

**G. Topographic Survey at Candidate Solid Waste
Transfer Stations**

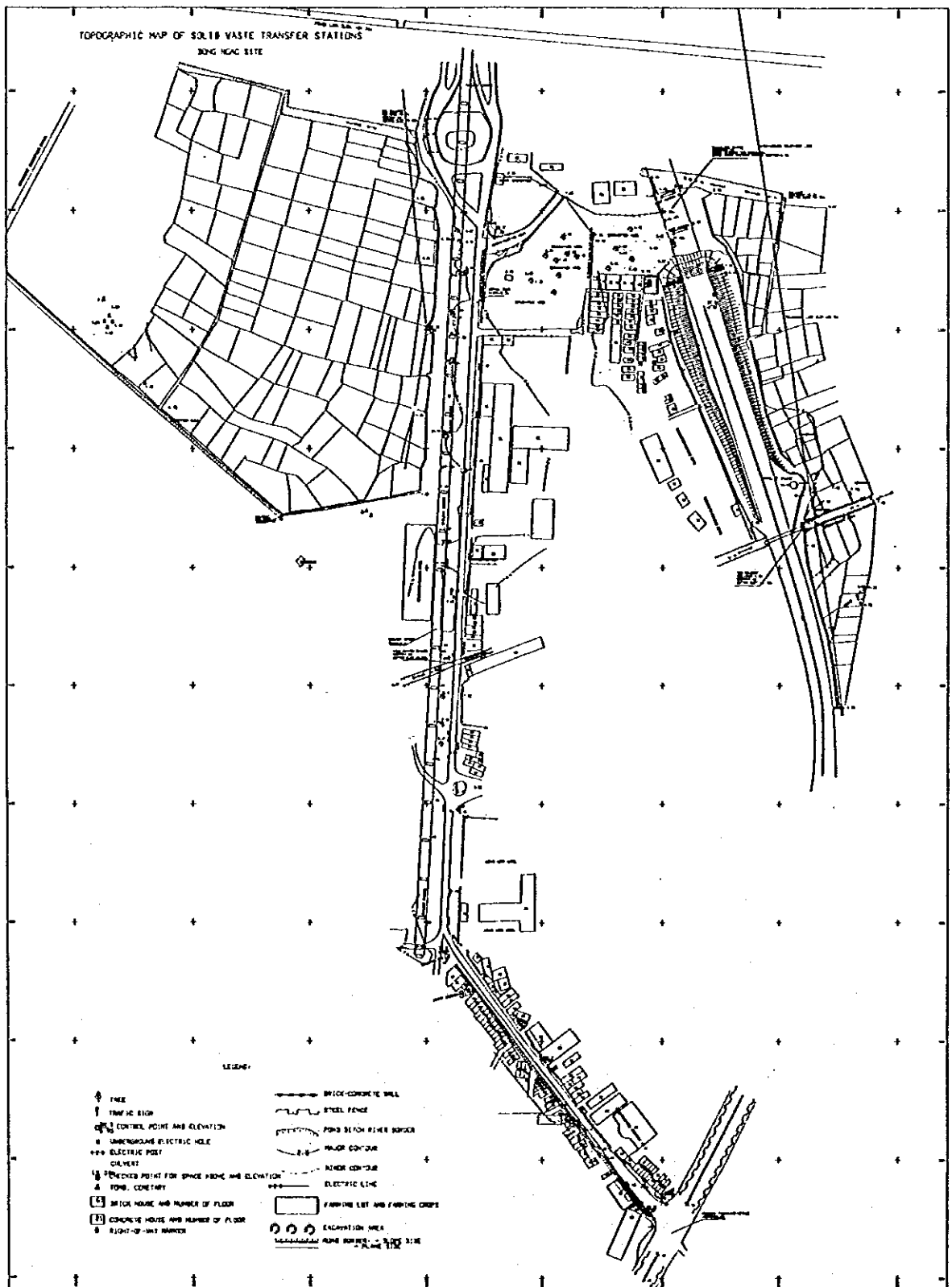


Figure G.1 Topographic Map of Solid Waste Transfer Stations Dong Ngac Site

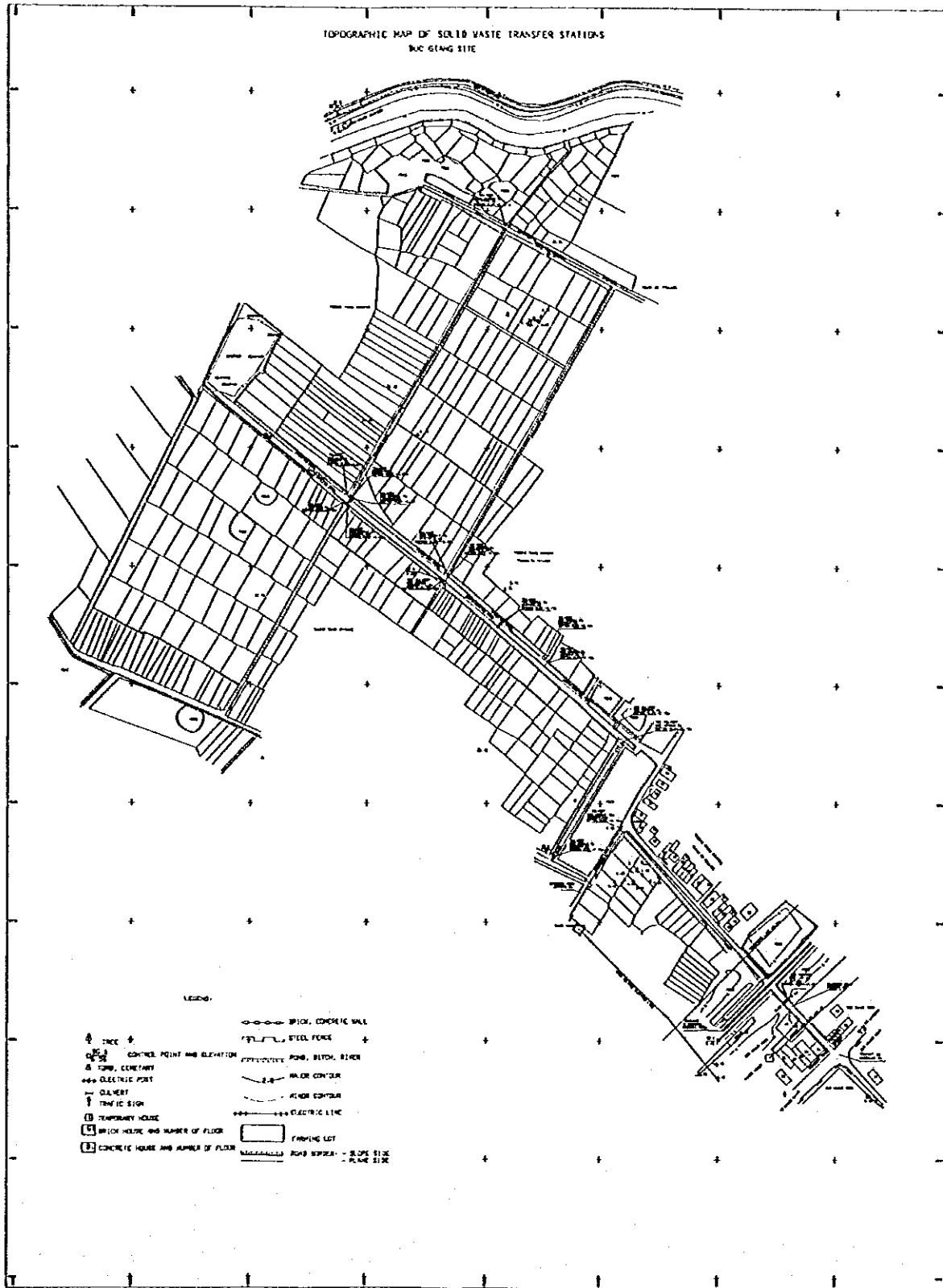
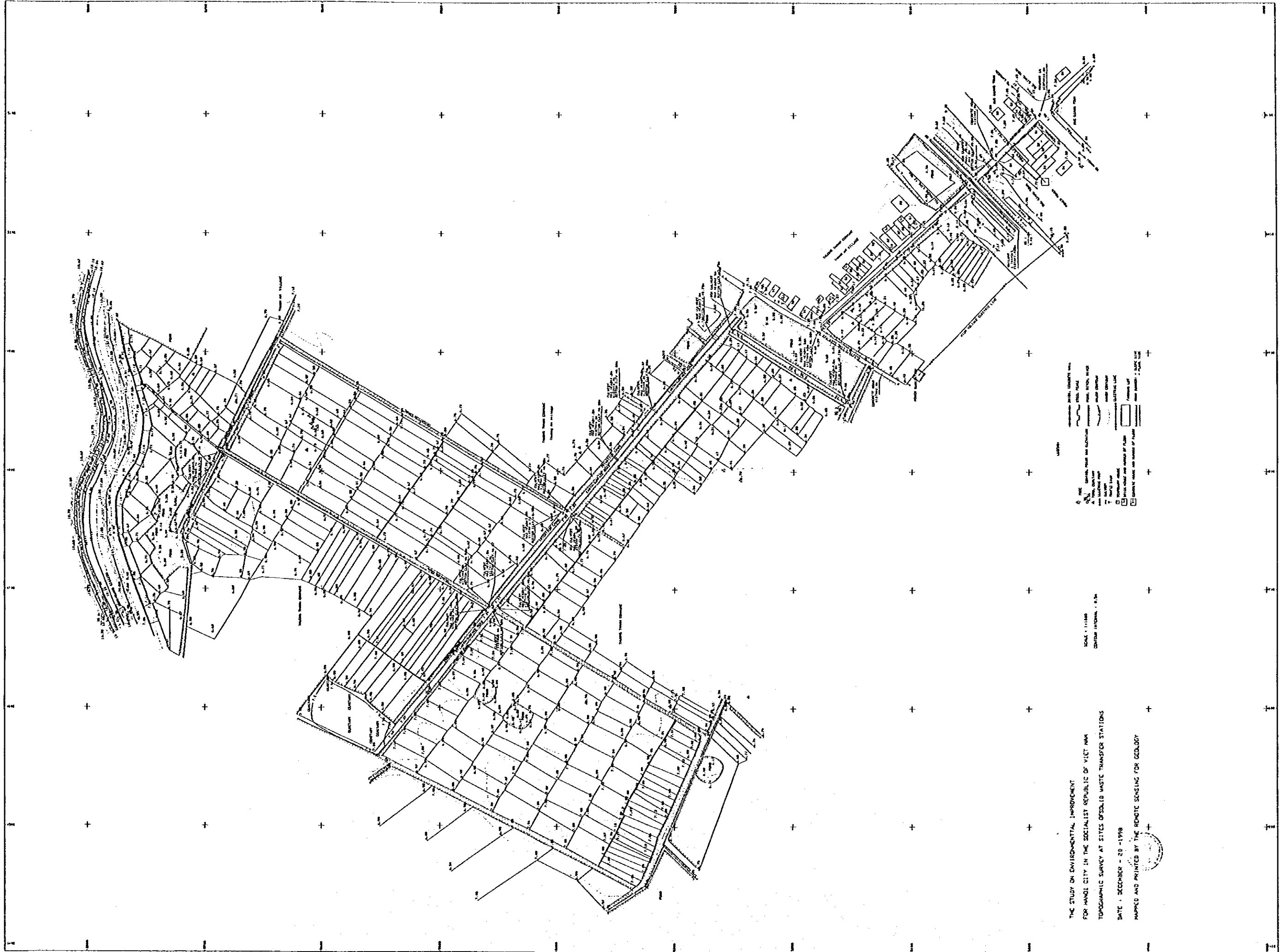


Figure G.2 Topographic Map of Solid Waste Transfer Stations Duc Giang Site

TOPOGRAPHIC MAP OF SOLID WASTE TRANSFER STATIONS
DUC GIANG SITE



THE STUDY ON ENVIRONMENTAL IMPROVEMENT
FOR HANOI CITY IN THE SOCIALIST REPUBLIC OF VIET NAM
TOPOGRAPHIC SURVEY AT SITES OF SOLID WASTE TRANSFER STATIONS
DATE : DECEMBER - 20 - 1978
MAPPED AND PRINTED BY THE REMOTE SENSING FOR GEOLOGY

SCALE : 1:11,000
CONTour INTERVAL : 0.5m

- LEGEND
- ROAD
 - TRANSFER STATION
 - ROAD CENTER LINE
 - ROAD WIDTH
 - ROAD GRADE
 - ROAD ELEVATION
 - ROAD NAME
 - ROAD NUMBER
 - ROAD CLASSIFICATION

Figure G-3 Topographic Map of Solid Waste Transfer Stations Dong Ngac Site

TOPOGRAPHIC MAP OF SOLID WASTE TRANSFER STATIONS
DONG NGAC SITE



Figure G.4 Topographic Map of Solid Waste Transfer Stations Duc Giang Site

**H. Household Survey on Environmental Awareness
of the Hanoi Citizens**

H Household Survey on Environment Awareness of the Hanoi Citizens

Outline

1. Objective	To know opinion of Hanoi citizens concerning local neighborhood environment and solid waste.
2. Survey date	10 – 25 October 1998
3. Number of sample households surveyed	500 household. See the table below and Annex 1 for breakdown
4. Survey method	An interviewer visited each household, and interviewed a household person. 5 interviewers were used.
4. Questionnaire	See Annex 2
5. Survey results	See Annex 3

Number of Households Surveyed by Type of Houses

a)	government houses:	100
b)	private houses in residential areas:	140
c)	private houses in commercial streets:	140
d)	houses in polluted area: (50 households located along To Lick River and 20 households in brick and pottery producing areas in Gia Lam and Thanh Tri.)	70
e)	houses in rural area (Soc Son)	50
	Total	500

ANNEX 1
SURVEY OUTLINE

Sample area characteristics	Code	Sample area		Districts	No. of sample households	Total
		Street/Precincts/Communes				
Government apartment	A1	Thanh Cong		Ba Dinh	30	100
	A2	Kim Lien		Dong Da	30	
	A3	Chuong Duong		Hoan Kiem	20	
	A4	Truong Dinh		Hai Ba Trung	20	
Urban Area	B1	Bach KHoa		Hai Ba Trung	20	140
	B2	Thai Ha		Dong Da	20	
	B3	Hang Bo		Hoan Kiem	20	
	B4	Lieu Giai		Ba Dinh	10	
	B5	Duc Long Cham		Thanh Xuan	10	
	B6	Nghia Tan		Cau Giay	10	
	B7	Nghi Tam		Tay Ho	10	
Private houses in residential areas in urban districts	B8	Yen So		Thanh Tri	10	
	B9	Xuan Dinh		Tu Liem	10	
	B10	Air-force residential area		Gia Lam	10	
	B11	B2 area		Dong Anh	10	

Private house/shop in commercial streets	Urban Area	C1	Minh Khai	Hai Ba Trung	20	140
		C2	Tay Son	Dong Da	20	
		C3	Luong Van Can	Hoan Kiem	20	
		C4	Kim Ma	Ba Dinh	10	
		C5	Nguyen Trai	Thanh Xuan	10	
		C6	Cau Giay	Cau Giay	10	
		C7	Yen Phu	Tay Ho	10	
	Suburban area	C8	Van Dien town	Thanh Tri	10	
		C9	Cau Dien	Tu Liem	10	
		C10	Ngo Gia Tu	Gia Lam	10	
		C11	B1 area	Dong Anh	10	
D1		Dai Yen	Ba Dinh	10		
Houses in contaminated areas(contaminated water)	D2	Unit 9	Cau Giay	10	50	
	D3	Unit 17	Cau Giay	10		
	D4	Lang Thuong	Dong Da	10		
	D5	Khuong Trung	Thanh Xuan	10		
	E1	Bat Trang	Gia Lam	10		
Houses in polluted areas (brick and pottery producing areas, cemeteries...)	E2	Van Dien	Thanh Tri	10	20	
	F1	Noi Phat	Soc Son	10		
	F2	Phu Minh	Soc Son	10		
Houses in rural streets	F3	Lac Tai	Soc Son	10	30	
	G1	Nam Son	Soc Son	10		
Houses in rural areas	G2	Trung Gia	Soc Son	10	20	
Total					500	

ANNEX 2

NO. _____

HOUSEHOLD SURVEY ON ENVIRONMENT AWARENESS OF THE HANOI CITIZENS

Multiple answers are possible for the questions marked with "*" .

1. Name of interviewer: _____

2. Interview date: _____

A. Questions concerning Household

1. Interviewee

- a. male
- b. female

2. Age of interviewee

- a. 10 - 19
- b. 20 - 29
- c. 30 - 39
- d. 40 - 49
- e. 50 and over

3. Address of Interviewee

Commune/Street/Ward:

District: _____

4. Type of house

- a. individual residential house
- b. residential house/shop combined
- c. apartment
- d. others()

5. Number of persons in the Household

_____ persons

6. Occupation of the head of the household

- a. worker in government agency or government enterprise
- b. worker in private company including foreign company or foreign local J/V company
- c. other types of employee in government agency or government enterprise

d. other types of employee in private company including foreign company or foreign local J/V company

e. self employed (shop owner, private business)

f. agricultural activity

g. retire

h. others()

i. unemployed

7. Number of income earners in the household

_____ persons

IMPORTANT: leave Question 8 to the end of the interview.

8. Approximate total monthly income of the household

_____ dong/month

B. Questions concerning the Environment Conditions in the Interviewee's Neighborhood

1. Do you think environmental pollution exists in your neighborhood? (Environment problems include waste problem, water pollution, air pollution, noise, bad smell)
- a. Yes, serious
 - b. Yes, but not serious
 - c. No, not at all

2. *What kind of environment problem exist in your neighborhood if any?
- a. waste problem (uncollected waste or illegally dumped waste)
 - b. water pollution
 - c. air pollution
 - d. noise pollution
 - e. bad smell

3. Waste problems

3.1 How serious?

- a. serious
- b. a little
- c. no problem

3.2 *What are the problems?

- a. illegal dumping
- b. no waste collection service
- c. inadequate waste collection service
- d. others()

3.3 *Solution

- a. URENCO should provide waste collection service or collect more waste.
- b. improvement of people's behavior
- c. others()

4. Water pollution problems

4.1 How serious?

- a. serious
- b. A little
- c. no problem

4.2 *Polluted area

- a. canal/river(location:)
- b. pond/lake(location:)
- c. underground waster (location/name:)
- d. others (location/name:)

4.3 *Cause of pollution

- a. household sewage
- b. household waste
- c. market, shop, restaurant
- d. factory, enterprise
- e. others()

5. Bad smell

5.1 How serious

- a. serious
- b. a little
- c. no problem

5.2 *Frequency

- a. almost every day
- b. a few days a week (1-5 days/week)
- c. seaonal/monthly
- d. none

5.3 *Cause of bad smell

- a. household
- b. market, shop, restaurant
- c. factory, enterprise
- d. traffic
- e. others()

6. Air pollution

6.1 How serious?

- a. serious
- b. a little
- c. no problem

6.2 Frequency of pollution

- a. almost every day
- b. a few days a week (1-5 days/week)
- c. less frequent
- d. none

6.3 *Cause of pollution

- a. household
- b. market, shop, restaurant
- c. factory, enterprise
- d. traffic emission gas
- e. street dust arisen from traffic
- f. others()

7. Noise pollution

7.1 How serious?

- a. serious
- b. a little
- c. no problem

7.2 Frequency

- a. almost every day
- b. a few days a week (1-5 days/week)
- c. less frequent
- d. none

7.3 *Cause of pollution

- a. household
- b. market, shop, restaurant
- c. factory, enterprise
- d. traffic
- e. others()

8. Vibration

8.1 How serious

- a. serious
- b. a little
- c. no problem

8.2 *Frequency

- a. almost every day
- b. a few days a week (1-5 days/week)
- c. less frequent
- d. none

8.3 *Cause of bad smell

- a. household
- b. market, shop, restaurant
- c. factory, enterprise
- d. traffic
 - d1 railways
 - d2 other vehicles
- e. others()

9. *Who will be the most important actor for the solution of the problem?

- a. people
- b. enterprises
- c. governmental authorities
- d. others()

10. *What actions will be most effective to improve the environment?

- a. self efforts of citizens' s to keep the city clean.
- b. education of the people (so that the people would cooperate for the environment protection)
- c. making regulations and enforcement.
- d. Efforts of enterprises to take pollution control measures.
- e. Improvement of the cleansing services by HPC/URENCO.
- f. others ()

11. *What can you do to protect the environment of Hanoi?

- a. no littering or illegal dumping of waste
- b. participate in the cleaning of the neighborhood area on voluntary base
- c. pay waste collection fee
- d. educate children or other people
- e. nothing

C. Questions Concerning Solid Waste in Interviewee's Neighborhood

1. Do you think that your neighborhood area is generally clean?

- a. clean
- b. not so clean
- c. dirty

(Explain:

2. *What do you use to store household waste?

- a. waste basket
- b. plastic bag
- c. others ()
- d. None

3. *Where do you take the waste to?

- a. handcart pushed by worker
- b. the nearest communal container
- c. throw to some places(street, empty place, river, lake)
 - c1. Street
 - c2. River, drainage
 - c3. Pond, lake
 - c4. Garden
 - c5. Others ()

4. How often do you take the household waste to the place you answered in the previous question?

_____ times/week

5. Are there any waste collection service in your area?

- a. Yes
- b. No.

6. If yes, are you satisfied with the current waste collection service?

- a. Yes, very much.
- b. Yes, but not very much (acceptable)
- c. No

7. Do you pay the garbage collection fee to the fee collector?

- a. Yes
- b. No.

8. If the garbage collection fee is 2,000 dong/capita/month, are you going to pay this amount?

- a. 2,000 dong/capita/month is still not high, therefore I will pay the amount.
- b. 2,000 dong/capita/month is high, but I will pay.
- c. 2,000 dong/capita/month is too high, I will not pay.

(Comment if any:)

About Recycling:

9. *Do you sell any of the following used items?

- a. used paper(newspaper, magazines, etc.)
- b. used glass including glass bottles
- c. used metals including metal bottles
- d. used plastics including plastic bottles
- e. used clothes
- f. others ()
- g. Not sell the above things

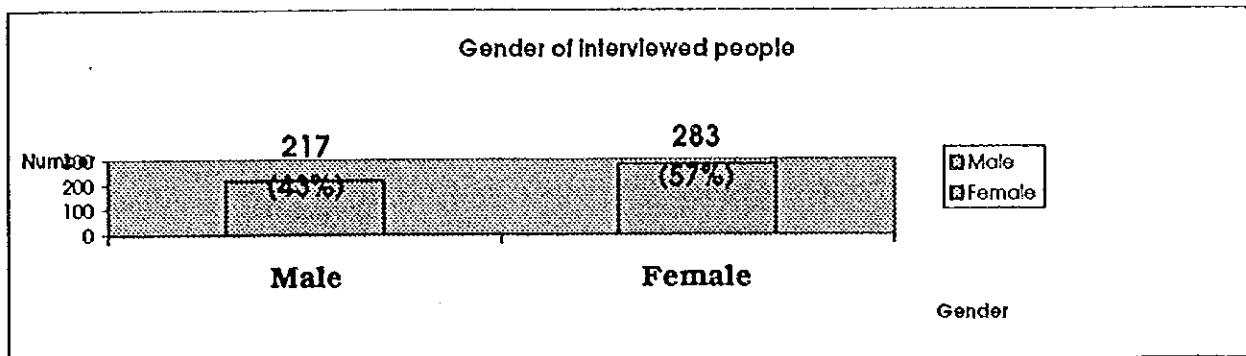
Return to Question A8 now.

Annex 3 Results of the Household Survey on Environmental Awareness of the Hanoi citizens

A. Questions on households

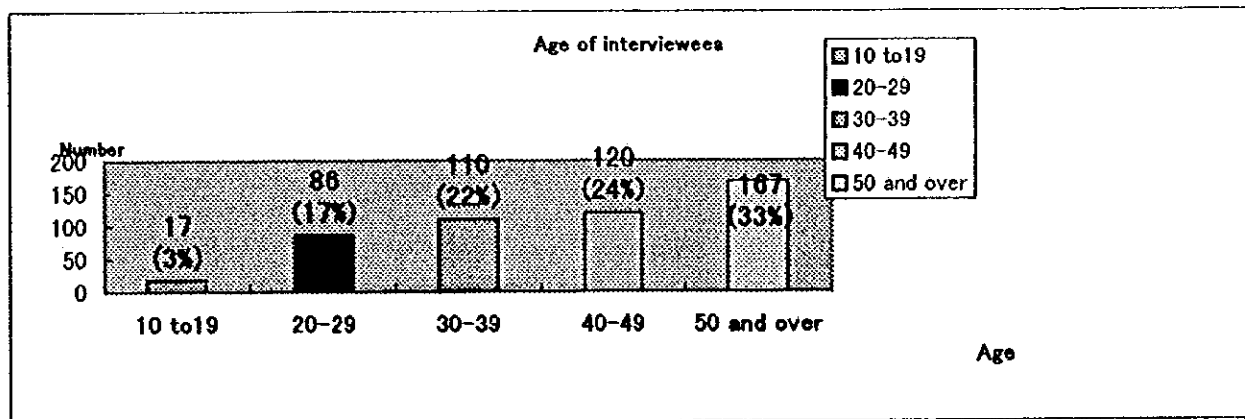
Question 1: Gender of interviewed people

Gender	Number (B)	Ratio(%) (B/500 x 100)
Male	217	43.4
Female	283	56.6
Total	500	100



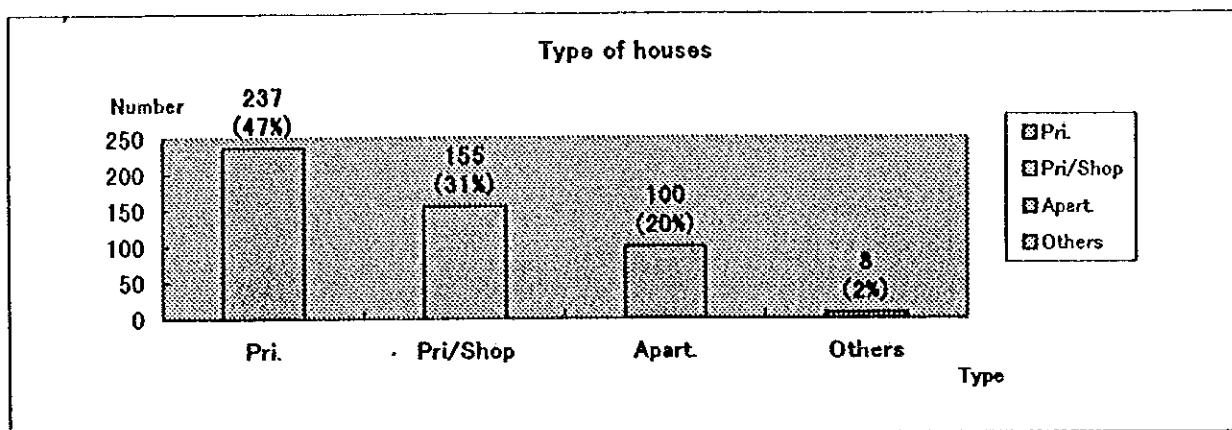
Question 2: Age of interviewed people

Age	Number (B)	Ratio(%) (B/500 x 100)
10 to19	17	3.4
20-29	86	17.2
30-39	110	22
40-49	120	24
50 and over	167	33.4
Total	500	100



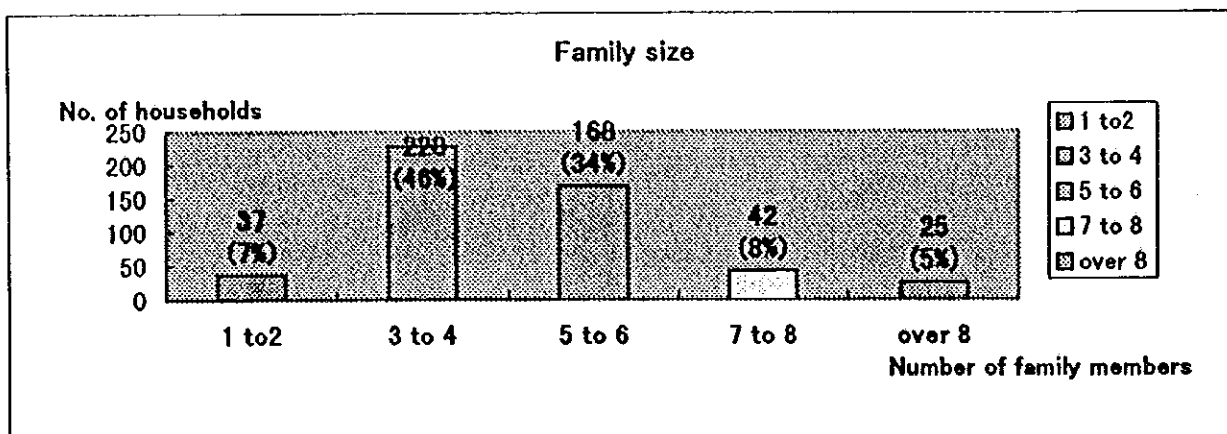
Question 4: Type of house

Age	Number (B)	Ratio(%) (B/500 x 100)
Pri.	237	47.4
Pri/Shop	155	31
Apart.	100	20
Others	8	1.6
Total	500	100



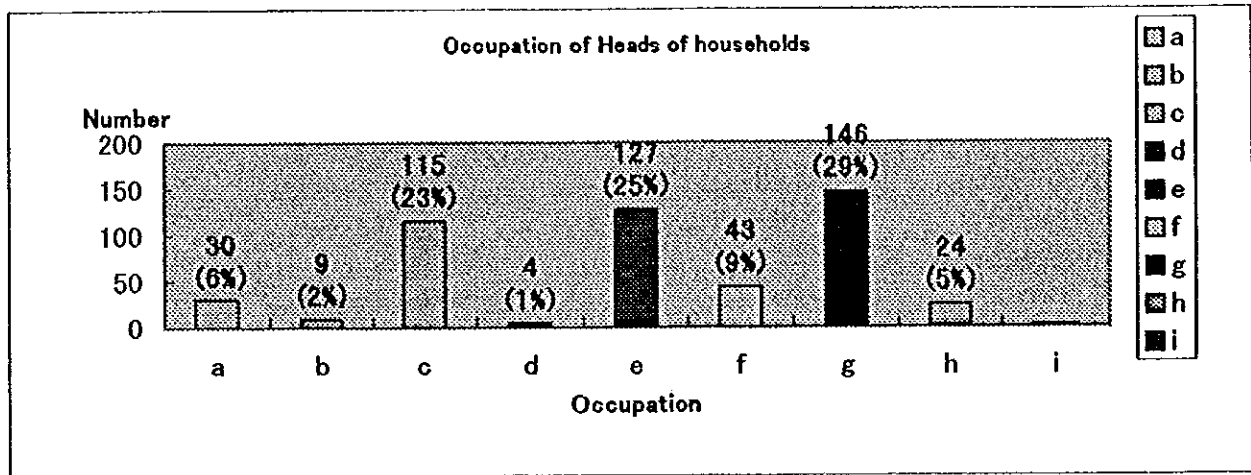
Question 5: Family size

Size	Number (B)	Ratio (%) (B/500 x 100)
1 to 2	37	7.4
3 to 4	228	45.6
5 to 6	168	33.6
7 to 8	42	8.4
over 8	25	5
Total	500	100



Question 6: Occupation of head of household

Occupation	Number	Ratio(%)
a	30	6
b	9	1.8
c	115	23
d	4	0.8
e	127	25.4
f	43	8.6
g	146	29.2
h	24	4.8
i	2	0.4
Total	500	100



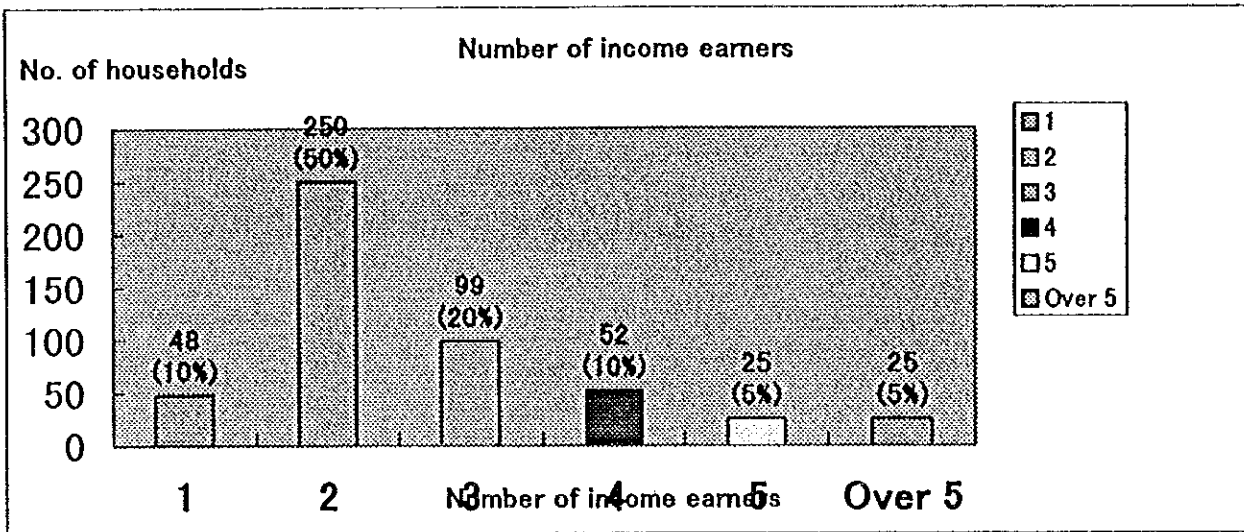
Notes:

- a) Worker in government agency or government enterprise
- b) Worker in private company including foreign company and J/V
- c) Other types of employee in government agency or government enterprise
- d) Other types of employee in private company including foreign company and J/V
- e) Self-employed
- f) Agricultural activity
- g) Retire
- h) Others
- i) Unemployed

Question 7: Number of income makers

Answer	Number (B)	Ratio(%) (B/499 x 100)
1	48	9.619238477
2	250	50.1002004
3	99	19.83967936
4	52	10.42084168
5	25	5.01002004
Over 5	25	5.01002004
Total	499	100

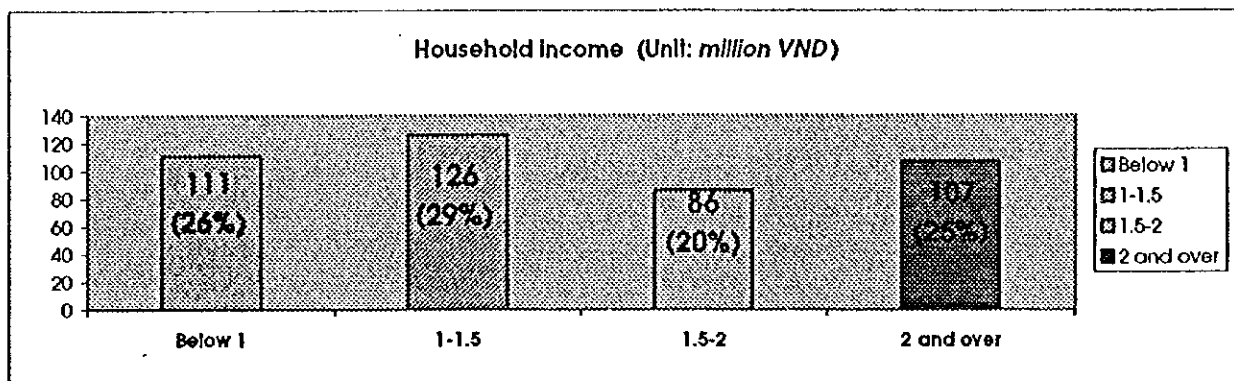
Note: One "interviewed household" is an apartment rented by students. They do not make any money. All living expenses are covered by their parents.



Question 8 Household income

Answer	Number (B)	Ratio(%) (B/430 x 100)
Below 1	111	25.81395349
1-1.5	126	29.30232558
1.5-2	86	20
2 and over	107	24.88372093
	430	100

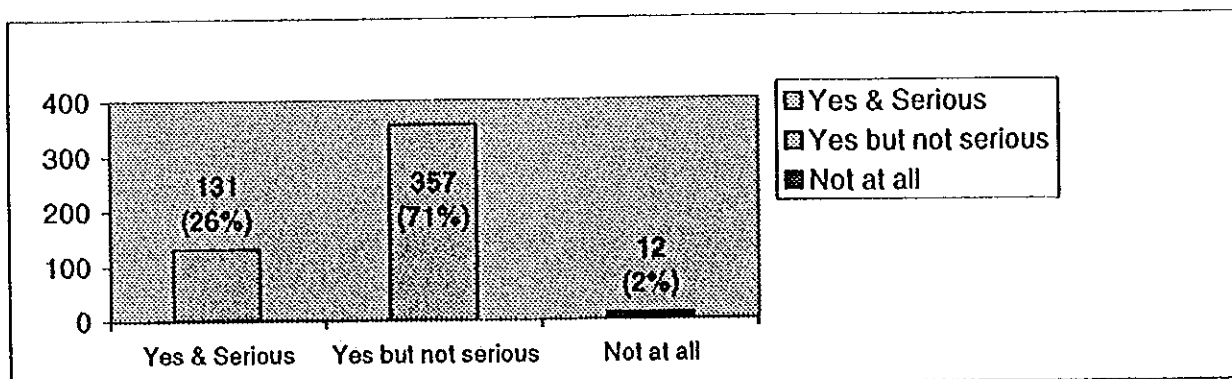
Note: 70 people did not give answers about their income.



B. Questions on environmental condition in the surroundings

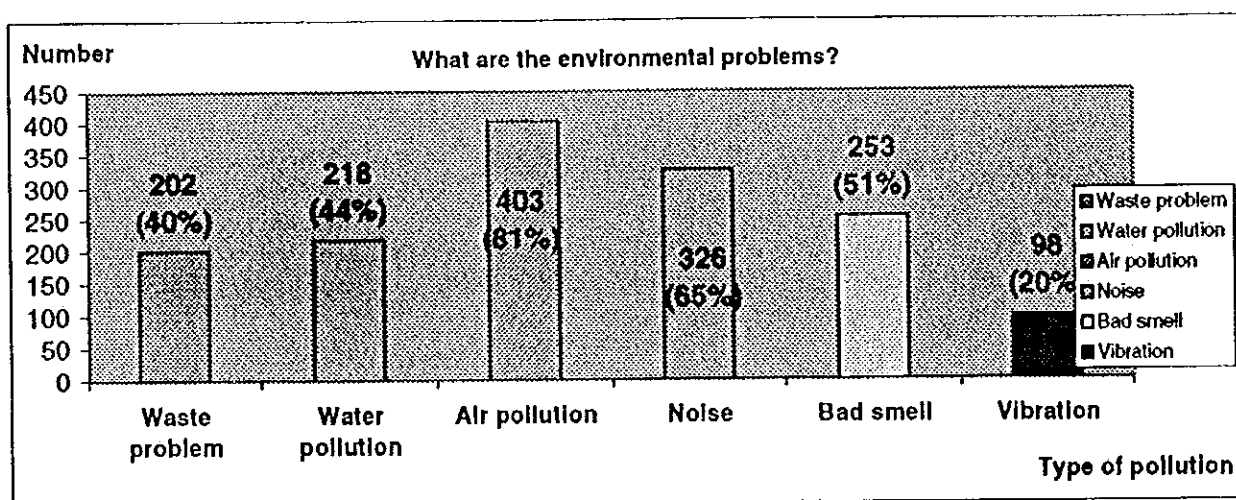
Question 1 Do you think environmental pollution exist in your neighbourhood?

Answers	Number (B)	Ratio(% (B/500 x 100)
Yes & Serious	131	26.2
Yes but not serious	357	71.4
Not at all	12	2.4
Total	500	100



Question 2 What kinds of environmental problems exist in your neighbourhood?

Answer	Number (B)	Ratio(% (B/500 x 100)
Waste problem	202	40.4
Water pollution	218	43.6
Air pollution	403	80.6
Noise	326	65.2
Bad smell	253	50.6
Vibration	98	19.6
Total	1500	300

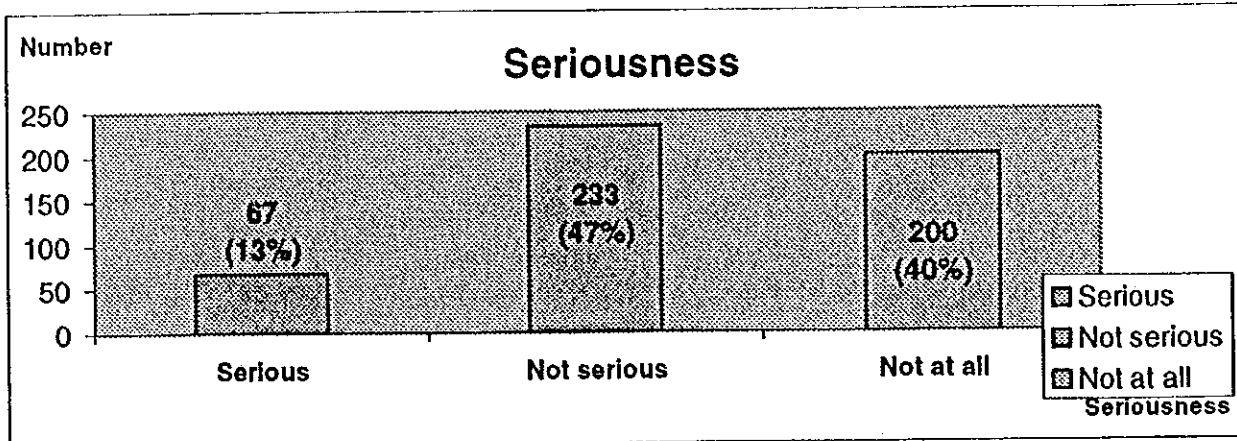


Waste problems

Question 3.1

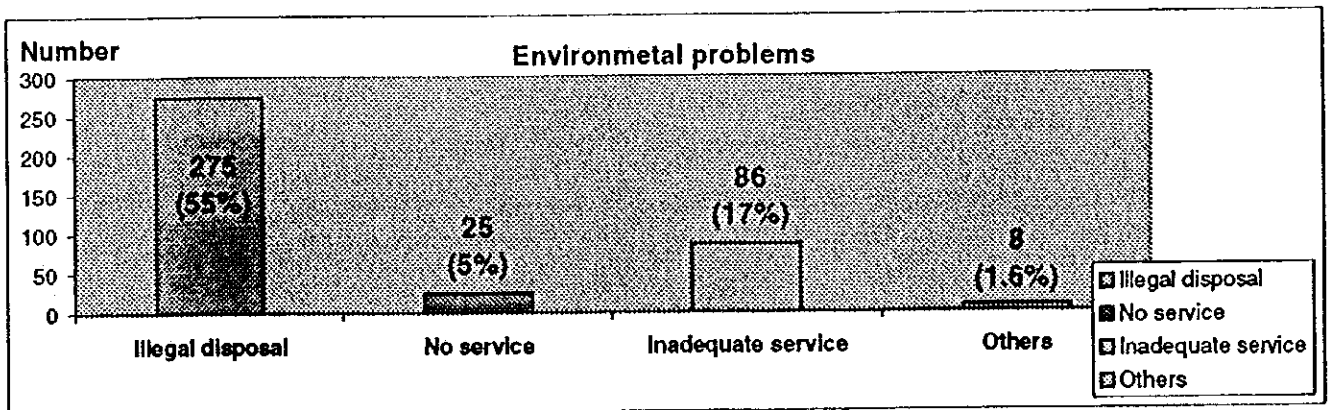
Question 3.1 How serious ?

Answer	Number (B)	Ratio (%) (B/500 x 100)
Serious	67	13.4
Not serious	233	46.6
Not at all	200	40
Total	500	100



Question 3.2* What are the environmental problems ?

Answer	Number (B)	Ratio (%) (B/500 x 100)	Ratio (%) (B/300 x 100)
Illegal disposal	275	55	91.66666667
No service	25	5	8.333333333
Inadequate service	86	17.2	28.66666667
Others	8	1.6	2.666666667
Total	394	78.8	131.3333333

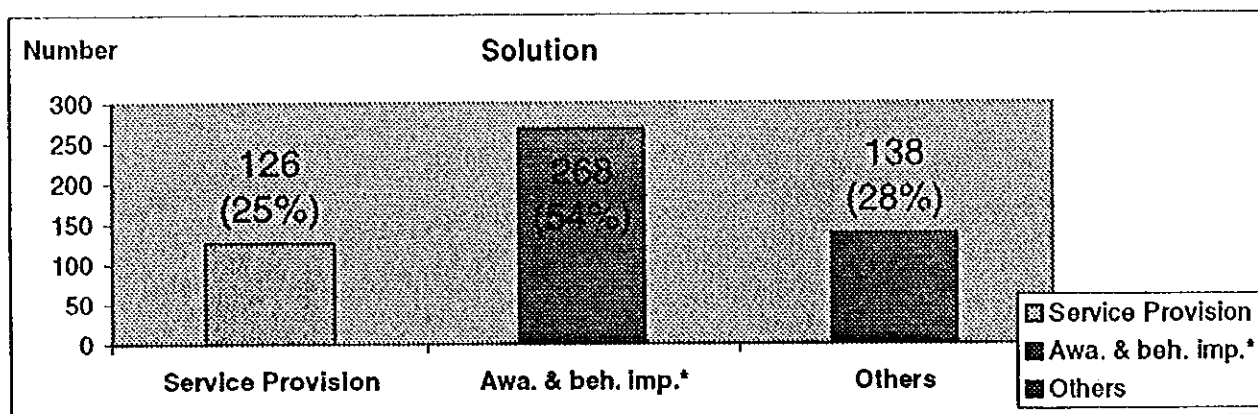


Others: Collection areas (i.e waste containers) are too close to residential areas

Question 3.3: * Solution to environmental problems

Answer	Number	Ratio (%) (B/500 x 100)
Service Provision	126	25.2
Awa. & beh. imp.*	268	53.6
Others	138	27.6
Total	532	106.4

Note (*): Awareness and behaviour improvement

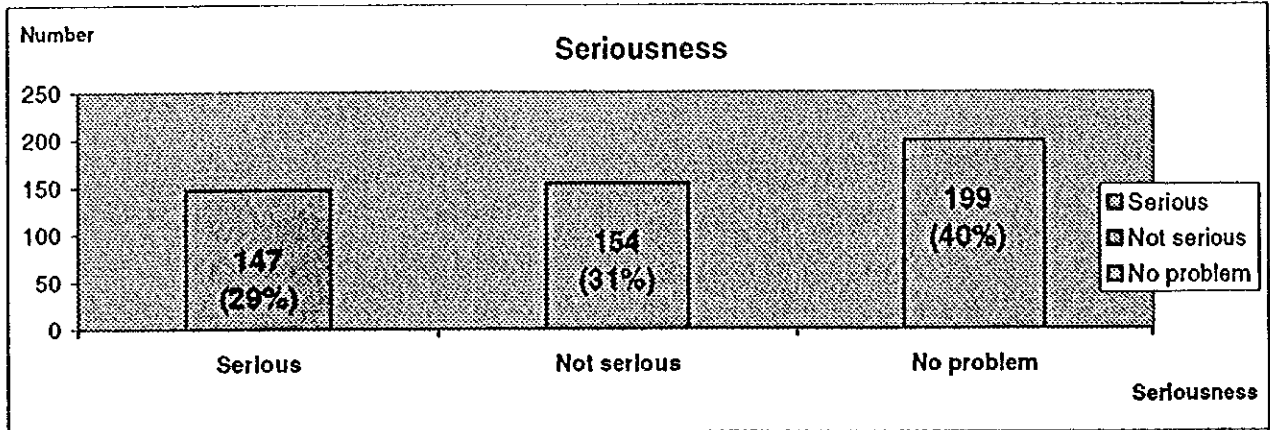


Other solutions	No. of Interviewees
Waste containers should have lids	37
Embankments and plantation of trees on banks of rivers and canals	15
Appropriate time for collection of waste should be fixed	11
Increase in the number and capacity of public waste containers	10
Fine should be given to those dumping waste illegally	9
Propaganda is necessary to raise public awareness	5
Local treatment of waste should be adopted	5
Sewage canals in the city should be dredged more regularly	5
Water should be sprayed onto streets before sweeping	4
Dog keeping should be prohibited	3
Closer cooperation between URENCO and local authorities	2
Waste should be recycled and reused	1
More intensive regulations on leased houses should be established	1
More cooperation between local unions (Youth, Women,...)	1

4. Water pollution

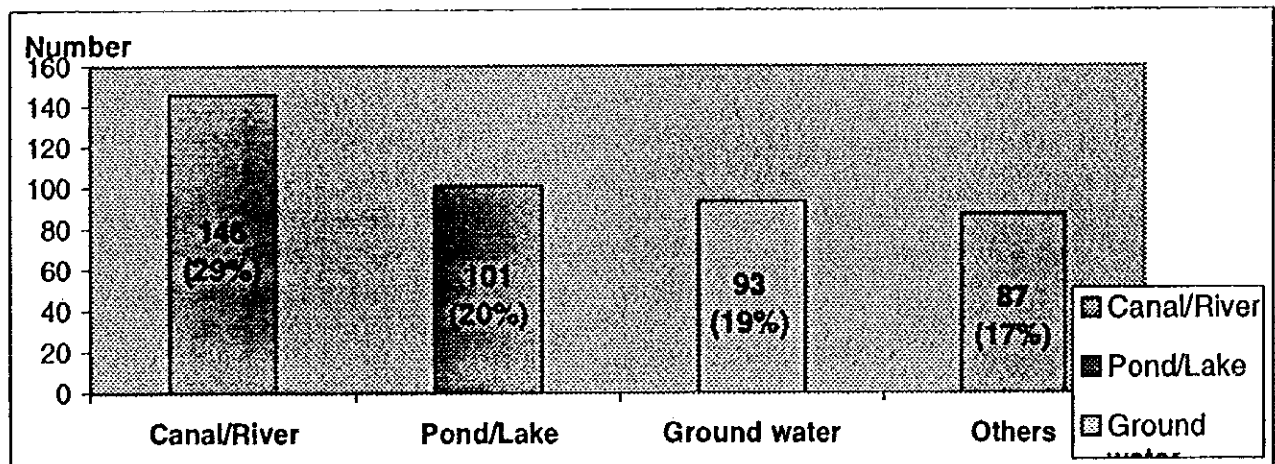
Question 4.1 How serious is water pollution in your neighbourhood ?

Answer	Number (B)	Ratio (%) (B/500 x 100)
Serious	147	29.4
Not serious	154	30.8
No problem	199	39.8
Total	500	100



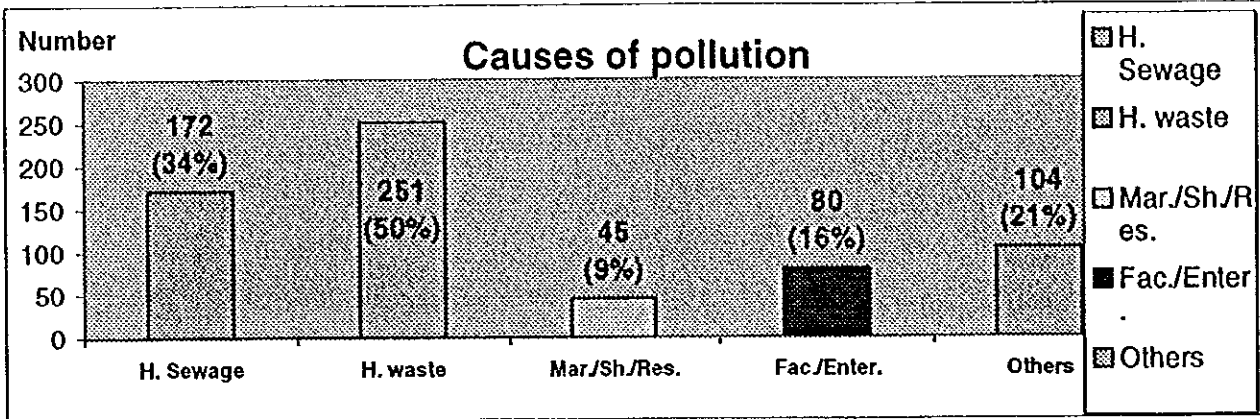
Question 4.2* Polluted area

Answer	Number	Ratio (%) (B/500 x 100)	Ratio (%) (B/301 x 100)
Canal/River	146	29.2	48.50498339
Pond/Lake	101	20.2	33.55481728
Ground water	93	18.6	30.89700997
Others	87	17.4	28.90365449
Total	427	85.4	141.8604651



Question 4.3: Causes of pollution

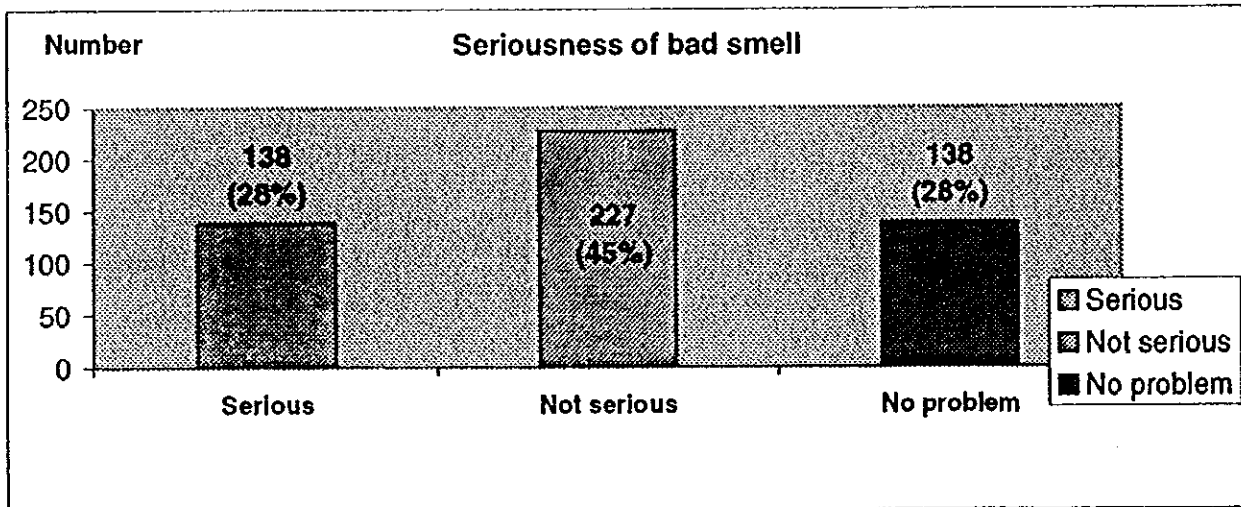
Causes of pollution	Number (B)	Ratio (%) (B/500 x 100)	Ratio (%) (B/301 x 100)
H. Sewage	172	34.4	57.14285714
H. waste	251	50.2	83.38870432
Mar./Sh./Res.	45	9	14.95016611
Fac./Enter.	80	16	26.57807309
Others	104	20.8	34.55149502
Total	652	130.4	216.6112957



5. Bad smell

Question 5.1: How serious is bad smell ?

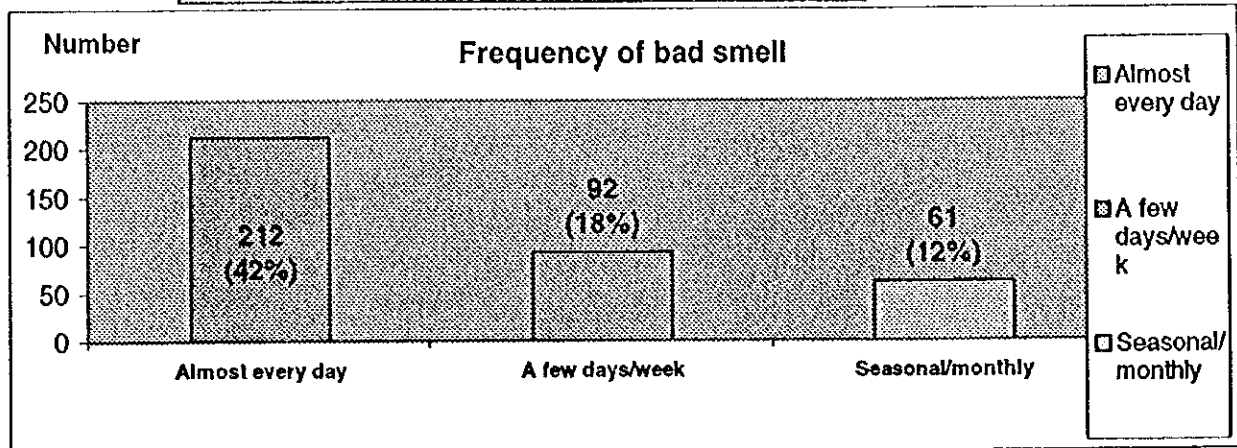
Answer	Number (B)	Ratio (%) (B/500 x 100)
Serious	138	27.6
Not serious	227	45.4
No problem	138	27.6
Total	503	100.6



Question 5.2

Frequency of bad smell

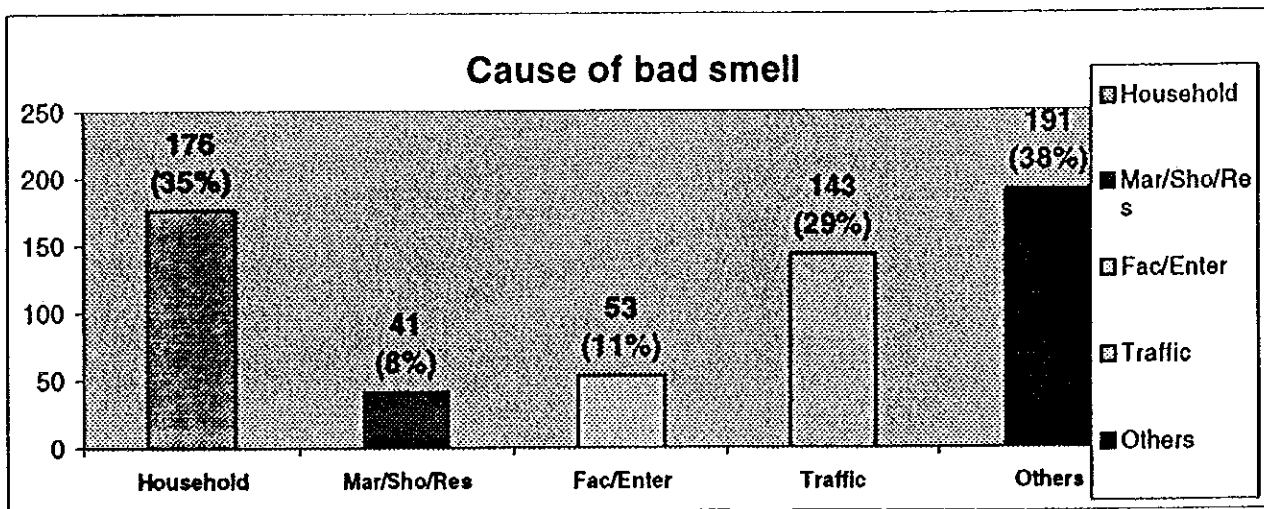
Answer	Number (B)	Ratio (%) (B/500 x 100)
Almost every day	212	42.4
A few days/week	92	18.4
Seasonal/monthly	61	12.2
No problem	138	27.6
Total	574	114.8



Question 5.3

Cause of bad smell

Answer	Number	Ratio (%) (B/500 x 100)	Ratio (%) (B/365 x 100)
Household	176	35.2	48.21917808
Mar/Sho/Res	41	8.2	11.23287671
Fac/Enter	53	10.6	14.52054795
Traffic	143	28.6	39.17808219
Others	191	38.2	52.32876712
Total	604	120.8	165.4794521



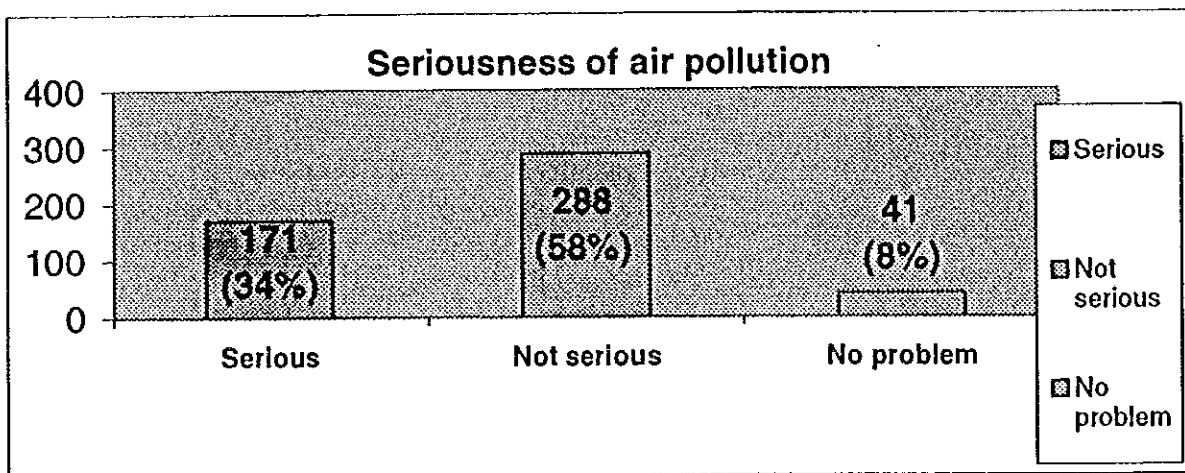
Others include	No. of interviewees
Bad smell from To Lich river	56
Bad sewage network	47
Faeces of animals and animal dead bodies	20

Toilets	15
Odour from nearby communal containers	9
Bad smell from private production workshops	9
Odour of smoke from brick and pottery kilns	9
Insecticides sprayed in nearby fields	4
Van Dien cemetery	4
Night-soil tanks in residential areas	

6. Air pollution

Question 6.1: Seriousness

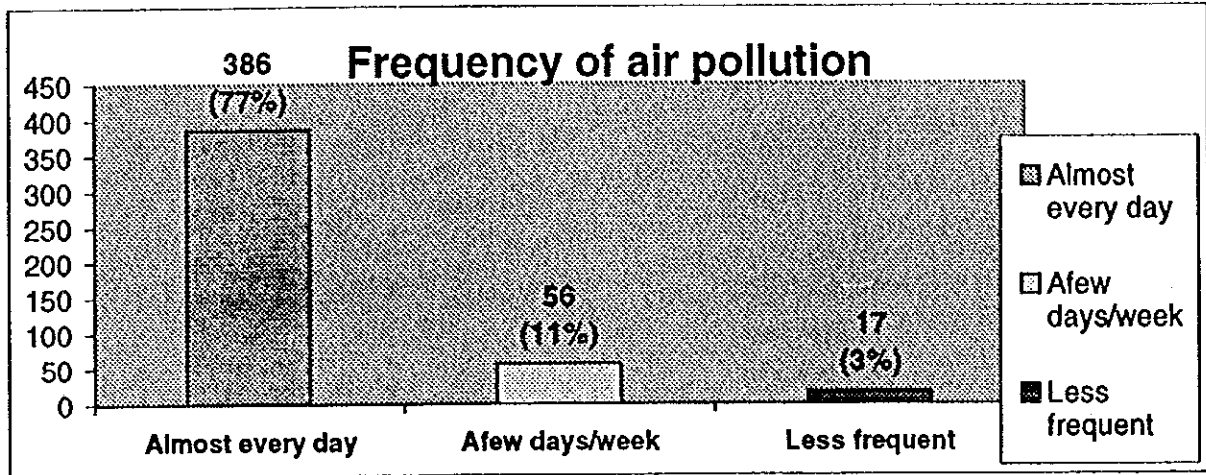
Answer	Number (B)	Ratio (%) (B/500 x 100)
Serious	171	34.2
Not serious	288	57.6
No problem	41	8.2
Total	500	100



Question 6.2

Frequency of air pollution

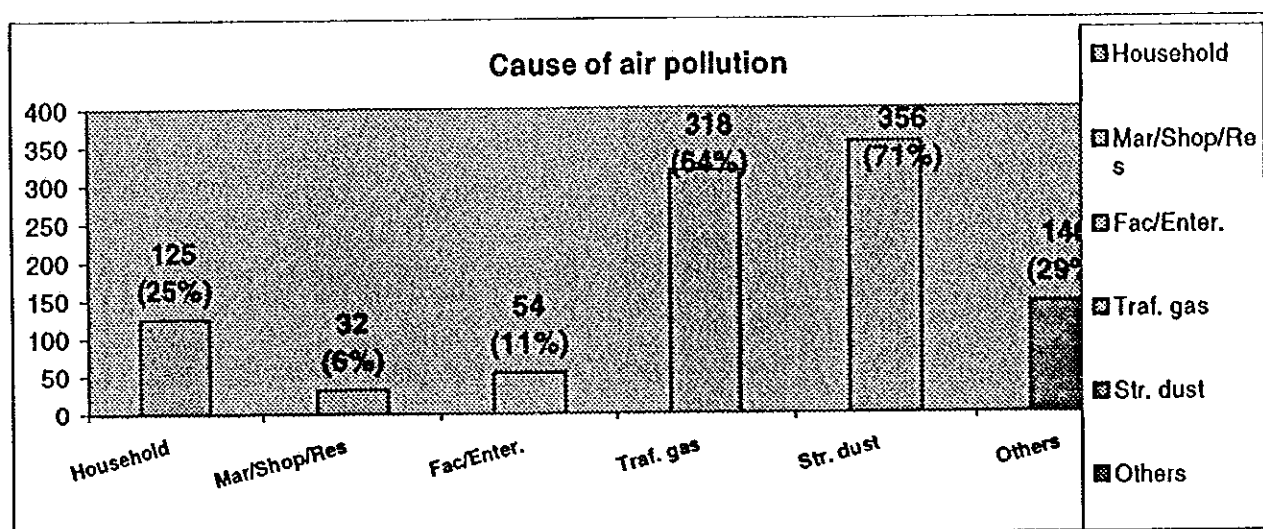
Answer	Number	Ratio (%) (B/500 x 100)
Almost every day	386	77.2
Afew days/week	56	11.2
Less frequent	17	3.4
No problem	41	8.2
Total	500	100



Question 6.3*

Cause of pollution

Answer	Number	Ratio (%) (B/500 x 100)	Ratio (%) (B/459 x 100)
Household	125	25	27.23311547
Mar/Shop/Res	32	6.4	6.97167756
Fac/Enter.	54	10.8	11.76470588
Traf. gas	318	63.6	69.28104575
Str. dust	356	71.2	77.55991285
Others	146	29.2	31.80827887
Total	1031	206.2	224.6187364

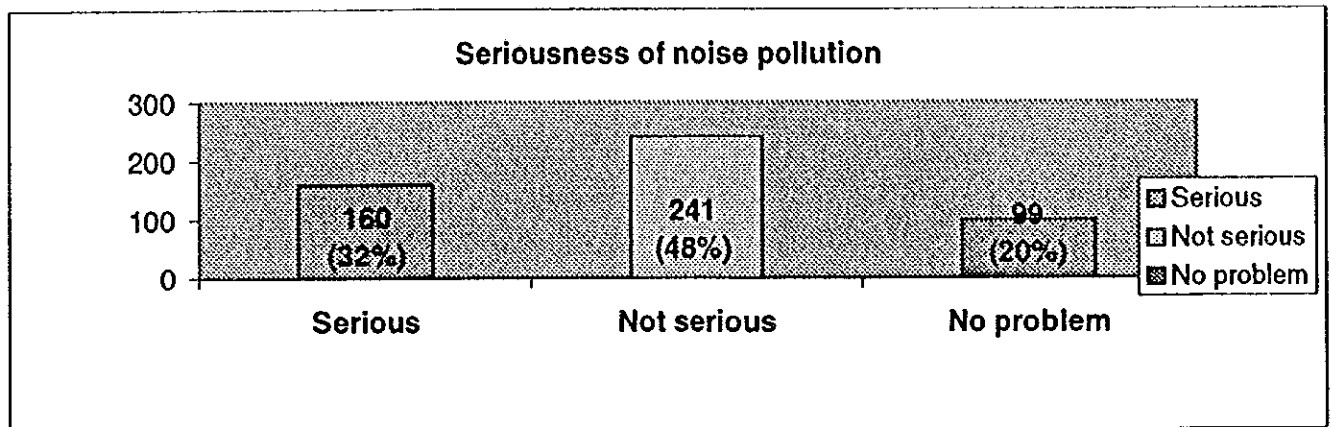


Other causes	No. of inter- viewees
Smell from river (To Lich)	47
Smell from using charcoal	16
Smell from sewage network	14
Smell from brick and pottery kiln	12
Private household businesses	10
Cemeteries (Van Dien, ...)	8
Dust from sweeping streets	6
Smell from communal waste containers	5
Insecticides	4
Factory (Hanoi Paint Producing Factory)	3

7. Noise pollution

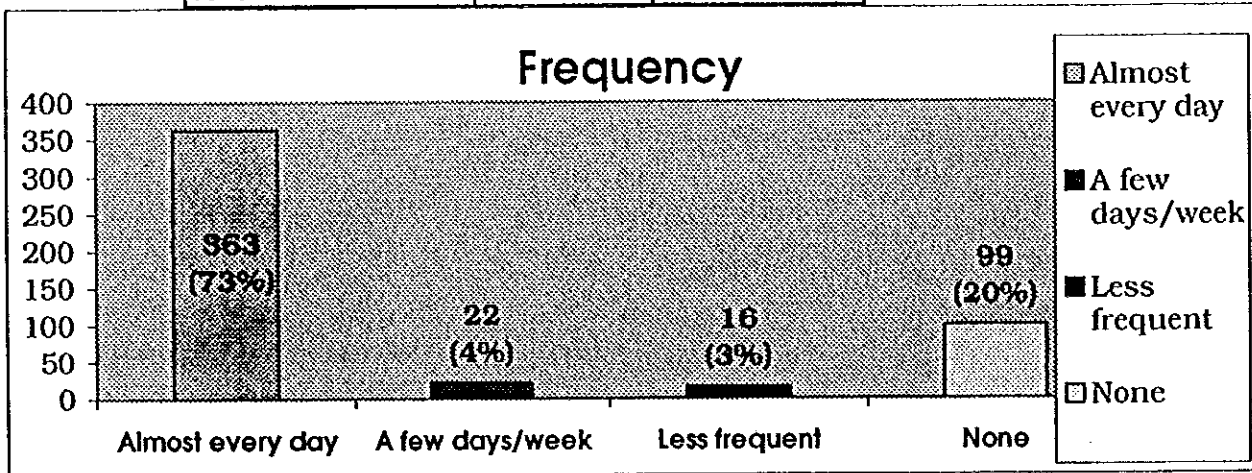
Question 7.1 Seriousness of air pollution

Answer	Number	Ratio (%) (B/500 x 100)
Serious	160	32
Not serious	241	48.2
No problem	99	19.8
Total	500	100



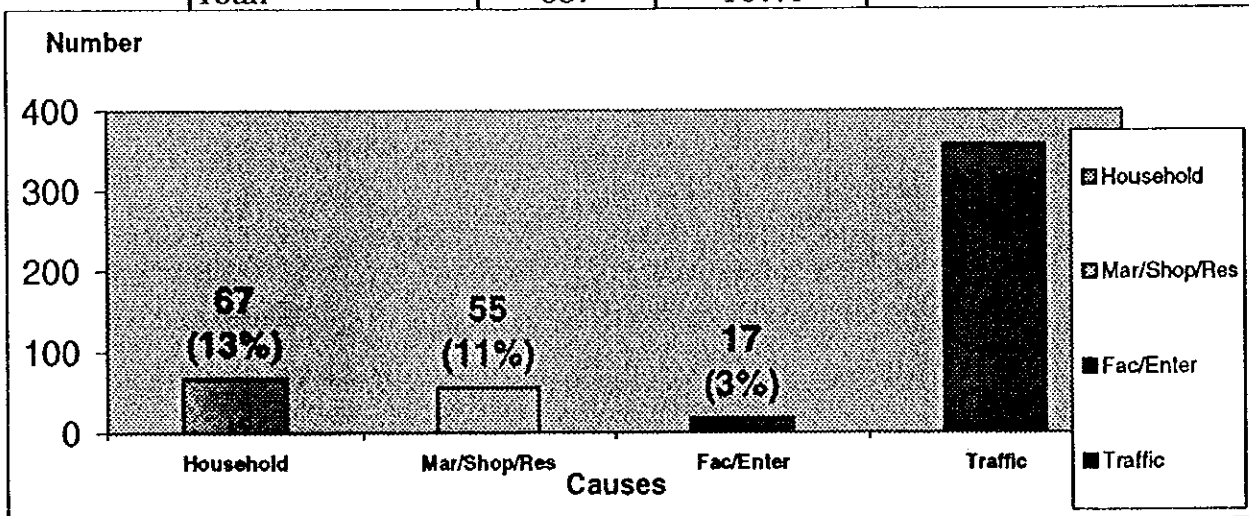
Question 7.2: Frequency of noise pollution

Answer	Number	Ratio (%)
Almost every day	363	73
A few days/week	22	4
Less frequent	16	3
None	99	20
Total	500	100



Question 7.3: Cause of noise pollution

Answer	Number	Ratio (%) (B/500 x 100)
Household	67	13.4
Mar/Shop/Res	55	11
Fac/Enter	17	3.4
Traffic	357	71.4
Others	41	8.2
Total	537	107.4

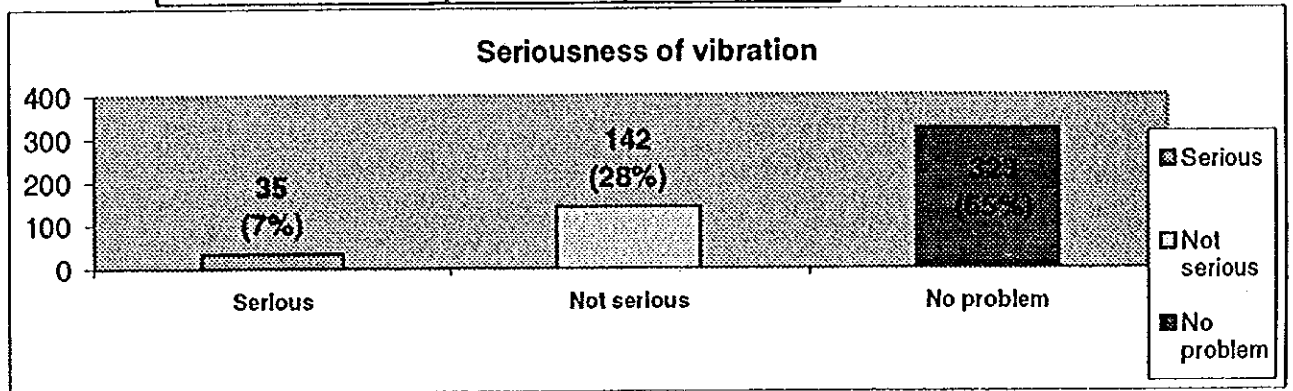


Others include	No. of interviewees
Horns of vehicles	10
Construction of houses	15
Noisy public loudspeakers	5
Noise from schools	5
Noise when planes take off and land	4
Insufficient sound-proof karaoke shops	2

8. Vibration

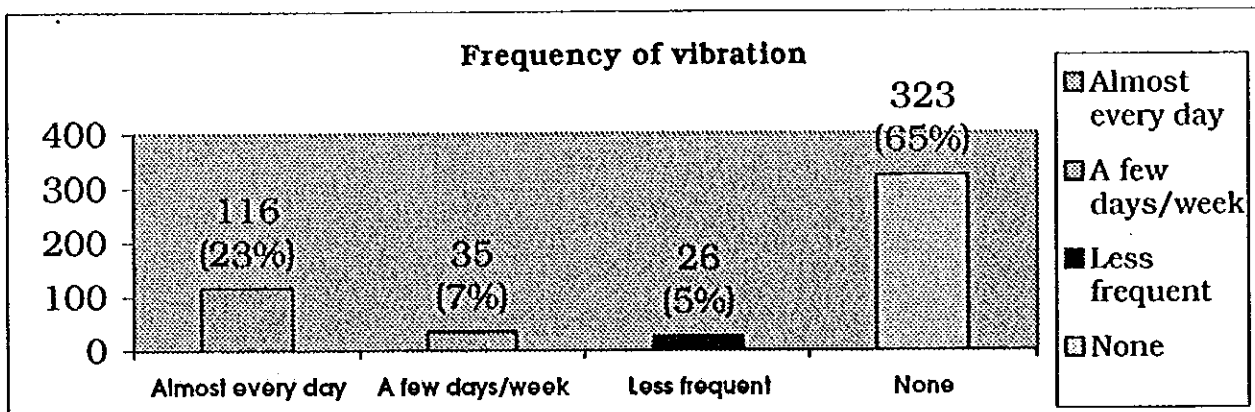
Question 8.1: Seriousness of vibration

Answer	Number (B)	Ratio (%) (B/500 x 100)
Serious	35	7
Not serious	142	28.4
No problem	323	64.6
Total	500	100



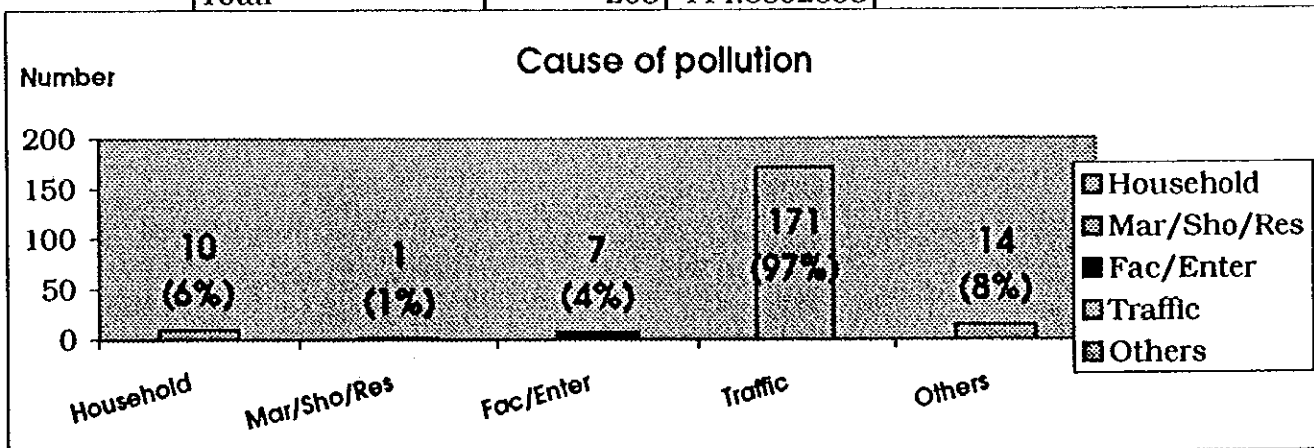
Question 8.2: Frequency of vibration

Answer	Number (B)	Ratio (%) (B/500 x 100)
Almost every day	116	23.2
A few days/week	35	7
Less frequent	26	5.2
None	323	64.6
Total	500	100



Question 8.3:

Answers	Number (B)	Ratio(%) (B/177 x 100)
Household	10	5.649717514
Mar/Shop/Res	1	0.564971751
Fac/Enter	7	3.95480226
Traffic	171	96.61016949
Others	14	7.90960452
Total	203	114.6892655

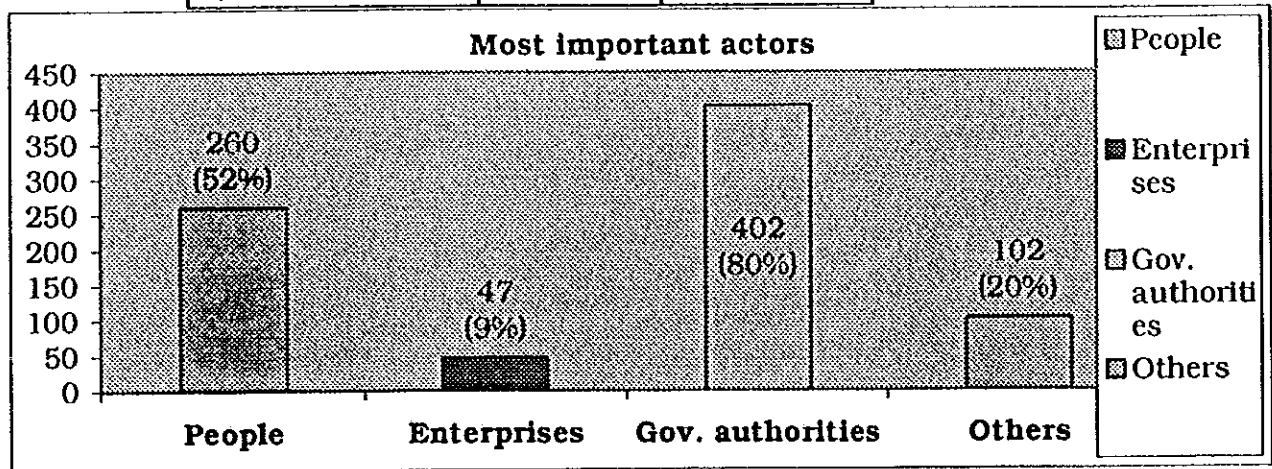


Others include:	No. of interviewees
Construction work	12
Using machines to do manufacturing activities by household businesses	2

Question 9*

Most important actors for solution of the problem

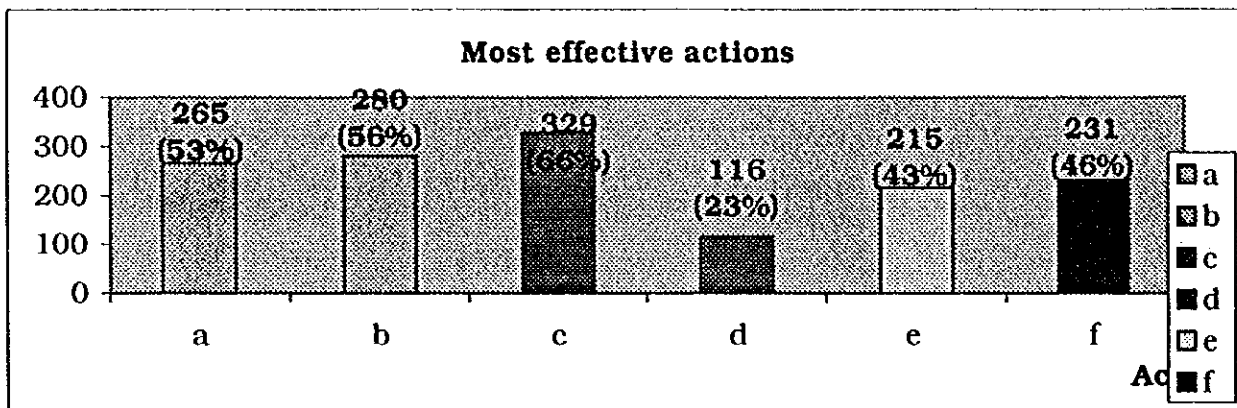
Answers	Number (B)	Ratio(%) (B/500 x 100)
People	260	52
Enterprises	47	9.4
Gov. authorities	402	80.4
Others	102	20.4
Total	811	162.2



Others include	No. of interviewees
Authorities of communes and precincts	56
People but with cooperation from authorities of communes & precincts	11
Local unions (Youth Union, Women's Union...)	9
URENCO with improved sense of responsibility of sanitation workers	19

Question 10⁺ : Most effective actions for environmental improvement

Answers	Number (B)	Ratio(%) (B/500 x 100)
a	265	53
b	280	56
c	329	65.8
d	116	23.2
e	215	43
f	231	46.2
Total	1436	287.2



Note:

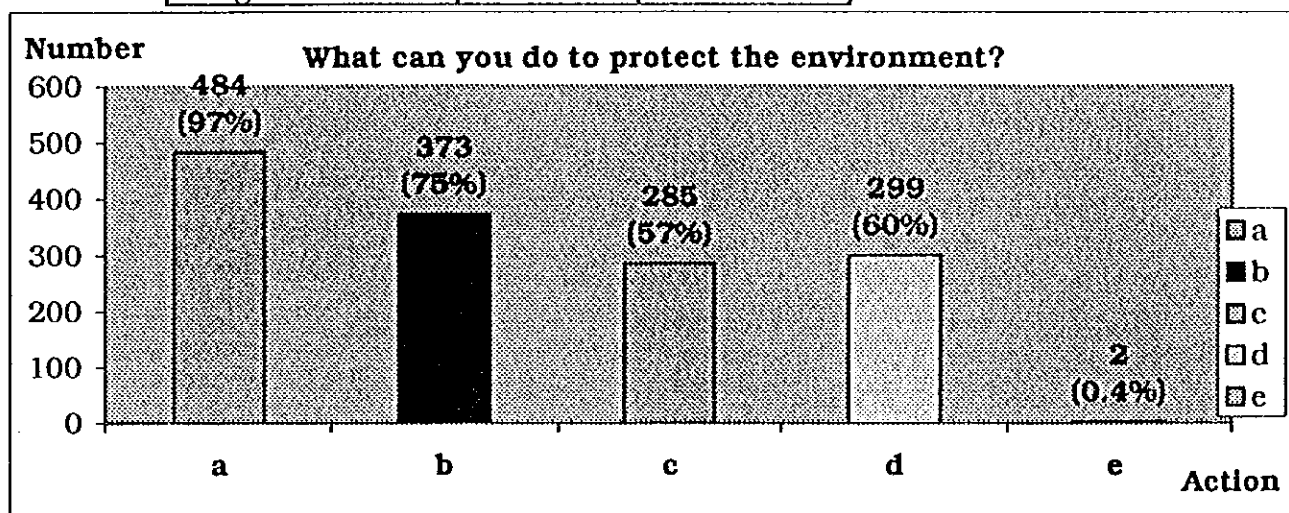
- a. Self-efforts of the citizens to keep the city clean
- b. Education of people
- c. making regulations and enforcement
- d. Efforts from enterprises to take pollution control measures
- e. Improvement of the cleansing service by URENCO
- f. Others

Others include:	Number of interviewees
Waste containers should have lids and more containers be put in appropriate places	59
Use of insecticides should be restricted and glass bottles should be replaced with plastic bottles	8
Cooperation between relevant authorities in environmental protection	7
Establish an underground sewage and drainage network	22
On-spot waste treatment	3
A paid environment supervisor should be appointed in every locality	9
Reduce the number of trucks in the city increase the number of buses together with reduction in bus fares to reduce traffic pressure from too many motorcycles	11
Extensively improve the environmental condition of To Lich river (constructing embankments, dredging the canal)	27
Septic tanks should be set up on the banks of To Lich river	4
Increase the income of sanitary workers so that they are more devoted to their job	1
Establishment of the waste treatment system before a factory/plant is operated	4

Relocation of cemeteries away from residential areas	16
Move Hanoi paint factory out of Hanoi	3
TOTAL	174

Question 11 *: What can you do to protect the environment of Hanoi

Answers	Number (B)	Ratio (%) (B/500 x100)
a	484	96.8
b	373	74.6
c	285	57
d	299	59.8
e	2	0.4
Tæng sè	1443	288.6



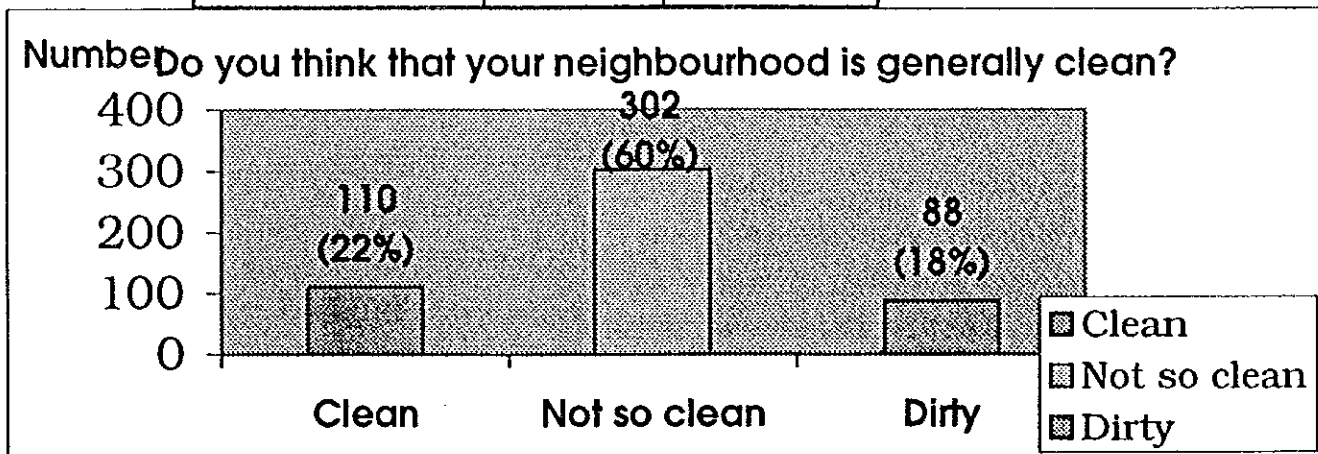
Note:

- a. No littering or illegal dumping of waste
- b. Participate in the cleaning of the neighbourhood area on voluntary basis
- c. Pay waste collection fee
- d. Educate children or other people
- e. Nothing

C. Questions concerning solid waste

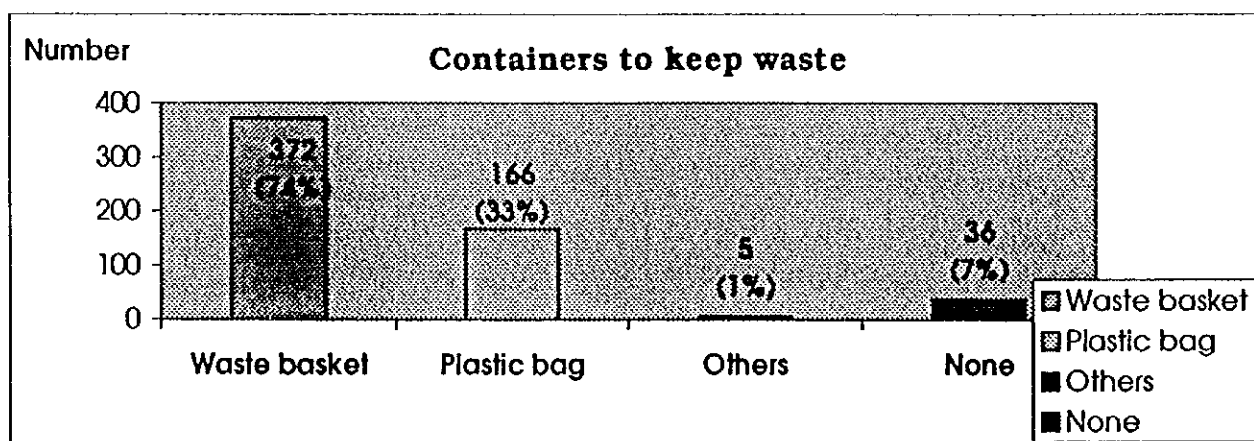
Question 1. Do you think your neighbourhood is generally clean

Answer	Number	Ratio (%) (B/500 x 100)
Clean	110	22
Not so clean	302	60.4
Dirty	88	17.6
Total	500	100



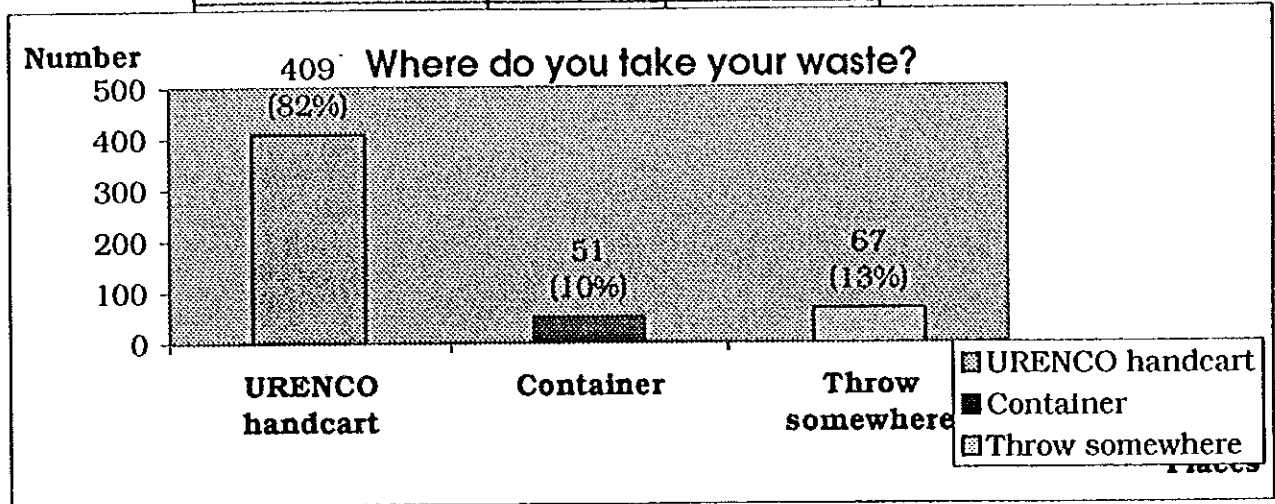
Question 2. What do you use to store household waste ?

Answer	Number	Ratio (%) (B/500 x 100)
Waste basket	372	74.4
Plastic bag	166	33.2
Others	5	1
None	36	7.2
Total	579	115.8



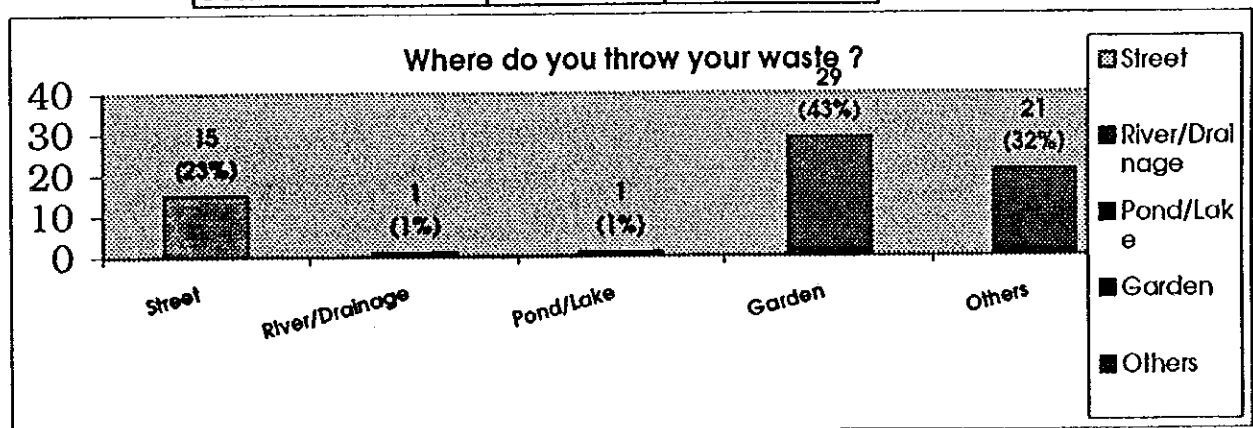
Question 3: Where do you take your waste to?

Answer	Number (B)	Ratio(%) (B/500 x 100)
URENCO handcart	409	81.8
Container	51	10.2
Throw somewhere	67	13.4



And option c consists of the following answers

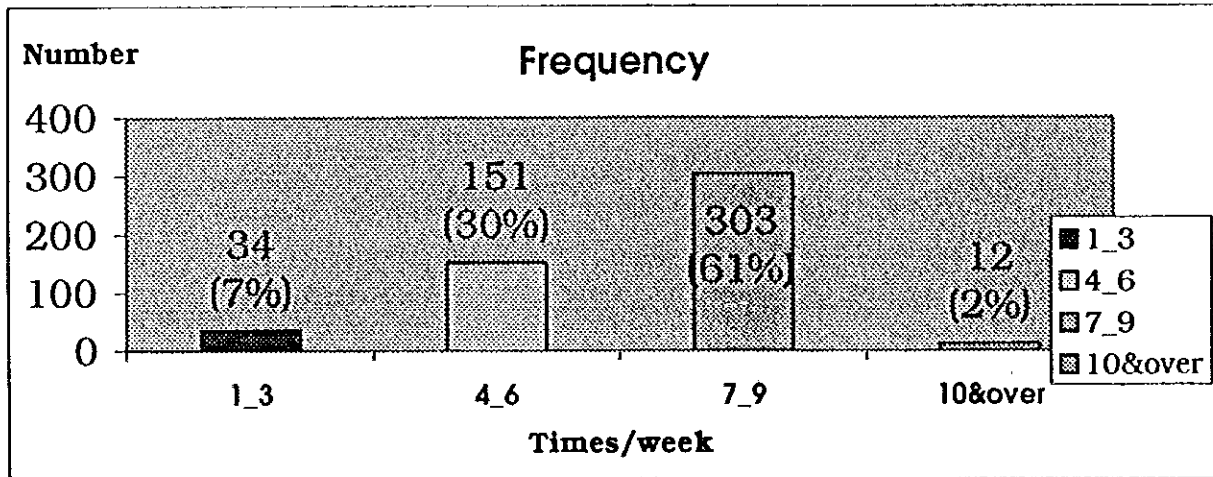
Answers (A)	Number (B)	Ratio (%) (B/67 x 100)
Street	15	22.3880597
River/Drainage	1	1.492537313
Pond/Lake	1	1.492537313
Garden	29	43.28358209
Others	21	31.34328358
Total	67	100



Question 4

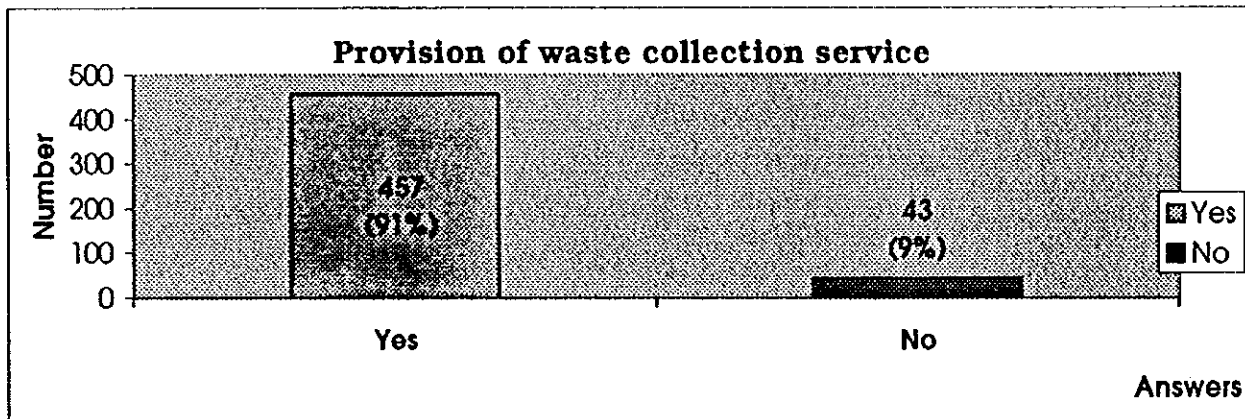
How often do you take waste to the above places

Option (times/week)	Number (B)	Ratio (%) (B/500 x 100)
1_3	34	6.8
4_6	151	30.2
7_9	303	60.6
10&over	12	2.4
Total	500	100



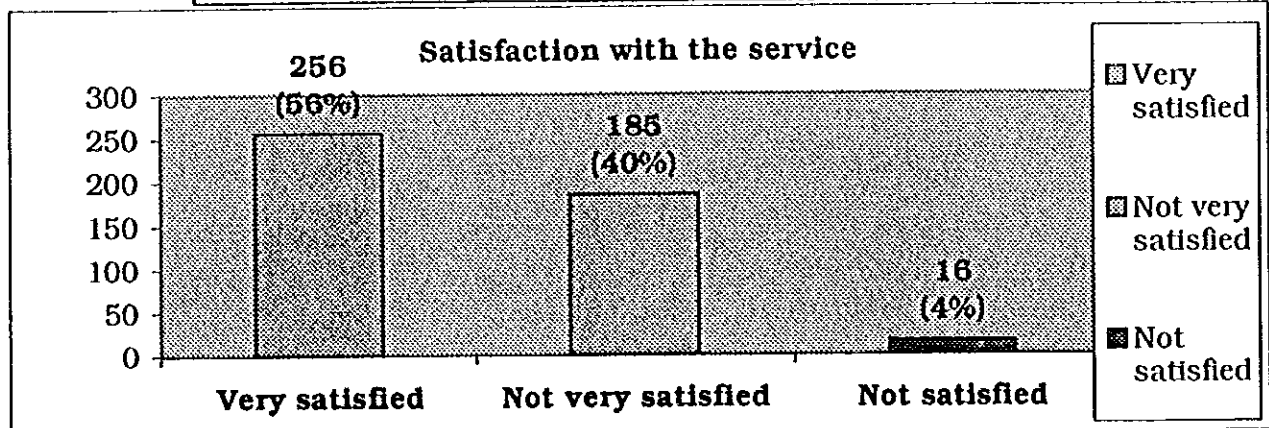
Question 5: Is there any waste collection service in your area?

Answers (A)	Number (B)	Ratio (%) (B/500 x 100)
Yes	457	91.4
No	43	8.6
Total	500	100



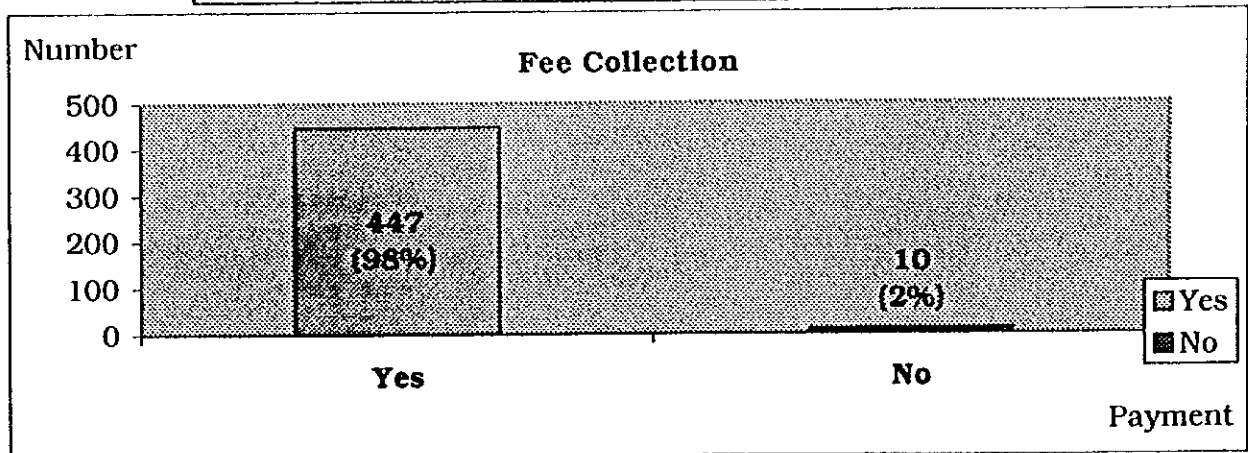
Question 6: Are you satisfied with the service?

Answer	Number	Ratio (%) (B/457 x100)
Very satisfied	256	56
Not very satisfied	185	40
Not satisfied	16	4
Total	457	100



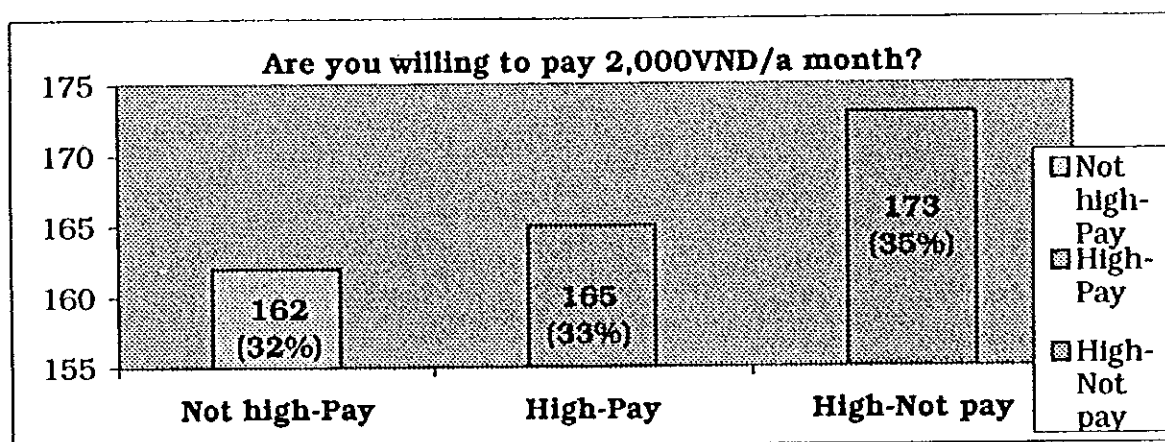
Question 7: Do you pay the garbage collection fee to the fee collector ?

Answers	Number	Ratio(%) (B/457 x 100)
Yes	447	97.81181619
No	10	2.188183807
Total	457	100



Question 8: If the garbage fee is 2,000 VND/head/month/, are you going to pay this amount?

Answer	Number	Ratio (%)
Not high-Pay	162	32
High-Pay	165	33
High-Not pay	173	35
Total	500	100



Comments	Number of interviewees
1000 VND is reasonable	57
500 VND is reasonable	44
Fee should be determined according to quality of service	24
Increase in the fee should be done gradually	13
Fee should be collected monthly	4
Fee for children should be half that for adults	

Question 9: Do you sell any of the following used items?

Answer	Number (B)	Ratio (%) (B/500 x 100)
Paper	178	35.6
Glass	147	29.4
Metals	220	44
Plastics	187	37.4
Clothes	72	14.4
Others	39	7.8
Not sell	263	52.6
Total	1106	221.2

