

Resident/Customer Feedback Form

The City of <BLANK'S> Trash Free Texas Restaurant Program is an initiative to help curb the use of single-use plastics and thereby reducing the amount of trash entering our landfills and the potential for litter to enter our environment. We would like to hear from you, our residents, what you think about this program. Please fill out the relevant sections below based on the type of feedback you would like to provide. Fields marked with an asterisk (*) are required.

Contact Info: In case we have any follow-up questions we would like to ask you.

*Full Name: _____

*Email or Phone: _____

Address: _____

- 1) How did you learn about the Green Restaurant Program?
 - a. Signs at Restaurant
 - b. Social Media
 - c. Community Website or Bulletin
 - d. Word of Mouth
 - e. Community Event
 - f. Other (fill in)
- 2) How long have you been aware of the Green Restaurant Program?
 - a. 0-6 months
 - b. 6-12 months
 - c. 1-2 years
 - d. 2+ years
- 3) Have you visited any restaurants that are participating in the Program?
 - a. Yes
 - b. No
- 4) If you answered yes to above, which one(s)?
 - a. Text box
- 5) What single-use plastic reduction measures did you observe?
 - a. Did not automatically offer plastic straws for drinks
 - b. Offered alternatives to plastic straws
 - c. Offered reusable cups instead of plastic or Styrofoam
 - d. Offered reusable plates, bowls, and/or utensils instead of plastic or Styrofoam
 - e. Offered alternatives to plastic packaging and/or containers, such as compostable or biodegradable
 - f. Did not automatically put plastic utensils in takeout bags
 - g. Let customers opt-in or opt-out of plastic utensils on takeout orders
 - h. Used paper or other alternatives to plastic bags for takeout
 - i. Offered discount to customers who bring their own mug/cup
 - j. Provided option for customers to pack up takeout in their own reusable containers
 - k. Offer reusable containers or a return the container program
- 6) Did the staff seem to be aware of the single-use plastic reduction measures?

- a. Yes
 - b. No
 - c. Uncertain
- 7) What single-use plastic reduction measures did you participate in? Example: Did not use a plastic straw, used a reusable dinnerware or utensils instead of disposable ones, did not use a plastic bag for takeout items.
- a. Did not automatically offer plastic straws for drinks
 - b. Offered alternatives to plastic straws
 - c. Offered reusable cups instead of plastic or Styrofoam
 - d. Offered reusable plates, bowls, and/or utensils instead of plastic or Styrofoam
 - e. Offered alternatives to plastic packaging and/or containers, such as compostable or biodegradable
 - f. Did not automatically put plastic utensils in takeout bags
 - g. Let customers to opt-in or opt-out of plastic utensils on takeout orders
 - h. Used paper or other alternatives to plastic bags for takeout
 - i. Offered discount to customers who bring their own mug/cup
 - j. Provided option for customers to pack up takeout in their own reusable containers
 - k. Offer reusable containers or a return the container program
- 8) How did the measures taken by the restaurant impact your dining experience?
- a. Positively
 - b. Negatively
 - c. Neutral
- 9) Can you explain why you chose the response you did to question above?
- 10) Do you have a suggestion on any restaurants that we should reach out and invite them to join the program?
- a. Text box
- 11) Overall, what do you think about the Green Restaurant Program?
- a. Text box
- 12) Has your awareness of the Program and patronage at participating restaurants changed your habits when it comes to using single-use plastics?
- a. Yes, it has
 - b. No, it has not
 - c. Possibly
- 13) If you frequently visit a restaurant participating in the Program, have you noticed any observable changes to visible litter near or around the restaurant?
- a. Not certain/not applicable
 - b. No change
 - c. Some change
 - d. Moderate change
 - e. Significant change