

Appendix B: Reprocessor Questionnaire

This questionnaire was used to guide the contextual interviews with reprocessors for this study. However, interviewers did not ask all questions of each interviewee, depending on the type of facility and relevant experience.

Date of Interview: _____

Name of Facility: _____

Location of Facility: _____

Operating Company: _____

People on call:

a. **Name:** _____ **Title:** _____

b. **Name:** _____ **Title:** _____

c. **Name:** _____ **Title:** _____

1. What types of bales do you process?
(I.e. mixed paper, OCC, from single stream or dual stream MRFs)
2. What is one thing you would improve about your bales, if anything?
3. In your experience, which materials you work with have the most and least demand from your customers?
4. What materials are challenging for you to process? Do you have technology to deal with these challenges? Do specific package types cause challenges?
5. What technical or physical reasons makes them challenging?
6. Are there other factors that create challenges for you?

7. What are you doing to address these challenges?
8. What are your top contaminants and why?
9. What are the major changes do you expect to see in the next 3 to 5 years?
10. Are there any specific infrastructure investments that would help you reprocess more material?
11. Geographically, where do you buy materials from?
12. Geographically, where do you sell to?
13. What are you doing to communicate and work with your customers about quality and challenges?