

Appendix 1 Data Collection Survey



**ACRP 11-03 S02-18**  
**Airport Waste and Recycling Practices**

**Welcome**

The Transportation Research Board (TRB) is preparing a synthesis on airport waste management and diversion practices. This is being done for the Airport Cooperative Research Program (ACRP), an industry-driven, applied research program that develops near-term, practical solutions to problems faced by airport operators. ACRP is administered by TRB and sponsored by the Federal Aviation Administration.

If you are not the appropriate person at your organization to complete this survey, please forward it to the correct person.

Please complete and submit this survey questionnaire by September 30, 2017. This survey will take approximately 60 minutes to complete.

In order to complete the survey, you will need access to qualitative and quantitative information about your airport's recycling and waste management program, including:

- drivers and challenges
- policies and goals
- reduction, reuse, and donation strategies
- recycling, composting, energy recovery, and disposal practices
- airline, food and beverage operators, retail stores, and other tenant activities
- planned program enhancements
- communication, education, and training practices
- roles and responsibilities
- economics and purchasing
- monitoring, measurement, and tracking as well as reporting
- studies and tools

*Confidentiality:* All answers provided by survey respondents will be treated as confidential and aggregated with other responses in the reporting.

If you have any questions, please do not hesitate to contact our principal investigator:

Morgan Turner  
Mead & Hunt  
Morgan.Turner@meadhunt.com  
517-908-3130

Thank you very much for participating in this survey!

## Instructions

1. To view and print the entire questionnaire prior to beginning your response, click on the following link and print using "ctrl + p" or the print command in your web browser:

[https://surveygizmolibrary.s3.amazonaws.com/library/64484/ACRP\\_1103\\_S0218\\_Airport\\_Waste\\_FINALSurvey.pdf](https://surveygizmolibrary.s3.amazonaws.com/library/64484/ACRP_1103_S0218_Airport_Waste_FINALSurvey.pdf)

2. To save your partial answers, click on the "Save and Continue Later" link in the upper right hand corner of your screen. A link to the partially completed questionnaire will be emailed to you from SurveyGizmo. To return to the questionnaire later, open the email from SurveyGizmo and click on the link.

*We suggest using the "Save and Continue Later" feature if there will be more than 15 minutes of inactivity while the survey is opened, as some firewalls may terminate due to inactivity.*

3. To invite a colleague to complete part of the survey, simply click on the "Save and Continue" link and enter your colleague's email address. Please note that the questionnaire can be saved and passed around multiple times, but respondents must use the link emailed from SurveyGizmo.
4. You will have an opportunity to view your answers before submitting the survey. Print using "ctrl + p" or the print command in your web browser.
5. To submit the survey, click on "Submit" on the last page.

## Your Information

### 1) About You

Prefix:

First Name\*:

Last Name\*:

Title:

Department/Division:

Email\*:

Phone:

## Airport or Organization

Please limit responses to one commercial service airport per survey entry.

*If you are responsible for multiple airports:*

1. *Submit one response which describes your most comprehensive program or*
2. *Complete one survey entry for each of your commercial service airports.*

### 2) About Your Airport or Organization

Airport or Organization\*:

Airport Identifier:

## Case Study Invitation

Are you interested in having your airport's practices described in a case study?

*This would require one 60-minute telephone interview in September 2017. Case study airports will be asked to review associated text prior to publication.*

*Airport participation in this survey and the interviews will provide valuable information and contribute to a central knowledge base on this important topic. We are interested in hearing from airports of all sizes and locations and with all forms of waste management programs.*

Yes

No

## Definitions

For this project, "management of waste" or "waste management" is defined as the oversight of the collection of waste materials and coordinating their transport for recycling or disposal.

It also involves planning and implementing waste reduction, reuse, recycling, composting, and other waste programs.

The scope of this survey is focused on the management of municipal solid waste, defined for this project as:

- Everyday items that are used and discarded
- Items that can be legally disposed of in a 42 U.S.C. 6941-6949a landfill or equivalent
- Organic compostable material such as food and yard/green wastes
- Deplaned waste (except from international flights)
- Recyclable items (e.g. aluminum, steel, glass, plastics, paper, and cardboard)

This project is not intended to address construction and demolition debris or hazardous, universal, or industrial waste; the scope also excludes waste from international flights regulated by the United States Department of Agriculture.

## Your Airport's Waste Management Program

3) Please describe your airport's waste management program in a few sentences.

4) Does your airport have a recycling program or employ other waste management strategies?

Yes

No

5) In what ways has your recycling program/waste management efforts been successful?

- Low or reduced total waste generation
- High or increased landfill diversion
- High or increased recycling capture rate
- High or increased number of material types recycled or composted
- Low or reduced contamination rate
- High or increased management support
- High or increased employee participation
- High or increased concessionaire/retail participation
- High or increased airline participation
- High or increased passenger compliance
- Other:

6) (Optional) Please explain your answer.

## Drivers

7) Why did your airport establish its waste diversion program? *Select all that apply.*

- Required
- To reduce costs
- To address environmental impacts
- Requested by employees
- Requested by airlines
- Requested by food and beverage/retail tenants
- Requested by passengers
- Other:
- None of these

8) (Optional) Please explain your answer.

9) Which of the following affect or influence your airport's waste management program? *Select all that apply.*

- |   |   |
|---|---|
| <input type="checkbox"/> Federal mandate or requirement | <input type="checkbox"/> County incentive               |
| <input type="checkbox"/> Federal initiative             | <input type="checkbox"/> Other county program           |
| <input type="checkbox"/> Federal incentive              | <input type="checkbox"/> City mandate or requirement    |
| <input type="checkbox"/> Other Federal program          | <input type="checkbox"/> City initiative                |
| <input type="checkbox"/> State mandate or requirement   | <input type="checkbox"/> City incentive                 |
| <input type="checkbox"/> State initiative               | <input type="checkbox"/> Other city program             |
| <input type="checkbox"/> State incentive                | <input type="checkbox"/> Airport mandate or requirement |
| <input type="checkbox"/> Other state program            | <input type="checkbox"/> Airport initiative             |
| <input type="checkbox"/> County mandate or requirement  | <input type="checkbox"/> Other:                         |
| <input type="checkbox"/> County initiative              | <input type="checkbox"/> None of these                  |

10) (Optional) Please explain your answer.

## Challenges

11) Which of the following are or have been obstacles to your program's success? *Select all that apply.*

- |  |  |
|--|--|
| <input type="checkbox"/> Security regulations                        | <input type="checkbox"/> Availability of food composting facilities        |
| <input type="checkbox"/> Costs                                       | <input type="checkbox"/> Availability of green waste composting facilities |
| <input type="checkbox"/> Janitorial contract(s)                      | <input type="checkbox"/> Ability to comingle recyclables                   |
| <input type="checkbox"/> Airport employee compliance                 | <input type="checkbox"/> City regulations                                  |
| <input type="checkbox"/> Airport management / Airport administration | <input type="checkbox"/> State laws  |
| <input type="checkbox"/> Concessionaire/retail compliance            | <input type="checkbox"/> Material markets                                  |
| <input type="checkbox"/> Airline compliance                          | <input type="checkbox"/> Food donation                                     |
| <input type="checkbox"/> Passenger participation                     | <input type="checkbox"/> Other:  |
| <input type="checkbox"/> Availability of recycling facilities        | <input type="checkbox"/> None of these                                     |

12) (Optional) Please explain your answer.

13) From your perspective, what are the biggest challenges to implementing a successful and comprehensive waste management program in the airport environment?

14) Please rank the following waste streams in order of difficulty to address, from most to least difficult:

- Public/passenger waste and recyclables
- Airline operations waste and recyclables
- Airline deplaned waste and recyclables
- Concessionaire pre-consumer (back of house) waste and recyclables, including compostables
- Other tenant waste and recyclables
- Airport administration waste and recyclables

15) (Optional) Please explain your ranking.

## Challenges

16) Please rank the following materials in order of difficulty to address, from most difficult to least difficult:

- Aluminum
- Cardboard
- Food waste
- Glass
- Green/Yard waste
- Metal
- Paper
- Plastic
- Comingled recyclables

17) (Optional) Please explain your ranking.

18) What actions have you taken to overcome obstacles to your program?

## Resources

19) Where do you get ideas for ways to expand and improve your program?

20) How do you obtain information about recycling, composting, diversion, donation, and waste reduction practices?

21) How do you obtain information about tipping fees, recycling fees, rebates, incentives, requirements, and other waste management information?



## Policies and Goals

22) Does your airport have environmental and/or waste management policies?

*In this context, a "policy" is an organization's statement of principles which guide decision making as well as the establishment of objectives and procedures.*

Yes                      No                      Not Sure

23) If yes, please describe your airport's environmental and/or waste management policies.

24) Please describe your airport's specific objectives or goals for:

Waste reduction (minimizing overall total amount of waste created):

Waste diversion (diverting waste from landfill):

Recycling (collecting items for use as a raw material in manufacturing):

Other:

## Procedures

25) Does your airport have written procedures for waste management or elements thereof?

*In this context, a "procedure" is a set of written instructions to be followed in order to reach an end result.*

Yes                      No                      Not Sure

26) If yes, please describe your airport's written procedures related to waste management.

## Reduction

27) Does your airport practice waste reduction?

*For this project, waste reduction is defined as efforts to minimize the overall total amount of waste created; therefore, reducing the amount of waste that needs to be recycled, composted, landfilled, or otherwise managed.*

Yes                      No                      Not Sure

28) If yes, please describe your airport's waste reduction strategies.

## Reuse

29) Does your airport reuse materials?

*For this project, reuse is defined as using materials, equipment, or other items several times either for their original purpose or another purpose in place of single-use alternatives. Reuse lowers the total number of items that need to be recycled, composted, landfilled, or otherwise managed.*

Yes                      No                      Not Sure

30) If yes, please describe your airport's reuse strategies.

## Donation

31) Does your airport recover and donate food?

Yes                      No                      Not Sure

32) If yes, please describe your airport's food donation program. *For example: Which tenants donate food? What is the annual quantity of food donated annually? What infrastructure is in place to support food donation (i.e. coolers)? Who collects the food? Where is the food donated?*

33) Does your airport collect and donate other items such as toiletries, supplies, or materials?

Yes                      No                      Not Sure

34) If yes, please describe your airport's donation program for items other than food.

## Recycling

35) Does your airport practice any of the following recycling strategies? *Select all that apply.*

- Mixed waste collection (recyclables and waste comingled for future processing)
- On-site material sorting
- Single material recycling
- Mixed stream recycling
- Other:

## Recycling

36) What is the annual quantity of material (by stream) recycled by your airport? *Please indicate units.*

	Annual quantity	Not sure	Not recycled
Aluminum		<input type="checkbox"/>	<input type="checkbox"/>
Cardboard		<input type="checkbox"/>	<input type="checkbox"/>
Food waste		<input type="checkbox"/>	<input type="checkbox"/>
Glass		<input type="checkbox"/>	<input type="checkbox"/>
Green waste		<input type="checkbox"/>	<input type="checkbox"/>
Metal		<input type="checkbox"/>	<input type="checkbox"/>
Paper		<input type="checkbox"/>	<input type="checkbox"/>
Plastic		<input type="checkbox"/>	<input type="checkbox"/>
Commingled recyclables		<input type="checkbox"/>	<input type="checkbox"/>

37) Please list additional materials and quantities which are recycled at your airport.

## Recycling

38) What infrastructure is in place to support recycling?

	Airport Owned	Provided by Airport Contractor	Provided by Tenant or their contractor
Recycling bins			
Recycling dumpsters			
Recycling compactors			
Recycling balers			
Scales			
Hauling equipment (designated trucks or trailers)			

39) Please describe other recycling infrastructure not listed above.

## Composting

40) Does your airport practice any of the following composting strategies? *Select all that apply.*

- Pre-consumer (back of house) food waste composting
- Back of house paper towel composting
- Pre-consumer (back of house) coffee ground composting
- Post-consumer (public) food waste composting
- Public paper towel composting
- Green/yard waste composting
- Airport employee food composting
- Other:
- None of these

41) What is the annual quantity of material composted (including units)?

## Composting

42) What infrastructure is in place to support composting?

	Airport Owned	Provided by Airport Contractor	Provided by Tenant or their contractor
Composting bins			
Composting dumpsters			
Composting scales			
Food waste recycling equipment (digester or vessel composter, for example)			
On-site composting			
Hauling equipment (designated trucks or trailers)			

43) Please describe other composting infrastructure not listed above.

## Energy Recovery

44) Does your airport send waste to a facility that converts it into energy?

Yes

No

Not Sure

45) If yes, what material or stream is converted to energy?

46) If yes, what is the annual quantity of material converted to energy (including units)?

## Disposal

47) What infrastructure is in place to support waste disposal?

*For this project, disposal is defined as placement in a landfill or incineration without energy capture.*

	Airport Owned	Provided by Contractor	Other
Garbage cans			
Garbage dumpsters			
Trash compactors			
Trash balers			
Scales			
Hauling equipment (designated trucks or trailers)			
Other			

## Disposal

48) Please describe other garbage infrastructure not listed above.

49) What is the final disposition of waste generated at your airport that is not recycled, composted, donated, or otherwise diverted?

*For example, it is disposed of at a local landfill or it is transferred to a landfill in the region, etc.*

## Program Organization

50) Which of the following best or most closely describes your airport's waste management program?

- Centralized - The airport provides containers for the collection of waste, recyclables, compostables, and other streams and contracts for transportation by a single hauling company.
- Decentralized – The airport provides containers and contracts hauling for waste materials in airport operated spaces. Airlines, concessionaires, retail shops, and other tenants manage the waste from their leased areas (supply their own containers and contract directly for hauling).

51) Please explain how your program differs from the scenario you selected above.

## Airlines

52) Who manages waste generated by the airlines operating at your airport?

- Airlines manage
- Airport manages
- Combination
- Other:
- Not applicable



## Airlines

53) Do the airlines operating at your airport participate in the recycling program?

- Yes - Most
- Yes - Some
- No - None
- Not sure

54) Do the airlines operating at your airport recycle materials from deplaned waste?

- Yes - Most
- Yes - Some
- No - None
- Not sure

## Food and Beverage Operators and Retail Stores

55) Which of the following companies operate food and beverage spaces and/or retail shops at your airport?  
*Select all that apply.*

- |   |  |
|---|--|
| <input type="checkbox"/> AirMall/Fraport USA          | <input type="checkbox"/> Pacific Gateway Concessions |
| <input type="checkbox"/> Airport Concessions          | <input type="checkbox"/> SSP Group                   |
| <input type="checkbox"/> Areas                        | <input type="checkbox"/> Tastes on the Fly           |
| <input type="checkbox"/> Crews                        | <input type="checkbox"/> The Marshall Retail Group   |
| <input type="checkbox"/> Dan Food Service Corporation | <input type="checkbox"/> The Paradies Shops          |
| <input type="checkbox"/> Delaware North               | <input type="checkbox"/> Westfield Corporation       |
| <input type="checkbox"/> HMSHost Corporation          | <input type="checkbox"/> World Duty Free Group       |
| <input type="checkbox"/> Hudson Group                 | <input type="checkbox"/> Other:                      |
| <input type="checkbox"/> Marketplace Development      | <input type="checkbox"/> None of these               |
| <input type="checkbox"/> OTG EXP                      | <input type="checkbox"/> Not sure                    |

**Food and Beverage Operators and Retail Stores**

56) Who manages waste generated by the food and beverage spaces and retail shops at your airport?

- Operators manage
- Airport manages
- Combination
- Other:
- Not applicable

57) Do the food and beverage and retail operators at your airport participate in the recycling program?

	Food and Beverage	Retail
Yes - Most		
Yes - Some		
No - None		
Not sure		

**Food and Beverage Operators and Retail Stores**

58) Do the food and beverage operators at your airport donate or compost food?

	Donate	Compost
Yes - Most	<input type="checkbox"/>	<input type="checkbox"/>
Yes - Some	<input type="checkbox"/>	<input type="checkbox"/>
No - None	<input type="checkbox"/>	<input type="checkbox"/>
Not sure	<input type="checkbox"/>	<input type="checkbox"/>

## Other Tenants

59) Besides airlines, food and beverage operators, and/or retail stores, are there other tenants that contribute significantly to the waste stream at your airport?

*Consider rental car companies; flight kitchens; Fixed Base Operators; Specialized Aviation Service Operations; cargo carriers; charter operations; Aircraft Rescue and Fire Fighting; etc.*

Yes                      No                      Not Sure

60) If yes, please describe other tenants that contribute significantly to the waste stream at your airport and how their waste is managed.

## Planned Enhancements

61) Are you considering implementing new waste management strategies in the near term (1-2 years)?

Yes                      No                      Not Sure

62) If yes, please describe any strategies you are considering for the near term (1-2 years). *Why are you considering these strategies (i.e. capacity issues, adding additional material streams to recycling, reduce carbon footprint, etc.)?*

63) Are you considering implementing new waste management strategies in the long term (3+ years)?

Yes                      No                      Not Sure

64) If yes, please describe any strategies you are considering in the long term (3 or more years). *Why are you considering these strategies (i.e. capacity issues, adding additional material streams to recycling, reduce carbon footprint, etc.)?*

## Communication, Education and Training

65) How is information about waste and recycling communicated to passengers? *Select all that apply.*

- Container labels
- Signage
- Public Address (PA) System announcements
- Other:

## Communication, Education and Training

66) How is information about waste and recycling shared with employees? *Select all that apply.*

- On-boarding/new employee training
- Recurring/regular training
- Emails
- Container labels
- Signage
- Other:

67) How is information about waste and recycling communicated to tenants? *Select all that apply.*

- Training
- Container labels
- Signage
- Other:

## Roles and Responsibilities

68) Which departments/divisions administer the waste and recycling contract(s)? *Select all that apply.*

- Purchasing/Procurement
- Facilities
- Environmental/Sustainability
- Other:

## Roles and Responsibilities

69) Who is responsible for janitorial services (specifically servicing waste and recycling containers) at the airport?

*Select all that apply.*

- Airport staff
- Airport janitorial contractor(s)
- Tenant janitorial contractor(s)
- Other:

70) Who is responsible for the collection and transfer of waste from the airport? *Select all that apply.*

- Private waste hauling contractor(s)
- City or County department
- Other:

71) Who is responsible for the collection and transfer of recyclables from the airport? *Select all that apply.*

- Private recycling company(ies)
- City or County department
- Other:

## Economics

72) What is your airport's approximate annual total cost for waste to landfill?

73) What is your airport's approximate annual total cost for recycling?

74) What is your airport's approximate annual total cost for composting?

## Economics

75) Please indicate which of the following elements are included in the values provided above. *Select all that apply.*

- Direct labor
- Container rental and service
- Scheduled material pick up
- On-call material pick up
- Transfer to disposal site/recycler
- Tipping or processing fee
- Educational programs
- Program evaluations
- Other:

76) What is your airport's approximate annual total cost of other waste management elements not captured above in landfill, recycling, and composting costs?

77) Which departments fund waste management in their operating budgets?

78) How are waste management costs passed on to airlines; food and beverage concessionaires; retail shops; and other tenants? *Select all that apply.*

- Direct bill
- Included in lease rate
- Not sure
- Other:

79) Do you receive any rebates, incentives, or refunds for recycled materials?

Yes                      No                      Not Sure

## Economics

80) If yes, please describe the rebates, incentives, or refunds.

## Purchasing

81) Does your airport purchase supplies, products, or other items which meet any of the following criteria? *Select all that apply.*

- Reusable
- Recycled content
- Recyclable
- Compostable
- Sustainably sourced
- Packaged in bulk
- Other:
- None of the above
- Not sure

82) If yes, please describe airport purchases which meet such criteria.

83) Does your airport have a green purchasing or similar policy in place?

Yes                      No                      Not Sure

84) If yes, please describe your airport's green purchasing policy. *Does this policy apply to airport employees; food and beverage operators/retail stores; airlines; and/or other tenants?*

## Monitoring, Measurement, and Tracking

85) Which department is primarily responsible for monitoring the status of waste management activities?

86) Which department is primarily responsible for measuring and tracking waste metrics?

## Metrics and Calculations

87) Please complete the following table based on the most current data available.

	Annual total generation (wgt or vol)	Annual quantity landfilled (wgt or vol)	Annual landfill diversion (wgt or vol)	Annual recycling rate (%, wgt or vol)	Per passenger waste generation (wgt or vol)
Airport Total					
Airport Administration					
Airport Operations and Maintenance					
Passenger Terminal Public Areas					
Concessionaire and Retail Back of House					
Airline Areas					
Deplaned Waste					
Flight Kitchens					
Other					

88) How do you get raw data related to your airport's waste, recycling, and compost?

- Estimate from industry averages
- Estimate from annual costs
- Estimate from container sizes and collection schedule
- Estimate from previous studies or prior audits
- Data provided by hauling contractor
- On-site scale(s)
- Other:
- Do not track
- Not sure



## Metrics and Calculations

89) If you estimate your metrics, please describe how you calculate this information.

## Reporting

90) Do you receive information about the fate of your waste, recyclables, compostables, and other streams?

*For example, do you receive information about the landfill, recycling center, compost site, or other facility that processes your material?*

Yes                      No                      Not Sure

91) If yes, please describe the information you receive about the fate of your waste, recyclables, compostables, and other streams.

*For example, describe the information you receive about the landfill, recycling center, compost site, or other facility that processes your materials.*

92) Does your airport have internal reporting practices for waste related information?

*For example, monthly recycling rate is emailed to all airport employees or annual diversion rate is presented during management meeting, etc.*

Yes                      No                      Not Sure

93) If yes, please describe your program's internal reporting practices for waste related information.

*For example, monthly recycling rate is emailed to all airport employees or annual diversion rate is presented during management meeting, etc.*

94) Does your airport have external reporting practices for waste related information?

*For example, public notification via airport website or press release, etc.*

Yes                      No                      Not Sure

## Reporting

95) If yes, please describe your program's external reporting practices for waste related information.

*For example, public notification via airport website or press release, etc.*

## Studies and Reports

96) Have you conducted or developed any of the following? *Select all that apply.*

- Waste stream composition study
- Passenger interviews or behavior study
- Airline, concessionaire, retail, or other tenant survey
- Audit of recycling or composting facility
- Airport Recycling, Reuse, and Waste Reduction Plan (element of Master Plan)
- Recycling or waste management report
- Sustainability report
- Sustainable Master Plan
- Other:
- None of these

## Tools and Sample Documents

97) Which of the following tools or sample documents are you willing to provide for inclusion in this project's report appendix?

*These materials will be credited or anonymized prior to inclusion in the project report, where appropriate or requested.*

- Photos
- Container labels
- Signage
- Marketing campaigns
- Public announcements
- Press releases
- Educational materials
- "Green Team" agendas
- Training materials
- Online information
- Written policy(ies) or procedure(s)
- Lease provisions related to waste management
- Recycling documents from airlines, food and beverage operators, or retail companies or contacts within these organizations
- Requests for Bids/Requests for Proposals, etc. (i.e. for containers, related services, etc.)
- Specifications (i.e. for containers, related services, etc.)
- Hauling contracts
- Reports from haulers
- Studies
- Waste Recycling, Reuse, and Waste Reduction Plan(s) (element of Master Plans)
- Recycling or waste management report
- Sustainability report
- Sustainable Master Plan
- Other:
- None of these

## Tools and Sample Documents

98) Are you ready to upload your documents at this time?

*You can upload up to ten files directly via the online survey.*

*The project team can also contact you to collect additional items via email or online dropbox.*

- Yes - All
- Yes - Please contact me to request additional files.
- No - Please contact me to request these files.

99) Please click "Browse" and select up to 10 files to upload. (Online only.)

*Accepted file types include: png, gif, jpg, jpeg, doc, docx, xls, xlsx, and pdf.*

## Additional Study Topics

100) In your experience, what information gaps exist with regard to airport waste management?

101) What other information does your airport need to make progress in managing waste?

## Additional Comments

102) Please use the space below to provide any other pertinent information about the current state of airport waste and recycling management.

## Review Your Answers

Your survey responses are summarized below for your review. (Online only.)

## **Case Study Scheduling**

Thank you for considering being featured in a case study for this project!

*Interviews will be held September 15 - 30, 2017 via telephone.*

Please use the link below to select a date and time for your case study interview via Calendly.

[www.calendly.com/morgan-turner/recycling-case-study-interview](http://www.calendly.com/morgan-turner/recycling-case-study-interview)

*Alternatively, the project team will contact you to schedule the interview.*

## **Thank You**

You have completed the ACRP 11-03 S02-18 Airport Waste Management and Recycling Practices synthesis project survey.

Thank you for your time and input; we appreciate your participation.

If you have any questions about the survey or would like to share additional thoughts, please contact:

Morgan Turner  
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