

**Follow-Up Questions for Sites Participating in the Del Norte  
Household Battery Take-Back Pilot Program**

**Surveyor:**

**Retailer:**

**Person Answering questions:**

**Date:**

Which of the following benefits did your site realize as you participated in this all battery recycling program?

- Staff learned more about proper battery recycling
  - Customers learned about proper battery recycling
  - Battery sales improved
  - Improved customer loyalty
  - Gained new customers
  - Employees were happy/proud of program
1. Compared to your expectations when the program started did the program:
    - Taken more staff time than we anticipated
    - Taken less staff time than we anticipated
    - About what we expected
  2. What feedback have your customers given you?
  3. How have your customers become aware of the program.
  4. Have any of the following been a problem at your retail location?
    - Received Large batteries that would not fit in the box
    - Customers brought other waste that cannot be accepted
    - Customers left untaped batteries when box was unattended
    - Confusion about where boxes are stored, how to mail back, etc.
    - Confusion about taping or bagging batteries
    - Other \_\_\_\_\_
  5. What feedback have the customers given about the bagging or taping requirements?
  6. Have customers brought you materials that cannot be accepted through this program? If yes, what materials? If so, did they know where to bring them for proper management?
  7. Have you experienced any problems?

8. How many of your staff have had responsibility for placing batteries in the boxes
9. How many of those staff members responsible for the battery boxes were not part of the initial training?
10. What recommendations would you make to improve the program.
11. Would you consider continuing the program after the end of the pilot project if you had to pay for battery recycling? If yes, what is the threshold for your cost per box?
  - Less than \$10
  - Up to \$20
  - Up to \$40
  - Up to \$60
  - No limit – the benefits to my business outweigh the cost.
12. If yes to #12 – what is the most important benefit to your business?
13. If you are a retailer that has not mailed in any battery boxes, please check all that apply:
  - a. Our box is not yet full. How full is it?
  - b. The staff person who knew about this program isn't here.
  - c. Our staff misplaced the mailing labels.
  - d. We haven't mailed back any battery boxes because \_\_\_\_\_.
14. Do you have any comments, questions or concerns about this program?

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