

- **Dawn Bement, Dana D'Souza, Research Analysts.**

SERA's research analysts – Ms. Bement and Ms. D'Souza – have extensive experience conducting detailed telephone interviews and surveys with cities, businesses, households, facility owners, and others involved in decision-making about solid waste and diversion program management. They have conducted these interviews for program evaluation, impact assessment, and market research projects in the commercial, residential, and institutional sectors, and have analyzed the results for client project reports and presentations in California, the Midwest, Colorado, New England, and overseas.