



Transportation and Logistics Survey Report

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Introduction

In 2008, MEDP carried out the *Sector Assessment Project* to understand the specific challenges faced by the local NYC reuse sector. The project had three goals: (1) to identify the sector's common and unique challenges; (2) to establish a foundation for MEDP's future programs; and (3) to facilitate more effective and efficient reuse programs for the benefit of New Yorkers. The project's sector-wide survey identified transportation (and associated logistics) as one of the main challenges faced by the reuse sector. According to the survey, over 60% of participants indicated that they "need more transportation resources." In an effort to address these concerns (and ultimately facilitate more effective reuse programs) MEDP developed the *Transportation and Logistics Project (TLP)*.

The main objectives of the TLP are as follows: (1) to diagnose specific transportation and logistics issues faced by the reuse sector, (2) to research possible solutions (or best-practices) to overcome these issues, and (3) to develop and distribute resources to aid transportation decision-making and resource acquisition in the NYC reuse sector. In order to meet TLP's first objective, MEDP developed the *Transportation and Logistics Survey (TLS)* [APPENDIX 1]. This report describes the specific objectives, development, results, and findings of the survey.

Survey Objectives

While the *Sector Assessment Project* identified that transportation and logistics issues are plaguing the reuse sector, it did not identify the specific challenges that organizations face in the everyday movement and storage of goods. The TLS was developed in order to serve two primary objectives. First, the survey seeks to characterize existing practices in the reuse sector for pick-up, storage, intra-organizational movement, and delivery of reusable materials. Second, it seeks to identify specific transportation-related needs and challenges that limit the ability of organizations to accept and/or distribute reusable materials.

Survey Development and Distribution

The first step in development of the TLS was to identify general transportation practices and existing areas of concern. In order to identify these, MEDP staff members conducted several round-table focus groups with directors from member organizations. Based on the discussions from these focus groups, a draft survey was then developed to systematically identify existing practices and to identify the scale and magnitude of specific problems within existing areas of concern. MEDP staff then conducted in-person surveys with three diverse organizations to collect detailed feedback on the survey design and content. The survey was also reviewed by an expert in non-profit goods transportation. The survey was then updated to incorporate suggested changes and improvements. An outline of the final survey content is provided on the next page; the full survey is provided in the Appendix. The final survey was distributed sector-wide via email on April 5th 2012. Hard copies were also made available upon request. In order to increase the survey response rate, MEDP staff conducted a number of surveys by phone.

Survey Respondents

Seventeen organizations completed the survey; of these, nine were located in Manhattan, five in Queens, two in the Bronx, and one in Brooklyn. Most of these organizations (15 out of 17) listed Manhattan as their top source of donations. Manhattan (9), Brooklyn (6), and the Bronx (6) were all identified as top recipient boroughs/counties. Responding organizations varied considerably in size, scope, and organizational mission. Organizations ranged from local branches of major international organizations to small local organizations with only a single location. These organizations accept a broad range of donated materials, including but not limited to small household goods, clothes, books, computers, theatrical goods, and building materials. Each organization accepts material donations to serve a broader purpose; among other designations, organizations identified themselves as thrift stores, high-end product exchanges, not-for-profits, charities, donation centers, social service organizations, environmental organizations, and faith-based organizations.

Survey Outline

1. Organizational Information
2. Pick-Up Services
3. Delivery Services
4. Intra-Organizational Transportation
5. Vehicles
6. Missed Donations
7. Walk-In Donations
8. Storage and Capacity
9. Potential Partnering
10. Budget
11. Materials Accepted and Exchanged

Key Findings

Organizational Resources

Organizations often lack the vehicle and staff resources to efficiently manage logistics.

A large majority of organizations say that transportation is either important (four organizations) or very important (11 organizations) to their operations. However, despite this stated importance, many organizations struggle to provide adequate resources for transportation.

A majority (10 of 17) of organizations report that they do not own any vehicles, although these results differ by borough. While only one out of nine organizations in Manhattan own vehicles, four out of five organizations located in Queens own vehicles, and both organizations surveyed in the Bronx do as well (the one interviewed Brooklyn organization does not own a vehicle). A lack of accessibility to vehicles on-demand has been reported as a major challenge to providing a flexible and timely response in transport of donations.

The type, size, and quantity of the materials that organizations choose to accept generally determines: a) whether or not an organization owns vehicles; b) what type of vehicles they will own; and c) whether or not they choose to outsource transportation to a third party carrier. Organizations that move large, heavy, and/or specialized materials tend to operate or outsource to larger/more complex trucking systems. Organizations that accept small materials and/or quantities generally utilize smaller transportation systems (e.g. one car, van, or small truck). While most organizations have resources to accommodate “typical” donations, the frequency and volume of donations can be highly variable. Peak donation periods and unusually large donations can strain available resources, and may exceed the capacity of existing systems.

The number of full-and part time staff dedicated to transportation and logistics varies considerably between organizations. While larger organizations often have considerable staff resources dedicated for transportation, in smaller organizations, staff must often divide their time between several organizational roles. More than half of the organizations do not employ any full time logistics managers, and a few do not even have part time logistics managers.

Lacking resources limit an organization’s ability to respond to donation requests, and can lead to lost donations.

Four organizations report regularly having to turn-down donations because they cannot handle the transportation of the donation; 10 organizations report having to do so at least occasionally. Although these numbers are not overwhelming, several interviewees voiced that lost donations are their greatest transportation-related concern. Lack of vehicles (including size and availability of vehicles in addition to the overall lack of vehicle ownership) and lack of staff --- compounded with an inability to meet a donor’s timeframe --- are the main reasons why organizations must reject donations. Most organizations are aware of their transportation limitations: only five organizations report regularly accepting materials that they know are difficult to transport. Although donation rejections could result in a missed reuse opportunity, 10 organizations do report that they regularly refer donors to other organizations in cases when they cannot handle the transfer of the materials.

Organizations often lack the technical expertise to manage logistics internally and/or the organizational will to invest in improvements.

A number of responding organizations stated that the operational priorities of not-for-profit reuse organizations are focused on serving their organizational missions. While logistics management plays an important role in serving the broader goals of a reuse organization, goods transportation is often considered secondary to an organization’s other functions. As stated above, particularly in smaller organizations, staff must often serve multiple roles within an organization; as a result, logistics activities are sometimes managed by staff with little training and previous experience in the field. Lacking expertise, combined with sparse resources and an organizational failure to recognize the broader impacts of transportation can lead to unaddressed logistics challenges, and ultimately to a limited scope of transportation services offered by the organization.

Most organizations prefer to use third-party services for logistics activities.

Recognizing that logistics management requires specific expertise, the majority of reuse organizations would prefer that these operations be performed by an outside expert. Ten of 13 responding organizations stated that, if costs were equal, they would prefer to outsource transportation and logistics. The vast majority of organizations that do not employ staff members specifically to manage logistics prefer to outsource their operations. Among organizations that do employ more than one staff member to manage logistics, the opinion on whether or not transportation should be outsourced is evenly split.

Twelve of the 17 responding organizations currently utilize third-party carrier for at least some of their transportation operations. Six of these organizations utilize outside carriers for all of their transportation operations. Despite high usage of third-party services, the survey identified little uniformity among the services utilized. Eight organizations identified nine third-party carrier services that are currently in use by the sector; these are listed in the table below.

List of Third-Party Carrier Types Used by the Sector	# of Organizations that Utilize the Service
Large Trucking Broker/Logistics Manager	1
Nonprofit Donation Logistics and Transportation Org.	1
Large Trucking Company	1
Midsized Trucking Company	1
Small Trucking Company	1
Moving Company	1
Bike Courier / High Speed Messenger Service	2
Small Parcel Shipper	1
Donated Trucks from non-logistics company	1

As can be seen from the table, only one type of service (bike courier) was identified by two respondents. In addition to identifying the services in use, respondents identified their current satisfaction with existing services. Five of the nine services were rated a '6' or above on a 1-to-10 "happiness with third-party services scale" (0 was completely unhappy, 10 was completely happy, and 5 was neutral). The other four organizations rated their services exactly a '5'; none of the organizations had overall negative feelings toward their third-party carriers. This suggests that although the types of carriers vary, organizations have the ability to choose the appropriate third-party carrier for their organization's needs.

Transportation costs cannot be analyzed in detail due to a lack of response to related survey questions

Only a few organizations were willing to provide detailed transportation cost information; as a result, a cost comparison of internal and outsourced transportation could not be conducted. Among those providing responses, large organizations were disproportionately represented. While some organizations were unable to answer cost-related questions due to privacy concerns, other interviewees were unable to respond to due to their own lack of access to cost information within their organization. Even among organizations that did provide a response, values provided were general estimates. Due to the lack of responses provided and the bias among respondents, no general conclusions could be determined from the information provided.

Location Accessibility

Organizations and donors have limited access to parking, leading to frequent parking tickets.

Parking availability both for donors and for an organization's own vehicles is another common challenge. A majority of organizations (10 of 17) do not have a designated parking spot. Of the organizations that do have designated parking spots, only one organization has access to a designated on-street parking spot (spots are usually in a garage, yard, lot, etc.). All seven organizations that responded as having "access to a designated parking areas" are located in the Bronx and Queens; none of the organizations in Manhattan or Brooklyn have access to designated parking areas. Organizations were also asked to rate their donor's accessibility to 1) metered parking, 2) free parking (unmetered on-street), and 3) designated free parking (parking lot). For all three types of parking, results were mixed; therefore, it is difficult to draw solid conclusions. However, during several interviews it was pointed out that while free or metered parking may be "physically close" to an organization (and thus reported as "accessible"), the *availability* of spaces to donors during organizations' working hours is poor.

A lack of available legal parking often results in donors and organization employees having to park illegally. Seven of 16 organizations report that donors at least occasionally receive NYC parking tickets, including four out of nine Manhattan organizations, one of the five Queens-based organizations, both Bronx locations, and the sole responding Brooklyn location. A majority of organizations that own a vehicle report receiving NYC parking tickets themselves. In addition, half of the organizations that rent vehicles report that these vehicles at least occasionally receive NYC parking tickets.

Some organizations did identify successes in addressing parking challenges. One organization was able to obtain designation of a loading zone for their operations from the New York City Department of Transportation. Another organization identified the existence of a city parking permit for non-profit organizations that could potentially eliminate the majority of parking fines for organizational vehicles; however, the method, requirements, and success rate for obtaining this type of permit remain unclear.

Parking challenges can be exacerbated by building inaccessibility for final goods delivery and drop-off.

Six out of eight Manhattan-based organizations are located on or above the 2nd floors of the buildings that they occupy. Although all of these organizations do have access to elevators (freight elevators in most buildings), the need to move goods to higher floors creates a drop-off challenge. High-demand for elevators from multiple building uses can cause significant delays in delivery; in many locations where legal parking is lacking for drop-off of materials, these delays increase the risk of parking fines. Additionally, elevator failures may delay or prevent drop-off of materials.

Specific equipment is needed for the loading/unloading of donated materials.

The equipment that organizations commonly utilize for loading/unloading donated materials is determined by both a) the scope of an organization's operations; and b) the type/size/quantity/weight of the materials that the organization accepts. Organizations that commonly accept larger/heavier materials and/or smaller materials in very large (possibly palletized) quantities have access to heavy machinery such as pallet jacks and forklifts. These organizations are also often larger in terms of scope of operations. Smaller organizations tend to accept smaller, lighter materials in smaller quantities. Generally, these organizations use baskets, bins, wheeled carts, and/or hand trucks to load/unload donated materials

Most reuse organizations are located in areas that are relatively easy to access via mass transit.

The majority of surveyed organizations are highly accessible by public transportation. Thirteen of 16 responding organizations' locations are within five blocks of a New York City Subway station; sixteen of 17 organizations are located within five blocks of a New York City bus stop. For organizations that generally accept donations small enough in size and weight to be transported by a transit rider, public transportation provides a good method of access for drop-off of donations.

Inter-Organizational Cooperation

Most organizations are willing to explore transportation coordination and jointly contracting with another organization to procure third-party services.

In general, organizations demonstrated at least some willingness to explore joint/cooperative contract agreements with other organizations to procure efficient third-party transportation services. Ten of 12 responding organizations indicated at least some willingness to pair with another reuse organization to share transportation services; the remaining two were undecided. A majority of reuse organizations (11 of 14 respondents) said that they are at least somewhat willing to jointly contact with another reuse organization to procure third party carrier services. The three other responding organizations were undecided.

Organizations are mostly unwilling to share/lend their own transportation resources.

There appears to be a general unwillingness in the sector to lend transportation resources (including trucks and drivers) to other organizations. Only five organizations responded when asked whether or not they would be willing to lend their resources, although this is likely due to the fact that only seven organizations own vehicles. While three organizations were identified as having lent their transportation services to other reuse organizations in the past, only a single organization was identified as being somewhat willing to do so in the future. Of the remaining organizations, two were completely unwilling, one was somewhat unwilling and the last was undecided. When asked why they would not be willing to lend resources, organizations identified a number of common concerns, including liability, driver compensation and employment limitations, and alignment (or lack thereof) of organizational missions.

Some organizations have recognized benefits for themselves and for the sector from coordinating with other reuse organizations; however, some organizations have little communications with others in the sector.

A number of organizations indicated that they already coordinate with others in the sector. Those who are familiar with staff managing operations for similar organizations are able to reach out for advice in dealing with new challenges. Often, organizations must refuse a donation because it includes a material that they cannot accept, that they do not have room to store; or that they do not have the resources to transport it in a necessary timeframe. Familiarity with the missions and operations of other organizations allows staff to refer potentially “lost” donations to another organization, or to work with other organizations to distribute materials in the event of an extremely large one-time donation. Despite recognized benefits from inter-organizational communication, several interviewees admitted having little to no regular contact with personnel at other organizations.

Other Challenges

The majority of organizations offer donation pick-up services only during weekday business hours.

A majority of organizations (15 of 17) offer pickup services. Most organizations (10) perform pickups on a daily or weekly basis; however these services are generally offered only during weekday business hours. Sector-wide, almost all pick-up service is offered between 9 AM and 3 PM Monday through Friday. These pickup times are often undesirable to individuals making donations, as those who work outside the home may have difficulty being available during these hours.

Pick-up services are constrained by available resources; lacking vehicle, staff, space, and services lead to missed donations.

To compound the above problem, reuse organizations often have to turn down willing donors because of lacking staff and vehicles. Twelve of 15 responding organizations have pre-conditions that must be met before offering delivery services to donors. Many organizations (8) only offer pickup services if the item meets height, weight, quantity and/or value qualifications. These qualifications were established to prevent the use of scarce organizational resources to pick up goods that are of limited value to the organization or that could be dropped off relatively easily by a donor. Eight organizations claim that they must occasionally (monthly or semi-monthly) have to turn down donations; six other organizations do so on at least a weekly basis, and four of those six do so multiple times weekly. Twelve of these 14 organizations list logistical challenges as a primary reason why donations are turned down.

Specific issues identified include: “organization cannot meet donor’s timeframe (vehicle availability)”, “organization’s vehicles cannot handle material”, and “organization does not have any vehicle”.

Space concerns exist but are generally considered less severe than other transportation concerns

Although an entire section of the survey was dedicated to “storage and capacity,” lacking storage space was not identified as a major logistics challenge by most organizations. While eight organizations stated that they must occasionally deny donations because their location is at maximum capacity, only one organization reported having to do so regularly. Eleven organizations reported that if they are unable to accept a donation due to space constraints, they would refer the donation to another reuse organization.

Conclusions

As discussed earlier, the key objectives of this survey were to identify the specific transportation-related needs and challenges that limit the ability of organizations to accept and/or distribute reusable materials and to identify existing practices in the material-reuse sector. As can be seen in the previous section, despite considerable variability in organizational missions, size, available resources, scope of operations, and materials accepted, a number of common transportation challenges exist in the sector. The table below summarizes the specific challenges to the sector identified in pre-survey round-table discussions and through surveying, and the understood importance of addressing these challenges identified from survey results.

Critical Challenges Identified by Survey

	Least Critical	Moderately Critical	Most Critical
High	<ul style="list-style-type: none"> Lack of intra-organizational communication 	<ul style="list-style-type: none"> Lack of access to vehicles 	<ul style="list-style-type: none"> Parking inaccessibility Inability to offer material pick-up Lacking financial resources
Moderate	<ul style="list-style-type: none"> Lack of storage capacity Dissatisfaction with third-party carrier 	<ul style="list-style-type: none"> Staff shortages Limited tools for logistics management 	<ul style="list-style-type: none"> Building inaccessibility Difficulty in obtaining third-party vehicles and services
Low	<ul style="list-style-type: none"> Inaccessibility to public transportation 	<ul style="list-style-type: none"> Limited hours of operation Lack of inter-organizational coordination 	

As can be seen from this table, the most critical challenges facing the sector include: 1) inability to pick-up potential donations due to time and resource constraints; 2) limited financial resources for logistics operations and management; 3) difficulty in obtaining flexible and affordable third-party transportation on-demand; 4) difficulty parking at pick-up locations and especially organizations’ own locations; and 5) difficulty in moving goods into/out of inaccessible buildings.

While a few large organizations do have complex logistics systems managed in-house by expert staff, most of the surveyed organizations have little to no permanent staff dedicated to transportation. Fewer than half of the surveyed organizations own one or more vehicles, including only one of nine Manhattan-based organizations. Smaller organizations generally recognize that material transportation could likely be managed more effectively by third-party logistics experts than by multi-tasking staff members, and even some of the larger organizations indicate that if costs were equal, they would prefer to utilize third-party transportation service for their everyday transportation needs. Even among the largest organizations that prefer to operate their own their own fleets, unusual donations (by size or material) may require the use of specialized equipment that they do not own (although

this is uncommon – often corporations providing large donations transport the goods to warehouse locations). Inability to quickly respond to a request for transportation of donated goods may lead to a missed opportunity for donation.

Budget constraints, organizational priorities, and legal realities limit the ability of organizations to improve their transportation resources. Storage, parking, and labor costs are extremely high in New York City, making obtaining new vehicles and staff extremely difficult. Respondents were overwhelmingly willing to explore opportunities to coordinate their activities with those other organizations to achieve operational efficiencies; for example, small organizations with infrequent or small volumes of goods could jointly contract with other organizations to achieve new economies of scale in obtaining third-party services. However, organizations were overwhelmingly unwilling to share their own resources (staff and vehicles) with other organizations due to liability concerns, labor limitations, and differing organizational missions. These results suggest that improving the ability of organizations to obtain affordable third-party services on-demand is likely a more realistic option for achieving new logistics efficiencies than direct coordination between organizations.

It is also clear from survey results that at many reuse organization locations, there is very little legal parking available for unloading of donations by both donors and organizational staff. Parking is also often lacking at pick-up locations, especially in Manhattan. This lack of available parking leads to wasted time and fuel and to expensive parking fines. Donors and organizations must transport goods from the location of a vehicle into a building, sometimes requiring significant staff resources and specialized equipment. This process can be made more difficult when organizations are located above the ground level (as most Manhattan-based organizations currently) and must rely on shared building elevators for goods transport. In addition to wasting scarce resources, these drop-off difficulties serve as a deterrent to future donations.

Most organizations are located in areas that are easily accessible by public transportation; those that accept small goods donations that could be transported by donors via transit should ensure that donors are aware of this option. Organizations that sometimes or always accept donations that require the use of a motor vehicle will need to explore options for improving parking conditions for their own vehicles as well as for donors. One organization successfully petitioned for a loading zone; however, with extreme demand for limited curb space in the city, other organizations will likely need to make an extremely strong case demonstrating their critical needs and the broader benefits of their operations to the community in order to repeat this success. Innovative options, such as designation of a specific parking spot only during dedicated “drop-off” hours or permitted double-parking by donors should be explored. While a city permit does exist to allow permitted double-parking by a non-profit organization’s own vehicles, materials reuse organizations have had mixed success in obtaining this permit. With the potential to save hundreds or even thousands of dollars in unnecessary parking fines, organizations that own their vehicles should seek or continue to pursue this permit.

Next Steps

Logistics

In general, organizations ascribe to one (or more) of three archetypical transportation practices: owning vehicles, renting vehicles, and outsourcing to third party carriers. Several organizations have successfully implemented two or more of these practices. There are clear benefits to doing so; often, the shortcomings of an organization’s main transportation mode can be overcome by the incorporation of a second transportation mode (for example, use of a third party carrier for timely movement of a donation that cannot be accommodated by an organization’s own vehicle).

Through surveying and interviews, the following list of pros and cons associated with each of these transportation options was compiled. This chart provides decision-making guidance for organizations that are considering overhauling or supplementing their current logistics operations.

Pros and Cons of the Three Archetypical Transportation Practices

Owning Vehicles		Renting Vehicles		Outsourcing to 3 rd Party Carrier	
Pros	Cons	Pros	Cons	Pros	Cons
<ul style="list-style-type: none"> • Allows for organizations to have complete control over transportation. This includes control over each of the following areas: <ul style="list-style-type: none"> ○ Materials accepted ○ Quantity of materials accepted ○ Range (distance) of pick-up services ○ Hours in which pick-up services are offered; schedule of pick-ups • Allows for organizations to train staff (drivers) on how to properly accept/reject donations; the drivers are the face of the organizations. • Organization may be eligible for NYCDOT Annual On-Street Parking Permit for Non-Profits 	<ul style="list-style-type: none"> • Managing logistics is time-consuming and requires expertise • Requires significant financial investment: <ul style="list-style-type: none"> ○ Fuel ○ Driver/logistics manager salary ○ Vehicle maintenance ○ Insurance ○ Other delivery equipment • May be idle for long periods/underutilized • Requires a (dedicated) parking spot • Organization directly responsible for parking fines accrued 	<ul style="list-style-type: none"> • Organization only pays for vehicle costs when demand exists • Allows for complete control of transportation, once the vehicle is rented and picked-up • Does not require vehicle parking or significant vehicle maintenance investment • Some rental companies offer discounts to not-for-profit organizations 	<ul style="list-style-type: none"> • Requires investment in fuel and insurance • Requires organizational management of logistics • Requires an organizational driver: <ul style="list-style-type: none"> ○ May be difficult to obtain on part-time or on-demand basis ○ Inexperienced driver may lack expertise required to vet donations and for difficult deliveries (e.g. knowledge of equipment/insurance needs) • Specific vehicle may be unavailable when needed • Requires travel to location to pick-up vehicle • Ineligible for NYCDOT Annual On-Street Parking Permit for Non-Profits 	<ul style="list-style-type: none"> • Responsibility for logistics management transferred from organizational staff to carriers: <ul style="list-style-type: none"> ○ Carriers have better expertise in logistics management and delivery practices ○ Staff can concentrate on other organizational priorities • Organization only pays for transportation services when demand exists • Some 3rd party carriers offer discounts to not-for-profit organizations 	<ul style="list-style-type: none"> • Costs may be high, especially for occasional users • Organizations have less control over scheduling • Drivers not directly hired by organization: <ul style="list-style-type: none"> ○ Still represent the face of the organization ○ May need to vet donations for quality

Parking

It is clear from the survey results that parking, both at organizations' own locations and during pick-ups and drop-offs, is a major challenge for NYC's material reuse organizations. Organizations can take some proactive steps to overcome existing parking difficulties.

Curb regulations

In New York City (and particularly in Manhattan), demand for parking is extremely high; as a result, it is very difficult for organizations to obtain designated parking at organizational locations. Organizations may petition the city, either directly or through a community board, for a change in parking regulations; however, given the scarcity of parking space available, organizations are unlikely to obtain a designated spot without meeting a significant burden of proof demonstrating the value of the organization to the community and the detrimental impacts to the organization resulting from lacking parking. Before requesting a change in parking regulation at an organizational location, the organization should have the ability to demonstrate direct costs of parking fines on the organization, impacts on donors (financial costs as well as resulting influence on likelihood of future donations), and broader impacts on the local community (e.g. traffic impacts of double-parked trucks, lost social services from the organization, etc). While obtaining a change in parking regulation is extremely difficult, it is not impossible; during one of our in-depth interviews, it was revealed that one organization was able to successfully apply for and obtain a designated parking spot from the city.

Not-for-profit parking permits

The NYC Department of Transportation (NYCDOT) offers an Annual On-Street Parking Permit for not-for-profit organizations operating in the five boroughs. According to NYCDOT's ePermits website:

"This permit is intended to facilitate not-for-profit organizations in their daily performance of duties on New York City Streets, as specified in Section 4-08(o) of the NYC Traffic Rules... These duties include but are not limited to the following: the transportation of the handicapped, the delivery of goods and services to the homeless, and the transportation of food to the homebound or elderly."
... (This permit will) allow vehicles to have LIMITED standing/parking privileges at curbsides marked "No Standing Except Trucks Loading and Unloading", "No Parking Anytime", or specific hours, and at meters.

This permit would allow material reuse organizations engaged in the movement of donations to access a variety of parking spaces in the city that would otherwise result in a parking fine; *however*, this permit may only be used for parking of organization-owned vehicles. Organizations who own their own vehicles and receive parking tickets during material drop offs and pick-ups should apply for this permit via NYCDOT's ePermit website (available at [this link](#)).

Communication within the Sector

As stated earlier, some organizations already coordinate with other organizations in the sector and reap the benefits of doing so. Survey results indicate that reuse organizations develop a substantial amount of institutional knowledge, particularly in the area of transportation and logistics. In order to address new transportation-related challenges, material reuse organizations should seek out the advice and expertise of experienced colleagues in the sector, whether through direct communications or through ReuseNYC.

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Development and Execution


















Project leaders that contributed to this projects development were Dr. Alison Conway, Benjamin Rose, and Dr. Vasil Diyamandoglu. The primary graduate researcher on this project was Thomas Marano.

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Survey Participants

We are thankful to each of the 17 organizations that completed the *2012 Transportation and Logistics Survey*.

					
<i>Catholic Charities</i>	<i>Build it Green NYC</i>	<i>Room to Grow</i>	<i>Goodwill NY/NJ</i>	<i>Housing Works</i>	<i>World Vision</i>
					
<i>Materials for the Arts</i>	<i>The Bridal Garden</i>	<i>Computers for Youth</i>	<i>Film Biz Recycling</i>	<i>Madre</i>	<i>Baby Buggy</i>
					
<i>Project Cicero</i>	<i>Bottomless Closet</i>	<i>Cauz for Pawz</i>	<i>Maspeth Thrift Shop</i>	<i>Xavier Mission</i>	

The **NYC Center for Material Reuse (MEDP)** was established in late 2005 as a joint effort between The City College of New York and the NYC Department of Sanitation’s Bureau of Waste Prevention, Reuse and Recycling to assist New York City’s materials exchange and reuse sector.

Appendix A: Transportation and Logistics Survey



**NYC Materials Exchange
Development Program**
Strengthening NYC's materials exchange and reuse sector

Materials Transportation and Logistics Survey

April 2012

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Survey Purpose

Every reuse organization in New York City, no matter the size of the operation or the grandness of the endowment, faces transportation and logistics challenges. In order to help reuse organizations to overcome these challenges, the [NYC Center for Material Reuse](#) (NYC MEDP) is currently undertaking two transportation-related initiatives. This survey is a key component to the success of both of these initiatives.

1. NYC MEDP is developing a **Materials Transportation and Logistics Handbook** that will detail best-practices and procedures for transportation of reusable materials. This guidebook will provide practical advice to reuse organizations to solve everyday challenges related to goods movement. The results of this survey will be used to identify the current state-of-the-practice in transportation of reusable goods by organizations of varying sizes moving an assortment of goods with a diversity of available resources (or lack thereof).


2. NYC MEDP is also **evaluating the potential for establishing innovative partnerships between two or more reuse organizations, or between reuse organizations and third-party carriers**. The goal of this work is to identify new institutional or informal arrangements that will allow for more efficient use of existing transportation resources and that will improve the ability of reuse organizations to identify affordable transportation options in a timely manner. In addition to this survey, which will examine the willingness of reuse organizations to pursue innovative partnering opportunities, NYC MEDP will be conducting a survey of third-party transportation providers to better understand the willingness and ability of local freight carriers to meet the needs of the sector.

Data Use and Privacy

All data collected from this survey will be accessible solely to NYC MEDP staff for the evaluation of current transportation practices and opportunities for improvement in the material reuse sector. All information will be aggregated for analysis, and **NO** specific identifying information about an individual organization will be made available to the public. Identifying information **IS** being collected to allow NYC MEDP staff to follow up with participating organizations 1) in case of the need for response clarification or 2) to further explore partnering opportunities with interested organizations.

Directions for Completing the Survey

To complete the survey, follow the steps described below. The survey should take **about 35 minutes** to complete. If needed, NYC MEDP will be happy to assist your organization by email, by phone, or in-person to complete the survey. If you would like assistance, please contact NYC MEDP staff by phone (212-650-8534) or email (transportation@nycmedp.org).

The survey is being distributed as a Microsoft Word file to allow for off-line electronic completion. ***Please DO NOT make changes to the document text or format.*** If this occurs accidentally, please use the UNDO () feature immediately to undo any unwanted changes.

To complete the survey **electronically**:

1. Open the survey document, and save it to your computer.
2. Fill in the survey electronically (see below for description of question types). Respondents are not required to fill out questions in the survey that are irrelevant to their organization. To allow for easier navigation of the survey, ***logical directions are provided in red italics*** and **hyperlinks are provided in blue**. To move to the next relevant question, hold down the **Ctrl** key and click on the **hyperlink**.

Question Type	Directions
Text response (<input style="width: 150px; height: 20px;" type="text"/>)	Click inside the box and then type your entry.
Single-answer multiple choice (<input type="radio"/>)	Click inside the circle to choose ONE response.
Multiple-answer multiple choice (<input checked="" type="checkbox"/>)	Click inside ONE OR MORE boxes to choose one or more responses.

3. Make sure you **SAVE YOUR WORK** as you progress to prevent information from being lost.
4. Save your **COMPLETED** survey.
5. Return the file as an email attachment to transportation@nycmedp.org

To complete the survey **manually**:

1. Print the survey (or request a printed copy to be mailed to you by NYC MEDP).
2. Fill out the survey by hand. Respondents are not required to fill out questions in the survey that are irrelevant to their organization. To allow for easier navigation of the survey, logical directions are ***provided in red italics***.
3. Return the survey by postal mail to:

NYC Center for Material Reuse
 City College of New York
 140th Street & Convent Avenue
 Steinman Hall, Room 187
 New York, NY 10031

OR scan your completed document and return the file as an email attachment to transportation@nycmedp.org.

SECTION 1. ORGANIZATIONAL INFORMATION

The transportation needs of individual reuse organizations will vary considerably based on organizational goals, geographic locations served, and available resources. Information provided in this section will allow NYC MEDP to:

- 1) Define specific sub-sectors for evaluation of best practices;
- 2) Identify geographic locations for the purpose of evaluating road and parking conditions; and
- 3) Identify geographic overlap for the purpose of evaluating future opportunities for organizations interested in partnering.

1.1 Location Name:

1.2 Name of Parent Organization (If applicable):

1.3.1 Location Street Address:

1.3.2 City:

1.3.3 State:

1.3.4 ZIP:

1.4 How would you classify your organization? (Please check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Thrift Store (Retail) | <input type="checkbox"/> High-end Product Exchange |
| <input type="checkbox"/> Not-for-Profit Organization | <input type="checkbox"/> Charity Organization |
| <input type="checkbox"/> Donation Center | <input type="checkbox"/> Mail-in Materials Exchange |
| <input type="checkbox"/> Material Reuse Organization | <input type="checkbox"/> Online Materials Exchange |
| <input type="checkbox"/> Social Services Organization | <input type="checkbox"/> Environmental Education Organization |
| <input type="checkbox"/> Donation Warehouse / Donation Closet | <input type="checkbox"/> Faith Based Organization |
| <input type="checkbox"/> Antique Goods Exchange | |
| <input type="checkbox"/> Other (please specify) | |

1.5 From which types of donors do you commonly accept material donations and contributions? In the second column, please select the type(s) of donor(s) from whom you most frequently accept goods:

	<u>Type of Contributor</u>	<u>Most Frequent?</u>
General Public	<input type="checkbox"/>	<input type="checkbox"/>
Commercial Sector	<input type="checkbox"/>	<input type="checkbox"/>
Other Non-Profits	<input type="checkbox"/>	<input type="checkbox"/>
Schools, Churches, or Hospitals	<input type="checkbox"/>	<input type="checkbox"/>
Government Agencies	<input type="checkbox"/>	<input type="checkbox"/>
The Arts (E.g. Film & Theater)	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>	

1.6 In which geographic area(s) are your donors located? (You may select more than one response). In the second column, please indicate the location from which you most frequently receive donations.

	<u>Receive Donations from?</u>	<u>Most Frequent?</u>
The Bronx	<input type="checkbox"/>	<input type="checkbox"/>
Brooklyn	<input type="checkbox"/>	<input type="checkbox"/>
Manhattan	<input type="checkbox"/>	<input type="checkbox"/>
Queens	<input type="checkbox"/>	<input type="checkbox"/>
Staten Island	<input type="checkbox"/>	<input type="checkbox"/>
Long Island	<input type="checkbox"/>	<input type="checkbox"/>
Westchester	<input type="checkbox"/>	<input type="checkbox"/>
Connecticut	<input type="checkbox"/>	<input type="checkbox"/>
New Jersey	<input type="checkbox"/>	<input type="checkbox"/>
Entire USA	<input type="checkbox"/>	<input type="checkbox"/>
International	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>	

1.7 In which geographic area(s) are most of your recipients OR customers located? (You may select more than one response). In the second column, please indicate the location where receivers/customers are most frequently located.

	Area	Most Frequent?
The Bronx	<input type="checkbox"/>	<input type="checkbox"/>
Brooklyn	<input type="checkbox"/>	<input type="checkbox"/>
Manhattan	<input type="checkbox"/>	<input type="checkbox"/>
Queens	<input type="checkbox"/>	<input type="checkbox"/>
Staten Island	<input type="checkbox"/>	<input type="checkbox"/>
Long Island	<input type="checkbox"/>	<input type="checkbox"/>
Westchester	<input type="checkbox"/>	<input type="checkbox"/>
Connecticut	<input type="checkbox"/>	<input type="checkbox"/>
New Jersey	<input type="checkbox"/>	<input type="checkbox"/>
Entire USA	<input type="checkbox"/>	<input type="checkbox"/>
International	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>	

1.8 How important do you feel transportation is to your organization?

	Not Important at all	Somewhat Important	Important	Extremely Important	Undecided / No Response
Importance of Transportation:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1.9 Please indicate the hours of operation during which your organization accepts walk-in donations:

--

1.10 Please indicate the hours during which your organization (or a third-party on behalf of your organization) picks up goods from donors:

--

1.11 Please estimate the number of personnel on staff responsible for managing logistics and/or the transportation of materials.

Number of full time staff members who manage logistics on a full-time basis:	
Number of full time staff members who manage logistics amongst other duties:	
Number of part-time staff members who manage logistics on a full-time basis:	
Number of part-time staff members who manage logistics amongst other duties:	
There is currently no assigned staff member responsible for managing logistics:	<input type="checkbox"/>
Other, please specify below:	

(Continue to [Section 2](#) on the next page)

SECTION 2: Pick-up Services

The goals of the questions in this section are to understand the pick-up services (or lack thereof) provided by individual reuse organizations, to identify the staff resources required to perform these services, and to understand the specific conditions under which pick-up services are provided or priced.

2.1 Does your organization pick up donated materials from donors or partner organizations?

- Yes No Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response" then please skip ahead to [Question 3.1](#)

2.2 About how often does your organization pick-up materials for donation?

- | | |
|---|--|
| <input type="radio"/> Multiple times daily | <input type="radio"/> Once monthly |
| <input type="radio"/> Once daily | <input type="radio"/> Several times yearly |
| <input type="radio"/> Multiple times weekly | <input type="radio"/> Rarely (one time a year or less) |
| <input type="radio"/> Once weekly | <input type="radio"/> Not Applicable / No Response |

2.3 Is there a fee for pick-up service?

- Yes, always Yes, sometimes No, never Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response" then please skip ahead to [Question 2.4](#)

2.3.1 In what circumstances would your organization charge a fee for delivery?

2.4 Does your organization have a driver on staff to handle pick-ups?

- Yes, there are multiple staff members whose chief responsibility is driving to pick-ups
- Yes, there is one staff member whose chief responsibility is driving to pick-ups
- There is not one member of our staff whose chief responsibility is driving to pick-ups; however, employees (management and/or non-management) occasionally pick up materials from recipients
- No, we do not handle pick-ups internally; a third party handles all pick-ups
- Not Applicable / No Response

Other (please specify):

2.5 PICK-UP

Are there any conditions that must be met for pick-up services to be rendered?

- Yes, always Yes, sometimes No, never Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response" then please skip ahead to [Question 3.1](#)

2.5.1 Select from the following list of conditions that must apply for pick-up services to be rendered. (Check all that apply)

- Heavy or large items
- Large quantities of items (equal-to or more than one small truckload)
- Items are in very good condition
- Items that meet a minimum value (appraisal based)
- Items that meet a minimum value (no appraisal required)
- In cases where donor is physically unable to drop-off materials
- If highly fragile materials must be transported
- From regular/preferred donors/businesses
- Not Applicable / No Response
- Other (please specify)

3.3.1 Please identify the condition(s) that must be met in order for a recipient to be provided delivery service:

Please skip ahead to [Question 4.1](#)

3.4 If your organization does not offer delivery service, what are the reasons? (Check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Funding not available | <input type="checkbox"/> No vehicle available |
| <input type="checkbox"/> Liability issues | <input type="checkbox"/> No staff available |
| <input type="checkbox"/> Not cost effective | <input type="checkbox"/> Not applicable / No response |
- Other (please specify)

(Continue to [Section 4](#) below)

SECTION 4: Intra-Organizational Transportation

The goal of the questions in this section is to understand the means of goods movement between multiple locations within the same organization.

4.1 Does your organization have a designated parking spot for its vehicle(s)? (Answer 'N/A' if your organization does not own/lease/rent/outsource vehicles)

- Yes No Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response" then please skip ahead to [Question 4.2](#)

4.1.1 What types of designated parking spots are available (e.g. on-street (free), on-street (metered), off-street in parking lot, off-street in garage, etc.)?

4.2 Does your organization have a central donation warehouse or storage unit other than at your location?

- Yes No Not Applicable / No Response

4.3 Does your organization have multiple locations?

- Yes No Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response" then please skip ahead to [Question 5.1](#)

4.3.1 How often does your organization transfer materials between these locations?

- | | |
|---|--|
| <input type="radio"/> Multiple times daily | <input type="radio"/> Several times per year |
| <input type="radio"/> Once daily | <input type="radio"/> Once per year |
| <input type="radio"/> Multiple times weekly | <input type="radio"/> Less than once per year |
| <input type="radio"/> Once weekly | <input type="radio"/> Not Applicable / No Response |
| <input type="radio"/> Once monthly | |
| <input type="radio"/> Other (please specify): | |

(Continue to [Section 5](#) below)

SECTION 5: Vehicles

The goal of the questions in the following section is to understand the vehicular resources (owned, leased, rented, or third-party) that are available to individual reuse organizations.

5.1 OWNED OR LEASED VEHICLES

Does your organization own or lease any vehicles for material transportation?

- Yes No Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response" then please skip ahead to [Question 5.2](#)

5.1.1 How many of the following vehicle types does your organization own or lease:

Vehicle Type	Number Owned or Leased
Car(s):	
Van(s):	
Small – Midsized box truck(s) (8 -18 feet):	
Large box truck(s) (20+ feet):	
Small – Midsized trailer(s) (8-40 feet with truck):	
Large trailer(s) (40-60 feet with truck):	
Other (please specify): _____	

5.1.2 Do the vehicles that your organization owns or leases ever receive New York City parking violation tickets?

- Yes, multiple times monthly
- Yes, multiple times yearly
- Yes, once a year or less
- No, never
- Not Applicable / No Response

5.1.3 Are any of your vehicles eco-friendly or alternatively fueled?

- Yes No Not Applicable / No Response

If you answered “NO” or “Not Applicable / No Response then please skip ahead to [Question 5.2](#)

**5.1.4 What types of Eco-friendly fuels are used? What type of vehicles use these fuels?
How many of these vehicles does your organization operate?**

5.2 RENT VEHICLES

Does your organization rent vehicles for the purpose of material transport?

- Yes, for every pick-up or delivery
- Yes, in certain circumstances
- No
- Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response then please skip ahead to [Question 5.3](#)

5.2.1 In what circumstances would your organization rent a vehicle?

5.2.2 For what time duration do you usually rent vehicles? (Answer may be in hours, days, weeks, months, or years)

5.2.3 Do your organization's rented vehicles ever receive New York City parking violation tickets?

- Yes, multiple times monthly
- Yes, multiple times yearly
- Yes, once a year or less
- No, never
- Not Applicable / No Response

5.3 OUTSOURCED VEHICLE SERVICE

Does your organization use an independent service or third party carrier to complete pick-ups or deliveries?

- Yes, always Yes, sometimes No, never Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response then please skip ahead to [Question 6.1](#)

5.3.1 Would you mind telling us the name of the independent service that your organization works with?

5.3.2 Please detail the circumstances under which an independent service / third party carrier is utilized:

SECTION 6: Missed Donations

The goal of the questions in the following section is to quantify the impact of inadequate transportation resources on the ability of an organization to accept donated goods.

6.1 How often does your organization turn down donations due to an inability to transport item(s) to your location?

- | | |
|---|--|
| <input type="radio"/> Multiple times daily | <input type="radio"/> Once monthly |
| <input type="radio"/> Once daily | <input type="radio"/> Less than once per month |
| <input type="radio"/> Multiple times weekly | <input type="radio"/> Never |
| <input type="radio"/> Once weekly | <input type="radio"/> Not Applicable / No Response |

6.2 Which of the of the following are reasons why donations are often turned down?

- Pick-up cannot be completed within donors requested time frame
- Requested pick-up is out of service area
- Vehicle cannot handle material(s)
- No vehicle available
- Staff unavailable or limited

Other (please specify)

6.3 Does your organization ever refer donors to another reuse organization because you are unable to transport goods to your location? If so, how often?

- | | |
|---|--|
| <input type="radio"/> Multiple times daily | <input type="radio"/> Once monthly |
| <input type="radio"/> Once daily | <input type="radio"/> Less than once per month |
| <input type="radio"/> Multiple times weekly | <input type="radio"/> Never |
| <input type="radio"/> Once weekly | <input type="radio"/> Not Applicable / No Response |

6.4 Please explain under what circumstances you would refer donors to another organization:

--

6.5 How often do you accept material donations that are then difficult to redistribute due to transportation difficulties?

- | | |
|---|--|
| <input type="radio"/> Multiple times daily | <input type="radio"/> Once monthly |
| <input type="radio"/> Once daily | <input type="radio"/> Less than once per month |
| <input type="radio"/> Multiple times weekly | <input type="radio"/> Never |
| <input type="radio"/> Once weekly | <input type="radio"/> Not Applicable / No Response |

(Continue to [SECTION 7](#))

SECTION 7: Walk-In Donations

The goal of the questions in the following section is understand the local parking and vehicle-to-location conditions faced by individuals delivering goods to an organization's drop-off location.

7.1 How many floors does your operation encompass?	
--	--

7.2 On what floor(s) of the building does your location operate?	
--	--

7.3 Does your location have access to an elevator?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not applicable / No response
--	---------------------------	--------------------------	--

7.4 Does your location have access to a freight elevator?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable / No Response
---	---------------------------	--------------------------	--

7.5 Do you accept drop-off / walk-in donations?

- | | | | | |
|---------------------------|--------------------------------------|-----------------------------------|---------------------------------|--|
| <input type="radio"/> Yes | <input type="radio"/> Yes, sometimes | <input type="radio"/> Not usually | <input type="radio"/> No, never | <input type="radio"/> Not Applicable / No Response |
|---------------------------|--------------------------------------|-----------------------------------|---------------------------------|--|

If you answered "NO" or "Not Applicable / No Response then please skip ahead to [Question 8.1](#)

7.9 How accessible is your drop-off location from the following types of transportation?

	Very hard to access (>1 mile away or inaccessible)	Somewhat hard to access (1/2 to 1 mile away)	Neither hard nor easy to access (5 blocks to ½ mile)	Somewhat easy to access (2 – 5 blocks away)	Very easy to access (within 2 blocks)	Not applicable / No response
Public transportation (Bus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transportation (Subway)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arterial roadways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7.10 Which types of on-street parking are available for donors in the vicinity of your drop-off location?

	Inaccessible	Hard to access	Neither hard nor easy to access	Somewhat easy to access	Very easy to access	Not applicable / No response
Metered parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free/non-metered parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A designated parking area (on- or off-street) for donation drop-offs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial loading zones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 8: Storage and Capacity

The goal of the questions in this section is to understand the storage capacity available to individual reuse organizations and to understand the extent to which storage capacity constrains operations.

**8.1 How does your organization dispose of surplus materials or items that cannot be redistributed?
Please describe:**

8.2 Can you estimate how much storage space your organization has?

Answer in sq. feet:

8.3 Does your organization ever need to deny donations because you are at or near your maximum storage capacity?

- Yes, often Yes, sometimes No, never Not Applicable / No Response

8.4 Does your organization ever refer donors to other organizations because you do not have the storage capacity to handle their proposed donation?

- Yes, often Yes, sometimes No, never Not Applicable / No Response

**8.5 What materials are difficult to move out of your location once you have accepted them?
(Please list)**

8.6 Regarding the materials listed above, select whether you agree or disagree with the following statement:

The main reason these materials do not move is because they are hard to transport.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly Agree
- Not Applicable / No Response

8.7 Once an item is claimed by a recipient does your organization have a time limit for item pickup?

- Yes, always
- Yes, sometimes
- No, never
- Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response then please skip ahead to [Question 9.1](#)

8.7.1 Is this time limit in place due to storage space needs?

- Yes
- Yes, somewhat
- No
- Not applicable / No response

(Continue to [Section 9](#) below)

SECTION 9: Potential Partnering

The goal of the questions in this section is to understand current partnership arrangements between reuse organizations to provide transportation services and the potential for future partnering opportunities.

9.1 Does your organization currently partner with any other reuse organization to help them transport materials?

- Yes
- No
- Not Applicable / No Response

If you answered "NO" or "Not Applicable / No Response then please skip ahead to [Question 9.2](#)

9.1.1 Please elaborate on your organization's practices including how often you currently partner with another organization to help them transport materials:

9.2 Does your organization ever ask another organization to help with the transport of your materials?

- Yes No Not applicable / No response

If you answered "NO" or "Not Applicable / No Response then please skip ahead to [Question 9.3](#)

9.2.1 Please elaborate on your organization's practices including how often you currently partner with another organization for help with the transport of your materials:

9.3 In the future: how willing would you be to pair with another reuse organization for transportation purposes?

- | | |
|--|--|
| <input type="radio"/> Completely willing | <input type="radio"/> Somewhat unwilling |
| <input type="radio"/> Somewhat willing | <input type="radio"/> Completely unwilling |
| <input type="radio"/> Undecided | <input type="radio"/> Not applicable / No response |

9.3.1 Can you elaborate on any specific circumstances or limitations that would affect your future willingness to partner?

9.4 In the future: how willing would you be to lend another reuse organization your transportation services?

- | | |
|--|--|
| <input type="radio"/> Completely willing | <input type="radio"/> Somewhat unwilling |
| <input type="radio"/> Somewhat willing | <input type="radio"/> Completely unwilling |
| <input type="radio"/> Undecided | <input type="radio"/> Not applicable / No response |

9.4.1 Can you elaborate on any specific circumstances or limitations that would affect your future willingness to lend resources to another organization?

9.5 Would you be willing to explore opportunities to jointly contract with another reuse organization for third-party carrier services?

- | | |
|--|--|
| <input type="radio"/> Completely willing | <input type="radio"/> Somewhat unwilling |
| <input type="radio"/> Somewhat willing | <input type="radio"/> Completely unwilling |
| <input type="radio"/> Undecided | <input type="radio"/> Not applicable / No response |

9.5.1 Can you elaborate on any specific circumstances or limitations that would affect your future willingness to explore joint contracting opportunities?

9.6 If costs were equal, would you prefer to keep material transportation services in-house or to outsource delivery and pick-up responsibilities to a third party?

- | | | |
|--------------------------------|----------------------------------|--|
| <input type="radio"/> In-house | <input type="radio"/> Outsourced | <input type="radio"/> Not Applicable / No Response |
|--------------------------------|----------------------------------|--|

9.6.1 Can you elaborate on the reasons for your preference?

(Continue to [SECTION 10](#) Below)

SECTION 10: Budget

*The purpose of the following questions is to understand the financial resources required to support different types of transportation operations (e.g. drivers, vehicles) and to understand the cost differentials between internal and third-party transportation services. This information is **CONFIDENTIAL**; data will be aggregated for evaluation to protect the privacy of individual organizations. If you are unable to provide this information, please skip to [SECTION 11](#).*

10.1 BUDGET

Can you estimate what share of your organization's total operating budget is spent on transportation resources?

10.2 BUDGET

Can you estimate a dollar value that your organization spends on transportation resources monthly or annually?

10.3 Can you estimate your organization's monthly costs for the following transportation elements?

<u>Line Item</u>	<u>Cost: (in Dollars)</u>
Loans on vehicles:	\$
Financing payments on vehicles:	\$
Lease payment on vehicles:	\$
Rental cost for vehicles:	\$
Vehicle fuel costs:	\$
Vehicle maintenance:	\$
Vehicle parking:	\$
Driver salary:	\$
Logistics manager salary:	\$
Independent courier service fee:	\$



SECTION 11: Materials Accepted and Exchanged

The purpose of the following questions is to understand the types, volumes, and frequencies of goods moved by an individual organization, and to identify the goods most difficult to transport and store.

11.1 MATERIALS ACCEPTED AND EXCHANGED:

COLUMN A: Indicate which of the following materials you would CURRENTLY accept

COLUMN B: Indicate whether or not you are willing to accept this material but are not able to currently do so due to transportation or spatial issues.

Item:		<i>Column A</i>	<i>Column B</i>
	Question:	Would Currently Accept?	Willing but Unable to Accept?
	Choices:	A. Yes B. Yes, sometimes C. No D. N/A	A. Yes, willing to but cannot accept due to transportation concerns B. Yes, willing to but cannot accept due to spatial concerns C. Yes, willing to but cannot accept due to both of the above D. N/A
Adults and/or Children's Clothing or Shoes			
Bedding and/or Linens			
Books			
DVD's & other Electronic Media			
Computers and Peripherals			
Small Appliances / Electronics			
Large Appliances / Electronics			
Household Furnishings			
Office Furnishings			
Office Equipment			
Office & School Supplies			
Musical Instruments or Art Supplies			
Theatrical Items			
Children's Items			
Bric-a-brac			
Dress Accessories			
Household Supplies			
Personal Care Items			
Medical Equipment			
Hearing-aids and/or Eye Glasses			
Architectural Salvage, Industrial Surplus and/or Building Materials			
Bicycles			
Food			

11.2 MATERIALS ACCEPTED AND EXCHANGED: (continued)

COLUMN C: Indicate how often you current receive these items.

COLUMN D: Indicate the quantity of the materials you currently take in.

	<i>Column C</i>		<i>Column D</i>
	How often?		Average Donation Amounts
	A. Several times daily B. Once Daily C. Several times weekly D. Once weekly E. Once monthly F. Several times yearly G. Never Not Applicable / No Response		A. Small lose pieces B. One bag, box, or carton-full C. One carload D. One vanload E. One box truck load F. Semi-trailer / multiple box truck loads
	Walk-in	Pickup	
Adults and/or Children's Clothing or Shoes			
Bedding and/or Linens			
Books			
DVD's & other Electronic Media			
Computers and Peripherals			
Small Appliances / Electronics			
Large Appliances / Electronics			
Household Furnishings			
Office Furnishings			
Office Equipment			
Office & School Supplies			
Musical Instruments or Art Supplies			
Theatrical Items			
Children's Items			
Bric-a-brac			
Dress Accessories			
Household Supplies			
Personal Care Items			
Medical Equipment			
Hearing-aids and/or Eye Glasses			
Architectural Salvage, Industrial Surplus and/or Building Materials			
Bicycles			
Food			

Appendix B: Survey Results

The follow descriptive statistics tables are informed by responses to the *Transportation and Logistics Survey*. Each numbered table correlates directly with a question in the survey. Both quantitative and qualitative response data is provided. Qualitative data, while uncompromised, may have been reworded or reformatted to adhere to data parameters.

Notes: (1) Response data for survey questions 1.1, 1.2, 1.3.1, 1.3.3, 1.3.4 are not listed below for privacy/confidentiality purposes. (2) Responses to certain questions were not mutually exclusive. Therefore, cumulative percentages will sometimes exceed 100%.

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SECTION 1: Organizational Information

Q 1.3.2

Organization location by borough:

	Location (Borough)				# of Responses	No Response
	Bronx	Brooklyn	Manhattan	Queens		
# of Orgs	2	1	9	5	17	0
% of Respondents	11.8%	5.9%	52.9%	29.4%	100%	0%

*Notes: Organizations with multiple locations completed the survey with responses pertaining to only one location.
None of the organizations interviewed were located in the NYC borough of Staten Island.*

Q 1.4

How would you classify your organization?

Classification Organization	# of Orgs	% of Respondents
Thrift store	8	47.1%
High-end product exchange	3	17.6%
Not-for-profit	15	88.0%
Charity	13	76.4%
Donation center	10	58.8%
Mail-in product exchange	1	5.9%
Material reuse	11	64.7%
Online product exchange	1	5.9%
Social service	6	35.3%
Environmental service	3	17.6%
Warehouse	10	58.8%
Faith-based	4	23.5%
Antique Exchange	2	11.8%
Other	3	17.6%
<i>“Other” responses included: “government run organization” and “direct education program”</i>		
<i># of responses: 17 No response: 0 Response %: 100%</i>		

Notes: Organizations were allowed to select multiple classifications

Q 1.5

Who do you commonly accept material donation from?

Common Donors		# of Orgs		% of Respondents	
General Public	<i>Top contributor?</i>	16	14	94.1%	82.4%
Commercial sector	<i>Top contributor?</i>	15	5	88.2%	29.4%
Other not-for-profit	<i>Top contributor?</i>	8	0	47.1%	0%
Schools, churches, hospitals	<i>Top contributor?</i>	8	0	47.1%	0%
Government	<i>Top contributor?</i>	4	1	23.5%	5.9%
The Arts	<i>Top contributor?</i>	8	1	47.1%	5.9%
Other	<i>Top contributor?</i>	0	0	0%	0%

of responses: 17 | No response: 0 | Response %: 100%

Notes: Organizations were allowed to select multiple responses for both (1) their donors (2) their top donors. **BOLDED** information pertains to common donors; *ITALICIZED* information pertains to top material contributors.

Q 1.6

Geographic location of common donors/material contributors:

Location of Donors		# of Orgs		% of Respondents	
Bronx	<i>Top contributor?</i>	13	2	76.5%	11.8%
Brooklyn	<i>Top contributor?</i>	15	2	88.2%	11.8%
Manhattan	<i>Top contributor?</i>	16	15	94.1%	88.2%
Queens	<i>Top contributor?</i>	15	2	88.2%	11.2%
Staten Island	<i>Top contributor?</i>	10	0	58.8%	0%
Long Island	<i>Top contributor?</i>	11	1	64.7%	5.9%
Westchester	<i>Top contributor?</i>	11	1	64.7%	5.9%
Connecticut	<i>Top contributor?</i>	7	0	41.2%	0%
New Jersey	<i>Top contributor?</i>	10	2	58.8%	11.8%
Rest of USA	<i>Top contributor?</i>	6	0	35.3%	0%
International	<i>Top contributor?</i>	2	0	11.8%	0%

of responses: 17 | No response: 0 | Response %: 100%

Notes: Organizations were allowed to select multiple responses for both (1) common donor location (2) top donor location. **BOLDED** information pertains to common donor location; *ITALICIZED* information pertains to top donor location.

Q 1.7

Target geographic region of recipients/customers:

Recipient Target Region		# of Orgs		% of Respondents	
Bronx	<i>Top region?</i>	13	6	76.5%	35.3%
Brooklyn	<i>Top region?</i>	16	6	94.1%	35.3%
Manhattan	<i>Top region?</i>	13	9	76.5%	52.9%
Queens	<i>Top region?</i>	13	3	76.5%	17.6%
Staten Island	<i>Top region?</i>	10	0	58.8%	0%
Long Island	<i>Top region?</i>	6	1	35.3%	5.9%
Westchester	<i>Top region?</i>	4	1	23.5%	5.9%
Connecticut	<i>Top region?</i>	3	0	17.6%	0%
New Jersey	<i>Top region?</i>	5	1	29.4%	5.9%
Rest of USA	<i>Top region?</i>	3	0	17.6%	0%
International	<i>Top region?</i>	2	1	11.8%	5.9%

of responses: 17 | No response: 0 | Response %: 100%

Notes: Organizations were allowed to select multiple responses for both (1) recipient target region (2) top target region. **BOLDED** information pertains to target regions; *ITALICIZED* information pertains to top target regions

Q 1.8

How important do you feel transportation is to your organization?

	Importance of Transportation				# of Responses	No Response
	Not important at all	Somewhat important	Important	Extremely important		
# of Orgs	1	1	4	11	17	0
% of Total Respondents	5.9%	5.9%	23.5%	64.7%	100%	0%

Notes: No additional notes.

Q 1.9

Please indicate the hours of operation during which your organization accepts walk-in donations:

	Weekdays	Weekends
Organization A	6	7.5
Organization B	8	7
Organization C	7.5	0
Organization D	0	0
Organization E	5.5	0
Organization F	6	0
Organization G	10.1	0
Organization H	7	0
Organization I	9	0
Organization J	0	0
Organization K	10	9
Organization L	8	9
Organization M	8.5	0
Organization N	8.5	0
Organization O	9.5	8.25
Organization P	8	6
Organization Q	12	12
Average	7.3	3.5
Max	12	12
Min	0	0
Standard Dev.	3.1	4.3

Q 1.10

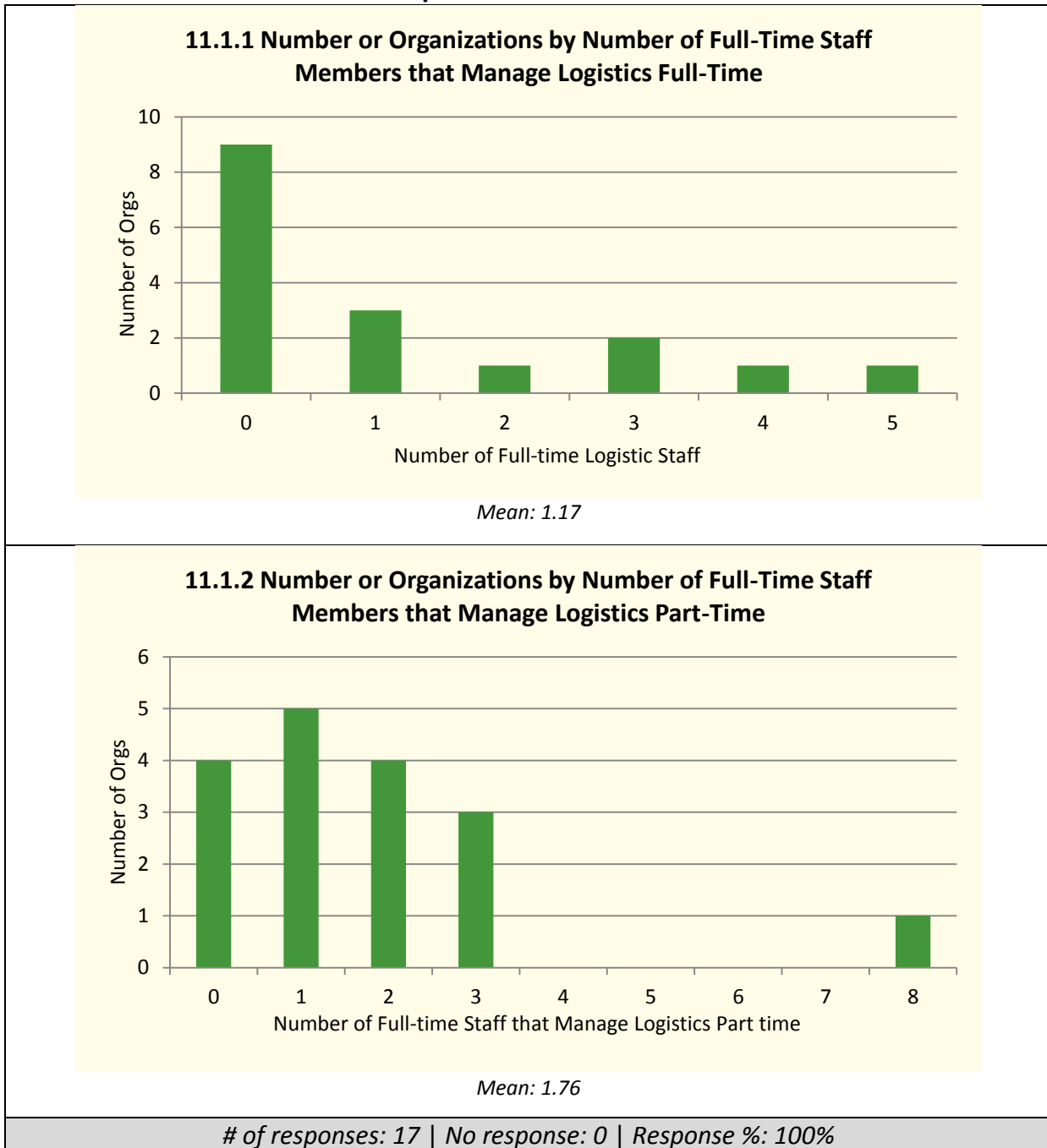
Please indicate the hours during which your organization (or a third-party on behalf of your organization) picks up goods from donors:

Number of Organizations Performing Material Donation Pick-ups During Indicated Half-Hour							
Half-Hour:	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7:00 AM	0	1	1	1	1	1	0
7:30 AM	0	1	1	1	1	1	0
8:00 AM	0	2	2	2	2	2	0
8:30 AM	0	2	2	2	2	2	0
9:00 AM	1	11	11	11	11	10	1
9:30 AM	1	11	11	11	11	10	1
10:00 AM	1	12	12	12	12	11	1
10:30 AM	1	12	12	12	12	11	1
11:00 AM	1	12	12	12	12	11	1
11:30 AM	1	12	12	12	12	11	1
12:00 PM	1	13	13	13	13	12	1
12:30 PM	1	13	13	13	13	12	1
1:00 PM	1	13	13	13	13	12	1
1:30 PM	1	13	13	13	13	12	1
2:00 PM	1	13	13	13	13	12	1
2:30 PM	1	12	12	12	12	11	1
3:00 PM	1	12	12	12	12	11	1
3:30 PM	1	9	9	9	9	8	0
4:00 PM	1	9	9	9	9	8	0
4:30 PM	1	7	7	7	7	6	0
5:00 PM	0	6	6	6	6	6	0
5:30 PM	0	5	5	5	5	5	0
6:00 PM	0	4	4	4	4	4	0
6:30 PM	0	2	2	2	2	2	0
7:00 PM	0	2	2	2	2	2	0
7:30 PM	0	0	0	0	0	0	0
8:00 PM	0	0	0	0	0	0	0
8:30 PM	0	0	0	0	0	0	0
9:00 PM	0	0	0	0	0	0	0
<i># of responses: 15 No response: 2 Response %: 88.2%</i>							

Notes: This question did not apply to one company; another was unable to answer.

Q 1.11

Please estimate the number of personnel on staff responsible for managing logistics and/or the transportation of materials.



Notes: One organization has 3 part-time logistics managers; one organization uses volunteers to assist with logistics, and one organization outsources logistics to a third party.

SECTION 2: Pick-up Services

Q 2.1

Does your organization pick up donated materials from donors or partner organizations?

	Offer Pick-up Services?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	15	2	0	17	0
% of Respondents	88.2%	11.8%	0%	100%	0%

Q2.2

About how often does your organization pick-up materials for donation?

	Pick-up Frequency							# of Responses	No Response
	Multiple times daily	Once daily	Multiple times weekly	Once weekly	Once monthly	Several times yearly	Once a year or less		
# of Orgs	6	0	2	2	1	3	1	15	2
% of Respondents	40%	0%	13.3%	13.3%	6.7%	20%	6.7%	88.2%	11.8%

Note: This question, and every other question in this section, is not applicable to (and thus not responded to by) the two organizations that do not offer pick-up services.

Q 2.3

Is there a fee for pick-up service?

	Fee for Pick-up?			# of Responses	No Response
	Yes, always	Yes, sometimes	No, never		
# of Orgs	1	2	12	15	2
% of Respondents	6.7%	13.3%	80%	88.2%	11.8%

Note: both organizations that responded "yes, sometimes" added that they only charge a fee when paying additional laborers is needed to complete the pick-up.

Q 2.4

Does your organization have a driver on staff to handle pick-ups?

	Driver Quantification				# of Responses	No Response
	Multiple full-time drivers	One full-time driver	Staff are drivers amongst other duties	No drivers on staff		
# of Orgs	4	0	5	6	15	2
% of Respondents	26.7%	0%	33.3%	40%	88.2%	11.8%

Notes: At least 1 organization employs union drivers while others do not.

Q 2.5

Are there any conditions that must be met for pick-up services to be rendered?

	Conditions to render pick-up services?			# of Responses	No Response
	Yes, always	Yes, sometimes	No, never		
# of Orgs	8	4	3	15	2
% of Respondents	53.3%	26.7%	20%	88.2%	11.8%

Q 2.5.1

Select from the following list of conditions that must apply for pick-up services to be rendered.
(Check all that apply)

	# of Orgs	% of Respondents
Heavy or large items	3	20.0%
Large quantities of items	5	33.3%
Items are in very good condition	8	53.3%
Items that meet a minimum appraised value	1	6.7%
Items that meet a minimum value (no appraisal)	7	46.7%
In cases where donor is physically unable to drop-off materials	5	33.3%
If highly fragile materials must be transported	1	6.7%
From regular/preferred donors/businesses	6	40%
Not Applicable	4	26.7%
<i>Total Respondents:</i>	15	88.2%
<i>Total Non-Response</i>	2	11.8%

Notes: All 3 organizations that answered 'no, never' to Q 2.5 responded 'N/A' to this question. Percentages will not total 100% because organizations were allowed to select multiple responses.

Q 2.5.2

Which of the following methods are employed to verify item quality?

	# of Orgs	% of Respondents
Appraisal	1	6.7%
Digital photograph	5	33.3%
Driver discretion	6	40%
Site visit; non-management employee discretion	4	26.7%
Site visit; management discretion	6	40%
No item quality verification is required	6	40%
Not Applicable / No Response	0	0%
Other (please specify):	0	0%
<i>Total Response=:</i>	15	88.2%
<i>Total Non-Response</i>	2	11.8%

Notes: All 3 organizations that answered 'no, never' to Q 2.5 responded N/A to this question

SECTION 3: Delivery Services

Q 3.1

Do you deliver materials to recipients or partner organizations?

	Offer Delivery Services?				# of Responses	No Response
	Yes	Only Sometimes	No	N/A		
# of Orgs	1	6	10	0	17	0
% of Respondents	5.9%	35.3%	59.8%	0%	100%	0%

Q 3.2

Does your organization charge a fee for delivery?

	Fee for Delivery?				# of Responses	No Response
	Yes	Only Sometimes	No	N/A		
# of Orgs	1	1	5	0	7	10
% of Respondents	14.3%	14.3%	71.4%	0%	41.2%	58.8%

Notes: All 10 organizations that answered 'no' to Q 3.1 were not required to answer this question.

Q 3.3

Are there conditions that must be met in order for a recipient to be provided delivery service?

	Conditions for Delivery?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	4	3	0	7	10
% of Respondents	57.1%	42.9%	0%	41.2%	58.8%

Notes: All 10 organizations that answered 'no' to Q 3.1 were not required to answer this question. When asked to identify what the delivery conditions are, responses were: "only special exceptions," "only in-network or preferred buyers," and "only large quantities."

Q 3.4

If your organization does not offer delivery service, what are the reasons?

	# of Orgs	% of Respondents
Funding not available	3	21.4%
No vehicle available	4	28.6%
Liability issues	4	28.6%
No staff available	4	28.6%
Not cost effective	4	28.6%
Not applicable	9	64.3%
Total Response:	14	82.4%
Total Non-Response:	3	17.6%

Notes: Two organizations did not answer this question. This question was not applicable to and thus was not answered by the one organization that routinely performs deliveries.

SECTION 4: Intra-Organizational Transportation

Q 4.1

Does your organization have a designated parking spot for its vehicle(s)?

	Designated Parking Spot?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	7	10	0	17	0
% of Respondents	41.2%	58.8%	0%	100%	0%

Q 4.1.1

What types of designated parking spots are available?

	# of Orgs	% of Respondents
Parking Lot	5	71.4%
Yard	1	14.3%
Loading Dock	1	14.3%
Garage	1	14.3%
<i>Total Response:</i>	7	41.2%
<i>Total Non-Response:</i>	10	58.8%

Notes: The 10 organizations that answered "no" to question 4.1 were not required to answer this question.

Q 4.2

Does your organization have a central donation warehouse or storage unit other than at your location?

	Central warehouse or storage location?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	4	13	0	17	0
% of Respondents	23.5%	76.5%	0%	100%	0%

Q 4.3

Does your organization have multiple locations?

	Multiple Locations?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	7	10	0	17	0
% of Respondents	41.2%	58.8%	0%	100%	0%

Q 4.3.1

How often does your organization transfer materials between these locations?

	# of Orgs	% of Respondents
Multiple times daily	2	28.6%
Once daily	0	0%
Multiple times weekly	0	0%
Once weekly	1	14.3%
Once monthly	1	14.3%
Several times per year	1	14.3%
Once per year	0	0%
Less than once per year	1	14.3%
Not Applicable	1	14.3%
<i>Total Response:</i>	7	41.2%
<i>Total Non-Response:</i>	10	58.8%

Notes: The 10 organizations that answered “no” to question 4.3 were not required to answer this question.

SECTION 5: Vehicles

Q 5.1

Does your organization own or lease any vehicles for material transportation?

	Own or Lease Vehicles?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	7	10	0	17	0
% of Respondents	41.2%	58.8%	0%	100%	0%

Q 5.1.1

Which of the following vehicle types does your organization own or lease?

	# of Orgs	% of Respondents
Own or Lease Car(s):	2	28.6%
Own or Lease Van(s):	3	42.9%
Own or Lease Small Box Truck(s):	4	57.1%
Own or Lease Large Box Truck(s):	2	28.6%
Own or Least Trailer(s):	0	0%
<i>Total Response:</i>	7	41.2%
<i>Total Non-Response:</i>	10	58.8%

Notes: 3 organizations own multiple “Small Box Trucks”; 1 organization owns multiple “Large Box Trucks”. The 10 organizations that responded “No” to Q 5.1 did not answer this question.

Q 5.1.2

Do the vehicles that your organization owns or leases ever receive New York City parking violation tickets?

	Owned or Leased Vehicles Get Tickets?					# of Responses	No Response
	Yes, multiple times monthly	Yes, multiple times yearly	Yes, once a year or less	No, never	N/A		
# of Orgs	1	3	0	2	0	6	11
% of Respondents	16.7%	50%	0%	33.3%	0%	35.3%	64.7%

Notes: The 10 organizations that responded “No” to Q 5.1 did not answer this question. 1 organization chose not to answer this question.

Q 5.1.3

Are any of your vehicles either eco-friendly or alternatively fueled?

	Owned or Leased Vehicles use Alt Fuel?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	0	7	0	7	10
% of Respondents	0%	100%	0%	41.2%	58.8%

Notes: The 10 organizations that responded “No” to Q 5.1 did not answer this question. In addition, follow-up question 5.1.4 (on types of fuel used and vehicles using the alternative fuel) went unanswered.

Q 5.2

Does your organization rent vehicles for the purpose of material transport?

	Rent Vehicles?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	6	11	0	17	0
% of Respondents	35.3%	64.7%	0%	100%	0%

Q 5.2.1

In what circumstances would your organization rent a vehicle?

	# of Orgs	% of Respondents
Only Large Quantity of Material / Large Items	3	60%
Only “Out of Area” or “Far” Donations	2	40%
Only During Donation Drives	1	20%
Total Response:	5	29.4%
Total Non-Response:	12	70.6%

Notes: One organization listed two of the above circumstances. All organizations that answered “no” to Q 5.2 were not required to answer this question. One of the 6 organizations that answered “yes” to Q 5.2 chose not to answer.

Q 5.2.2

For what time duration do you usually rent vehicles?

	# of Orgs	% of Respondents
24 Hours	5	83.3%
3 Days	1	16.7%
<i>Total Response:</i>	6	35.3%
<i>Total Non-Response:</i>	11	64.7%

Notes: All organizations that answered "no" to Q 5.2 were not required to answer this question.

Q 5.2.3

Do your organization's rented vehicles ever receive New York City parking tickets?

	Rented Vehicles Get Tickets?					# of Responses	No Response
	Yes, multiple times monthly	Yes, multiple times yearly	Yes, once a year or less	No, never	N/A		
# of Orgs	0	1	2	3	0	6	11
% of Respondents	0%	16.7%	33.3%	50%	0%	35.3%	64.7%

Notes: All organizations that answered "no" to Q 5.2 were not required to answer this question.

Q 5.3

Does your organization use an independent service or third party carrier to complete pick-ups or deliveries?

	Use 3 rd Party Carrier?				# of Responses	No Response
	Yes, always	Only Sometimes	No	N/A		
# of Orgs	6	6	5	0	17	0
% of Respondents	35.3%	35.3%	29.4%	0%	100%	0%

Q 5.3.1

Would you mind telling us the name of the independent service that your organization works with?

	# of Orgs	% of Respondents
Large Trucking Broker/Logistics Manager	1	10%
Nonprofit Donation Logistics and Transportation Org.	1	10%
Large Trucking Company	1	10%
Midsized Trucking Company	1	10%
Small Trucking Company	1	10%
Moving Company	1	10%
Bike Courier / High Speed Messenger Service	2	20%
Small Parcel Shipper	1	10%
Donated Trucks from non-logistics company	1	10%
<i>Total Response:</i>	10	58.8%
<i>Total Non-Response:</i>	7	41.2%

Notes: Names of carriers not included in final data. Categorizations of companies based on online research. One organization did not list their 3rd party carrier. Organizations that answered "no" to Q 5.3 did not answer this question.

Q 5.3.2

Please detail the circumstances under which an independent service / third party carrier is utilized:

	# of Orgs	% of Respondents
All / most donation transportation	4	36.4%
Only valuable items	2	18.2%
Only when owned vehicles overbooked	1	9.1%
Only when donor cannot drop off	1	9.1%
Some donation transportation (unspecified circumstance)	3	27.3%
<i>Total Response:</i>	11	64.7%
<i>Total Non-Response:</i>	6	35.3

Notes: Three organizations indicated that they sometimes use 3rd party carriers for material transportation purposes but did not detail the circumstances in which they do use the services

SECTION 6: Missed Donations

Q 6.1

How often does your organization turn down donations due to an inability to transport item(s) to your location?

	# of Orgs	% of Respondents
Multiple times daily	0	0%
Once daily	0	0%
Multiple times weekly	1	5.9%
Once weekly	0	0%
Once monthly	3	17.6%
Several times per year	2	11.8%
Once per year	4	23.5%
Less than once per year	4	23.5%
Never	3	17.6%
Not Applicable	0	0%
<i>Total Response:</i>	17	100%
<i>Total Non-Response:</i>	0	0%

Q 6.2

Which of the following are reasons why donations are often turned down?

	# of Orgs	% of Respondents
Cannot meet timeframe of donor	10	58.8%
Pick-up is out of area	9	52.9%
Vehicle cannot handle pick-up	1	5.9%
No vehicle available	5	29.4%
No staff available	9	52.9%
Pick-up would cost too much	2	11.8%
Donation doesn't meet criteria	3	17.6%
<i>Total Response:</i>	17	100%
<i>Total Non-Response:</i>	0	0%

Notes: Cumulative percentage will total over 100% because organizations were allowed to select multiple responses.

Q 6.3

Does your organization ever refer donors to another reuse organization because you are unable to transport goods to your location? If so, how often?

	# of Orgs	% of Respondents
Multiple times daily	2	11.8%
Once daily	0	0%
Multiple times weekly	1	5.9%
Once weekly	4	23.5%
Once monthly	3	17.6%
Less than once per month	3	17.6%
Never	2	11.8%
Not Applicable	2	11.8
<i>Total:</i>	17	100%
<i>Total Non-Response:</i>	0	0%

Notes: Follow-up question 6.4 asked organizations to identify the circumstances in which they refer donors to other organizations. All said they refer donors of non-relevant materials to organizations that manage those materials.

Q 6.5

How often do you accept material donations that are then difficult to redistribute due to transportation difficulties?

	# of Orgs	% of Respondents
Multiple times daily	0	0%
Once daily	0	0%
Multiple times weekly	1	5.9%
Once weekly	1	5.9%
Once monthly	3	17.6%
Less than once per month	4	23.5%
Never	6	35.3%
Not Applicable	2	11.8%
<i>Total Response:</i>	17	100%
<i>Total Non-Response:</i>	0	0%

SECTION 7: Walk-In Donations

7.1

How many floors does your operation encompass?

	Number of Floors				# of Responses	No Response
	N/A	1	2	3		
# of Orgs	1	13	2	1	17	0
% of Respondents	5.9%	76.5%	11.8%	5.9%	100%	0%

Notes: One organization does not have a physical location.

7.2

On what floor(s) of the building does your location operate?

Floor of Building:	Organizations by Floor of Building											
9 th												
8 th												
7 th												
6 th												
5 th												
4 th												
3 rd												
2 nd												
1 st												
Basement												
Number of Orgs:	2	1	5			1	1	2	1	1	1	1
% of Orgs	13.3%	6.7%	33.3%			6.7%	6.7%	13.3%	6.7%	6.7%	6.7%	6.7%
<i># of responses: 16 No response: 1 Response %: 94.1%</i>												

Notes: One organization does not identify as having an operational location.

7.3

Does your location have access to an elevator?

	Access to elevator at location?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	10	5	0	15	2
% of Respondents	66.7%	33.3%	0%	88.2%	11.8

7.4

Does your location have access to a freight elevator?

	Access to freight elevator at location?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	8	7	0	15	2
% of Respondents	53.3%	46.7	0%	88.2%	11.8%

7.5

Do you accept drop-off / walk-in donations?

	Accept drop-off / walk-in donations?					# of Responses	No Response
	Yes, always	Yes, sometimes	Not usually	No, never	N/A		
# of Orgs	13	2	2	0	0	17	0
% of Respondents	76.5%	11.8%	11.8%	0%	0%	100%	0%

7.6

Do you have staff available to aid in the transfer of materials from the donor's vehicle to your location?

	Staff to aid drop-offs?				# of Responses	No Response
	Yes, always	Yes, Sometimes	No	N/A		
# of Orgs	11	5	1	0	17	0
% of Respondents	64.7%	29.4%	5.9%	0%	100%	0%

7.7

Is there equipment available to aid in the transfer of materials from the donor's vehicle to your location?

	Equipment to aid drop-offs?				# of Responses	No Response
	Yes, always	Yes, Sometimes	No	N/A		
# of Orgs	11	4	2	0	17	0
% of Respondents	64.7%	23.5%	11.8%	0%	100%	0%

7.7.1

Which types of equipment are available to aid drop-offs at your location?

	# of Orgs	% of Respondents
Dolly/Dollies:	12	80%
Forklift(s):	6	40%
Carry Basket(s) / Bin(s):	8	53.3%
Wheeled Cart(s)/Basket(s):	11	73.3%
Hand Truck(s):	12	80%
Pallet(s):	2	13.3%
Panel Mover(s):	1	6.7%
<i>Total Response:</i>	15	88.2%
<i>Total Non-Response:</i>	2	11.8%

Notes: The two organizations that answered "no" to Q 7.7 did not answer this question.

7.8

Do your donors ever receive New York City parking violation tickets when dropping off materials at your locations?

	Donors receive tickets?				# of Responses	No Response
	Yes, often	Yes, Sometimes	No, never	N/A		
# of Orgs	2	6	8	1	17	0
% of Respondents	11.8%	35.3%	47.1%	5.9%	100%	0%

Notes: Organizations that responded "Yes, often" or "Yes, sometimes" were directed to answer Q 7.8.1 "Does your organization pay the violations for the donors?"; 100% of the respondents answered "No, never"

7.9

How accessible is your drop-off location from the following types of transportation?

	Accessibility to public transportation (bus):						# of Responses	No Response
	Very hard to access (>1 mile away or inaccessible)	Somewhat hard to access (1/2 to 1 mile away)	Neither hard nor easy to access (5 blocks to ½ mile)	Somewhat easy to access (2 – 5 blocks away)	Very easy to access (within 2 blocks)	N/A		
# of Orgs	0	1	0	2	14	0	17	0
% of Total Respondents	0%	5.9%	0%	11.8%	82.4%	0%	100%	0%

	Accessibility to public transportation (subway):						# of Responses	No Response
	Very hard to access (>1 mile away or inaccessible)	Somewhat hard to access (1/2 to 1 mile away)	Neither hard nor easy to access (5 blocks to ½ mile)	Somewhat easy to access (2 – 5 blocks away)	Very easy to access (within 2 blocks)	N/A		
# of Orgs	1	1	1	2	12	0	17	0
% of Total Respondents	5.9%	5.9%	5.9%	11.8%	70.6%	0%	100%	0%

	Accessibility to arterial roadways:						# of Responses	No Response
	Very hard to access (>1 mile away or inaccessible)	Somewhat hard to access (1/2 to 1 mile away)	Neither hard nor easy to access (5 blocks to ½ mile)	Somewhat easy to access (2 – 5 blocks away)	Very easy to access (within 2 blocks)	N/A		
# of Orgs	0	0	1	2	14	0	17	0
% of Total Respondents	0%	0%	5.9%	11.8%	82.4%	0%	100%	0%

7.10

Which types of on-street parking are available for donors in the vicinity of your drop-off location?

	Donor access to metered parking:						# of Responses	No Response
	Inaccessible	Hard to access	Neither hard nor easy to access	Somewhat easy to access	Very easy to access	N/A		
# of Orgs	1	1	2	4	4	5	17	0
% of Total Respondents	5.9%	5.9%	11.8%	23.6%	23.6%	29.4%	100%	0%

	Donor access to free parking:						# of Responses	No Response
	Inaccessible	Hard to access	Neither hard nor easy to access	Somewhat easy to access	Very easy to access	N/A		
# of Orgs	1	7	2	2	3	2	17	0
% of Total Respondents	5.9%	41.2%	11.8%	11.8%	17.6%	11.8%	100%	0%

	Donor access to designated parking spot(s):						# of Responses	No Response
	Inaccessible	Hard to access	Neither hard nor easy to access	Somewhat easy to access	Very easy to access	N/A		
# of Orgs	6	0	0	3	4	4	17	0
% of Total Respondents	35.3%	0%	0%	17.6%	23.6%	23.6%	100%	0%

	Donor access to loading zone:						# of Responses	No Response
	Inaccessible	Hard to access	Neither hard nor easy to access	Somewhat easy to access	Very easy to access	N/A		
# of Orgs	3	0	2	1	8	3	17	0
% of Total Respondents	17.6%	0%	11.8%	5.8%	47.1%	17.6%	100%	0%

SECTION 8: Storage and Capacity

Q 8.1

How does your organization dispose of surplus materials or items that cannot be redistributed?

	# of Orgs	% of Respondents
Re-donates	10	58.8%
Recycles	9	52.9%
Landfills	7	41.2%
Composts (on-site)	1	5.9%
Moves to storage	1	5.9%
Sells off	1	5.9%
Places in “free bin”	1	5.9%
Salvages	1	5.9%
<i>Total Response:</i>	17	100%
<i>Total Non-Response:</i>	0	0%

Notes: This was an open-ended question: organizations were allowed to input multiple answers

Q 8.2

Can you estimate how much storage space your organization has?

Organization A	15000 sq ft
Organization B	18000 sq ft
Organization C	1500 sq ft
Organization D	1000 sq ft
Organization E	1200 sq ft
Organization F	35,000 sq ft
Organization G	2000 sq ft
Organization H	46,000 sq ft
Organization I	30,000 sq ft
Organization J	200 sq ft
Organization K	10,600 sq ft
Organization L	1,750 sq ft
Organization M	400 sq ft
Organization N	11,000 sq ft
Organization O	40,000 sq ft
Average	14243 sq ft
Max	46000 sq ft
Min	200 sq ft
Standard Dev.	15475 sq ft
<i>Total Response:</i>	15 88.2%
<i>Total Non-Response:</i>	2 11.8%

Notes: One organization does not consider themselves as having a physical storage location. Another organization did not answer the question.

Q 8.3

Does your organization ever need to deny donations because you are at or near your maximum storage capacity?

	Deny donation because facility at max capacity?				# of Responses	No Response
	Yes, always	Yes, Sometimes	No	N/A		
# of Orgs	1	8	8	0	17	0
% of Respondents	5.9%	47.1%	47.1%	0%	100%	0%

Q 8.4

Does your organization ever refer donors to other organizations because you do not have the storage capacity to handle their proposed donation?

	Refer to other organization because of lack of storage?				# of Responses	No Response
	Yes, always	Yes, Sometimes	No	N/A		
# of Orgs	1	10	6	0	17	0
% of Respondents	5.9%	58.8%	35.3%	0%	100%	0%

Q 8.5

What materials are difficult to move out of your location once you have accepted them?

	# of Orgs	% of Respondents
Office Furniture	2	28.5%
Home Furniture	2	28.5%
Appliances and electronics	2	28.5%
Musical instruments	1	5.9%
Building materials	2	28.5%
Medical equipment	1	5.9%
<i>Total Response:</i>	7	41.2%
<i>Total Non-Response:</i>	10	58.8%

Note: Many organizations did not feel the question to be applicable. Other organizations did not answer applicably: they instead listed materials that were not popular amongst buyers/recipients. This question was open-ended: all applicable responses were coded and categorized.

Q 8.6

Regarding the materials listed above, select whether you agree or disagree with the following statement: *“The main reason these materials do not move is because they are hard to transport”*

	Hard to move because of transport issues?					# of Responses	No Response
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree		
# of Orgs	0	2	3	2	0	7	10
% of Respondents	0%	28.6%	42.9%	28.6%	0%	41.2%	58.8%

Q 8.7

Once an item is claimed by a recipient does your organization have a time limit for item pickup?

	Time limit for item pickup?				# of Responses	No Response
	Yes, Always	Yes, Sometimes	No, Never	N/A		
# of Orgs	8	3	6	0	17	0
% of Respondents	41.1%	17.6%	35.3%	0%	100%	0%

Q 8.7.1

Is this time limit in place due to storage space needs?

	Time limit because of storage space needs?				# of Responses	No Response
	Yes, Always	Yes, Somewhat	No	N/A		
# of Orgs	8	3	0	0	11	6
% of Respondents	72.7%	27.3%	0%	0%	64.7%	35.3%

SECTION 9: Potential Partnering

Q 9.1

Does your organization currently partner with any other reuse organization to help them transport materials?

	Currently partner to aid transport?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	3	14	0	17	0
% of Respondents	17.6%	82.4%	0%	100%	0%

Notes: When asked to elaborate on their response, only three organizations obliged. One organization stated that they do not help because of liability concerns. The other two organizations only help transport materials that they re-donate.

Q 9.2

Does your organization ever ask another organization to help with the transport of your materials?

	Currently ask for help with transport?			# of Responses	No Response
	Yes	No	N/A		
# of Orgs	3	14	0	17	0
% of Respondents	17.6%	82.4%	0%	100%	0%

Notes: When asked to elaborate on their response, no organization obliged.

Q 9.3

In the future: how willing would you be to pair with another reuse organization for transportation purposes?

	# of Orgs	% of Respondents
Completely willing	5	33.3%
Somewhat willing	5	33.3%
Undecided	2	13.3%
Somewhat unwilling	0	0%
Completely unwilling	0	0%
N/A	3	20%
Total Response:	15	88.2%
Total Non-Response:	2	11.8%

Notes: When asked to elaborate on their response, one organization noted that, although willing, they were wary of incurring possible costs.

Q 9.4

In the future: how willing would you be to lend another reuse organization your transportation services?

	# of Orgs	% of Respondents
Completely willing	0	0
Somewhat willing	1	6.3%
Undecided	1	6.3%
Somewhat unwilling	1	6.3%
Completely unwilling	2	12.5%
N/A	11	68.8%
Total Response:	16	94.1%
Total Non-Response:	1	5.9%

Notes: When asked to elaborate on their response, only the organization that was somewhat willing to lend transportation obliged. They stated that they would be concerned with both liability issues and with the applicability of the borrowing organization to their mission.

Q 9.5

Would you be willing to explore opportunities to jointly contract with another reuse organization for third-party carrier services?

	# of Orgs	% of Respondents
Completely willing	5	31.3%
Somewhat willing	6	37.5%
Undecided	3	18.8%
Somewhat unwilling	0	0%
Completely unwilling	0	0%
N/A	2	12.5%
Total Response:	16	94.1%
Total Non-Response:	1	5.9%

Notes: When asked to elaborate on their response, two organizations were concerned about pricing. Another organization stated that they were concerned about time issues. A fourth organization voiced concern that they may not have enough demand for transportation services.

Q 9.6

If costs were equal, would you prefer to keep material transportation services in-house or to outsource delivery and pick-up responsibilities to a third party?

	Prefer to in-house or outsource transportation?			# of Responses	No Response
	In-house	Outsource	N/A		
# of Orgs	3	10	4	17	0
% of Respondents	17.6%	58.8%	23.5%	100%	0%

Notes: When asked to elaborate on their response, six organizations did so. One organization would keep transportation in-house because they feel their logistical system is too complex to trust to outsourcing. Of organizations that already outsource, three organizations said that they would continue to outsource because they are: happy with their courier, outsourcing saves them time, and logistics is not their “forte”. One organization that currently has in-house transportation stated that they would rather outsource because it gives them: a longer pick-up window, larger available transportation fleet, and access to more logistical personnel.

SECTION 10: Budget

Notes: Response rate for this section was significantly lower than that of the other sections. Many organizations were not comfortable answering these questions. Others were not prepared to answer them: despite numerous follow-up attempts the response rate remained low.

Q 10.3

Can you estimate your organization’s monthly costs for the following transportation elements?

Line Item	Avg. Cost:	# of Response	Median	Min.	Max	# No Response
Loans on vehicles:	\$ ---	0	-	-	-	17
Financing payments on vehicles:	\$ ---	0	-	-	-	17
Lease payment on vehicles:	\$1,000	1	-	-	-	16
Rental cost for vehicles:	\$725	2	-	\$250	\$1,200	15
Vehicle fuel costs:	\$291.67	3	\$250	\$125	\$500	14
Vehicle maintenance:	\$533.33	3	\$500	\$100	\$1,000	14
Vehicle parking:	\$300	1	-	-	-	16
Driver salary:	\$6,583	3	\$9,000	\$750	\$10,000	14
Logistics manager salary:	\$3,500	1	-	-	-	16
Independent courier service fee:	\$300	1	-	-	-	16

SECTION 11: Materials Accepted and Exchanged

Q 11 Column A

Indicate which of the following materials you would CURRENTLY accept:

Item	Currently Accept Item?				# of Responses	No Response
	Yes	Yes, sometimes	No	N/A		
Adults and/or Children's Clothing or Shoes	1	12	4	0	17	0
Bedding and/or Linens	1	10	6	0	17	0
Books	1	10	6	0	17	0
DVD's & other Electronic Media	1	9	7	0	17	0
Computers and Peripherals	0	7	10	0	17	0
Small Appliances / Electronics	0	9	8	0	17	0
Large Appliances / Electronics	0	6	11	0	17	0
Household Furnishings	0	7	10	0	17	0
Office Furnishings	1	4	12	0	17	0
Office Equipment	1	3	13	0	17	0
Office & School Supplies	1	5	11	0	17	0
Musical Instruments or Art Supplies	1	9	7	0	17	0
Theatrical Items	1	5	11	0	17	0
Children's Items	1	7	9	0	17	0
Bric-a-brac	0	6	11	0	17	0
Dress Accessories	1	9	7	0	17	0
Household Supplies	1	6	10	0	17	0
Personal Care Items	1	9	7	0	17	0
Medical Equipment	1	2	14	0		0
Hearing-aids and/or Eye Glasses	1	5	11	0	17	0
Architectural Salvage, Industrial Surplus and/or Building Materials	0	3	14	0	17	0
Bicycles	0	5	12	0	17	0
Food	1	4	12	0	17	0

Q 11 Column B

Indicate whether or not you are willing to accept this material but are not able to currently do so due to transportation or spatial issues.

Item	Willing to accept item, but cannot due to:				# of Responses	No Response
	Transportation concerns	Spatial concerns	Both	N/A		
Adults and/or Children's Clothing or Shoes	0	0	1	16	17	0
Bedding and/or Linens	0	0	1	16	17	0
Books	0	0	1	16	17	0
DVD's & other Electronic Media	0	0	1	16	17	0
Computers and Peripherals	0	0	1	16	17	0
Small Appliances / Electronics	0	0	1	16	17	0
Large Appliances / Electronics	0	0	2	15	17	0
Household Furnishings	1	1	1	14	17	0
Office Furnishings	1	0	1	15	17	0
Office Equipment	1	0	0	16	17	0
Office & School Supplies	0	0	1	16	17	0
Musical Instruments or Art Supplies	0	0	1	16	17	0
Theatrical Items	0	0	1	16	17	0
Children's Items	0	0	1	16	17	0
Bric-a-brac	0	0	1	16	17	0
Dress Accessories	0	0	1	16	17	0
Household Supplies	0	0	1	16	17	0
Personal Care Items	0	0	1	16	17	0
Medical Equipment	0	0	1	16	17	0
Hearing-aids and/or Eye Glasses	0	0	1	16	17	0
Architectural Salvage, Industrial Surplus and/or Building Materials	1	0	1	15	17	0
Bicycles	1	0	1	15	17	0
Food	0	0	1	16	17	0

Q 11 Column C Walk-in

Indicate how often you currently receive these items via walk-in:

Item	How often do you receive walk-ins?									# of Responses	No Response
	Total # of accepting orgs	Several times daily	Once Daily	Several times weekly	Once weekly	Once monthly	Several times yearly	Never	N/A		
Adults and/or Children's Clothing or Shoes	13	62%	0%	8%	8%	0%	8%	3	3	17	0
Bedding and/or Linens	11	36%	18%	0%	9%	9%	18%	3	4	17	0
Books	11	36%	18%	0%	18%	27%	18%	2	2	17	0
DVD's & other Electronic Media	10	30%	10%	10%	30%	0%	10%	4	4	17	0
Computers and Peripherals	7	43%	0%	0%	29%	29%	43%	3	4	17	0
Small Appliances / Electronics	9	44%	0%	0%	11%	22%	33%	3	4	17	0
Large Appliances / Electronics	6	17%	0%	17%	0%	17%	33%	9	3	17	0
Household Furnishings	7	43%	0%	14%	14%	14%	29%	5	4	17	0
Office Furnishings	5	20%	0%	0%	40%	20%	80%	6	3	17	0
Office Equipment	4	0%	25%	25%	25%	0%	100%	6	4	17	0
Office & School Supplies	6	50%	17%	17%	17%	33%	67%	1	4	17	0
Musical Instruments or Art Supplies	10	30%	0%	10%	30%	0%	20%	4	4	17	0
Theatrical Items	6	17%	0%	33%	50%	17%	33%	5	3	17	0
Children's Items	8	38%	0%	38%	13%	13%	13%	4	4	17	0
Bric-a-brac	6	83%	0%	17%	17%	0%	17%	4	5	17	0
Dress Accessories	10	50%	10%	10%	0%	20%	10%	2	5	17	0
Household Supplies	7	29%	14%	14%	14%	29%	14%	5	4	17	0
Personal Care Items	10	30%	0%	30%	10%	40%	0%	2	4	17	0
Medical Equipment	3	33%	0%	33%	0%	33%	67%	7	5	17	0
Hearing-aids and/or Eye Glasses	6	33%	0%	17%	0%	0%	67%	5	5	17	0
Architectural Salvage, Industrial Surplus and/or Building Materials	3	33%	0%	0%	67%	0%	0%	10	4	17	0
Bicycles	5	20%	0%	0%	0%	40%	60%	7	4	17	0
Food	5	20%	0%	20%	20%	0%	40%	8	4	17	0

Notes: Percentages may not summate to 100% because 'Never' and 'N/A' responses are not included. Response to this question exceeds 'yes' response to Q 11A; many organizations that responded 'no' or 'N/A' to Q 11A responded 'Never' or 'N/A' to this question.

Q 11 Column C Pick-up

Indicate how often you currently receive these items via pick-up:

Item	How often do you pick-up?									# of Responses	No Response
	Total # of accepting orgs	Several times daily	Once Daily	Several times weekly	Once weekly	Once monthly	Several times yearly	Never	N/A		
Adults and/or Children's Clothing or Shoes	13	23%	0%	8%	8%	15%	8%	3	6	17	0
Bedding and/or Linens	11	27%	0%	0%	9%	0%	18%	3	8	17	0
Books	11	27%	0%	9%	9%	9%	9%	4	6	17	0
DVD's & other Electronic Media	10	20%	0%	10%	10%	10%	10%	3	8	17	0
Computers and Peripherals	7	29%	0%	29%	14%	0%	14%	3	8	17	0
Small Appliances / Electronics	9	22%	0%	0%	11%	11%	22%	3	8	17	0
Large Appliances / Electronics	6	0%	17%	0%	0%	0%	50%	5	8	17	0
Household Furnishings	7	29%	14%	14%	0%	14%	29%	3	7	17	0
Office Furnishings	5	20%	0%	0%	40%	20%	80%	3	6	17	0
Office Equipment	4	0%	25%	25%	0%	0%	75%	5	7	17	0
Office & School Supplies	6	17%	17%	0%	0%	33%	50%	2	8	17	0
Musical Instruments or Art Supplies	10	30%	0%	0%	0%	10%	10%	4	8	17	0
Theatrical Items	6	0%	17%	0%	17%	17%	33%	4	8	17	0
Children's Items	8	38%	0%	13%	0%	25%	0%	3	8	17	0
Bric-a-brac	6	50%	0%	0%	0%	17%	0%	4	9	17	0
Dress Accessories	10	20%	10%	0%	10%	10%	0%	3	9	17	0
Household Supplies	7	14%	14%	0%	0%	29%	0%	4	9	17	0
Personal Care Items	10	10%	0%	0%	10%	30%	0%	5	7	17	0
Medical Equipment	3	33%	0%	0%	0%	33%	0%	5	10	17	0
Hearing-aids and/or Eye Glasses	6	17%	0%	0%	0%	0%	17%	5	10	17	0
Architectural Salvage, Industrial Surplus and/or Building Materials	3	33%	0%	0%	33%	0%	0%	6	9	17	0
Bicycles	5	0%	0%	0%	0%	20%	40%	5	9	17	0
Food	5	20%	0%	0%	20%	20%	20%	4	9	17	0

Notes: Percentages may not summate to 100% because 'Never' and 'N/A' responses are not included. Response to this question exceeds 'yes' response to Q 11A; many organizations that responded 'no' or 'N/A' to Q 11A responded 'Never' or 'N/A' to this question.

Q 11 Column D

Indicate the quantity of the materials you currently take in

Item	Quantity of material accepted:								# of Responses	No Response
	Total # of accepting orgs	Semi-trailer / multiple box truck loads	One box truck load	One vanload	One carload	One bag, box, or carton-full	Small lose pieces	N/A		
Adults and/or Children's Clothing or Shoes	13	0%	8%	23%	31%	31%	0%	4	16	1
Bedding and/or Linens	11	0%	0%	9%	9%	55%	18%	6	16	1
Books	11	0%	9%	27%	9%	36%	27%	4	16	1
DVD's & other Electronic Media	10	0%	0%	0%	10%	40%	30%	8	16	1
Computers and Peripherals	7	0%	0%	29%	29%	29%	29%	8	16	1
Small Appliances / Electronics	9	0%	0%	0%	22%	22%	78%	5	16	1
Large Appliances / Electronics	6	0%	0%	67%	0%	17%	17%	10	16	1
Household Furnishings	7	29%	0%	57%	14%	14%	0%	8	16	1
Office Furnishings	5	0%	40%	60%	80%	0%	0%	7	16	1
Office Equipment	4	0%	75%	50%	25%	0%	50%	8	16	1
Office & School Supplies	6	0%	0%	33%	50%	33%	50%	6	16	1
Musical Instruments or Art Supplies	10	0%	0%	20%	10%	40%	0%	9	16	1
Theatrical Items	6	17%	17%	17%	0%	17%	67%	8	16	1
Children's Items	8	0%	0%	25%	13%	50%	13%	8	16	1
Bric-a-brac	6	0%	0%	33%	17%	17%	50%	9	16	1
Dress Accessories	10	0%	0%	10%	20%	30%	30%	7	16	1
Household Supplies	7	0%	0%	43%	0%	14%	43%	9	16	1
Personal Care Items	10	0%	0%	10%	10%	40%	40%	6	16	1
Medical Equipment	3	0%	0%	33%	0%	67%	33%	12	16	1
Hearing-aids and/or Eye Glasses	6	0%	0%	0%	0%	33%	50%	11	16	1
Architectural Salvage, Industrial Surplus and/or Building Materials	3	33%	33%	33%	0%	0%	0%	13	16	1
Bicycles	5	20%	0%	0%	40%	0%	80%	8	15	2
Food	5	0%	0%	20%	20%	60%	0%	11	16	1

Notes: Percentages may not summate to 100% because 'N/A' responses are not included. Response to this question exceeds 'yes' response to Q 11A; many organizations that responded 'no' or 'N/A' to Q 11A responded 'N/A' to this question.