

askHRgreen.org

Survey Review

Wave Three

May, 2015



What do you need to know?

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Executive Summary of Recommendations

Background, Objectives, & Methodology



Background and Objectives

- Hampton Roads Planning District Commission sanctioned Cahoon and Cross to engage the community to improve environmental behavior through education, marketing, and outreach. The effort has been measured by EAB Research, which conducted focus groups and a benchmark survey in November, 2010 and a second wave survey in November, 2012. This third and final survey (completed in May, 2015) is nearly identical to the 2012 survey, with the exceptions of small changes to question phrasing for clarity and the addition of a utility value comparison question.
- Data for this study was collected through an online survey. Participants were obtained from a user panel maintained by ResearchNow. Respondents received a nominal incentive for participation provided by ResearchNow.
- This report compares responses from all surveys to measure changes in population behavior and the effectiveness of the askHRgreen campaign.
- Specific objectives include:
 - Isolate and refine profiles of behavioral “offenders”
 - Investigate drivers of positive and negative behavior
 - Explore changes in behavior and uncover the catalysts of change
 - Assess environmental knowledge and comprehension of specific behaviors’ impacts
 - Measure awareness and effectiveness of the askHRgreen campaign

Methodology: Notes For Reading This Report



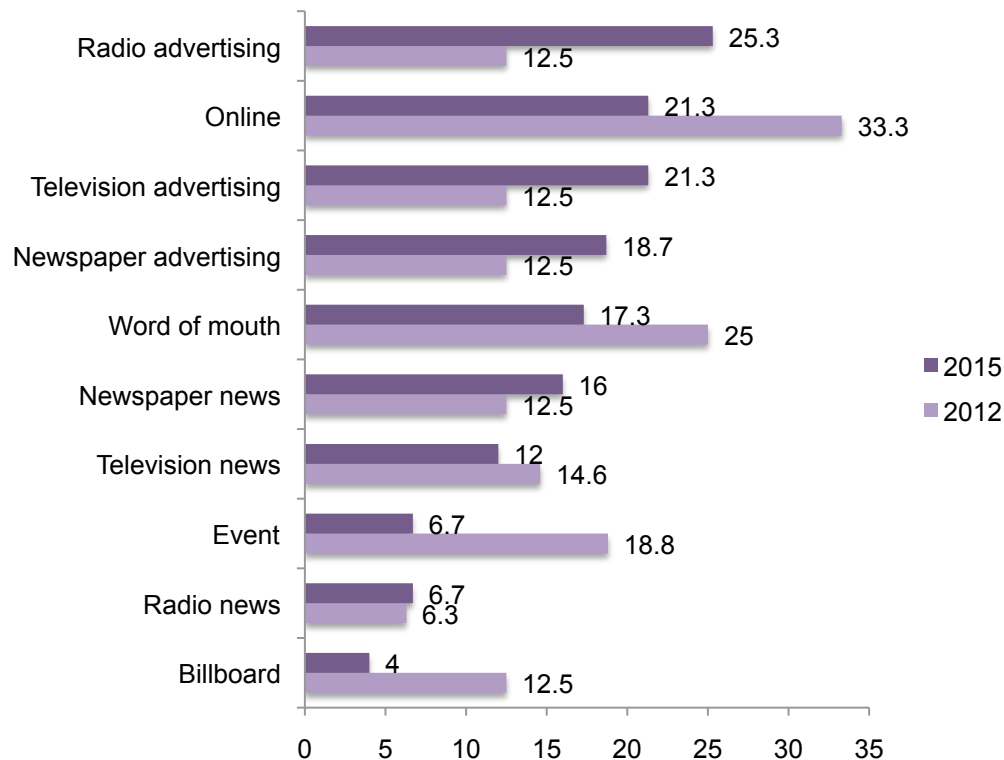
- A total of 411 respondents participated in this study. With this base size, the potential sampling error for this study is +/-5%. Data is tabulated and sub-groups (for example, males and females) are tested against each other using a 95% confidence level. This is a conservative level of confidence that is typically used for this type of research project.
- Unless otherwise noted in chart titles, figures represent a percentage of the total respondents in their respective categories (e.g. Male 50 = 50% of all male respondents).
- Statistically significant differences in tables are indicated as follows:
 - A **black box** surrounds percentages that are significantly higher than others in the same overall category (for example, a box around the male percentage indicates that males assign higher ratings than females on an attribute).
 - Cells in tables that are surrounded by a **red box** or **highlighted** in a lighter color than neighboring cells represent a trend or difference. Though not always representing a statistically *significant* difference (often due to small sample size of some specific categories), findings suggest that these cells represent a reliable finding.
- An Appendix with additional data detail for those interested.

askHRgreen Awareness

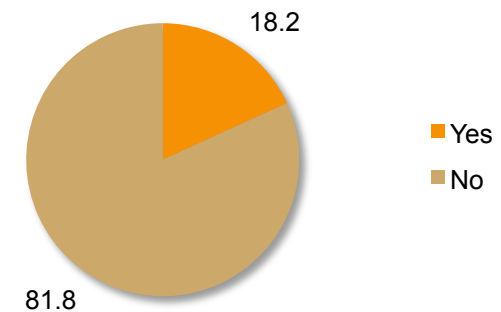


HRgreen Awareness is Up 6.2%

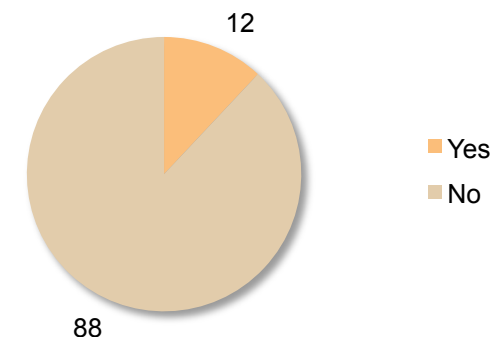
How did you hear about askHRgreen?



Have you heard of askHRgreen? (2015)



Have you heard of askHRgreen.org? (2012)



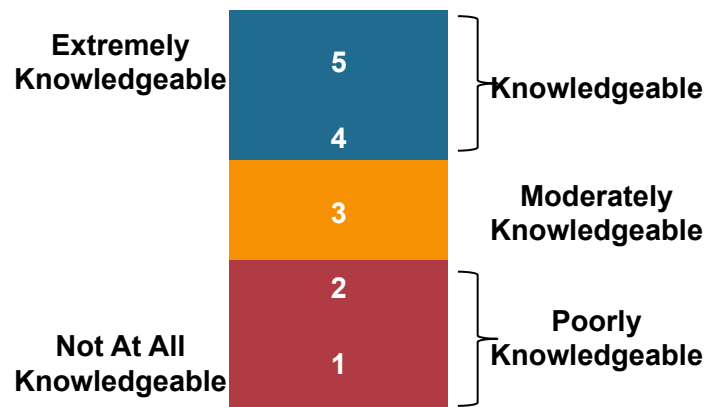
Lower “Online” awareness is likely due to a change in phrasing of the question from “askHRgreen.org” in 2012 to “askHRgreen” in 2015. Radio, television and newspaper advertising appears to have been effective. Because askHRgreen Aware respondents are more likely to promote positive behavior and attitudes, the increased awareness represents a meaningful gain for the campaign, even for factors showing no statistically significant changes from previous years.

Knowledge and Learning

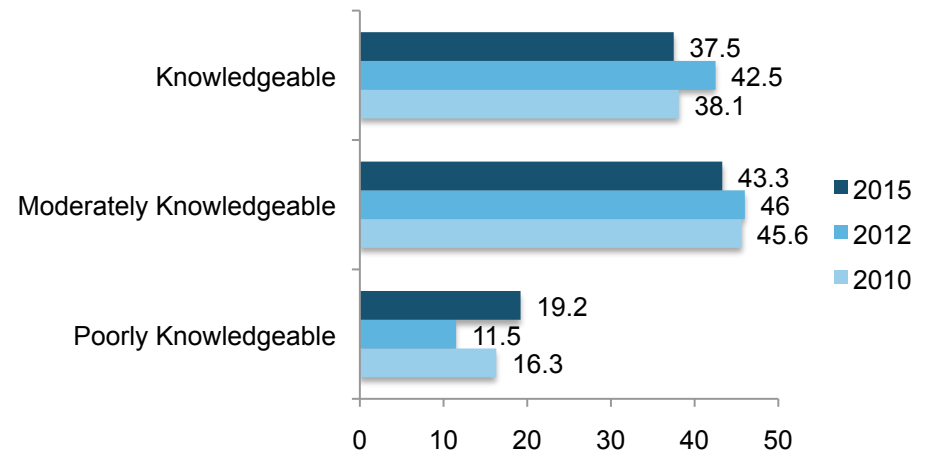


Knowledge and Learning: Levels of Knowledge

How Knowledgeable do You Feel About Local Environmental Issues?



Knowledge of Local Environmental Issues

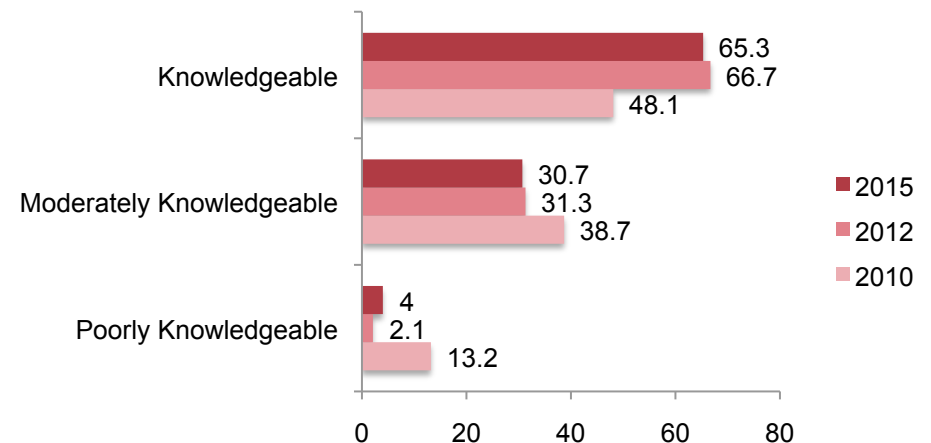


Changes in overall levels of self-reported local environmental issue knowledge are not statistically significant between survey waves. Still, levels appear to have changed some among specific demographics.

Knowledge and Learning: Levels of Knowledge

% Knowledgeable About Local Environmental Issues		2010 38.1 %	2012 42.5 %	2015 37.5 %
Age	18-34	33.7	29.8	38
	50+	43.2	48.5	39.7
Education	Not College Grad	29.1	33.5	26
Income	<\$75K	28.3	38.6	24.3
Marital Status	Not Married	31.0	38.2	28
Aware of askHRgreen	No, Not Aware	35.5	39.2	31.3

Knowledge of Local Environmental Issues Among Those Aware of askHRgreen (% of Total Sample)

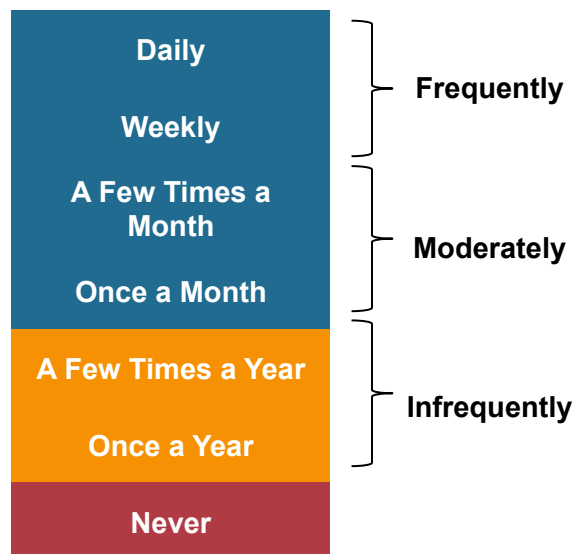


The biggest decreases in self-assessed knowledge of local environmental issues occur among Non-Graduates, Singles, <75K Income, 50+, and those Unaware of askHRgreen. Lower self-assessed knowledge of local environmental issues among those aware of askHRgreen may indicate the sense of learning “surprising” information through the campaign. This hypothesis is best tested qualitatively.

It is important to note that changes in self-assessed knowledge among askHRgreen-aware respondents are within the margin of error.

Knowledge and Learning: Pursuit of Information

How Often Do You Seek Out New Information Pertaining to Environmental Issues?



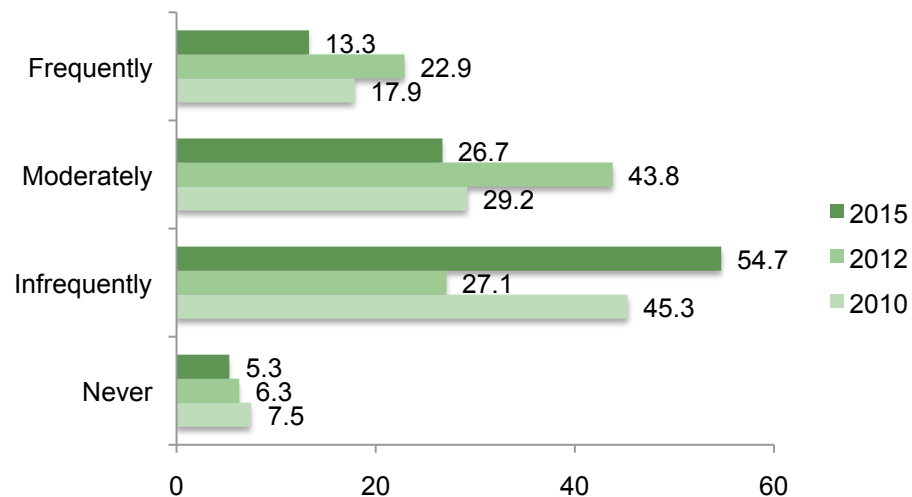
% Who Seek Information Moderately to Frequently		2010 39.6 %	2012 35.8 %	2015 31.6 %
Age	18-34	41.6	28.1	40
	35-49	35.0	37.5	27.3
Education	Not College Grad	30.0	31.8	22
Marital Status	Not Married	35.7	41.2	29.6
Aware of askHRgreen	Yes, Aware	47.2	66.7	40

The 2015 general population's information seeking trends downward to a reduced frequency for most subgroups, but up for **Younger** respondents.

Respondents **aware** of askHRgreen show a significant decrease in frequency which, coupled with their continued high levels of knowledge, suggests many may feel they have already learned as much as needed from askHRgreen.

Knowledge and Learning: Pursuit of Information

Frequency of Seeking Environmental Information Among Those Aware of askHRgreen

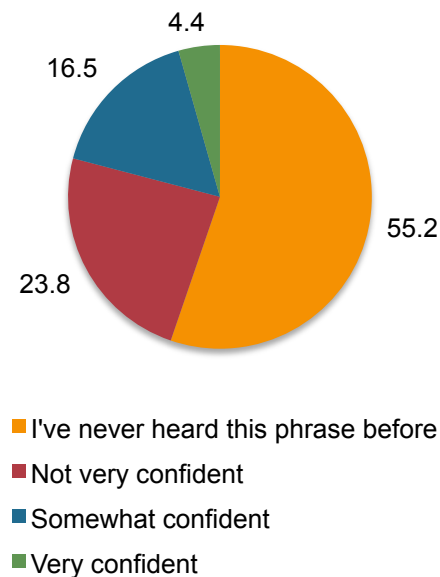


% Who Seek Information Infrequently		2010 44.7 %	2012 46.8 %	2015 49.6 %
Age	35-49	46.6	42.9	51.5
Marital Status	Not Married	44.4	39.7	52
Aware of askHRgreen	Yes, Aware	45.3	27.1	54.7

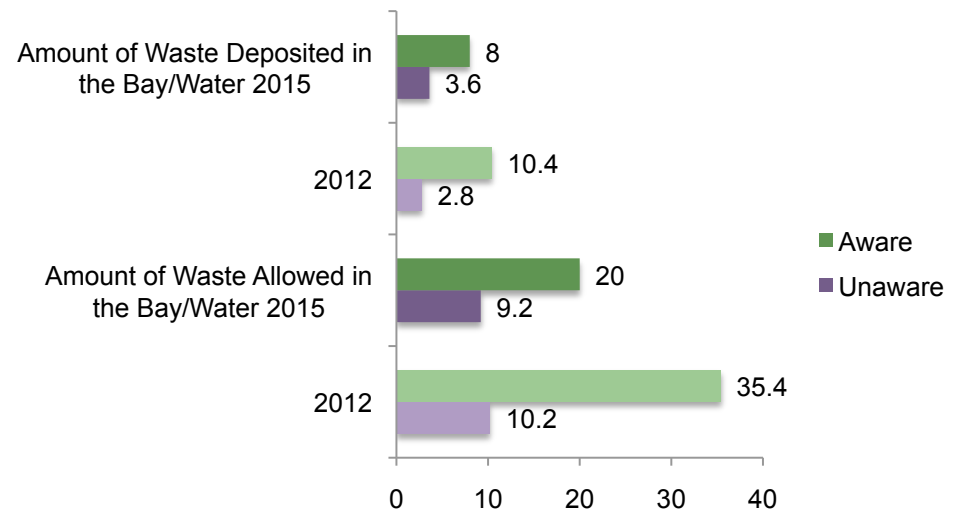
It is important to note that askHRgreen Aware respondents have simply reduced frequency, not stopped seeking local environmental information. This may indicate a sense that they have reached a level of knowledge they find satisfactory. Again, this hypothesis is best explored qualitatively.

Knowledge and Learning: Total Maximum Daily Load (TMDL)

**Confidence in Understanding of
TMDL
(2015)**



**% Confident and Accurate in
Understanding of TMDL by askHRgreen
Awareness**



Confidence levels and overall accuracy have remained consistent between 2012 and 2015. Results continue to show askHRgreen Aware respondents are still more than twice as likely to be confident and accurate in their understanding of TMDL.

Behavior and Practices

grease down the sink
not such a slick idea?

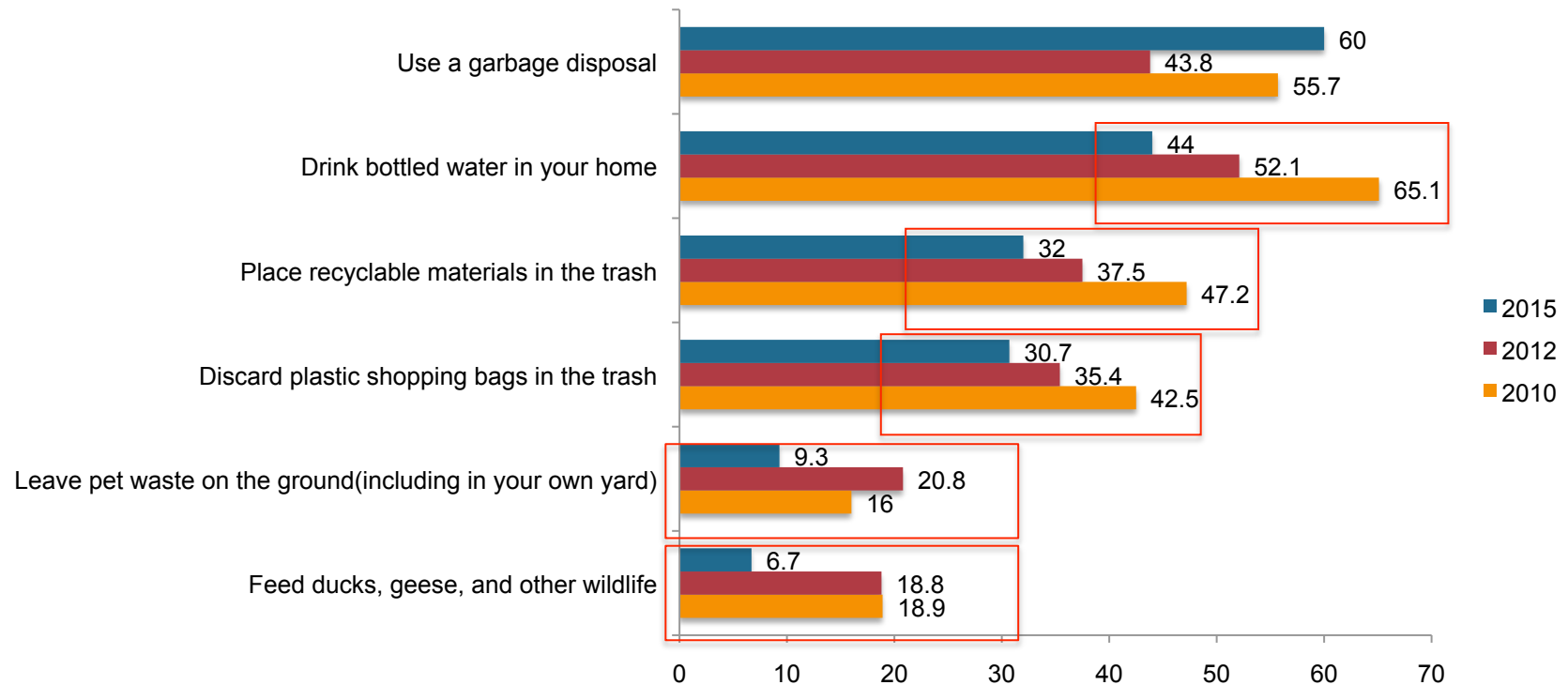


Dispose of grease properly and prevent clogged pipes (and a nasty mess to clean out).



Behavior and Practices: Negative Behaviors

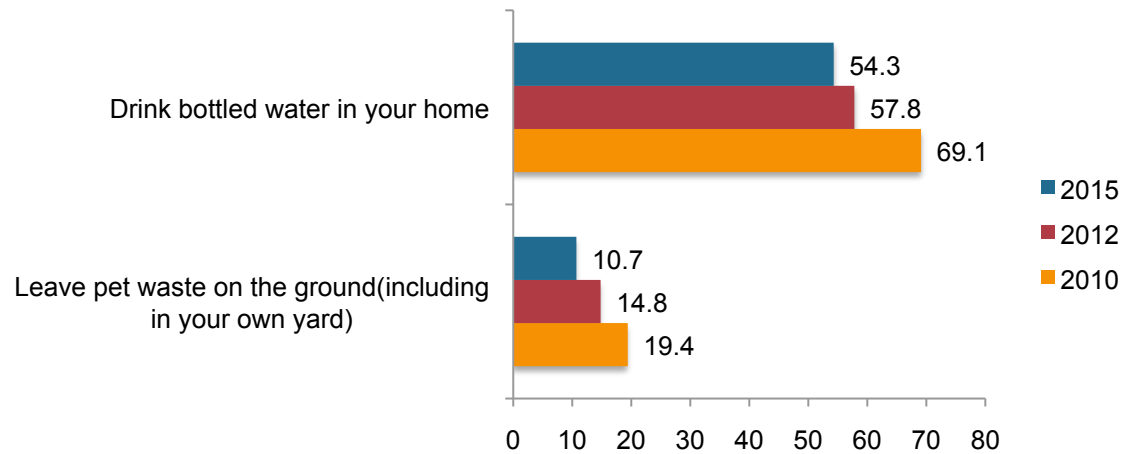
% of askHRgreen-Aware Respondents Committing Negative Behaviors (no matter how frequently)



We see consistent improvement in behavior from askHRgreen-Aware respondents. Garbage disposal use, however, returned to a higher level. Some fluctuation is expected due to low sample size, although this finding may indicate a need for more aggressive education efforts in future campaigns.

Behavior and Practices: Negative Behaviors

% of Respondents Committing Negative Behaviors



Overall negative behaviors stayed fairly constant with 2012, showing steady decline for two.

Behavior and Practices: Frequency

Frequency of Negative Behaviors with askHRgreen Awareness*						
	Frequently		Occasionally		Almost Never	
	Aware	Not Aware	Aware	Not Aware	Aware	Not Aware
Use store-provided shopping bags for groceries	66.7	80.9	28.1	16.9	5.3	2.1
Use a garbage disposal	84.4	86.5	13.3	10.8	2.2	2.7
Place recyclable materials in the trash	62.5	63.8	20.8	26.2	16.7	10
Drink bottled water in your home	57.6	69.5	39.4	25.3	3	5.3
Discard plastic shopping bags in the trash	56.5	60	34.8	39.3	8.7	0.7

Overall frequency showed no statistically significant changes from 2012. Among the most common negative behaviors, askHRgreen-Aware respondents continue to show lower frequency.

*Sample size is too small to reliably evaluate uncommon negative behaviors

Behavior and Practices: Perceptions

Perceived Harm of Behaviors by askHRgreen Awareness							
		Extremely Harmful		Harmful		Combined	
		Aware	Not Aware	Aware	Not Aware	Aware	Not Aware
Feeding ducks, geese, or other wildlife	2015	20	19.9	36	27.4	56	47.3
	2012	16.7	16.5	27.1	26.4	43.8	42.9
	2010	6.6	11.7	22.6	17.6	29.2	29.3
Drink bottled water in your home	2015	16	7.4	37.3	28	53.3	35.4
	2012	18.8	9.4	14.6	26.7	33.4	36.1
	2010	17	16.4	13.2	17.1	30.2	33.5
Use store-provided shopping bags for groceries	2015	5.3	2.7	34.7	25.3	40	28
	2012	12.5	6.3	37.5	21.9	50	28.2
	2010	7.5	14.9	13.2	14.4	20.7	29.3

Overall perceptions of behaviors showed no statistically significant changes from 2012. askHRgreen-Aware respondents show increased perceived harm for feeding wildlife and drinking bottled water in the home. Note that while frequency of offense has not changed, the overall number of offenders in these two categories among askHRgreen-Aware respondents has dropped significantly over time.

Notably, askHRgreen-Aware respondents appear to show a reduction in their perceived harm of using store-provided shopping bags. Despite this, they still show significantly greater perceived harm than Unaware respondents.

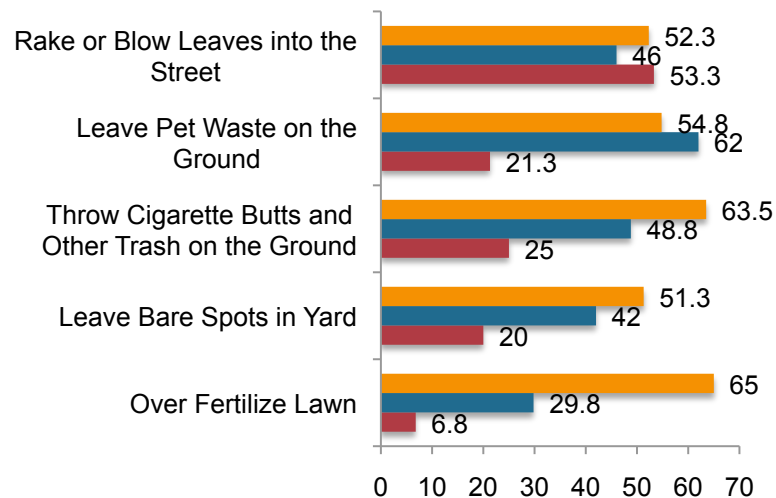
Behavior and Practices: Cause and Effect

Respondents were presented with five negative behaviors (**actions**) that were presented in a format similar to the table below. Respondents then attempted to choose the correct **result of that action**, and eventual **affect** on themselves from multiple-choice lists. Two

Actions showed slightly reduced awareness from 2012, with the others remaining constant. The question was simplified from 2012, which contained an additional multiple

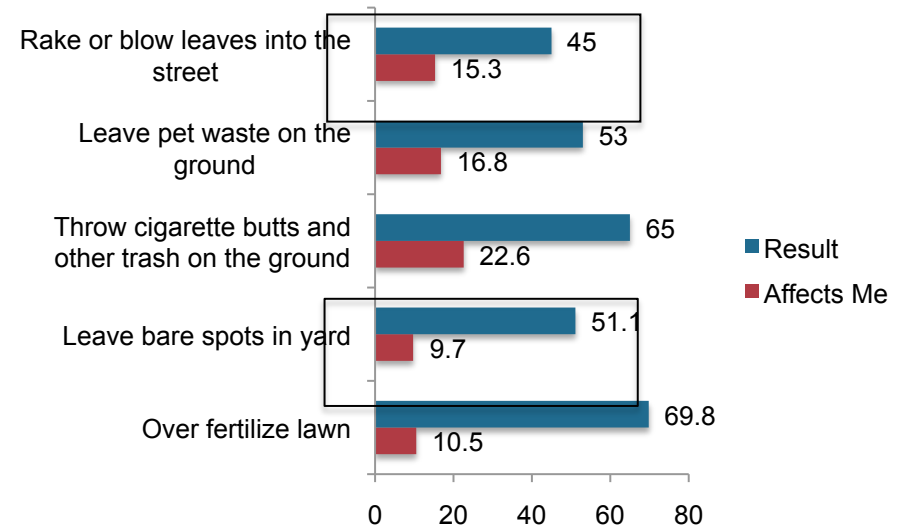
Action	Result	Affects Me
Leave Pet Waste on the Ground	Bacteria is carried to local waterways directly and/or via the storm drain, contaminating the water	Cannot Swim at Local Beaches nor Eat Local Seafood

% Total Correct Responses by
Action
(2012)



Effect Result Affects Me

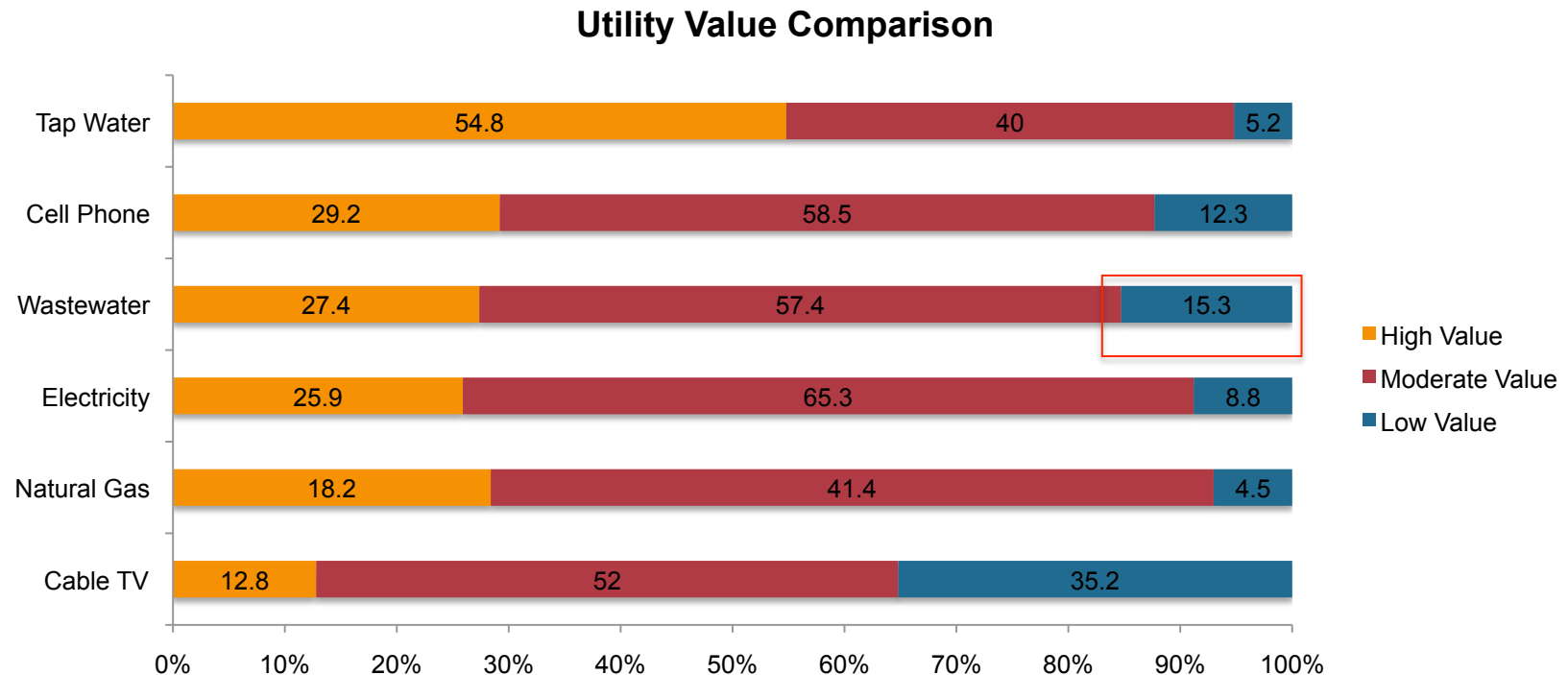
% Correct Responses by Action
(2015)



Tap Water



Tap Water: Utility Value Comparison



Overall, tap water and wastewater are seen as a good value. Tap water is considered of especially high value when compared with all other utilities. While most respondents perceive wastewater to be of high or moderate value, a relatively high 15.3% see wastewater as **low** value. This may have implications for future campaigns.

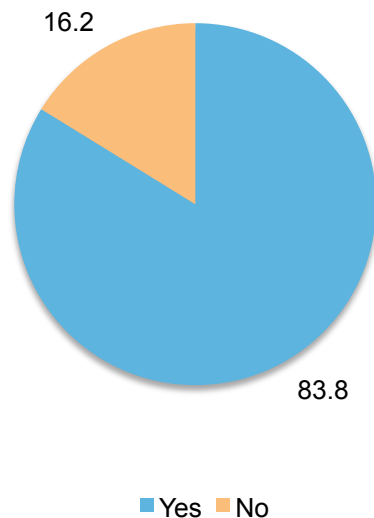
Tap Water: Value Breakdown

% Who See Wastewater as Low Value		2015 15.3 %
Age	18-34	7
	35-49	13
	50+	38
Income	<\$75K	34
	\$75K - \$100K	7
	> \$100K	16
Marital Status	Married	35
	Not Married	23
Knows Local Env. Issues Well	Yes (Top-2)	18
	No (Bot-3)	40
Aware of askHRgreen	Yes, Aware	7
	No, Not Aware	51

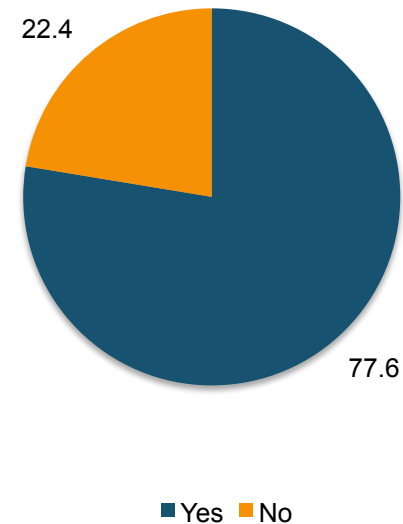
Those seeing wastewater as low value skew older, <75K income, and are much less likely to be aware of askHRgreen.

Tap Water: Action and Opinion

**Is Tap Water a Good Value?
(2012)**



**Is Tap Water a Good Value?
(2015)**

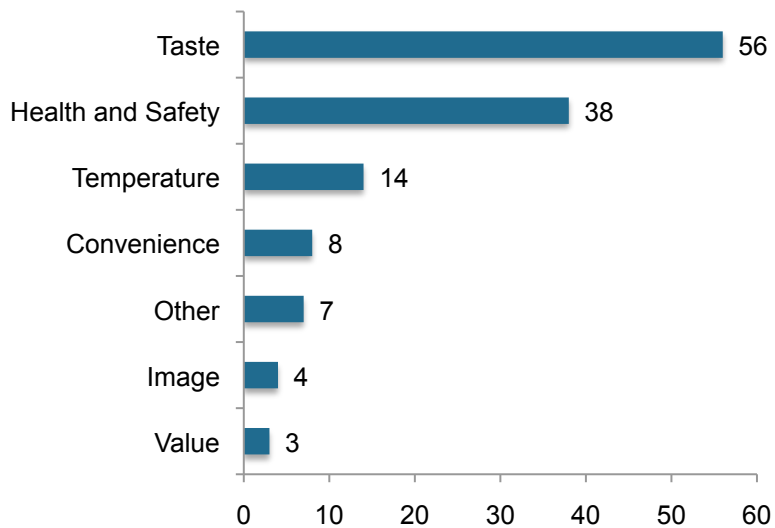


There has been no significant change in the number of respondents drinking tap water in any survey wave.

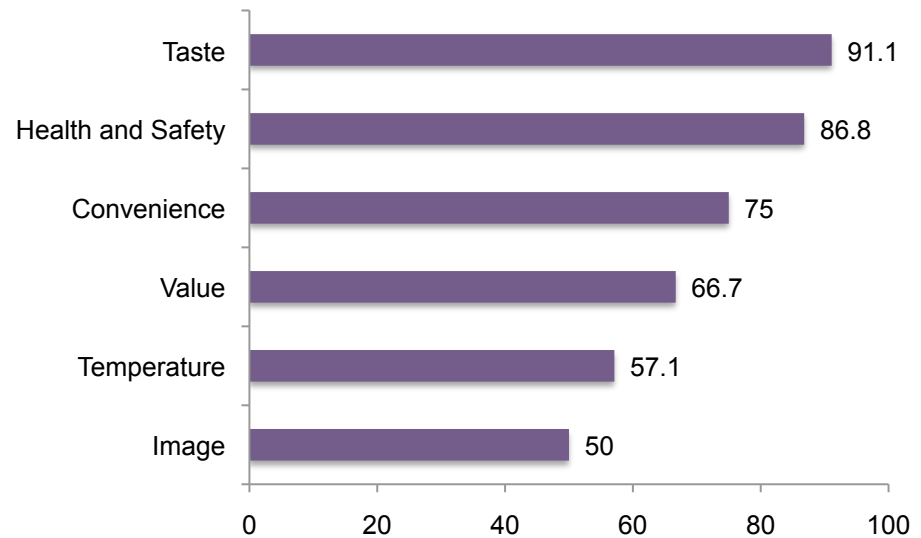
We do see a slight decline in the perceived value of tap water relative to other utilities. This decline occurs for both askHRgreen-Aware and Unaware respondents.

Tap Water: User Influencers

Reasons to Not Drink Tap Water

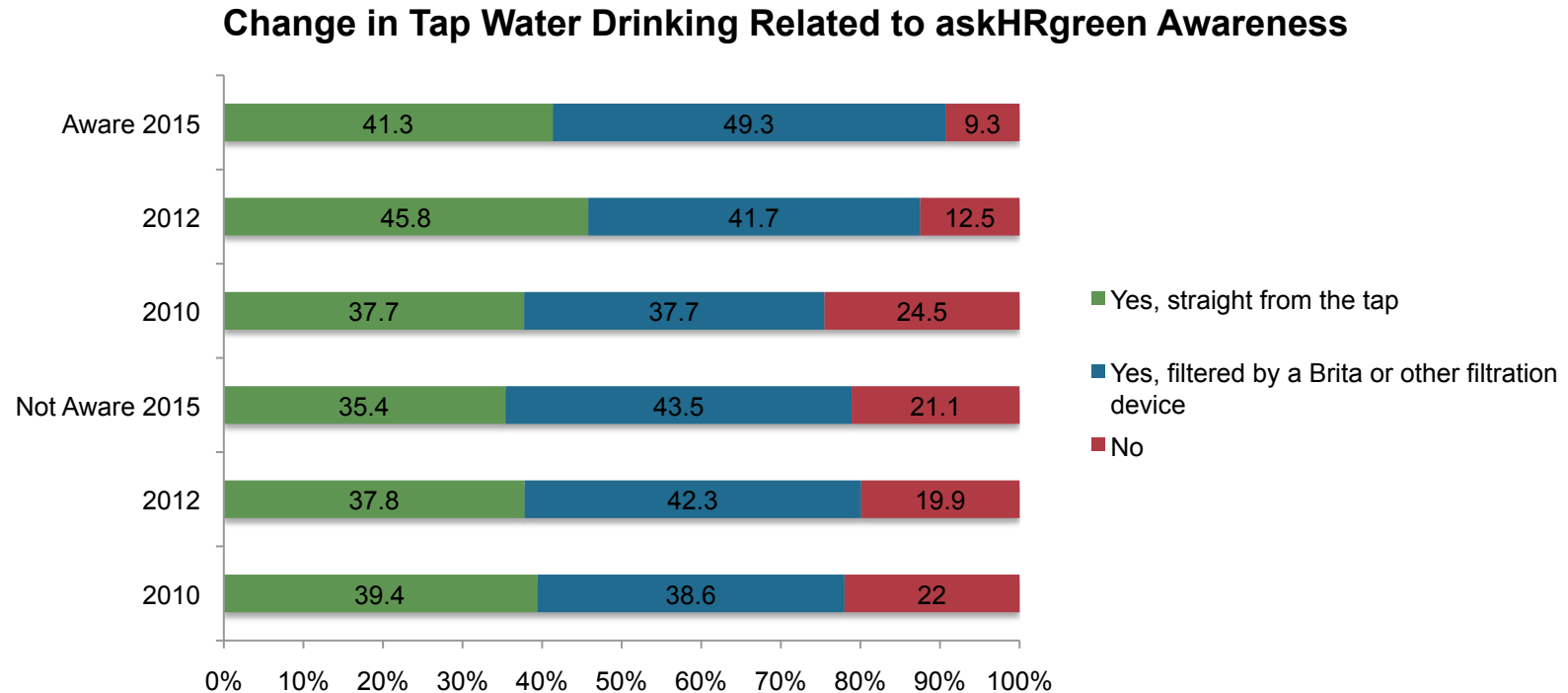


**Reasons to Not Drink Tap Water Ranked
Very Influential**



Those that do not drink tap water choose to do so for the same reasons as in 2012, with no significant differences. Taste, followed by Health and Safety, remain the primary drivers for avoiding tap water.

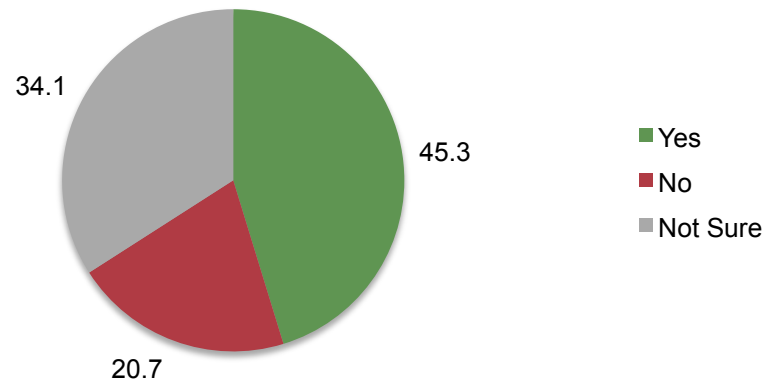
Tap Water: Effect of askHRgreen



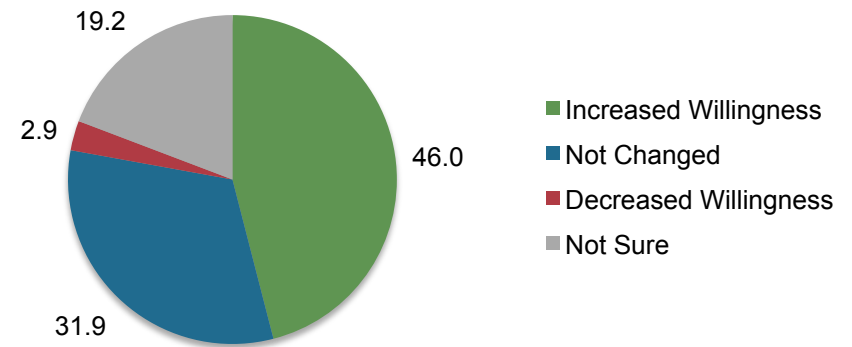
askHRgreen-Aware respondents continue the trend of increasing tap water drinking from previous years, while askHRgreen-Unaware respondents show no change in behavior.

Tap Water: Exploring Price Increases

Willing to Pay a Little More to Upgrade Systems (Before Description)



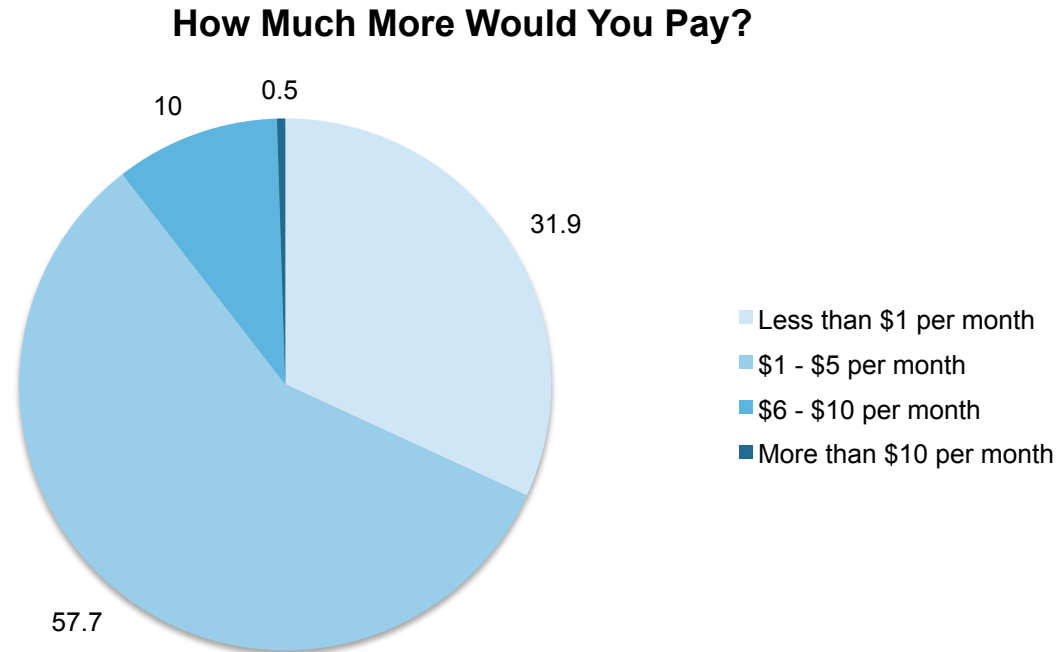
Willingness After Reading Information



A majority of respondents are open to small price increases to accommodate system upgrades. Reading even a small piece of explanatory information greatly influences respondents toward acceptance, with almost half indicating an increased willingness to accept a price increase. This implies education will be key in any campaign to gain consumer acceptance of increased pricing.

There are no significant differences in responses between demographics.

Tap Water: Exploring Price Increases



A large majority of respondents are willing to pay an extra \$1-5 per month to help upgrade and sustain water systems. This level of increase, when prefaced with clear descriptions of the need, should cause minimal frustration for residents.

Recycling

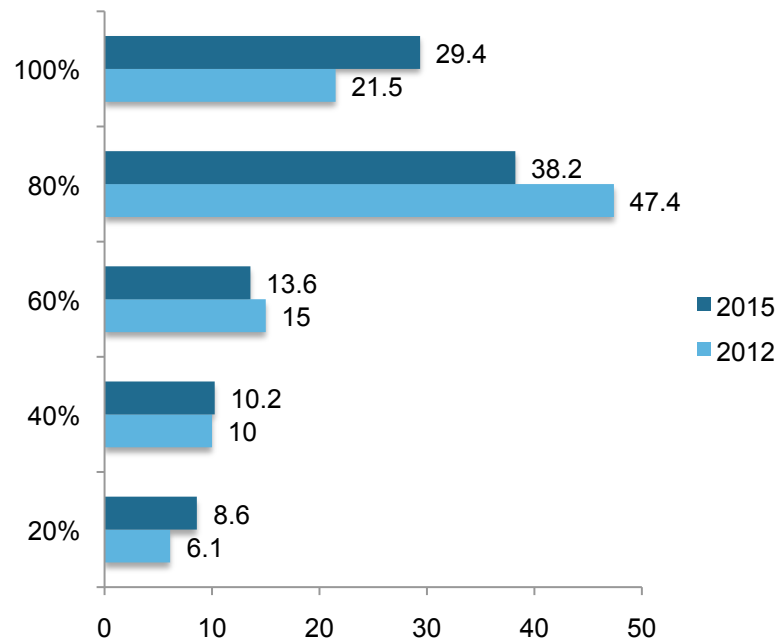
recycling rules
know the facts, Jack?



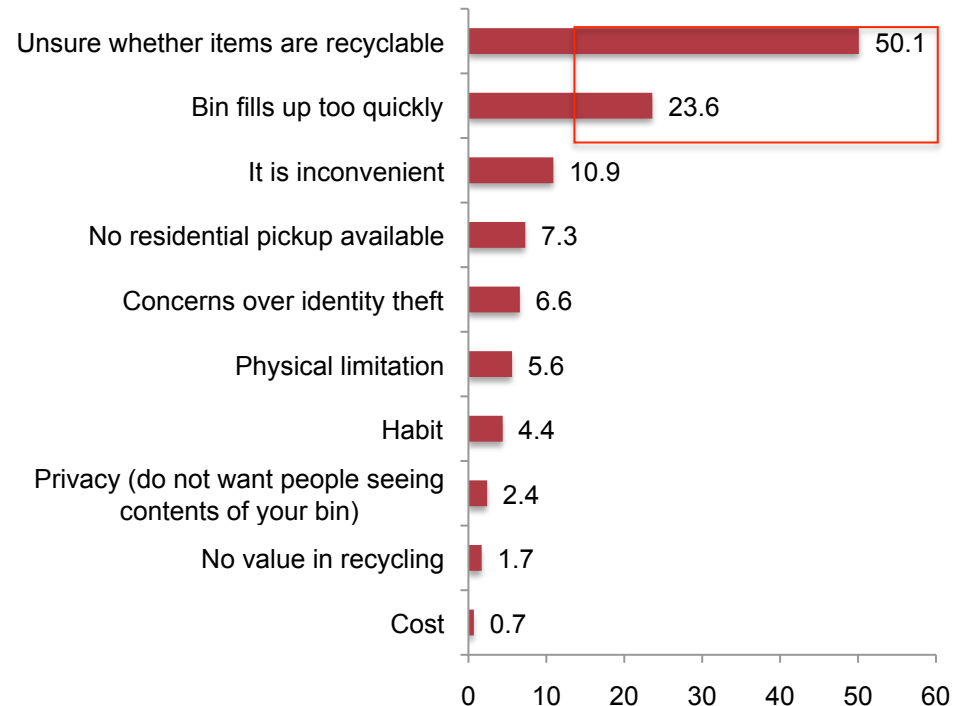
Recycling is easier than ever! Get all the info you need for recycling in Hampton Roads.

Recycling: Access and Participation

% of Recyclable Materials Recycled



Reasons for Not Recycling



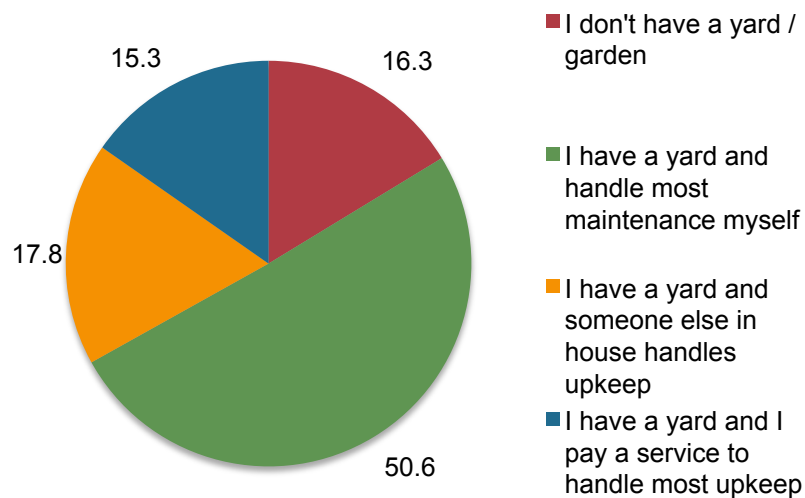
There are no significant differences between waves two and three for most recycling questions, although the percentage of those who recycle 100% of recyclable material has increased. The biggest opportunities for increasing recycling are expanding information defining recyclable materials and access to larger bins.

Soil, Fertilizer and Storm Drains

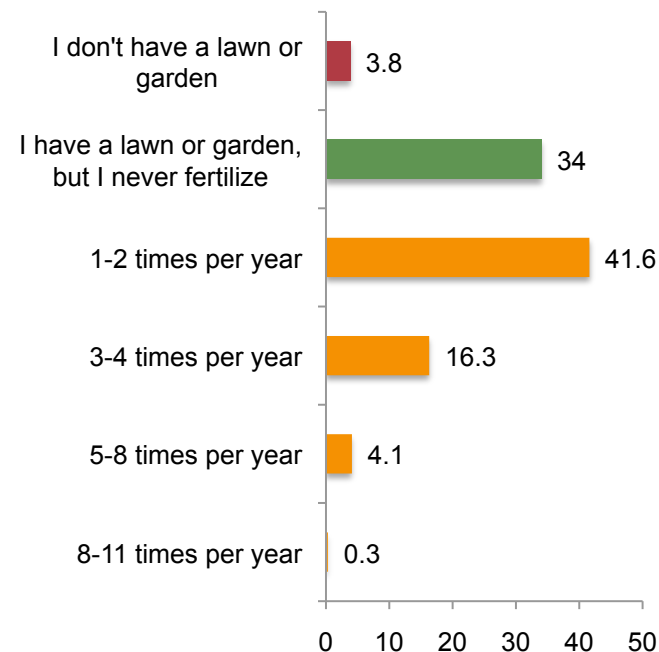


Soil, Fertilizer and Storm Drains: Lawns and Gardens

Describe Your Primary Residence



Fertilizing Frequency



The survey sample skews older, as with the previous waves, resulting in a large portion of respondents with yards. Fertilizer use has increased slightly since 2012, but the difference is not statistically significant.

Soil, Fertilizer and Storm Drains: Fertilizing Impact

The response to this question is nearly identical to 2010 and 2012. There has been no change in general opinion.

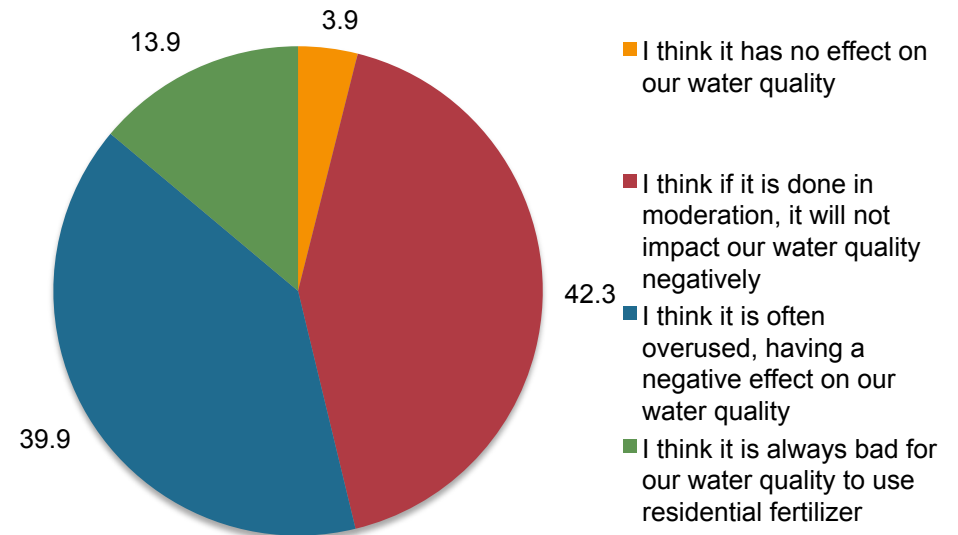
As with 2012, those **aware** of askHRgreen are more likely to believe fertilizer can harm our water quality.

I think if it is done in moderation, it will not impact our water quality negatively

	2010	2012	2015
	45%	46.5%	42.3%

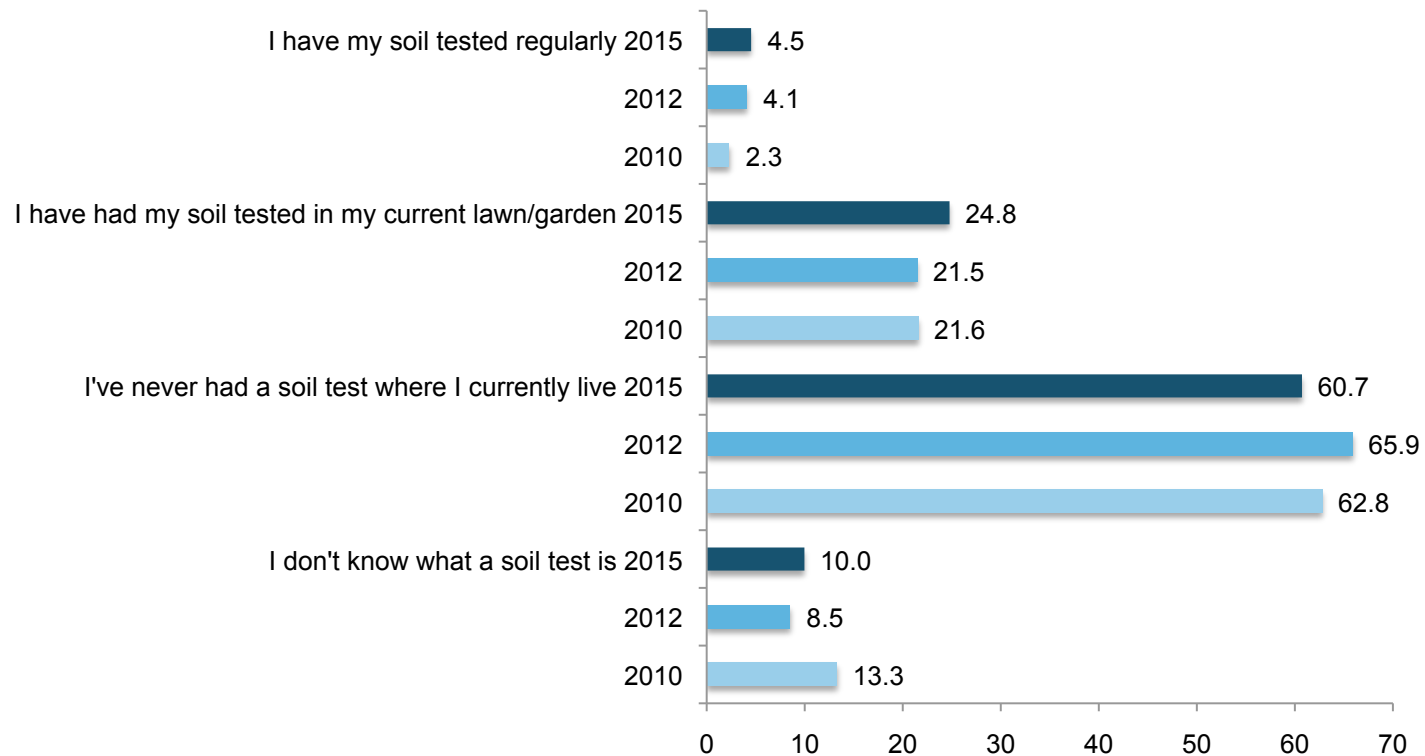
Aware of askHRgreen	Yes, Aware	46.2	27.9	26.6
	No, Not Aware	44.7	49.2	46.1

Fertilizer's Effect on Water Quality



Soil, Fertilizer and Storm Drains: Soil Test Frequency

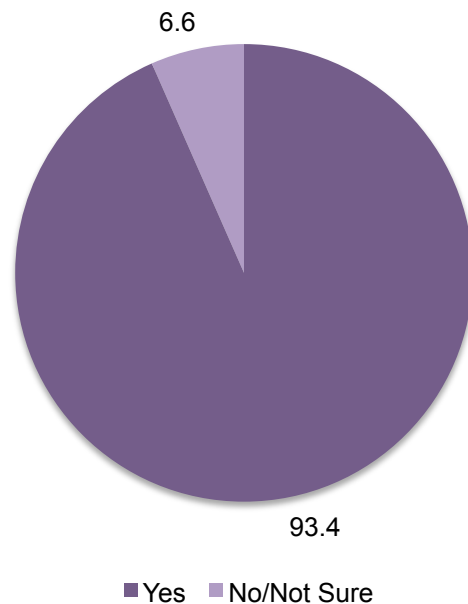
Soil Test Experience Among Those With Lawns



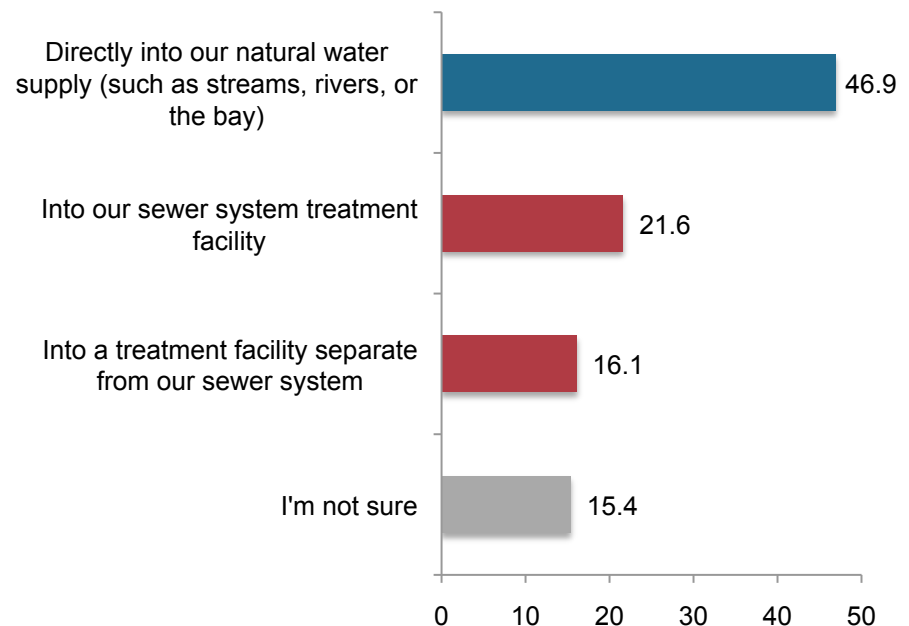
Soil test experience figures show no statistically significant change from previous waves. There is opportunity to encourage broader use in future campaigns.

Soil, Fertilizer and Storm Drains: Storm Drain Comprehension

Knows What a Storm Drain is



Where Does the Storm Drain Flow?



As with the soil testing data, storm drain awareness and comprehension are unchanged from previous studies. Half of the population is ignorant of storm drains' direct flow into water supplies.

Executive Summary of Recommendations



Overall Campaign Goals

- **askHRgreen Awareness Effect:** The clearest finding from this study is that askHRgreen-Aware respondents offer consistently higher levels of knowledge and positive actions in the community. With awareness of askHRgreen up and continuing to rise, this bodes well for behavior change in the community. Targeted messaging within the campaign is still important to tackle specific issues, but a primary goal of continually increasing HRgreen awareness/exposure may have the greatest positive effect on behavior.
- **Effective Advertising:** Radio, Television, and Newspaper advertising have proven effective at growing awareness. Continued efforts with target demographics offer potential for even greater awareness.
 - **Youth Awareness:** Younger respondents show greater environmental knowledge and involvement from previous years, suggesting effective campaign strategies.
- **Cause & Effect:** Respondents still struggle to understand the effect some negative behaviors have on their own lives. Campaign content should continue working to relate negative behavior to the audience on a personal level.

Specific Behaviors

•**Garbage Disposal Use:** Overall use and frequency remain high and have shown no change over time. Campaign messaging and future surveys might consider targeting extreme behavior, such as pouring grease or large quantities of food into the disposal, rather than suggesting eliminating use altogether.

•**Recycling:** Improving access to larger bins and offering clear and memorable means of remembering which specific materials are recyclable remain the most opportune ways of increasing recycling rates.

•**Soil Testing:** Soil tests are still underused. An emphasis on the direct benefits to home owners can help increase testing and reduce fertilizer use. Consider time and money saved, ease of use/lawn maintenance, and overall improved lawn health/appearance as personal drivers for promoting soil testing.

- **Tap Water Messaging:** Respondents see tap water value in a very positive light when compared to other utility expenses. Future messaging and price increases will do well to take advantage of this by emphasizing this comparative value.
- **Price Increases:** Small (\$1-5 per month) price increases are easily digestible when paired with specific messaging explaining the need and targeted use for the money. Emphasize the value and direct benefits the customer receives from their investment.
- **Wastewater Value:** Opportunity exists to improve public opinion of wastewater value through education. Messaging should be targeted primarily toward older, <75K income populations.

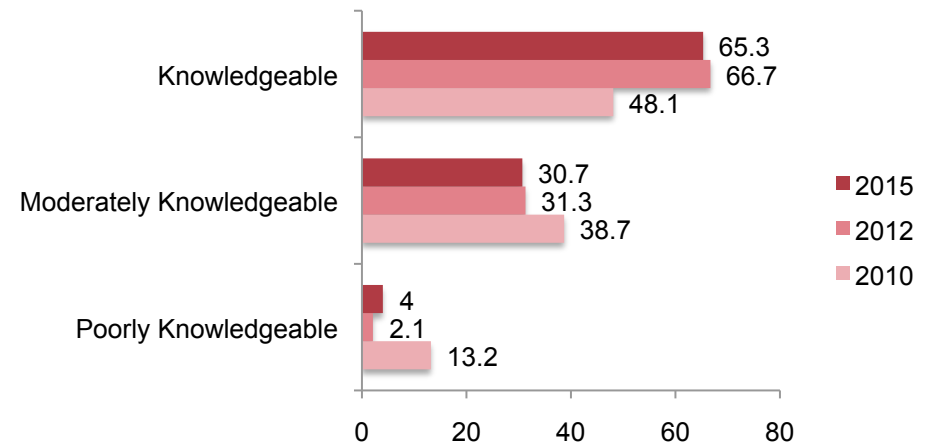
Appendix



Knowledge and Learning: Levels of Knowledge

% Knowledgeable About Local Environmental Issues		2010 38.1 %	2012 42.5 %	2015 37.5 %
Gender	Male	49.2	47.6	42.7
	Female	28.0	38.8	34
Age	18-34	33.7	29.8	38
	35-49	33.1	36.6	31.3
	50+	43.2	48.5	39.7
Education	Not College Grad	29.1	33.5	26
	College Grad +	44.7	48.7	45.8
Income	<\$75K	28.3	38.6	24.3
	\$75K - \$100K	41.8	42.3	46.8
	> \$100K	49.0	50.8	47.1
Marital Status	Married	41.7	44.6	41.6
	Not Married	31.0	38.2	28
Aware of askHRgreen	Yes, Aware	48.1	66.7	65.3
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Knowledge of Local Environmental Issues Among Those Aware of askHRgreen (% of Total Sample)

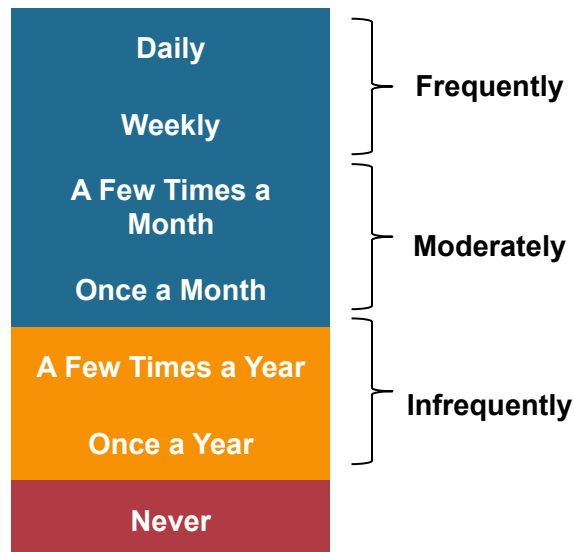


The biggest decreases fall among Non-Graduates, Singles, <75K income, 50+, and those Unaware of askHRgreen.

However, we see that those aware of askHRgreen have held fast, and younger respondents have shown increased knowledge, boding well for campaign effectiveness.

Knowledge and Learning: Pursuit of Information

How Often Do You Seek Out New Information Pertaining to Environmental Issues?



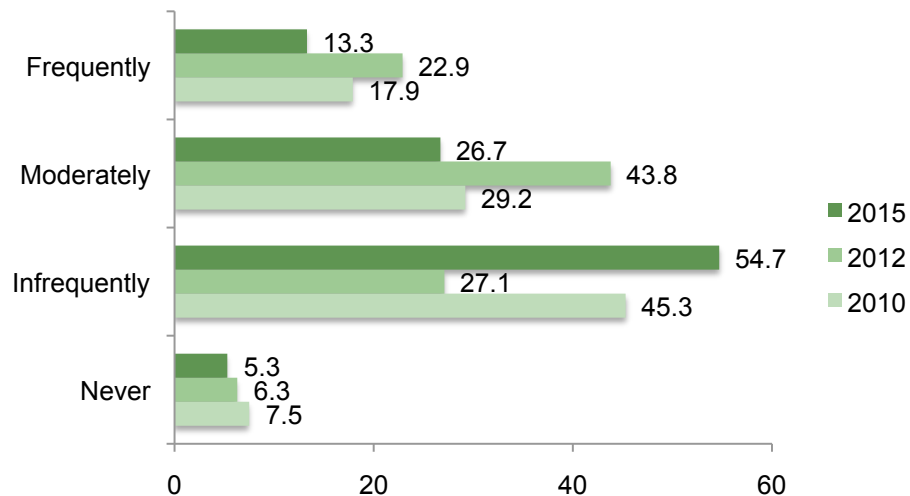
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	50+	42.0	36.8	31.7
Education	Not College Grad	30.0	31.8	22
	College Grad +	47.1	38.2	38.7
Income	<\$75K	33.2	32.3	27.2
	\$75K - \$100K	42.9	42.3	38
	> \$100K	48.4	35.6	32.9
Marital Status	Married	41.7	33.1	32.5
	Not Married	35.7	41.2	29.6
Knows Local Env. Issues Well	Yes (Top-2)	61.7	58.8	55.2
	No (Bot-3)	26.0	18.7	17.5
Aware of askHRgreen	Yes, Aware	47.2	66.7	40
	No, Not Aware	37.7	31.5	29.8

Knowledge and Learning: Pursuit of Information

Frequency of Seeking Environmental Information Among Those Aware of askHRgreen

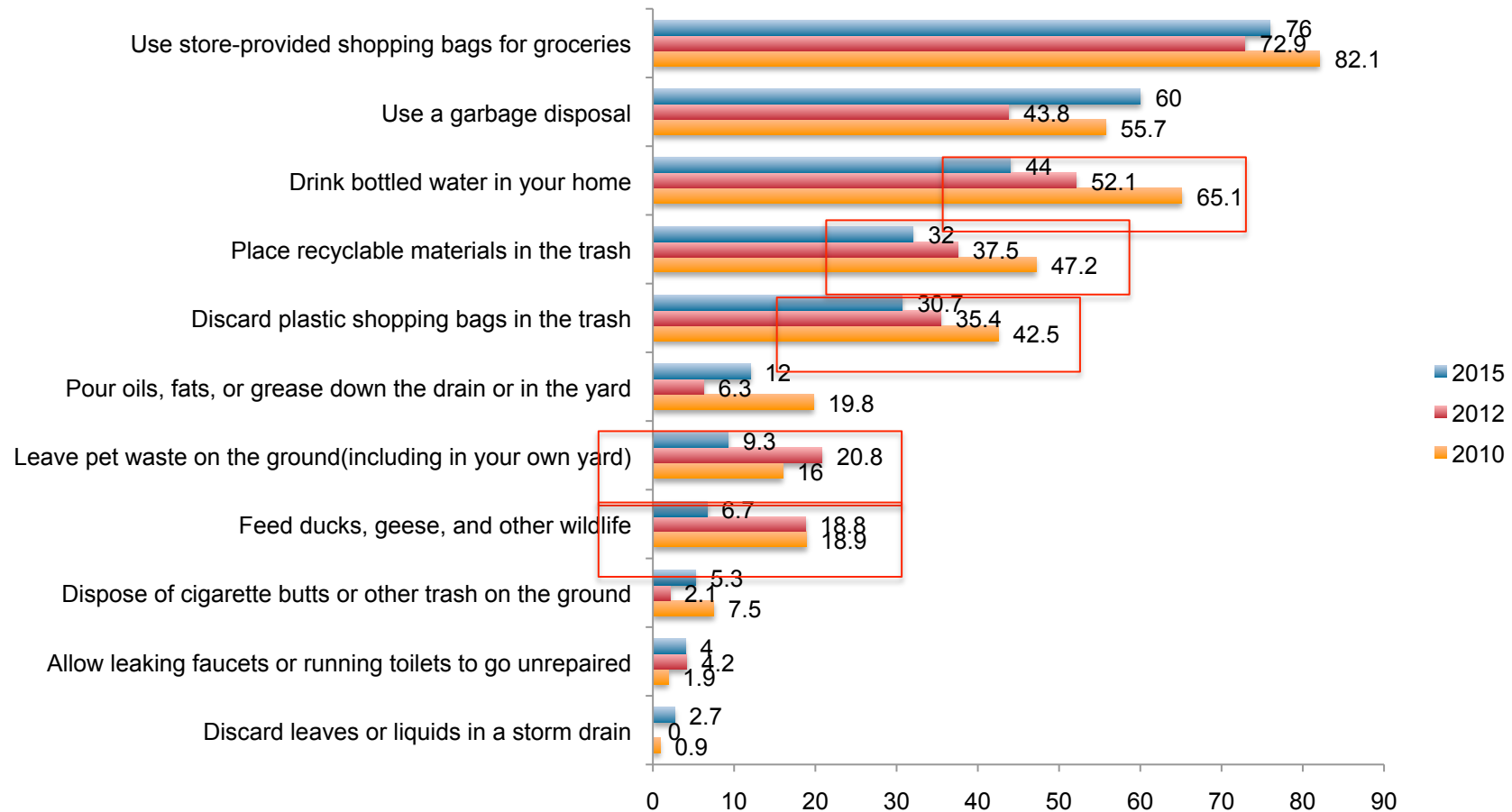


It is important to note that askHRgreen Aware respondents have simply reduced frequency, not stopped seeking local environmental information. This further supports their feeling they have reached a level of knowledge they find satisfactory.

% Who Seek Information Infrequently		2010 44.7 %	2012 46.8 %	2015 49.6 %
Gender	Male	41.8	47.6	48.8
	Female	47.2	46.1	50.2
Age	18-34	41.6	49.1	42
	35-49	46.6	42.9	51.5
	50+	44.8	48.1	50.4
Education	Not College Grad	48.0	49.4	54.3
	College Grad +	41.9	45.2	46.2
Income	<\$75K	45.9	47.5	51.4
	\$75K - \$100K	49.0	50	46.8
	> \$100K	38.1	45.8	50
Marital Status	Married	44.4	50.2	48.6
	Not Married	44.4	39.7	52
Knows Local Env. Issues Well	Yes (Top-2)	34.7	35.9	41.6
	No (Bot-3)	50.8	54.8	54.5
Aware of askHRgreen	Yes, Aware	45.3	27.1	54.7
	No, Not Aware	44.5	49.4	48.5

Behavior and Practices: Offenders

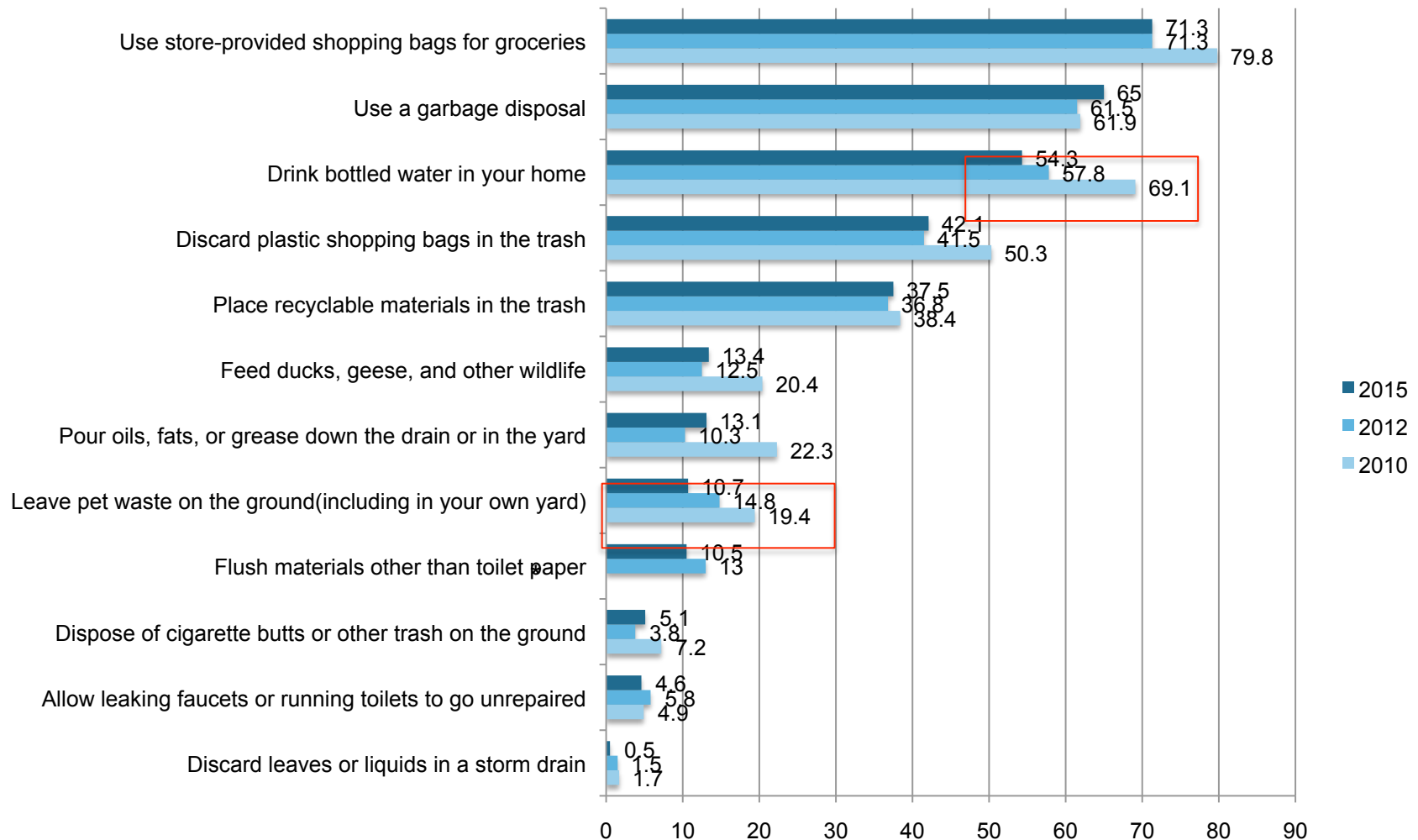
% of askHRgreen-Aware Respondents Committing Negative Behaviors



We see consistent improvement in behavior from askHRgreen-Aware respondents. Garbage disposal use, however, returned to a higher level.

Behavior and Practices: Offenders

% of Respondents Committing Negative Behaviors



Overall negative behaviors stayed fairly constant with 2012, showing steady decline for some.

**Flush materials other than toilet paper* was not included in the 2010 benchmark survey. ⁴⁴

Behavior and Practices: Garbage Disposal Users

% Using a Garbage Disposal Frequently		2015 56%
Gender	Male	84.4
	Female	87.3
Age	18-34	73
	35-49	91.9
	50+	86.9
Education	Not College Grad	82.2
	College Grad +	88.6
Income	<\$75K	80.2
	\$75K - \$100K	88.5
	> \$100K	90.2
Marital Status	Married	89.2
	Not Married	78.1
Aware of askHRgreen	Yes, Aware	84.4
	No, Not Aware	86.5

Behavior and Practices: Frequency

Frequency of Negative Behaviors			
	Frequently	Occasionally	Almost Never
Use a garbage disposal 2015	84.4	11	4.6
Leave pet waste on the ground(including in your own yard) 2015	84.1	9.1	6.8
Use store-provided shopping bags for groceries 2015	81.6	15.8	2.6
Drink bottled water in your home 2015	67.7	27.4	4.9
Discard plastic shopping bags in the trash 2015	67.2	29.5	3.3
Place recyclable materials in the trash 2015	64.3	26.8	8.9
Flush materials other than toilet paper 2015	55.6	33.3	11.1
Feed ducks, geese, and other wildlife 2015	33.3	28.6	38.1
Pour oils, fats, or grease down the drain or in the yard 2015	14.8	44.4	40.7

Behavior and Practices: Perceptions

Perceived Harm of Behaviors (1 of 2)				
		Extremely Harmful	Harmful	Combined
Leaving cigarette butts or trash on the ground	2015	48.9	44.3	93.2
	2012	44	44.3	88.3
	2010	33.8	51.3	85.1
Placing leaves or other trash in storm drains	2015	50.1	37.5	87.6
	2012	47.5	40.3	87.8
	2010	32.8	52.8	85.6
Pour oils, fats, or grease down the drain or in the yard	2015	54.3	32.4	86.7
	2012	52.8	34	86.8
	2010	40.4	40	80.4
Allowing leaking faucets or running toilets to go unrepaired	2015	36.5	47.4	83.9
	2012	36.8	45.5	82.3
	2010	31.1	52.2	83.3
Flush materials other than toilet paper	2015	38.4	43.1	81.5
	2012	35.8	43.5	79.3
Leave pet waste on the ground(including in your own yard)	2015	32.1	38.4	70.5
	2012	31.8	36.5	68.3
	2010	24.1	36.5	60.6
Place recyclable materials in the trash	2015	19	48.9	67.9
	2012	16.5	49	65.5
	2010	33.8	51.3	85.1

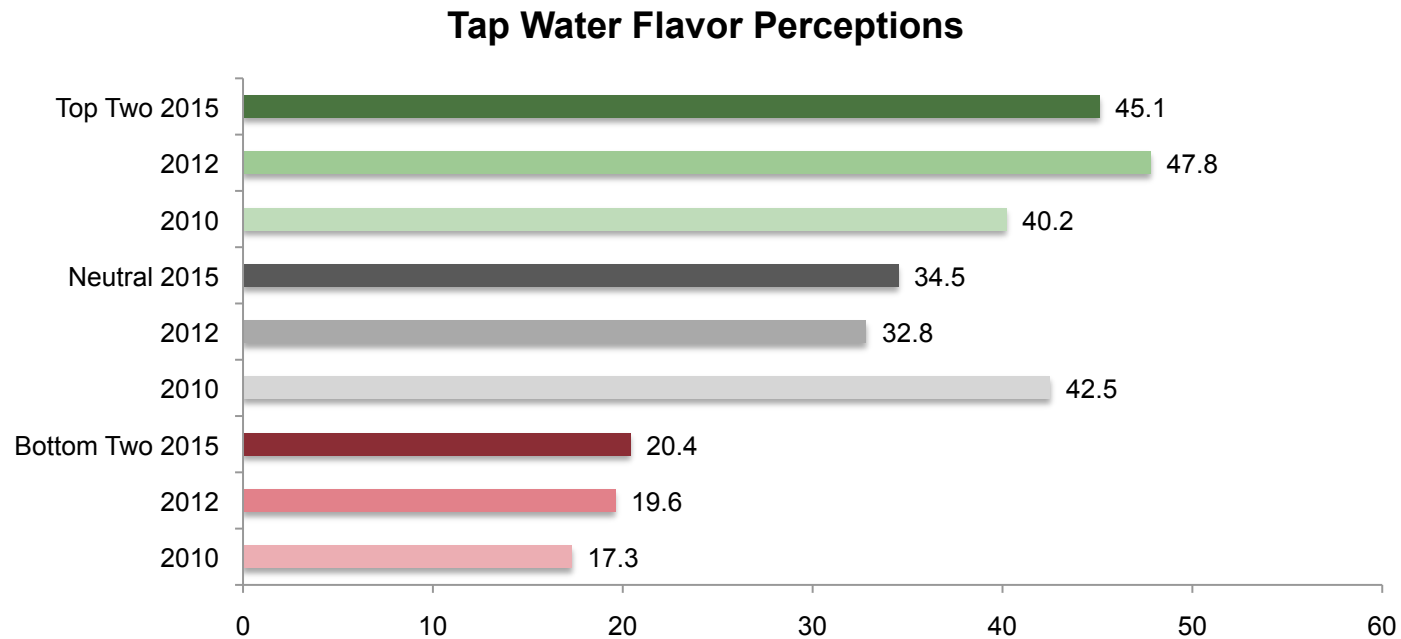
Behavior and Practices: Perceptions

Perceived Harm of Behaviors (2 of 2)				
		Extremely Harmful	Harmful	Combined
Discard plastic shopping bags in the trash	2015	18.7	48.7	67.4
	2012	20.5	47	67.5
	2010	15.9	43.5	59.4
Feed ducks, geese, and other wildlife	2015	20	29	49
	2012	16.5	26.5	43
	2010	9.7	25.6	35.3
Drink bottled water in your home	2015	9	29.7	38.7
	2012	10.5	25.3	35.8
	2010	8.7	24.9	33.6
Use store-provided shopping bags for groceries	2015	3.2	27	30.2
	2012	7	23.8	30.8
	2010	4.7	29.5	34.2
Use a garbage disposal	2015	2.7	10.2	12.9
	2012	3.8	10.3	14.1
	2010	1.9	8.7	10.6

Tap Water: Consumption

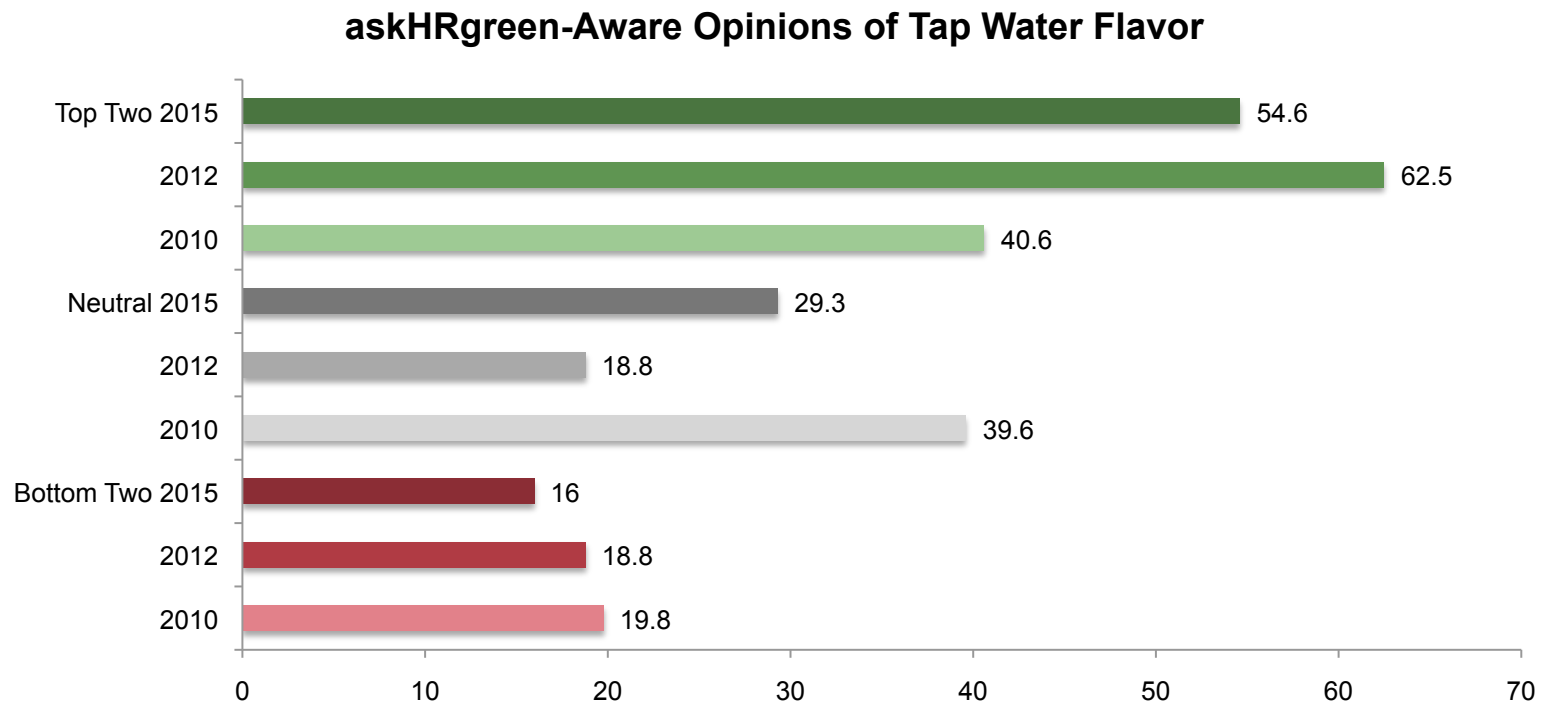
% Not Regularly Drinking Tap Water		2015 19%
Gender	Male	15.2
	Female	21.5
Age	18-34	24
	35-49	21.2
	50+	17.2
Education	Not College Grad	26.6
	College Grad +	13.4
Income	<\$75K	27.7
	\$75K - \$100K	15.2
	> \$100K	9.3
Marital Status	Married	17.1
	Not Married	23.2
Aware of askHRgreen	Yes, Aware	9.3
	No, Not Aware	21.1

Tap Water: Flavor



Perceptions of tap water flavor have shown no significant changes since 2012.

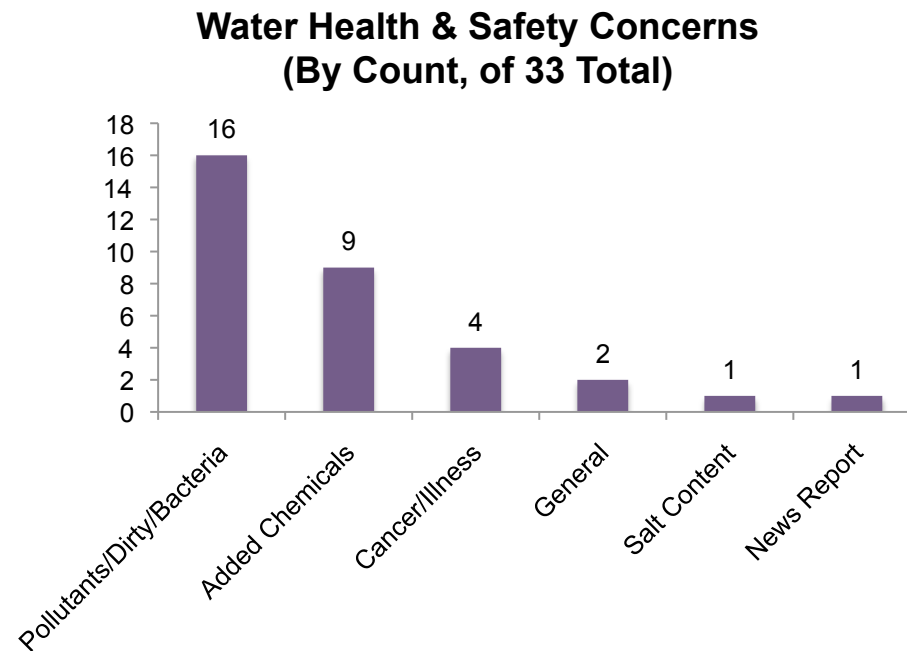
Tap Water: Flavor



Tap Water: Flavor

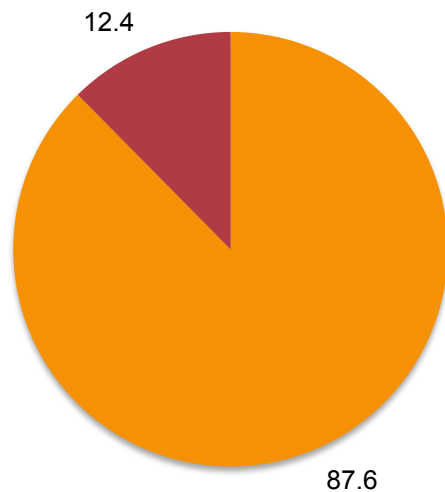
% Rating Tap Water Bottom 2		2015 16%
Gender	Male	11
	Female	26.7
Age	18-34	28
	35-49	25.3
	50+	17.2
Education	Not College Grad	25.4
	College Grad +	16.8
Income	<\$75K	27.7
	\$75K - \$100K	19
	> \$100K	14.3
Marital Status	Married	17.8
	Not Married	26.4
Aware of askHRgreen	Yes, Aware	16
	No, Not Aware	21.4

Tap Water: Health & Safety

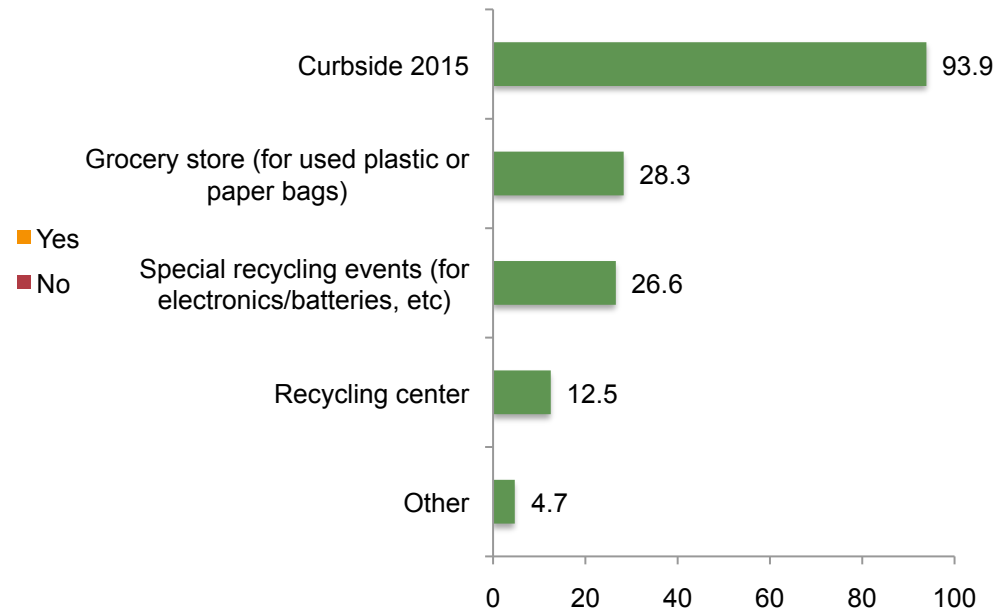


Recycling: Access and Participation

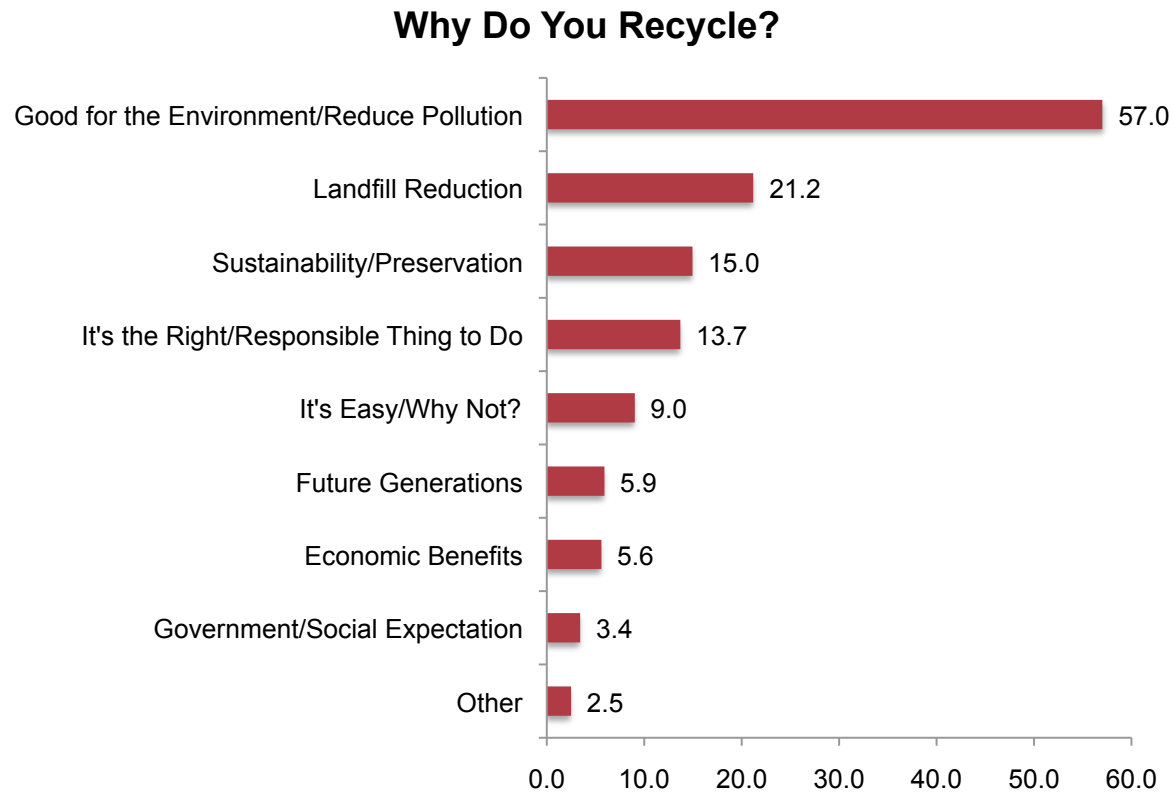
Do You Currently Have Access to Curbside Recycling?



**Where Do You Regularly Recycle?
(Multiple Responses)**

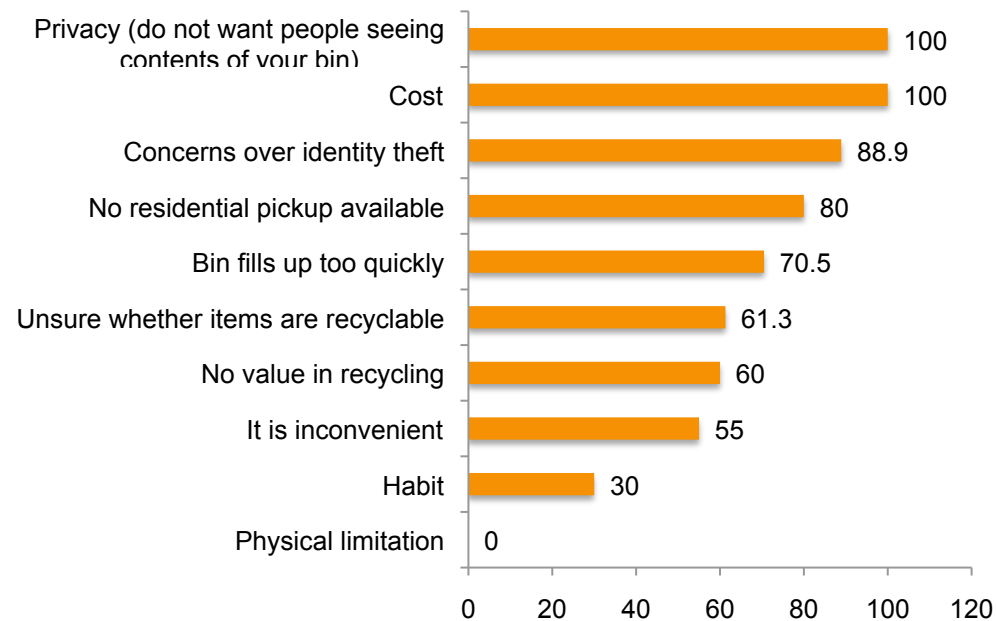


Recycling: Access and Participation

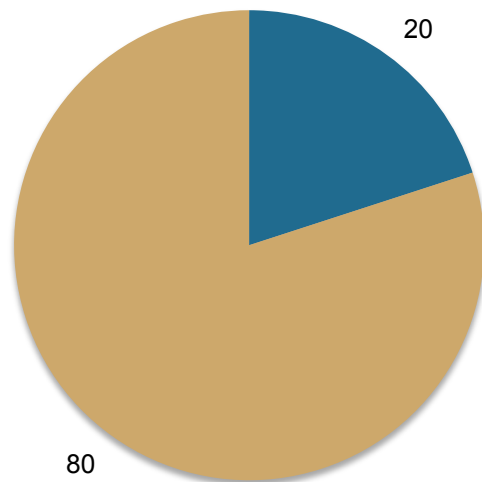


Recycling: Access and Participation

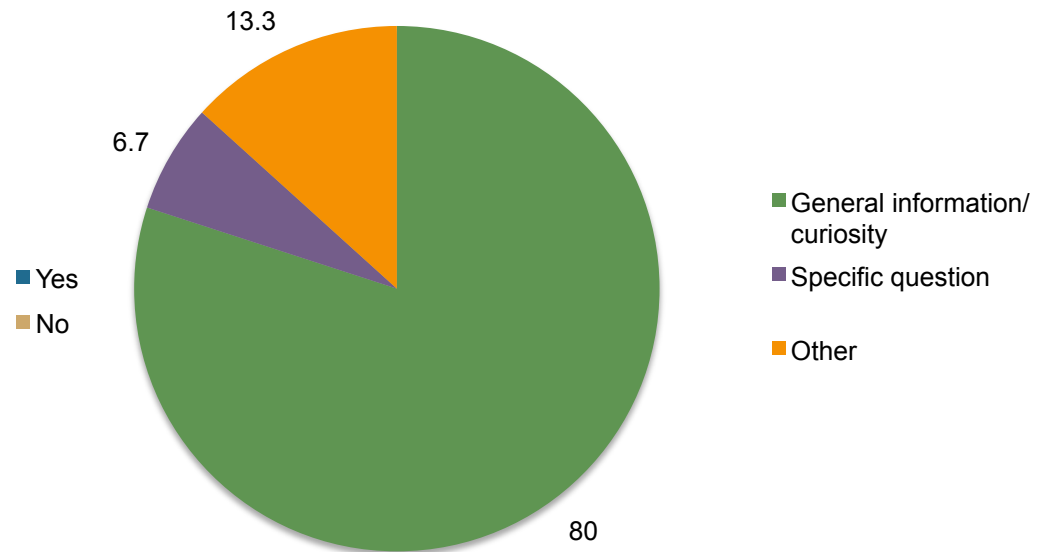
Reasons to Not Recycle Ranked Very Influential



Have You Visited the askHRgreen Website?



For What Purpose Did You Visit the askHRgreen Website?



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