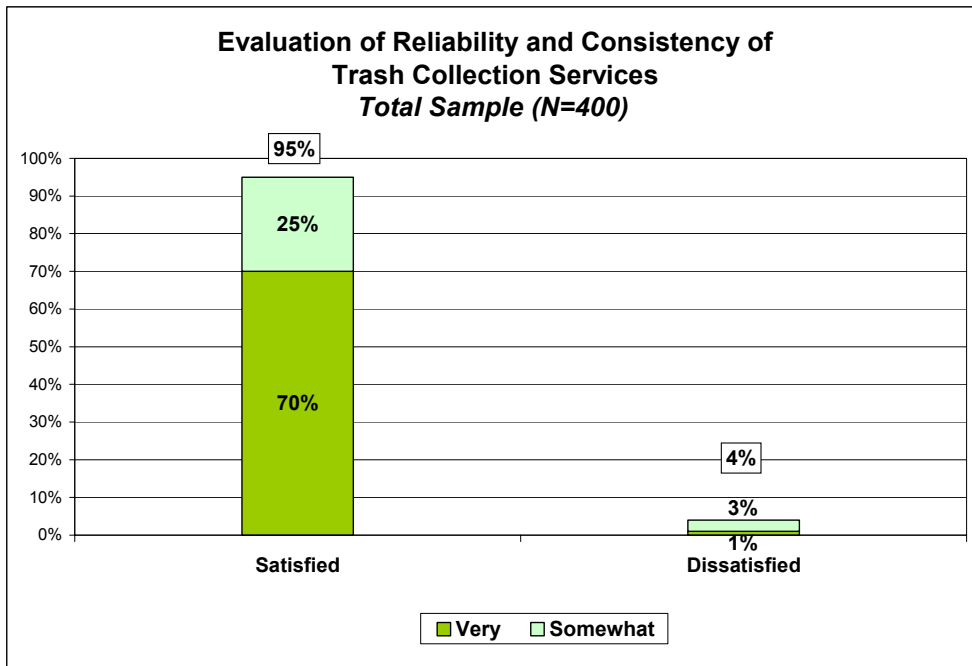
*(Top 9 Unaided Responses)*

	<i>Total Sample (N=400)</i>
Come on time	32%
Reliable	27%
Pick up what I put out	27%
Leave area clean	10%
Drop trash on street	9%
Leave trash can in middle of street	5%
Forget to pick up trash	4%
Always come late	4%
No particular reason	7%

As shown above, approximately nine-in-ten (91%) Rio Rancho Waste Management customers say they are either *somewhat satisfied* (35%) or *very satisfied* (56%) with the trash collection service they receive. Less than one-in-ten customers say they are either *somewhat dissatisfied* (7%) or *very dissatisfied* (2%) with their trash collection service.

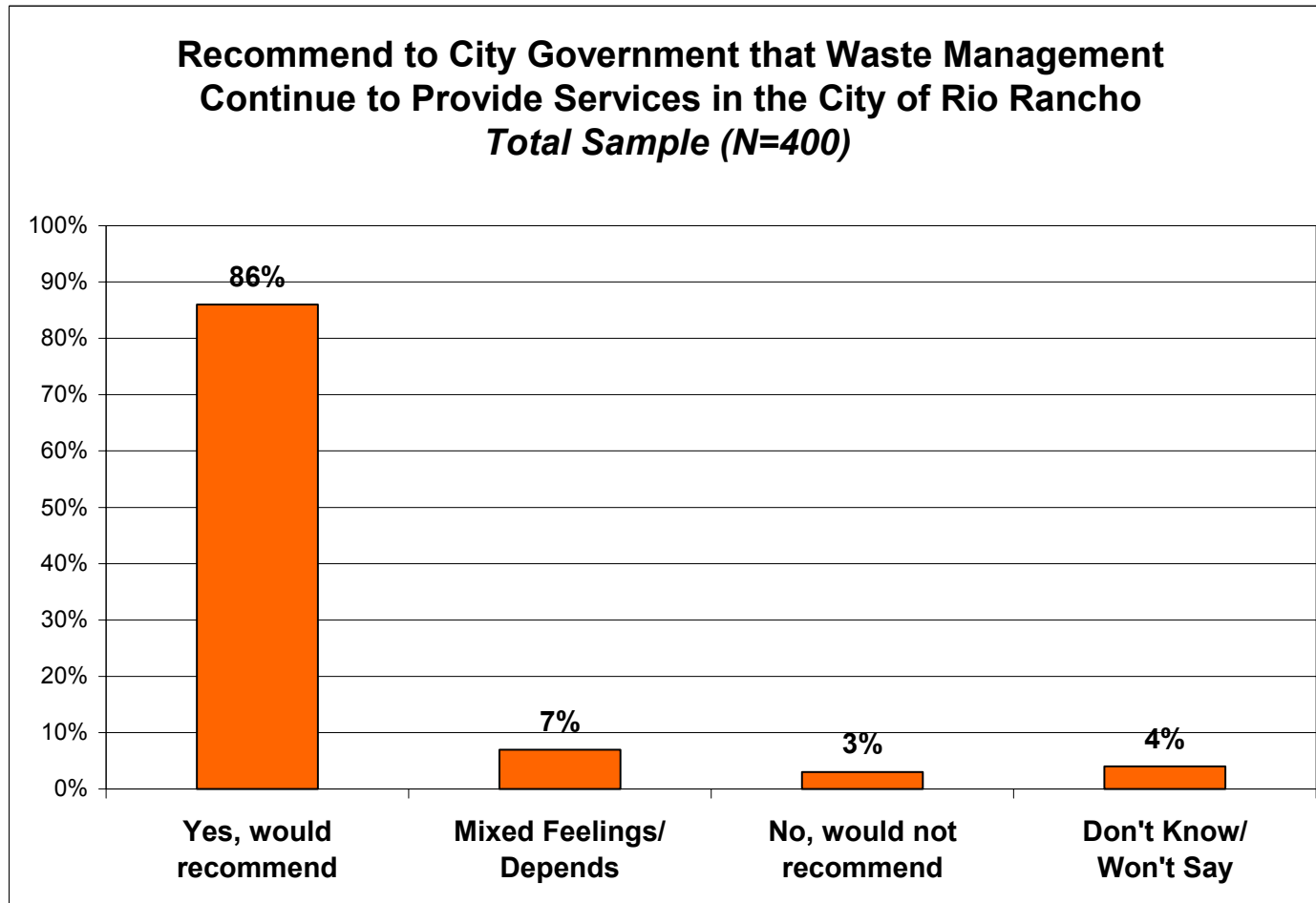
When asked in an unaided, open-ended manner to give the reason underlying their level of satisfaction with their trash collection company, 32% say they receive their service on time, while 27% say their trash collection service is reliable, and another 27% say what they put out is picked up.

The most commonly given complaints about the trash collection services include dropping trash on the street (9%), leaving trash cans in the street (5%), forgetting to pick up the trash (4%), and always coming late (4%).



Seventy percent of Rio Rancho customers say they are *very satisfied* with the reliability and consistency of their trash collection service and another 25% say they are *somewhat satisfied*. Very few Rio Rancho customers (4%) express dissatisfaction with the reliability and consistency of their trash collection service.

Rio Rancho customers were also asked to rate the overall value of the service they receive from Waste Management. Overall, more than four-fifths (84%) of Rio Rancho customers feel they receive an *excellent* (39%) or *good* (45%) value from Waste Management. Twelve percent believe Waste Management provides a *fair* value for the services offered, while just 4% feel it is a *poor* value.



Given the high level of satisfaction with the reliability, consistency, value, and overall quality of service, it is not surprising that 86% of Rio Rancho customers say they would recommend that Waste Management continue to provide trash and recycling services in the City of Rio Rancho. Only 3% of customers would not recommend Waste Management to the city government, while 7% have mixed feelings or say it depends.

<b>Factors Assuring Satisfaction with Trash Collection Services</b> <b>(Summary Table)</b>  <b>Total Sample N=400</b>  <b>Ranked by Highest Percent "Very Important"</b>							
	Very Important 5	4	3	2	Not At All Important 1	Don't Know/ Won't Say	Mean †
<b>The reliability and consistency of service</b>	80%	16%	4%	*	*	-	4.7
<b>The safety of vehicles and drivers</b>	80%	12%	2%	1%	1%	4%	4.8
<b>Having an environmentally safe landfill</b>	80%	10%	4%	*	1%	4%	4.7
<b>Having an effective recycling program</b>	67%	17%	8%	2%	5%	1%	4.4
<b>Having the lowest price for services</b>	61%	18%	14%	1%	2%	5%	4.4

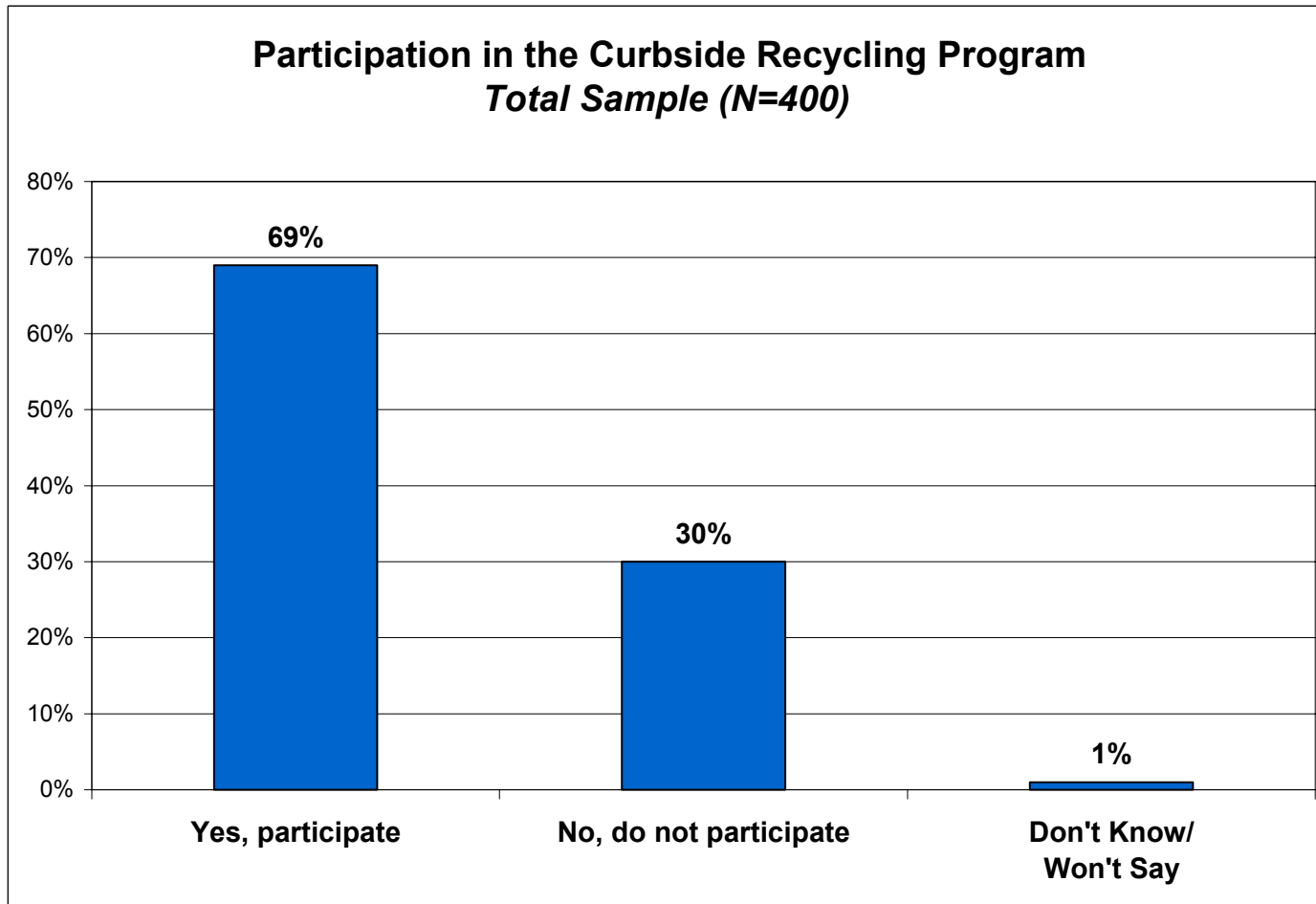
Rio Rancho customers were asked to rate how important various factors are to ensure their satisfaction with the trash collection services they receive. Ratings are based on a 5-point scale where 5 is *very important* and 1 is *not at all important*.

Each of the factors is rated as being important (a combined score of 4 or 5) by the large majority of customers. Reliability and consistency of service gets the highest rating overall, with 96% of customers giving a rating of 4 or 5 on a 5-point scale. Ninety-two percent also say the safety of the vehicles and drivers are important to their overall level of satisfaction. Nine-in-ten customers also say having an environmentally safe landfill is an important component to their overall satisfaction. Four-fifths of customers believe each of these three factors is very important.

Over four-fifths (84%) of Rio Rancho customers say having an effective recycling program is important to their overall level of satisfaction with their trash collection services, with 67% saying this is *very important*. Women are more inclined than men to say having an effective recycling program is *very important* (73% and 60%, respectively). Finally, 79% of customers say having the lowest price for their trash collection service is important, though customers are least apt to say this is *very important* (61%) when compared to the other factors tested.

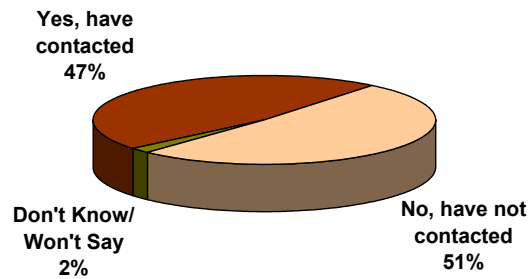
\* Less than 1% reported

† The mean score is derived by taking the average score based on the 5-point scale. The Very important response is assigned a value of 5; the Not at all important response is assigned a value of 1. The Don't know/won't say responses are excluded from the calculation of the mean.

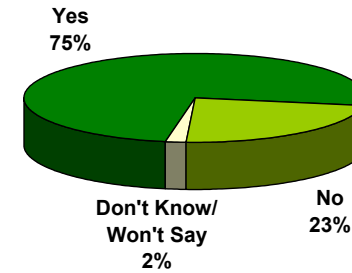


While 84% of customers say it is important that their trash collection company have a curbside recycling program, 69% say they actually participate in the program offered. Interestingly, 78% of customers living in the 87144 zip code say they participate in the curbside recycling program compared to 63% of those living in the 87124 area.

**Contacted the Waste Management Offices  
In Past Few Years**  
*Total Sample (N=400)*



**Request or Problem Handled Promptly**  
*Among Those Who Have Contacted Waste Management In Past Few Years*  
*Total Responses (N=188)*



As shown above, approximately half (47%) of Rio Rancho customers say they contacted the Waste Management office within the past few years. Three-quarters of those who have contacted the Waste Management office say their request or problem was handled promptly.

---

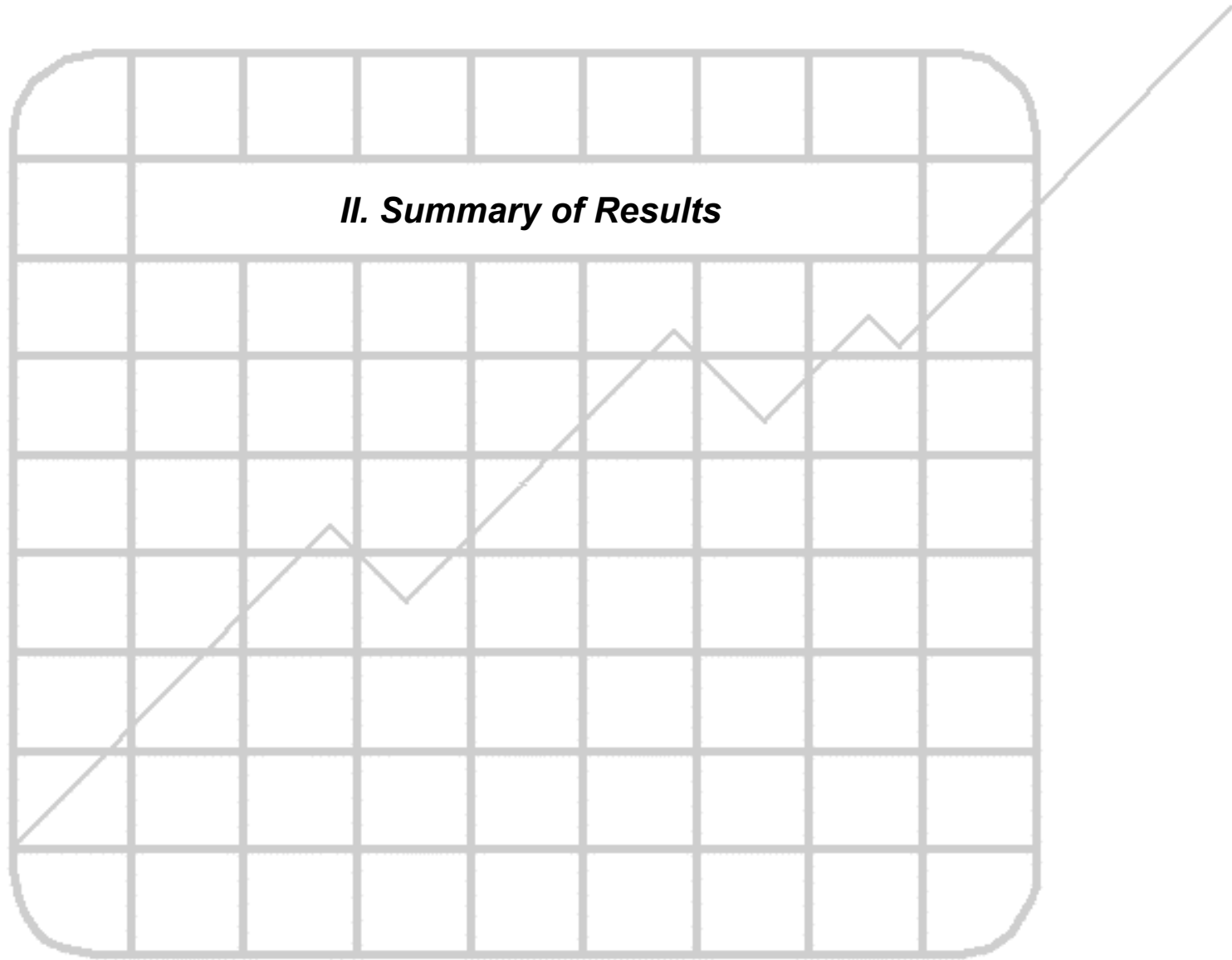
## Suggested Types of Services That Waste Management Should Offer

---

*(Top 6 Unaided Responses)*

	<i>Total Sample (N=400)</i>
Pick up large items	18%
Pick up yard waste	11%
Glass recycling	10%
Hazardous waste pick-up	7%
Recycling (in general)	7%
None in particular/don't know/won't say	49%

When asked in an unaided, open-ended manner what types of services they would like to see offered by Waste Management, 18% suggest picking up large items, while 11% would like to see yard waste picked up, and 10% mention glass recycling. Nearly half of (49%) of customers did not offer a suggestion.



### Evaluation of Trash Collection Company Services

Question 1: Overall, how would you rate your satisfaction with the service you receive from your trash collection company? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
Very satisfied	56%	58%	55%	56%	57%
Somewhat satisfied	35%	33%	38%	36%	34%
Neutral/neither satisfied or dissatisfied (volunteered)	*	-	*	*	-
Somewhat dissatisfied	7%	8%	5%	6%	8%
Very dissatisfied	2%	1%	2%	2%	1%

\* Less than 1% reported.

## Reasons for Evaluations of Trash Collection Company Services

Question 2: Why do you feel this way?

	<u>Total Sample (N=400)</u>		<u>Total Sample (N=400)</u>		<u>Total Sample (N=400)</u>
Come on time	32%	Trucks leak on streets	1%	Damage property	*
Reliable	27%	Accommodate customers/good service	1%	Responsive to comments	*
Pick up what I put out	27%	Friendly workers	1%	Don't have a scheduled time for pick up	*
Leave area clean	10%	Never received a new bin	1%	Forget to pick up second can	*
Drop trash on street	9%	Would like yard waste pick up	1%	Too much noise	*
Leave trash can in middle of street	5%	Would like to have larger bins	1%	They are improving	*
Forget to pick up trash	4%	Reasonable prices	1%	In too much of a hurry to do a good job	*
Always come late	4%	Never received recycling bin	1%	Early pick up	*
Put my trash can back where it was	3%	Adding limitations	*	Containers have to be closed to be picked up	*
Break trash can	3%	Brought me another container	*	No discount for disabled senior citizens	*
No problems	3%	Scheduled route is counter productive	*	Need extra services for the disabled	*
Won't pick up large items	3%	Drive by several times before pickup	*	Need more seasonal pick ups	*
Trash bin is not always emptied	2%	Issues with an employee	*	Note holidays clearly	*
Sometimes don't pick up recycling	2%	Difficult to contact	*	Rude employees	*
Inconsistent	2%	Late night pick up	*	Poor billing method	*
Good recycling program	2%	Won't pick up bins if heavy	*	No particular reason	7%
Limited recycling	1%	Come too late in the day	*		
Would like to have pick up more often	1%	Knocked down mailbox	*		
Won't pick up extra trash	1%	Like the larger recycling bins	*		
Employees drive too fast	1%	Throw down trash cans	*		
Prices increasing	1%	Knock over bins	*		

\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.

### Evaluation of Reliability and Consistency of Trash Collection Services

Question 3: Overall, how would you rate your satisfaction with the reliability and consistency of your trash collection service? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
Very satisfied	70%	68%	72%	68%	73%
Somewhat satisfied	25%	27%	23%	26%	23%
Neutral/neither satisfied or dissatisfied (volunteered)	*	-	*	*	-
Somewhat dissatisfied	3%	4%	2%	3%	3%
Very dissatisfied	1%	1%	2%	2%	1%
Don't know/won't say	*	1%	-	*	-

### Perceived Value of Service from Trash Collection Company

Question 4: Overall, how would you rate the value of service from your trash collection company? Would you rate the value as excellent, good, fair, or poor?

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
Poor	4%	4%	4%	3%	5%
Fair	12%	11%	13%	14%	9%
Good	45%	45%	44%	44%	46%
Excellent	39%	40%	39%	38%	41%
Don't know/won't say	1%	1%	-	1%	-

\* Less than 1% reported.

### Factors Assuring Satisfaction With Trash Collection Services: The Reliability and Consistency of Services

Question 5: I'd like to read a list of factors which may or may not be important to you in order to assure your satisfaction with trash collection services. For each one, please rate it's importance using a 1 to 5 scale, where 5 means very important and a score of 1 means not at all important: **The reliability and consistency of service**

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
5 - Very important	80%	77%	82%	78%	82%
4	16%	16%	16%	16%	16%
3	4%	6%	2%	5%	2%
2	*	1%	-	*	-
1 - Not at all important	*	1%	-	*	-
Mean †	4.7	4.7	4.8	4.7	4.8

### Factors Assuring Satisfaction With Trash Collection Services: The Safety of Vehicles and Drivers

Question 6: I'd like to read a list of factors which may or may not be important to you in order to assure your satisfaction with trash collection services. For each one, please rate it's importance using a 1 to 5 scale, where 5 means very important and a score of 1 means not at all important: **The safety of vehicles and drivers**

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
5 - Very important	80%	76%	84%	80%	80%
4	12%	14%	10%	12%	13%
3	2%	2%	3%	2%	3%
2	1%	1%	-	*	1%
1 - Not at all important	1%	2%	-	1%	1%
Don't know/won't say	4%	4%	3%	4%	3%
Mean †	4.8	4.7	4.8	4.8	4.8

\* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Very important response is assigned a value of 5; the Not at all important response is assigned a value of 1. The Don't know/won't say responses are excluded from the calculation of the mean.

### Factors Assuring Satisfaction With Trash Collection Services: Having an Environmentally Safe Landfill

Question 7: I'd like to read a list of factors which may or may not be important to you in order to assure your satisfaction with trash collection services. For each one, please rate it's importance using a 1 to 5 scale, where 5 means very important and a score of 1 means not at all important: **Having an environmentally safe landfill**

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
5 - Very important	80%	76%	84%	79%	81%
4	10%	11%	9%	9%	13%
3	4%	7%	2%	5%	4%
2	*	-	1%	*	1%
1 - Not at all important	1%	2%	*	2%	1%
Don't know/won't say	4%	4%	4%	6%	1%
Mean †	4.7	4.7	4.8	4.7	4.7

### Factors Assuring Satisfaction With Trash Collection Services: Having an Effective Recycling Program

Question 8: I'd like to read a list of factors which may or may not be important to you in order to assure your satisfaction with trash collection services. For each one, please rate it's importance using a 1 to 5 scale, where 5 means very important and a score of 1 means not at all important: **Having an effective recycling program**

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
5 - Very important	67%	60%	73%	64%	70%
4	17%	17%	16%	17%	17%
3	8%	10%	6%	8%	8%
2	2%	3%	2%	2%	2%
1 - Not at all important	5%	7%	3%	6%	3%
Don't know/won't say	1%	3%	-	2%	-
Mean †	4.4	4.2	4.5	4.3	4.5

\* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Very important response is assigned a value of 5; the Not at all important response is assigned a value of 1. The Don't know/won't say responses are excluded from the calculation of the mean.

## Factors Assuring Satisfaction With Trash Collection Services: Having the Lowest Price for Services

Question 9: I'd like to read a list of factors which may or may not be important to you in order to assure your satisfaction with trash collection services. For each one, please rate its importance using a 1 to 5 scale, where 5 means very important and a score of 1 means not at all important: **Having the lowest price for services**

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
5 - Very important	61%	58%	64%	62%	59%
4	18%	18%	18%	17%	19%
3	14%	15%	13%	15%	13%
2	1%	1%	1%	1%	1%
1 - Not at all important	2%	2%	1%	2%	1%
Don't know/won't say	5%	5%	4%	3%	8%
Mean †	4.4	4.4	4.5	4.4	4.5

## Participation in Curbside Recycling Program

Question 10: Do you currently participate in the curbside recycling program?

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
Yes	69%	65%	73%	63%	78%
No	30%	34%	26%	35%	21%
Don't know/won't say	1%	2%	1%	2%	1%

† The mean score is derived by taking the average score based on the 5-point scale. The Very important response is assigned a value of 5; the Not at all important response is assigned a value of 1. The Don't know/won't say responses are excluded from the calculation of the mean.

### Contacted Waste Management Offices

Question 11: In the past few years, have you ever contacted the Waste Management office?

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
Yes	47%	42%	52%	47%	46%
No	51%	56%	47%	50%	54%
Don't know/won't say	2%	2%	1%	2%	-

### Request or Problem Handled Promptly

Among Those Who Have Contacted the Waste Management Office

Question 12: Was your request or problem handled promptly?

	Total Responses (N=188)	Gender		Zip Code	
		Male	Female	87124	87144
Yes	75%	71%	78%	75%	75%
No	23%	25%	21%	23%	22%
Don't know/won't say	2%	4%	1%	2%	3%

## Recommend to the City Government Waste Management to Continue to Provide Services in the City of Rio Rancho

Question 13: Would you recommend to city government that Waste Management continue to provide trash and recycling services in the City of Rio Rancho?

	Total Sample (N=400)	Gender		Zip Code	
		Male	Female	87124	87144
Yes, would recommend	86%	85%	87%	86%	86%
Mixed feelings/depends	7%	7%	7%	7%	7%
No, would not recommend	3%	3%	3%	4%	2%
Don't know/won't say	4%	5%	3%	4%	5%

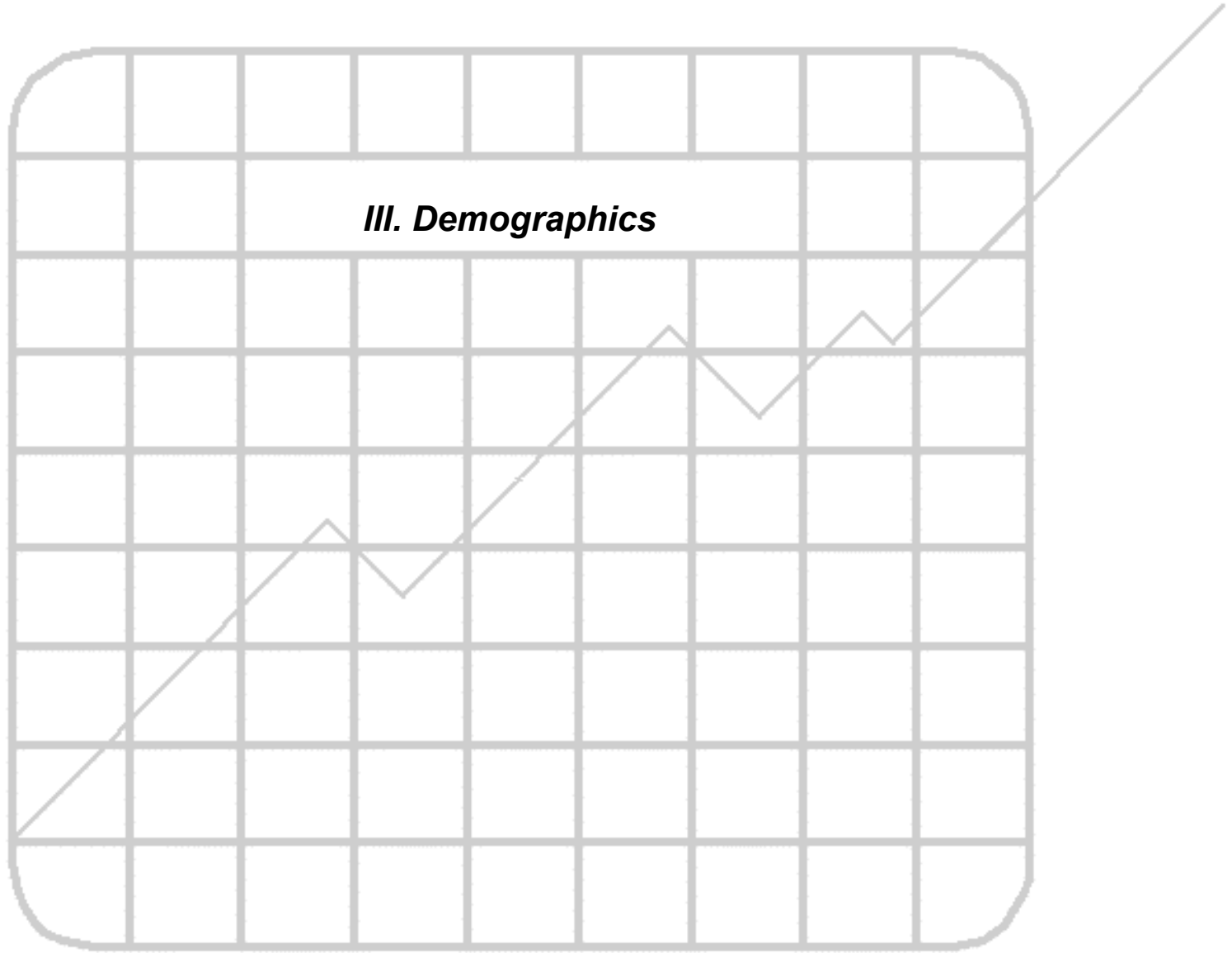
### Suggested Types of Services That Waste Management Should Offer

Question 14: Can you think of any types of services that you would like to see offered by Waste Management that are not currently being offered?

	<i>Total Sample (N=400)</i>		<i>Total Sample (N=400)</i>
Pick up large items	18%	Oil recycling	*
Pick up yard waste	11%	Consistent service	*
Glass recycling	10%	Notify us if pick up day is changed due to a holiday	*
Hazardous waste pick-up	7%	Have the road grated on a different day	*
Recycling (in general)	7%	Stop taking recycling to the dump	*
Twice-weekly pick up	2%	Trash bags should be mandatory	*
Larger containers	2%	Need more receptacles on Southern Blvd	*
Paper recycling	2%	Incentive to recycle	*
Plastic recycling	2%	Safer drop off area at landfill	*
More recycling	1%	Have a local recycling center	*
Don't know/won't say	1%	Better management at landfill	*
Pick up extra items more often	1%	More training for truck drivers	*
More info on what to do with extra trash	1%	More trucks for extra trash	*
Better advertising for clean up days	1%	Free recycling	*
Pick up bags beside bin	1%	Offer compost bins	*
Need access to dump on Sundays	1%	Need info on how to dispose of hazardous materials	*
More info on recycling	1%	Earlier pick up	*
Metal recycling	1%	Secure shredding of documents	*
Pick up dropped trash	1%	Senior citizen discount	*
Pick up dead animals	*	None in particular	48%
More free days	*		
Replace broken trash cans	*		
Improve overall service	*		
Pick up boxes	*		

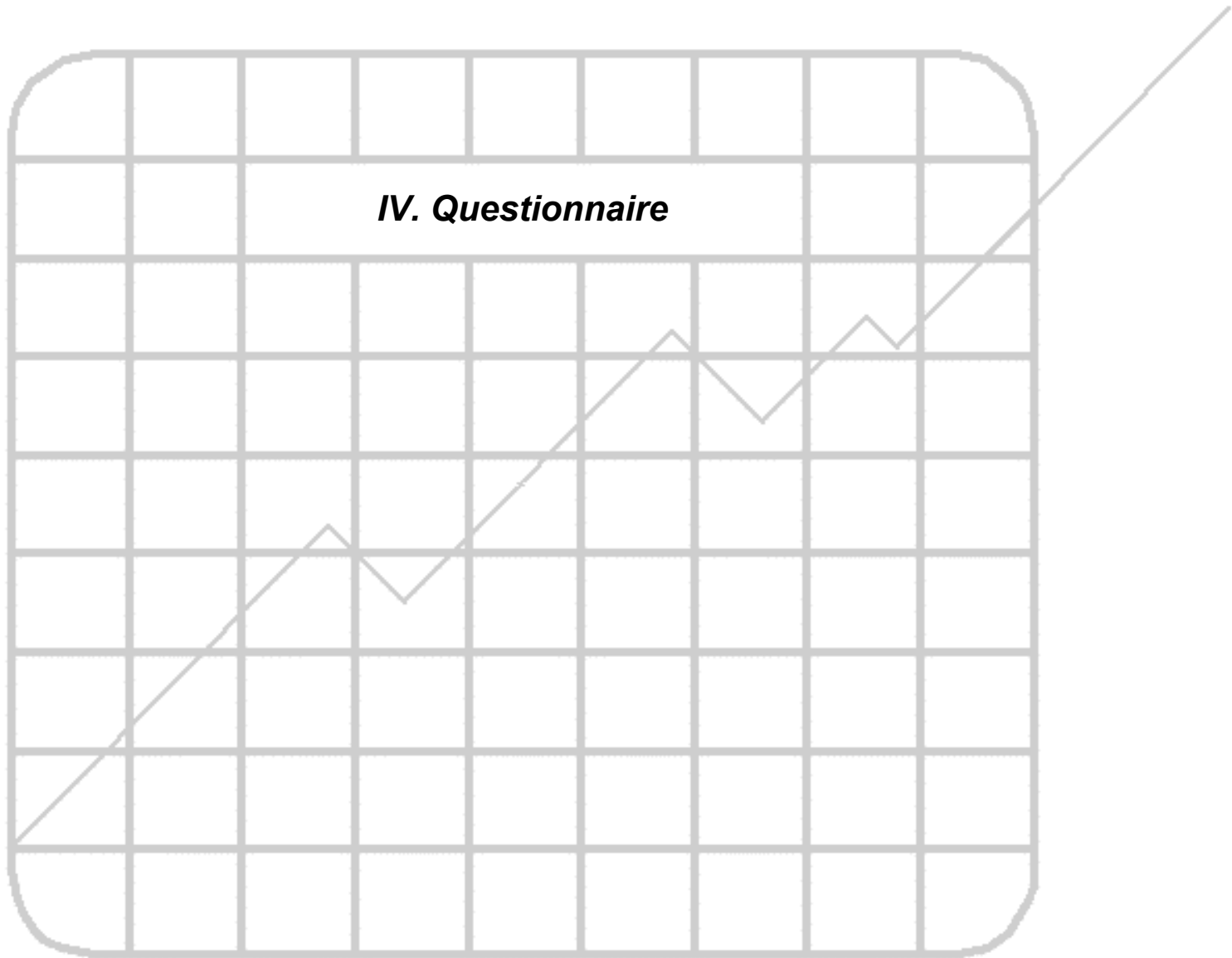
\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.



## Demographics of Sample

	<i>Total Sample (N=400)</i>
<b><u>Gender</u></b>	
Male	50%
Female	50%
<b><u>Zip Code</u></b>	
87124	64%
87144	36%



Waste Management  
Rio Rancho, NM  
July 2006  
FINAL  
N=400

Hello. My name is NAME with Research & Polling, Inc. We are conducting a brief customer satisfaction survey regarding trash collection services in Rio Rancho. I assure you we are not selling anything, and we would greatly appreciate your opinions.

**NOTE TO POLLER:** *If respondent asks who commissioned this survey: Waste Management*

If respondent says they do not receive trash collection services from Waste Management – THANK AND TERMINATE.

1. Overall, how satisfied are you with the service provided by your trash collection company? Would you say you are *very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied*?
  5. Very satisfied
  4. Somewhat satisfied
  3. Neutral/neither satisfied or dissatisfied (*volunteered*)
  2. Somewhat dissatisfied
  1. Very dissatisfied
  6. Don't know/won't say (*SKIP TO Q.3*)

**2. Why do you feel this way? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)**

- |   |  |
|---|--|
| 01. Drop trash on street                | 06. Leave area clean                   |
| 02. Won't pick up large items           | 07. Pick up what I put out             |
| 03. Always come late                    | 08. Come on time                       |
| 04. Leave trash can in middle of street | 09. Reliable                           |
| 05. Break trash can                     | 10. Put my trash can back where it was |

98. No particular reason  
99. Don't know/won't say

OTHER (SPECIFY) \_\_\_\_\_

**3. Overall, how would you rate your satisfaction with the reliability and consistency of your trash collection service? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?**

5. Very satisfied  
4. Somewhat satisfied  
3. Neutral/neither satisfied or dissatisfied (*volunteered*)  
2. Somewhat dissatisfied  
1. Very dissatisfied  
6. Don't know/won't say

**4. Overall, how would you rate the value of service you receive from your trash collection company? Would you rate the value as excellent, good, fair, or poor?**

- 4. Excellent
- 3. Good
- 2. Fair
- 1. Poor
- 5. Don't know/won't say

I'd like to read a list of factors which may or may not be important to you in order to assure your satisfaction with trash collection services. For each one, please rate it's importance using a 1 to 5 scale, where 5 means *very important* and a score of 1 means *not at all important*. The first one is: (RANDOMIZE)

	<u>Very</u> <u>Important</u>					<u>Not at all</u> <u>Important</u>	<u>Don't Know/</u> <u>Won't Say</u>
5. The reliability and consistency of service.....	5	4	3	2	1		6
6. The safety of vehicles and drivers .....	5	4	3	2	1		6
7. Having an environmentally safe landfill .....	5	4	3	2	1		6
8. Having an effective recycling program.....	5	4	3	2	1		6
9. Having the lowest price for services.....	5	4	3	2	1		6

**10. Do you currently participate in the curbside recycling program?**

- 1. Yes
- 2. No
- 3. Don't know/won't say

**11. In the past few years, have you ever contacted the Waste Management office?**

1. Yes
2. No (*SKIP TO Q.13*)
3. Don't know/won't say (*SKIP TO Q.13*)

**12. Was your request or problem handled promptly?**

1. Yes
2. No
3. Don't know/won't say

**13. Would you recommend to city government that Waste Management continue to provide trash and recycling services in the City of Rio Rancho?**

1. Yes, would recommend
2. Mixed feelings/depends (*volunteered*)
3. No, would not recommend
4. Don't know/won't say

**14. Can you think of any types of services that you would like to see offered by Waste Management that are not currently being offered? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)**

- 01. Pick up large items
- 02. Pick up yard waste
- 03. Pick up dead animals
- 04. Recycling (in general)
- 05. Paper recycling
- 06. Plastic recycling
- 07. Glass recycling
- 08. Hazardous waste pick-up
  
- 98. None in particular
- 99. Don't know/won't say

OTHER (SPECIFY) \_\_\_\_\_

**THIS CONCLUDES OUR SURVEY. THANK YOU FOR YOUR TIME. HAVE A GOOD DAY.**

**NOTE TO INTERVIEWER, WAS RESPONDENT:**

1. Male
2. Female

**RESPONDENTS ZIP CODE:**

1. **87124**
2. **87144**

RESPONDENT'S PHONE NUMBER \_\_\_\_\_

INTERVIEWER NAME \_\_\_\_\_

INTERVIEWER CODE \_\_\_\_\_