

Initial E-mail Contact/Invitation

From: [sender@epa.gov]

To: [contact@agency.state]

Cc: [contact@indecon.com]

Subject: EPA Office of Resource Conservation and Recovery Survey

Dear [NAME],

In response to a congressional request for information, EPA is conducting a brief survey to better understand what types of recycling data and information are collected by state agencies. This information will help EPA in future efforts to extend assistance and support to states.

The questionnaire can be accessed through the link below and should take 20 minutes or less to complete.

[[LINK with State ID](#)]

Your information was selected from an existing list of [AGENCY] contacts, however, we recognize that an alternate individual from [AGENCY] may be better suited to respond. In that case please 'reply all' to this message including their name and email address.

IEc, an EPA contractor, is providing support in administering the survey. If you have any questions or require technical assistance please contact [contact@indecon.com] (also copied here) or by phone at [617-354-0074].

Thank you in advance for your help,

[EPA Official]

[Signature]



Phone Follow-Up

Hello, my name is [IEc CONTACT] and I'm calling from IEc, an EPA contractor, on behalf of EPA's Office of Resource Conservation and Recovery. Recently, we sent you an email with a request to take a short on-line survey about recycling data and information that may be collected by [AGENCY].

Do you recall receiving the email?

YES → Great. In the message we asked whether you were an appropriate representative from [AGENCY] to respond to the survey, which requests information about recycling data collected by your state, as well as estimates of the type and availability of recycling services. If that's the case we would appreciate it if you could complete the survey within the next week. As a reminder, it should take no more than 20 minutes. If an alternative respondent is more appropriate could you please provide their name and contact information?

NO → [VERIFY ADDRESS] We will resend the email now. In the message we ask whether you are an appropriate representative from [AGENCY] to respond to the survey, which requests information about recycling data collected by your state, as well as estimates of the type and availability of recycling services. If that's the case we would appreciate it if you could complete the survey within the next week. It should take no more than 20 minutes. If an alternative respondent is more appropriate please reply to the message with their name and contact information.

If you have any questions about the survey or require technical assistance please feel free to contact me at [contact@indecon.com] or [617-354-0074].

Thank you for your time.

Phone Follow-Up II

Hello, my name is [IEc CONTACT] and I'm calling from IEc, an EPA contractor, on behalf of EPA's Office of Resource Conservation and Recovery. I'm contacting you again regarding the on-line survey we spoke about previously.

In order for the survey information to be representative, it is important that we have as many states participate as possible.

If it would be more convenient, I can go through the questions with you over the phone. The survey should take about 20 minutes to complete.

[SCHEDULE CALLBACK DAY/TIME IF NECESSARY]